

EAGLEMAIL: MANAGING YOUR EMAIL

Best Practices

Revision 3.3 – March 22, 2010

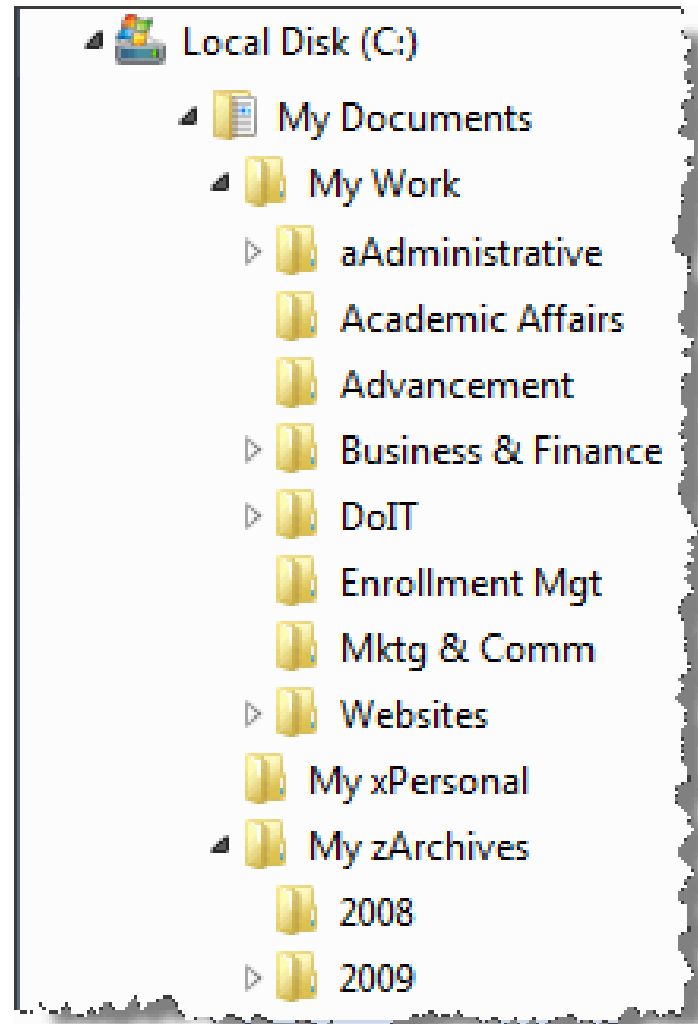
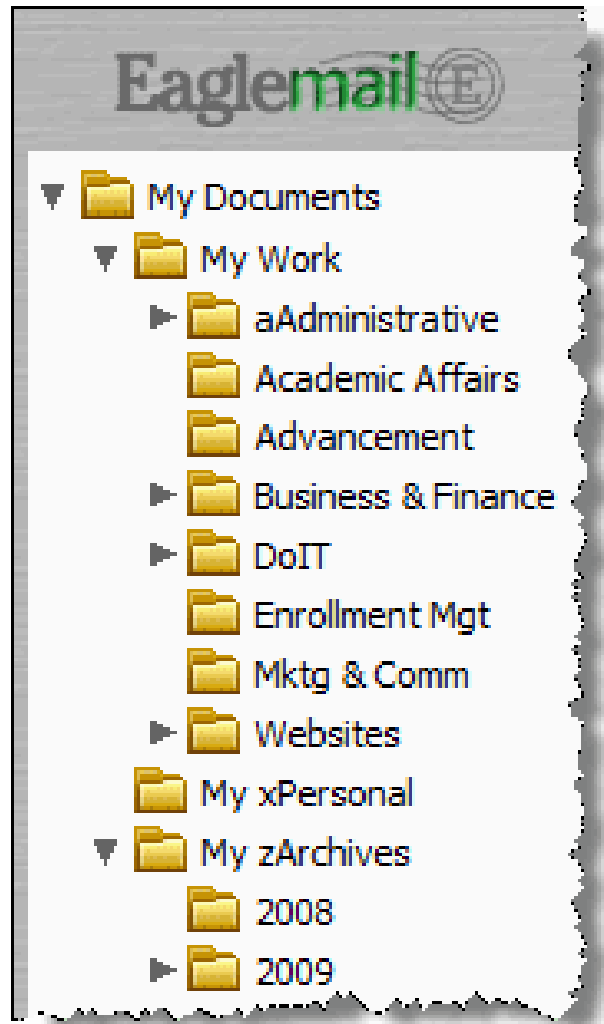
MANAGING YOUR EMAIL INFORMATION

1. Organize your reference systems
2. Schedule uninterrupted time
3. Work your Inbox
4. Use the “Four D’s” for decision making
5. Do it daily

