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)
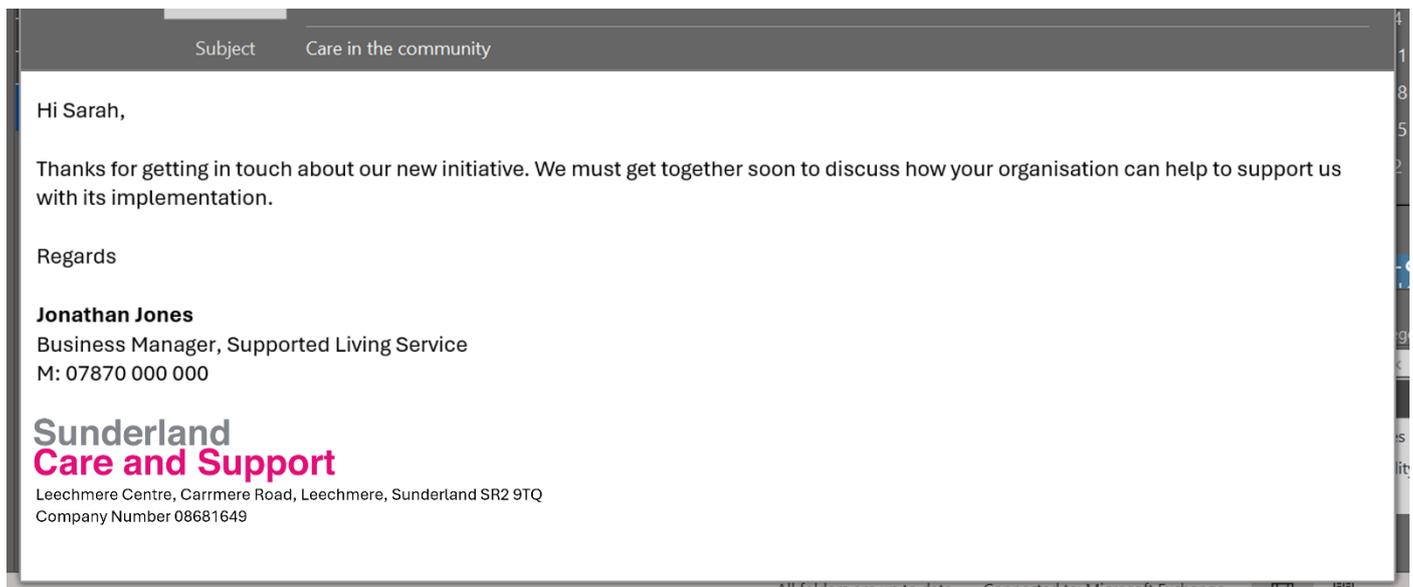
Setting up your automatic signature

