

## Overview

This standard is about customising e-mail features and settings to the enhance sending and receiving of e-mails. This involves using of a range of e-mail settings for adding signatures to emails, dealing with unsolicited and junk mail using filters and changing settings for non-routine e-mail responses such as out of office when away or on holiday. It also includes the use of message flags for priority, confidentiality and response request.

This also includes activities associated with storing and archiving e-mails and using file compression to send and receive large file attachments.

This standard is for those who need to customise and adapt e-mail settings to meet their own needs or as part of their duties.

## Performance criteria

### *You must be able to:*

1. Add signatures to internal and external outgoing e-mails in line with organisational procedures
2. Select and apply filters to reduce unsolicited junk e-mail and quarantine suspicious e-mails to maintain security
3. Unsubscribe from unsolicited e-mail sources to reduce unwanted e-mails
4. Create folders and subfolders to efficiently organise received e-mails
5. Use email software tools to automate responses according to out of office and other rules in line with organisational procedures
6. Configure and use contact groups and mailing lists in line with organisational requirements
7. Create email back-ups and exports to protect and migrate e-mail data in line with organisational procedures
8. Check complete email trail before forwarding
9. Use the reading pane settings to control how messages are viewed

## Knowledge and understanding

*You need to know and understand:*

1. How to determine the message size and how it can be reduced
2. How to stay safe and respect others when using e-mail
3. How to archive e-mail messages, including attachments
4. How to backup e-mail messages for security and when changing systems
5. The need to use separate email addresses for personal and work-related use
6. The regulations, policies and procedures governing the use of e-mail, and how to apply them
7. How to identify and report potential security issues when using e-mail
8. The importance of using language appropriate for e-mail communication context and recipient (netiquette)
9. How to access help and support when communications problems arise
10. How to configure e-mail account settings to meet individual needs
11. How to configure and use contact groups and mailing lists in line with organisational guidelines

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<b>Developed by</b>	e-skills
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<b>Originating Organisation</b>	ODAG Consultants Ltd.
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<b>Relevant Occupations</b>	ICT for Users
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<b>Suite</b>	IT Users
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<b>Keywords</b>	e-mail
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