Email Guidelines

Signature/email sign-off

- Your signature/email sign-off should be kept simple and uncluttered and use the correct 'default' font of Aptos (Body) at 11-point size
- Script style fonts (e.g. *Jonathan Jones*), and scanned images of signatures should **not** be used to sign-off your emails. This is for screen reader/accessibility purposes
- Sign-off should comprise of your name (in **bold** font), job title, service area and contact telephone number (see example below)

Subject Care in the community	+ 1
Hi Sarah,	8 5
Thanks for getting in touch about our new initiative. We must get together soon to discuss how your organisation can help to support us with its implementation.	2
Regards	- (
Jonathan Jones Business Manager, Supported Living Service M: 07870 000 000	.g <
Sunderland	s
Leechmere Centre, Carrmere Road, Leechmere, Sunderland SR2 9TQ Company Number 08681649	lity

Setting up your automatic signature

You must set up your signature/email sign-off so that it appears automatically within your email when you choose to send a new email in Outlook. Follow the steps below to set up your automatic signature.

- In your Outlook account, click the 'New Email' icon
- In the new email menu bar, click on 'Insert' and then click on the 'Signature' icon ² and select 'Signature'
- In the new window, begin creating your signature by clicking 'New'

↓ -	- 	Signatures and Stationery ?	×
Inse ·	options	E-mail Signature Personal Stationery E-mail account: Jonathan.Jones@sunderlandcareandsupport.co.uk	
•	Loop Components ~ Collaborate	Select signature to edit	ew
om 🗸 To	Elaine.Mills@su	De V Rer	name
Cc Bcc		Edi <u>t</u> signature Aptos (Body) 12 B I U Automatic Image: Basiness Card	\$ \$

• You will be prompted to give your signature a name - type a name in the box and click 'OK'

Edi <u>t</u> signature	New Signature ?	\times	-		
Aptos (Body)	Iype a name for this signature:		tic 💌		Business Card
	ОК	Cancel			

- You can now compose your signature in the box provided follow the guidelines above to compose your signature correctly
- You can use the simple text editing tools to correct font size, make bold etc.

:s ¥ e	JJ-Signature <u>N</u> ew	
ýsu	Delete	
	Edit signature	
_	Aptos (Body) V 11 V B I U Automatic V E E E Business Card	
	Regards	
	Jonathan Jones	
	Business Manager, Supported Living Service M: 07870 000 000	

- Once you are happy your signature is correct click 'Save'
- To ensure your signature is applied to new emails automatically, click the drop-down arrow under 'Choose default signature' and 'New messages'

Save	Get signature templates	~
Choose default signa	ure	
New <u>m</u> essages:	(none)	\sim
Replies/ <u>f</u> orwards:	(none)	~
ľ	JJ-Signature	
		~

- Your newly created signature will appear in the list select it and click 'OK'
- The next time you choose to compose a new email, your signature will automatically appear in the new email box

Replies and forwarded emails

• To ensure that your signature details are included when you reply to an email message or forward an email message, click the drop-down arrow for the 'Replies/forwards' option, select your signature and click 'OK'

New <u>m</u> essages:	JJ-Signature			~
Replies/ <u>f</u> orwards:	JJ-Signature			~

Email footer logos and campaigns

- Your sent emails will have the Sunderland Care and Support logo and address under your signature/email sign-off applied as a default email footer
- If there is a requirement to add campaigns to the footer of your emails, for example to promote 'Co-Production Week', this will be applied at the relevant time by the Sunderland City Council ICT team and will be scheduled to be automatically removed at the end of the campaign
- If you have a campaign you would like to promote in the email footer, you can request this through our <u>communications@sunderlandcareandsupport.co.uk</u> email account
- You should provide all relevant details for the campaign, including dates and graphics/logos wherever possible
- Your request will be assessed, and you will be informed of the outcome

Automatic Replies (Out of Office) and Freedom of Information

- Out of Office automated replies should be concise and provide the relevant information about the dates you are away and will be returning to work, and also provide alternative contact information should an enquiry be urgent
- There is also a requirement to provide a Freedom of Information instruction to your Out of Office response
- The example below is the standard format that should be followed

Thank you for your email.

I am currently out of the office, returning on Wednesday 26th June. I will respond to your email on my return. If your request is urgent, please forward your email to <u>communications@sunderlandcareandsupport.co.uk</u>

Regards

Jonathan Jones

Business Manager, Supported Living Service Mobile: 07870 000 000

Freedom of Information

If you are making a request for information under the Freedom of Information Act, please redirect your request to info@sunderlandcareandsupport.co.uk and it will be treated as received when it is received at that address.

Setting up your automatic replies (Out of Office)

- In your Outlook account, click on 'File' to the left of the top-level menu
- Click on the 'Automatic Replies (Out of Office)' tile to open the actions window



Automatic Replies (Out of Office) Use automatic replies to notify others that you are out of office, on vacation, or not available to respond to email messages.

- Click on the 'Send automatic replies' button
- You can now compose your automatic reply in the box(s) provided follow the guidelines above to compose your automatic reply correctly

Auto	omatic Replies -	Jonathan.Jones@	sunder	andcareand	support.co.uk	\times		
	Do not send automatic replies Send automatic replies							
0-	Only send during this time range:							
,	Start time:	Thu 19/09/2024	~	10:00	~			
	End time:	Fri 20/09/2024	~	10:00	~			
Auto	Automatically reply once for each sender with the following messages:							
4	Inside My Organiz	ation 🔇 Outside M	/ Organiz	ation (On)				
A	otos	× 11	~					
В								
Tł	Thank you for your email.							
l a	I am currently out of the office, returning on Wednesday 26th June, I will							
re	spond to your	email on my ret	urn. If y	our request	is urgent, please			
10	rwaru your en	nait to <u>communi</u>	cations	Cosundental	nucareanusupport.co	<u>.uk</u>		
Re	egards							
c								
Jo	nathan Jone	S						
Bu	usiness Mana	ger, Supported L	iving Se	rvice				
M	obile: 07870 (000 000						
Fr	reedom of Inf	ormation						
If	vou oro mokir	a request for i	formo	tion under th	he Freedom of			
	Rules				OK	Cancel		

• You can change your reply options to only send during a specified time frame, by using the 'Only send during this time range' option

Autor	Automatic Replies - Jonathan. Jones@sunderlandcareandsupport.co.uk								
ODo	O Do not send automatic replies								
Ser	Send automatic replies								
	Only send during this time range:								
	Start time:	Thu 19/09/2024		10:00					
	End time:	Fri 20/09/2024		10:00					

• You can also choose to have your reply differently worded depending on who receives it – whether it's an internal or external recipient

Automatically reply once for each sender with the following messages:						
Aptos	V 11 V					
Thank you for your e	mail.	^				

• Once you're happy with your reply settings, simply click 'OK' – a notification will appear in your Outlook when auto replies are turned on

Ê				
	i AUTOMATIC REPLIES	Automatic Replies are being sent for this account.	Turn off	
•		<		