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 and select 'Signature'
- In the new window, begin creating your signature by clicking 'New'
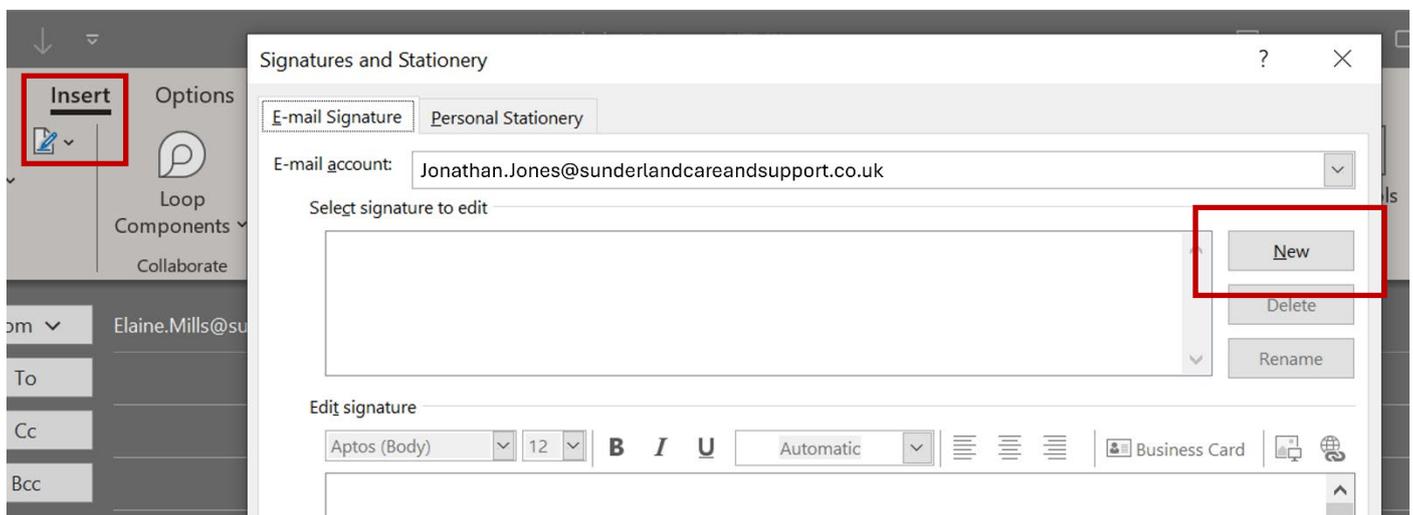
- You will be prompted to give your signature a name - type a name in the box and click 'OK'
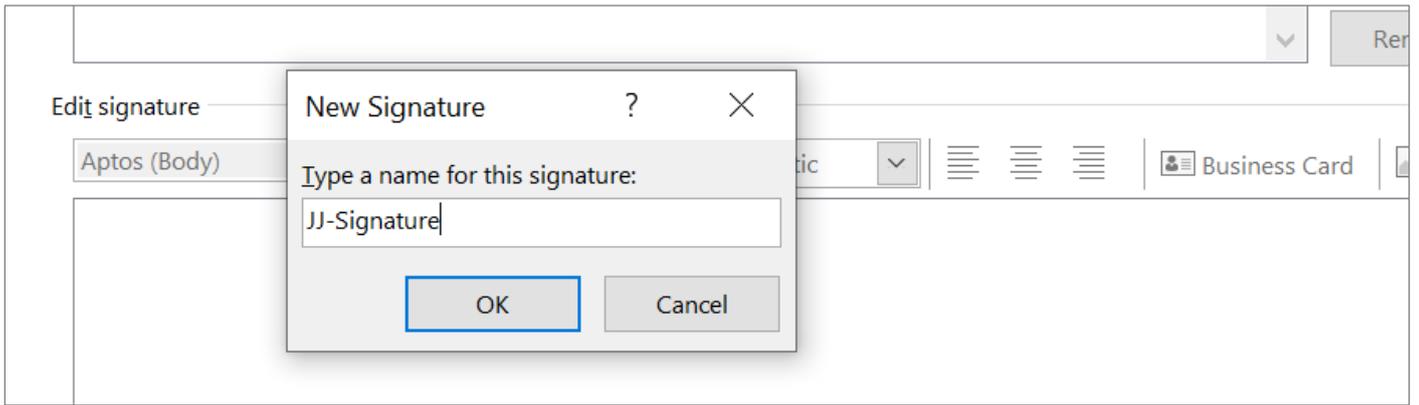
- You can now compose your signature in the box provided – follow the guidelines above to compose your signature correctly
- You can use the simple text editing tools to correct font size, make bold etc.
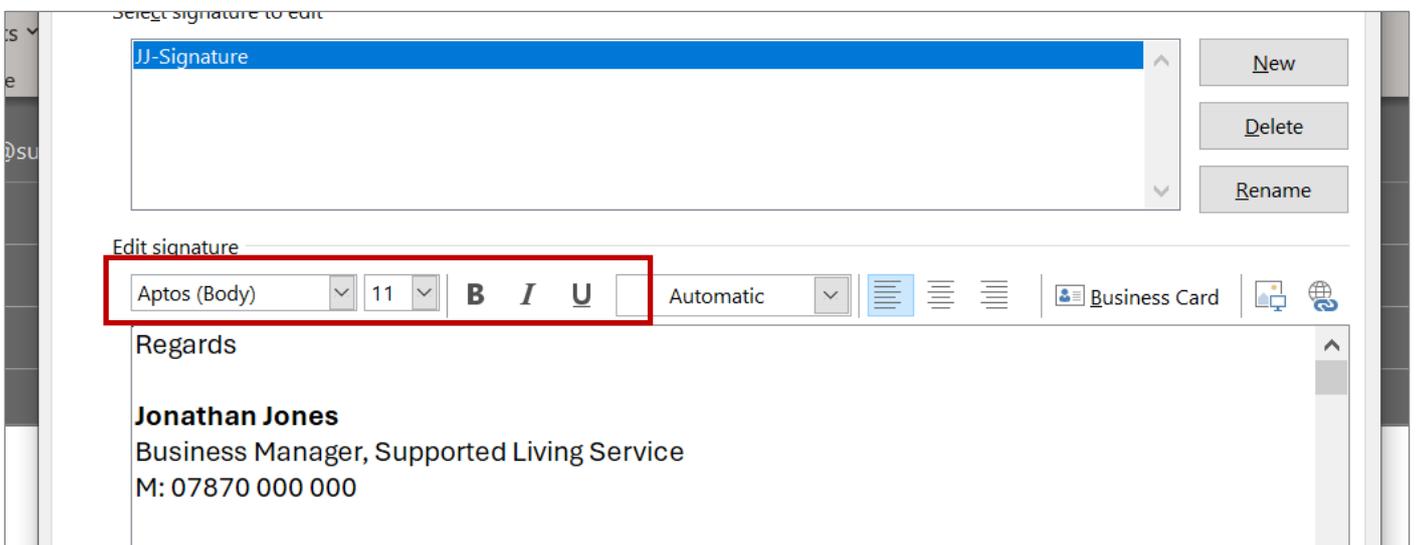
- Once you are happy your signature is correct click 'Save'
- To ensure your signature is applied to new emails automatically, click the drop-down arrow under 'Choose default signature' and 'New messages'
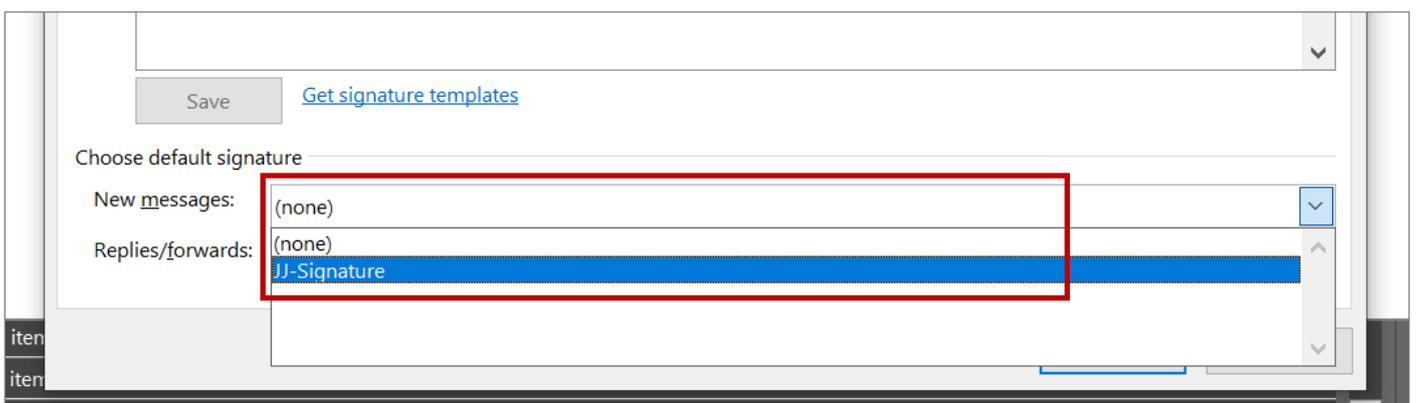
- Your newly created signature will appear in the list – select it and click 'OK'
- The next time you choose to compose a new email, your signature will automatically appear in the new email box

