

## Have you Heard Email Guidance Document

The following guidance can be used to assist you on your decisions to send or reply to emails on these days. You can also find further guidance on the Edinburgh Napier [governance department intranet pages](#).

### To send or not to send...

#### When is it acceptable to send an email or respond to an email on the email free days?

This is an optional initiative. We are aware that urgent emails and shared/central mailboxes with service level agreements attached, will need responded to. In addition, this initiative, the option to reduce your emails on the last Friday of the month, is applicable to all university staff. Students are not expected to take part and therefore emails from students would most likely fall into the category of emails you still need to reply to.

To help you decide if you should send or respond to an email on email free days the following may help:

#### 1. If you are dealing with a central mailbox and not replying to the email will:

- Breach the SLA
- Impact a process
- Impact a deadline
- Impact the customer's expectation

The answer is likely to be to **reply** to the email.

#### 2. If you are managing your emails from your own Edinburgh Napier University Outlook account ask yourself:

- Is the email urgent? If yes **send** the email
- Will delaying this email impact a process or deadline? If yes **send** the email
- Can the query be answered by a telephone call? If yes **answer the query by call** and delete the email

### Further Help

Further guidance such as the topics below can be found on the [Email Management](#) site within the governance intranet pages

- When to use Email
- Managing Email communications
- Strategies to cope with the influx of Email