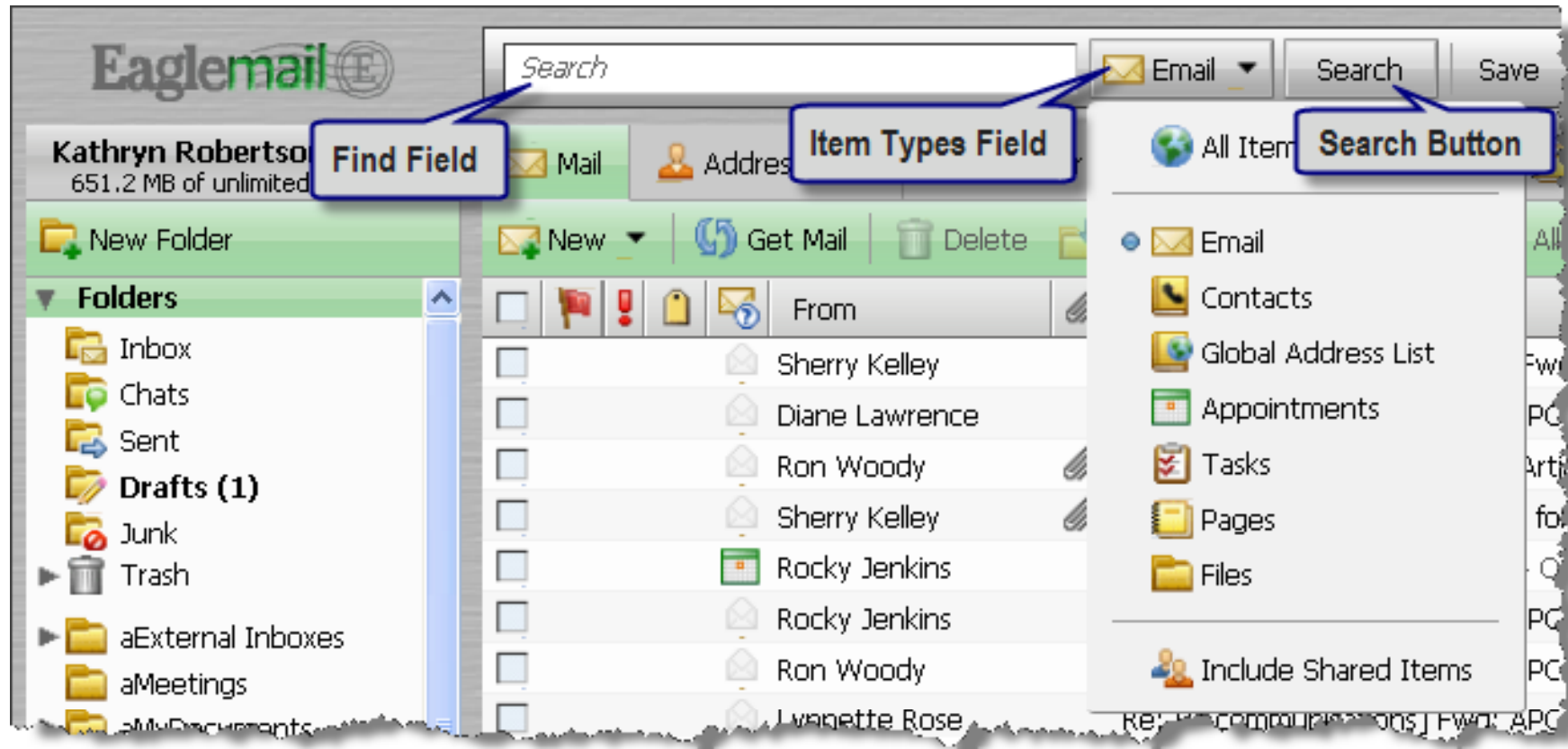
1. ORGANIZE YOUR REFERENCE SYSTEMS

- Create a meaningful email folder hierarchy
- Repeat this hierarchy anywhere reference material is stored (e.g. archives)
- Keep it simple and take advantage of search tools
- Decide where to store attachments

EXAMPLE: REFERENCE SYSTEM FOLDER STRUCTURE



EXAMPLE: SEARCH TOOLS



EXAMPLE: DOWNLOADING ATTACHMENTS

The screenshot shows an email client interface with a menu bar at the top containing Mail, Address Book, Calendar, Tasks, IM [Beta], Documents, and Briefcase. Below the menu bar is a toolbar with icons for New, Get Mail, trash, download, print, reply, forward, and Junk. The main area displays a list of emails with columns for From, Subject, Folder, and Size.