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'
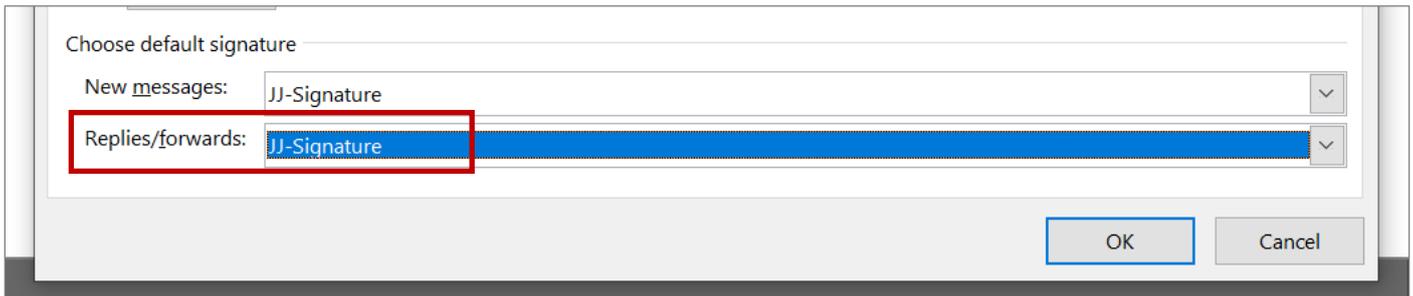
Email footer logos and campaigns

- 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 communications@sunderlandcareandsupport.co.uk 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

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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 communications@sunderlandcareandsupport.co.uk

