

Tips for Managing Emails

Email management involves the systematic control of the quality and quantity of electronic messages that are sent from within, and received by, an organization. Like all records and information, emails can be official or transitory. These tips are derived from the 'Email Management Guideline' which are maintained by the Information, Privacy and Records Management Office.

Emails are University Records

Emails meet the definition of a record under the Access to Information Act. All written records are responsive to information access requests, even if they should have been deleted.



Use @ualberta accounts for all University business

Prioritize Privacy and Security

Limit the inclusion of personal information to what is strictly necessary and ensure only necessary recipients receive the email.



Use Meaningful Subject Lines

Use a naming convention if your area is using automated metadata capturing, or to assist in manual filing.

Keep Email Subjects Distinct

Avoid discussing multiple pieces of unrelated University business in the same email string. This facilitates easy filing and prevents duplication.



Keep Personal Messages Separate

Don't include personal messages in business emails as they will become part of the official record retained in the corporate records management system.

Make Management Routine

Use subfolders to mimic your records retention schedule or departmental filing structure.



File Official Records Appropriately

File official emails in appropriate records repositories. Limit duplication in official repositories by understanding who is responsible for filing the official copy in an email string.



Delete Transitory Emails Regularly

Delete Transitory emails once they are no longer needed. Transitory emails should be reviewed after 30 days.

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