	From	Subject	Folder	Size
<input type="checkbox"/>	Ron Woody	Fwd: P0029590 - Drew, Can you check to see if the	Inbox	2 KB
<input type="checkbox"/>	Shucha B. Grover	FW: Fast Track Report for departments - Sorry I sent	Inbox	97 KB
<input type="checkbox"/>	Kathryn Robertson	Fwd: HL Room Booking - FYI. This is for the User Su	Inbox	4 KB

The detailed view of the selected email shows the following information:

Subject: FW: Fast Track Report for departments

Sent By "Shucha B. Grover" <sgrover1@emich.edu> On: March 20
To: "Mark A Byrd" <mbyrd1@emich.edu>; Robert Goffeney; adanie
Cc: "Bette L Warren" <bwarren@emich.edu>

Attachments: Fast Track - De...ment Report.rpt (63.5 KB, [view as html](#), [add to briefcase](#), [download](#))

Below the attachments, the text reads: "Sorry I sent this to the inst. Research address when I sent it a couple weeks ago (that's what

Two callouts are present: one pointing to the "add to briefcase" link with the text "Add to Briefcase link", and another pointing to the "download" link with the text "Download Link".

2. SCHEDULE UNINTERRUPTED TIME

- Schedule 15 minutes per day for every 25-30 new email messages you receive
- Schedule it at the same time(s) each day
- Don't answer the phone or take interruptions

EXAMPLE: RECURRING APPOINTMENT

QuickAdd Appointment

* Subject:

Location:

Show as: Mark as:

Calendar:

Start Time: @ :

End Time:

Repeat: No end date.

Reminder:

3. WORK YOUR INBOX

- Sort it in a logical order
- Start at the top
- Process one item at a time
- Touch each email message only once

EXAMPLE: SORTED INBOX

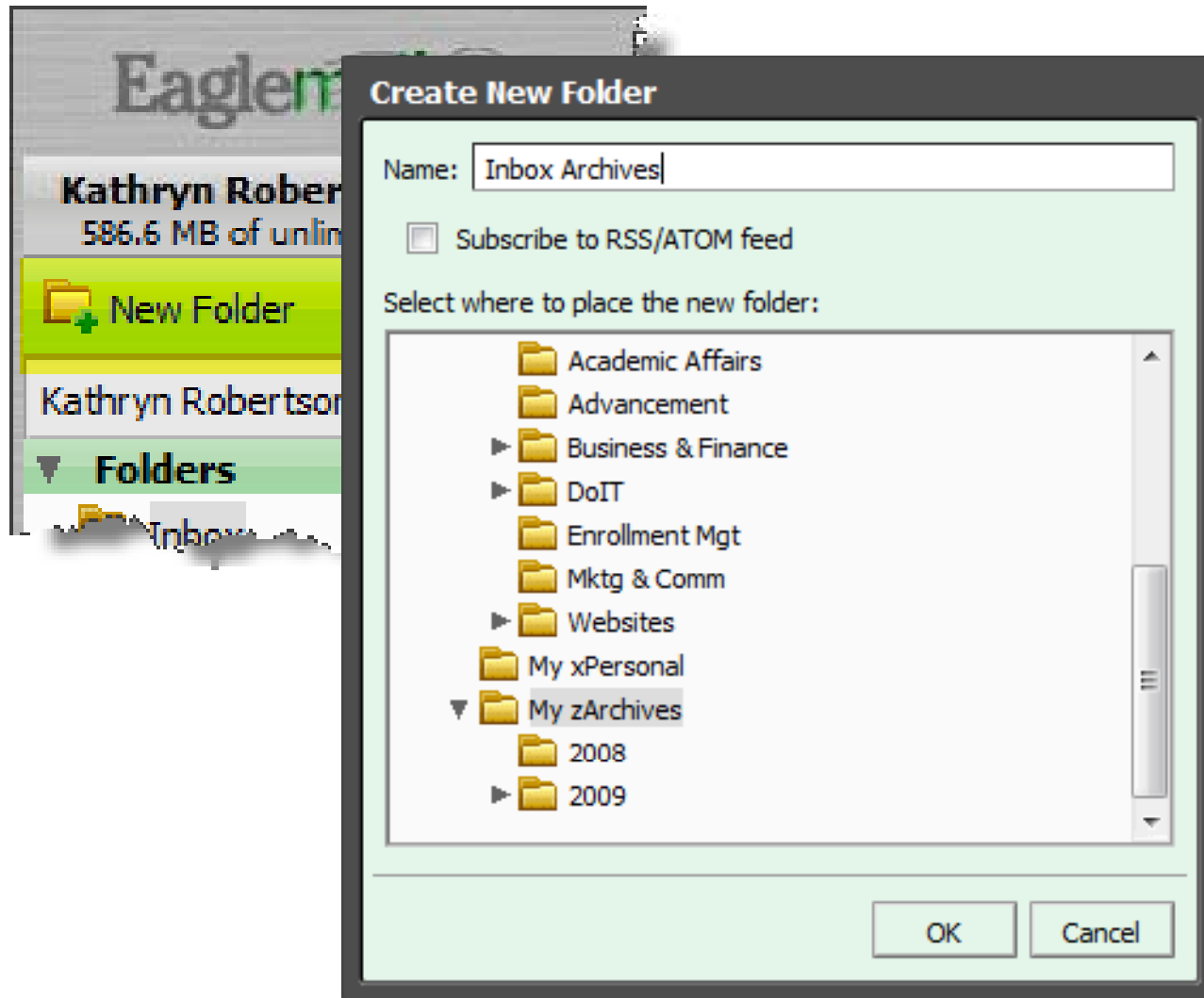
The screenshot shows an email client interface with a toolbar at the top containing icons for Address Book, Calendar, Tasks, IM [Beta], Documents, and Briefcase. Below the toolbar is a row of action icons. A callout box with a blue border and white background points to the 'Received' column header in the email list, containing the text 'Sort By "Received" Date'. The email list has a yellow background and is sorted by received date in descending order.

