

Managing your Email

Email has become the primary means by which we communicate for business both internally and externally, and as such it is important that all corporate emails are captured within the University's records management system HPE Records Manager.

Emails that should not be captured into HPE Records Manager

Examples of emails that would not be necessary to capture into HPE Records Manager include:

- Personal messages and announcements not related to official business
- Notifications of social events such as retirement or Christmas parties
- What's New and news on the WWW
- Courtesy or 'Information Only' copies received in your office
- Advertising copy, brochures, flyers and other promotional materials
- Copies of invoices, vouchers, requisitions, receipts, and other accounting documents (where originals have been processed through the accounting system)
- Unsolicited publications
- Unsolicited job applications
- Office reference copies of publications and reports
- Information delivered from other records systems such as the Student, Finance and HR Systems.

Emails that should be captured into HPE Records Manager

- Under the State Records Act, the University and its employees are required to keep full and accurate records of University activities. Generally speaking, electronic messages should be captured into HPE Records Manager if they are documenting a business transaction
- Below are some useful rules to follow in deciding whether it is up to you to capture a record of an email.

Sending email

- It is the responsibility of the initiator of a message sent either internally or externally to keep a record of that message if it is appropriate
- Outgoing messages should only be captured once they have been sent

Receiving email

- If you receive a message from a colleague within the University, it is their responsibility to capture the message in HPE Records Manager if necessary
- You are responsible for capturing messages as records that you receive from outside the University
- Where you are CC'd into a message (i.e. you are not the main recipient), you should check whether the main recipient is a University colleague, or is from outside the organisation. If the latter, you will need to capture a record of that message

- If there are several main recipients of a message, the person who is mainly responsible for the matter or project should capture the message as a record. In cases where you can predict the group of people who will be receiving emails on the matter or project, it may be helpful to agree on one person as being responsible for the capture of messages relating to that matter or project.

Initially email should be managed in your inbox within folders you have set up until the matter is finalised, especially if reply's are sent using reply with history. This will minimise the duplication of emails in HPE Records Manager. The management of emails within your inbox is for **short term** storage only; all corporate email is required to be captured within HPE Records Manager.

Further assistance

Please see the following related guide:

- [What Records Should I Keep?](#)