

RECEIVING

EMAIL - CHECKLIST

1 IS IT REALLY FOR YOU?

- Would you normally receive email from this person?
- Are they asking you to do something you wouldn't normally do?

2

HAS SOMEONE OVERSHARED?

- Let them know immediately
- Check long email threads carefully

3 IS IT REALLY FROM THEM?

- Check the sender's address
- Could their account have been compromised?

4

IS THIS A PHISH ATTEMPT?

- Has their account been compromised?
- Are there links or attachments which you were not expecting?

5 ATTACHMENTS

- Can you trust the attachment?
- Are you being asked to download special software or go to a URL to view the document?
- Could it have been sent by a more secure method rather than email?

6

EXPECTING AN ACTION?

- Is the sender expecting you to reply immediately?
- Are you being asked to keep the contents of the message confidential for some reason?

Are you sure this isn't a scam?

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SENDING

EMAIL - CHECKLIST

DOES IT NEED TO BE AN EMAIL?

- Can you speak to them in person or by phone?

1

2

CHECK THE EMAIL ADDRESS

- Have you spelt it correctly?
- Has autocomplete added the wrong person?
- Are you using the correct mailing list?

ATTACHMENTS

- Is email the best way to send this information?
- Is the recipient expecting this attachment?
- How do they know it is safe to open?
- How are you safeguarding the attached data?

3

4

ARE YOU OVERSHARING?

- Double check you are only sharing what you intend – spreadsheets have multiple sheets for instance!

LONG EMAIL THREADS

- Don't propagate someone else's data breach
- Check the whole thread for sensitive data before replying
- See Step 1. above

5

6

USE DESCRIPTIVE SUBJECT

- Don't use single word subject lines
- Help! or Urgent – are not good subject lines

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