From	Subject	Folder	Size	Received
Lynnette Rose	Re: [Erp-boc] Upgrade Calend: Inbox		24 KB	Mar 09
William Shell	Re: TRNG - I would very much Inbox		7 KB	Mar 08
Sherry Winterson	[It-ban8student] Student Test Inbox		101 KB	Mar 02
Sherry Winterson	[It-ban8student] Fwd: [It-ban: Inbox		8 KB	Feb 25
John Gelsomino	[It-ban8teamleaders] Procee F Inbox		5 KB	Feb 25
Maryann Shichtman	Re: [It-ban8student] Fwd: [It- Inbox		9 KB	Feb 24
Sherry Winterson	[It-ban8student] Fwd: [It-ban: Inbox		748 KB	Feb 24
Sherry Winterson	[It-ban8student] Student Tear Inbox		111 KB	Feb 23
Sherry Winterson	[It-ban8student] Feb 16 Meeti Inbox		114 KB	Feb 19

WHAT IF I HAVE TOO MANY MESSAGES IN MY INBOX?

- Reduce the number over multiple sessions or
- Create an Archive folder and start fresh

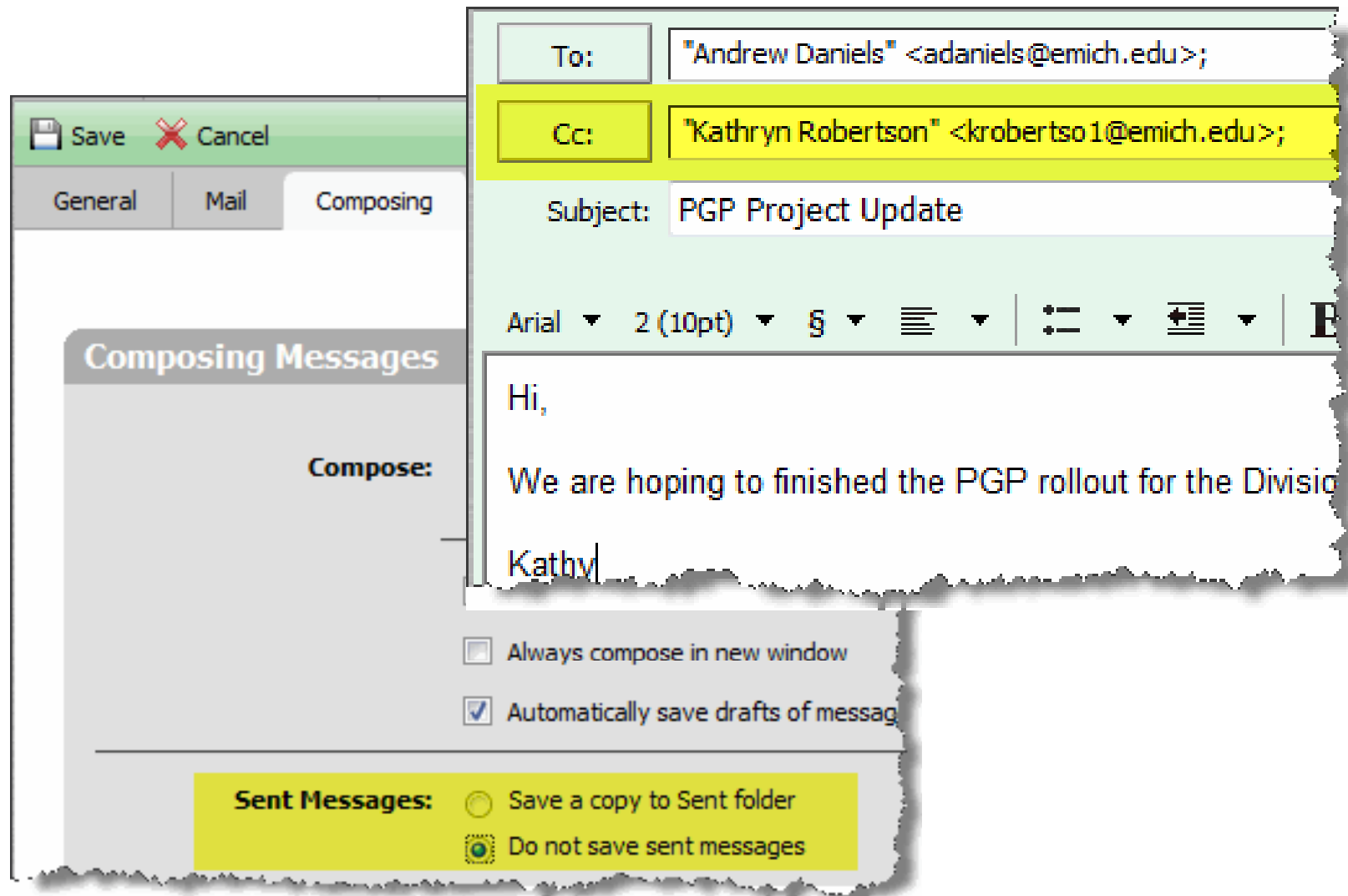
EXAMPLE: CREATE AN INBOX ARCHIVE FOLDER



WHAT ABOUT THE SENT FOLDER?

- Periodically archive sent messages or
- “Work your Sent folder” or
- Don’t save sent messages, instead cc: yourself

EXAMPLE: CC: VS. SENT FOLDER



4. USE THE “FOUR D’S” FOR DECISION MAKING

- Delete it
- Do it
- Delegate it
- Defer it

DELETE IT

- Does the message relate to an objective you are currently working on?
- Is the information unique (e.g., you can't find it elsewhere)?
- Will you refer to the information within the next six months?
- Are you required to keep the information?