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

- 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
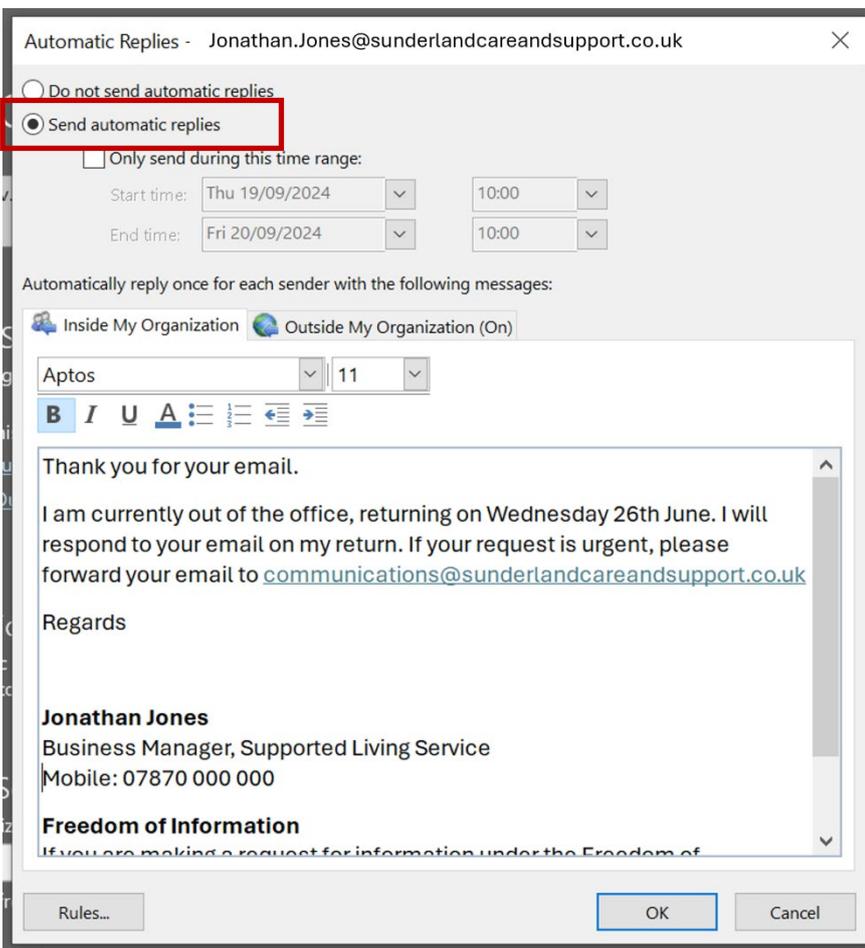
- You can change your reply options to only send during a specified time frame, by using the 'Only send during this time range' option
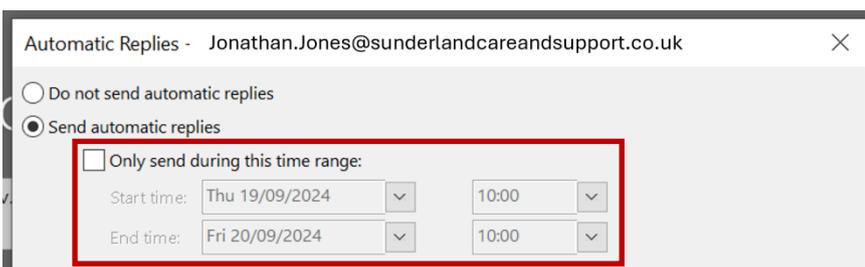
- You can also choose to have your reply differently worded depending on who receives it – whether it's an internal or external recipient

Automatically reply once for each sender with the following messages:

Inside My Organization | Outside My Organization (On)

Aptos | 11

B *I* U A

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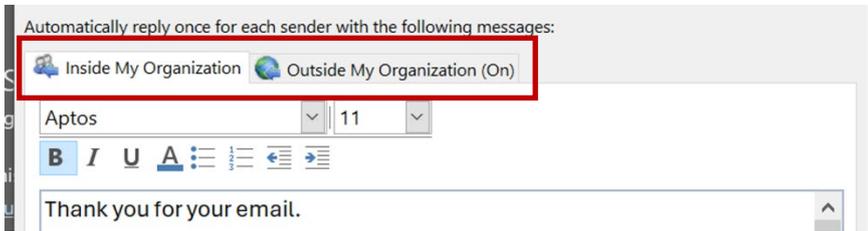
- Once you're happy with your reply settings, simply click 'OK' – a notification will appear in your Outlook when auto replies are turned on

(i) **AUTOMATIC REPLIES** Automatic Replies are being sent for this account. | Turn off