EXAMPLE: DELETE IT - MAIL FILTERS

Edit Filter

Filter Name: Active

If of the following conditions are met:

Perform the following actions:

Do not process additional filters

EXAMPLE: DELETE IT – DOWNLOAD & DELETE

The screenshot displays an email client interface with a menu bar at the top containing Mail, Address Book, Calendar, Tasks, and IM. Below the menu bar is a toolbar with buttons for New, Get Mail, Delete, and Reply. The main area shows a list of emails with columns for checkboxes, flags, and headers (From, Subject). The email from Diane Lawrence is selected. A dialog box is open in the foreground, showing the subject 'Pidgin' and the sender 'Diane Lawrence'. The attachments section lists '1 ssl cert.png (10.7 KB, add to briefcase, download)' and '3 enter password.png (9.6 KB, add to briefcase, download)'. The 'Download all attachments' link is highlighted in yellow.

Mail | Address Book | Calendar | Tasks | IM

New | Get Mail | Delete | Reply

<input type="checkbox"/>	From	Subject
<input type="checkbox"/>	Kathryn Robertson	Fwd: IM Website - He
<input type="checkbox"/>	Kathryn Robertson	IM Website - Hi, I hav
<input type="checkbox"/>	Kathryn Robertson	RE: Groupwise - End o
<input type="checkbox"/>	Kathryn Robertson	Re: Groupwise - End o
<input checked="" type="checkbox"/>	Diane Lawrence	Pidgin install images -
<input type="checkbox"/>	Kathryn Robertson	FW: Groupwise - End

Subject: Pidgin

Sent By "Diane La

To: krobertso

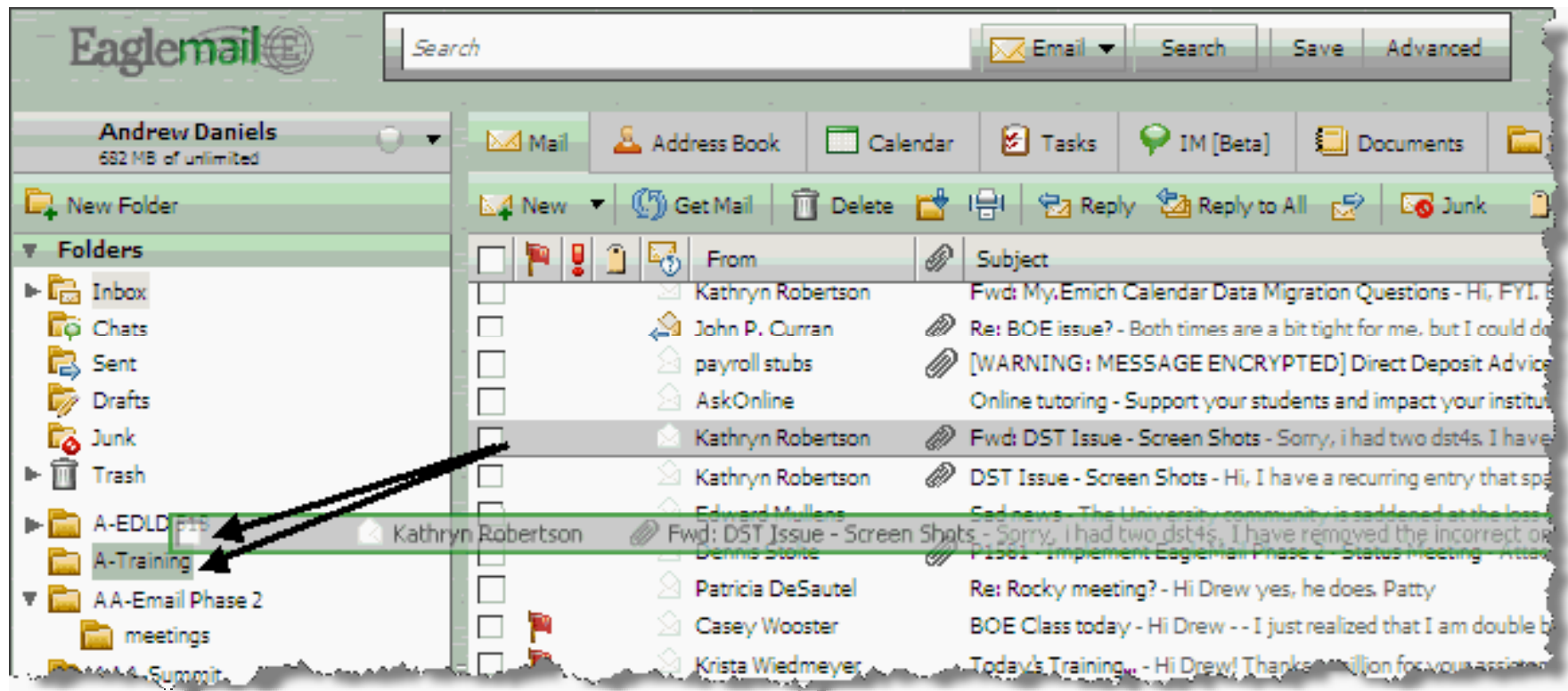
Attachments: [Download all attachments](#)

- 1 ssl cert.png (10.7 KB, [add to briefcase](#), [download](#))
- 3 enter password.png (9.6 KB, [add to briefcase](#), [download](#))

Do It

- There is no point deferring an email if you can complete it in less than 2 minutes.
- Statistically about one third of your email message can be completed in less than two minutes.
- Once the email is complete, it should be moved to a reference system (filed), delegated, or deleted.

EXAMPLE: MOVE MESSAGES TO A REFERENCE FOLDER



EXAMPLE: FILTER MESSAGES TO A REFERENCE FOLDER

Edit Filter

Filter Name: Active

If of the following conditions are met:

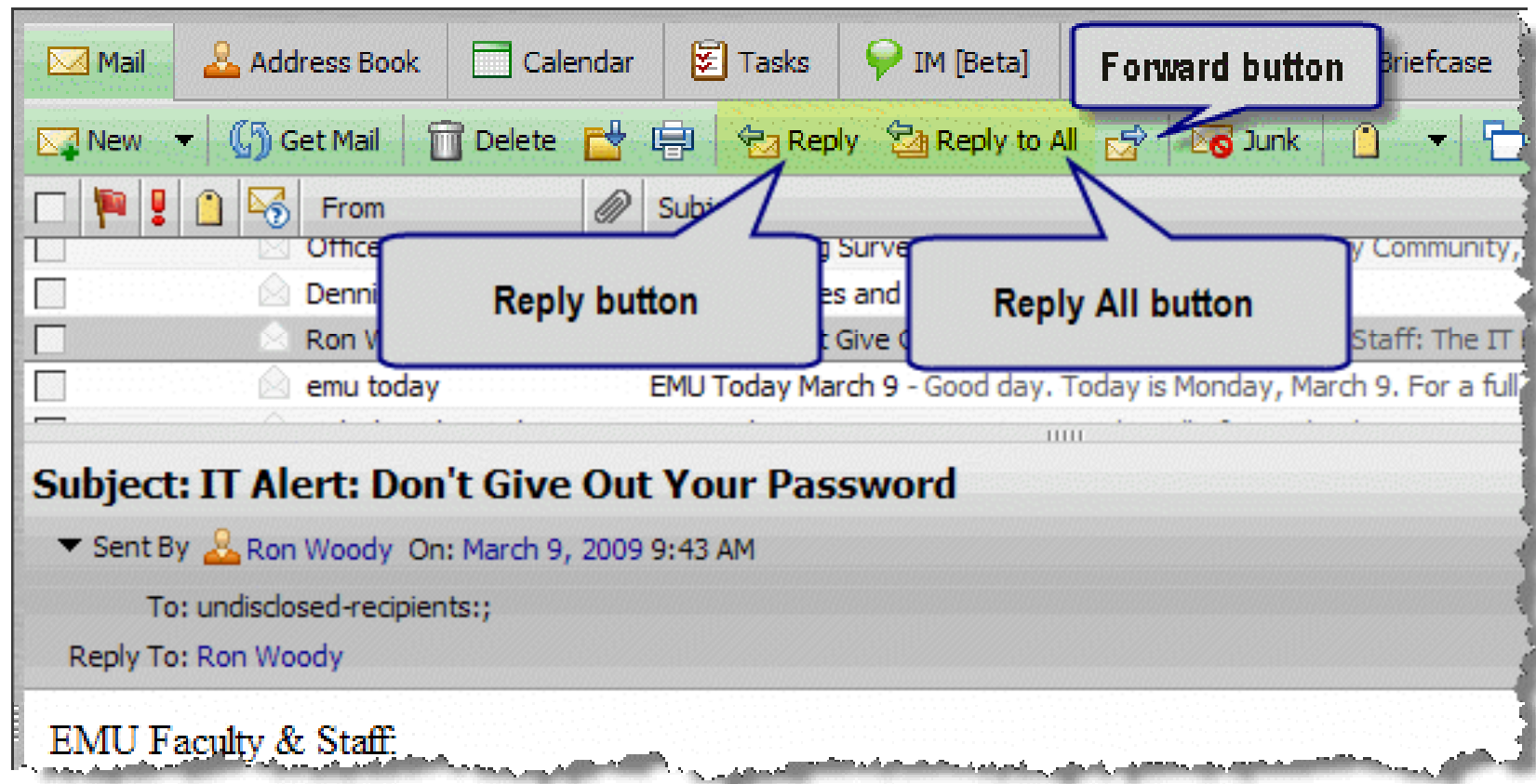
Perform the following actions:

Do not process additional filters

DELEGATE IT

- If you can delegate it, do it right away.
- You should be able to compose and send the delegating message in about two minutes.
- Once you delegate the action, the email should be moved to a reference system or deleted.

EXAMPLE: DELEGATE IT – REPLYING VS. FORWARDING



EXAMPLE: DELEGATE IT - FOLLOW UP FLAGS

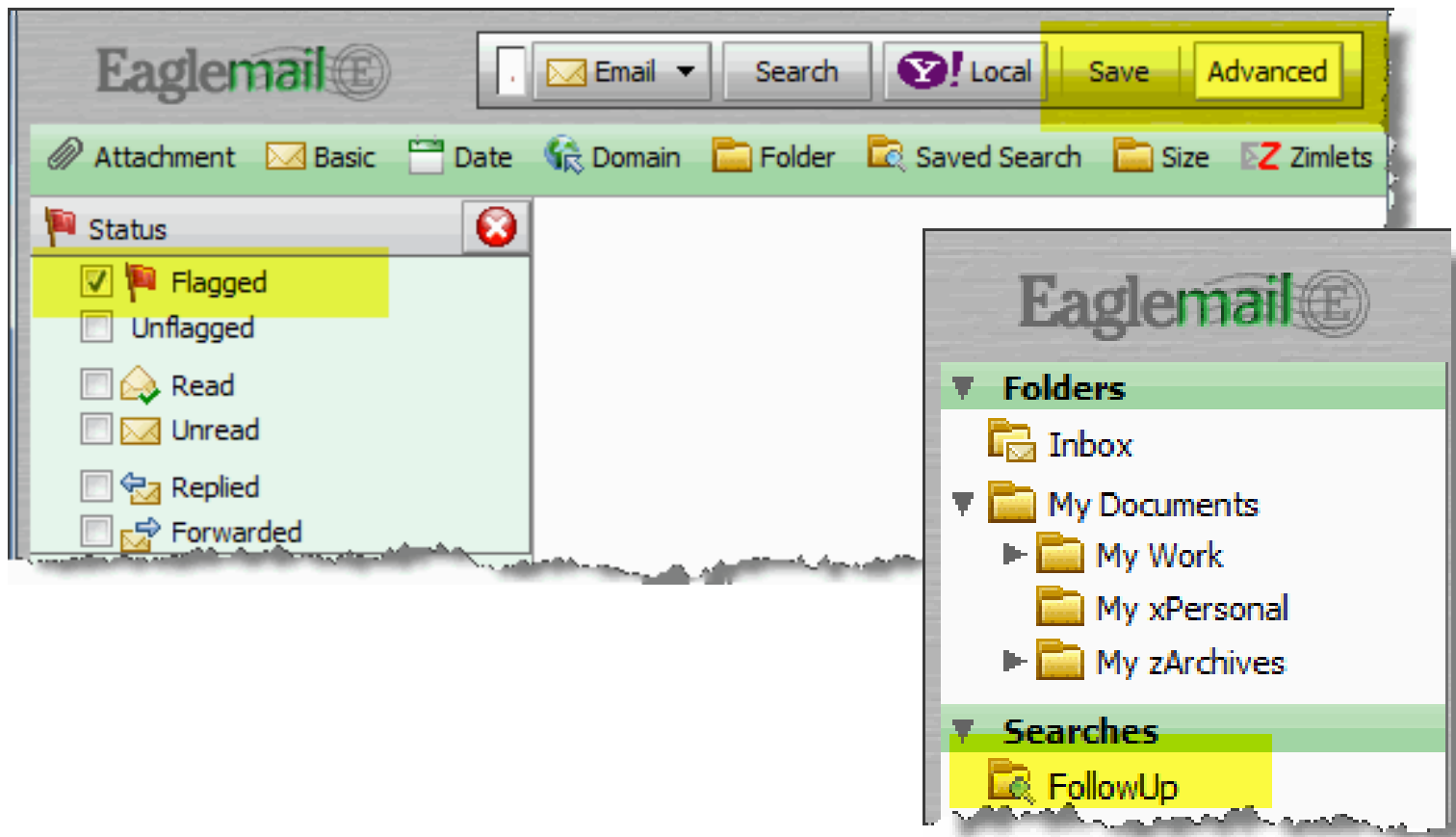
The screenshot displays the Eaglemail web interface. At the top left is the Eaglemail logo and a search bar. Below the logo, the user's name "Kathryn Robertson" and storage usage "585 MB of unlimited" are shown. A navigation bar includes "Mail", "Address Book", "Calendar", and "Tasks". A secondary bar contains "New", "Get Mail", "Delete", and other icons. The main area shows a list of folders (Inbox, Chats, Sent) and a list of emails. One email from "Kathryn Robertson" with the subject "Re: changes" is highlighted. An "Email Reminder Setup" dialog box is overlaid on the interface. The dialog box contains the following information:

- Title:** Email Reminder Setup
- Message:** Remind me about 'Re: changes to links/graphics in my.emich interfac...' email at:
- Time:** 10:00 AM
- Date:** 3/19/2010 (Friday)
- Notes:** Send drafte email to Rhonda with My Courses instructors spreadsheet.
- Buttons:** OK, Cancel

DEFER IT

- Turn it into an actionable task
- Schedule it as calendar appointment

EXAMPLE: DEFER IT – EMAIL FOLLOW UP/TASK LIST



EXAMPLE: DEFER IT - CALENDAR ENTRY

Details	Time
* Subject: <input type="text" value="Re: Calendar Training"/>	<input type="checkbox"/> All day event
Location: <input type="text" value="Hover Bldg"/>	Start: <input type="text" value="3/19/2010"/> @ <input type="text" value="3"/> : <input type="text" value="00"/> <input type="text" value="PM"/>
Show as: <input type="text" value="Busy"/> Mark as: <input type="text" value="Public"/>	End: <input type="text" value="3/19/2010"/> @ <input type="text" value="4"/> : <input type="text" value="00"/> <input type="text" value="PM"/>
Calendar: <input type="text" value="Calendar"/>	Repeat: <input type="text" value="None"/>
	Reminder: <input type="text" value="5 minutes before"/>

Arial 2 (10pt) § [List Icon] [List Icon] [List Icon] **B** *I* U [Text Color] [Background Color] [Image Icon] [Image Icon] [Image Icon] [Image Icon]

----- Forwarded Message -----
From: "Doris Celian" <dcelian@emich.edu>
To: "Kathryn R Robertson" <krobertso1@emich.edu>
Sent: Wednesday, March 10, 2010 9:23:06 AM GMT -05:00 US/Canada Eastern
Subject: Calendar Training

Kathy,

Are you available on the Friday, March 19th at 3pm to provide calendar training to the Financial Services group over here in the Hover building?

5. DO IT DAILY

- 50% can be deleted or filed
- 30% can be delegated or completed in less than 2 minutes
- 20% can be deferred to your Task List or Calendar to complete later

QUESTIONS?

- For questions about managing your email
 - Contact: Kathy Robertson
 - Email: krobertso1@emich.edu
 - Phone: 734.487.2666
- For questions about how to use EagleMail
 - Contact: IT Help Desk
 - Email: it.helpdesk@emich.edu
 - Phone: 734.487.212
- For instructions on how to use EagleMail
 - <http://www.emich.edu/training/email>