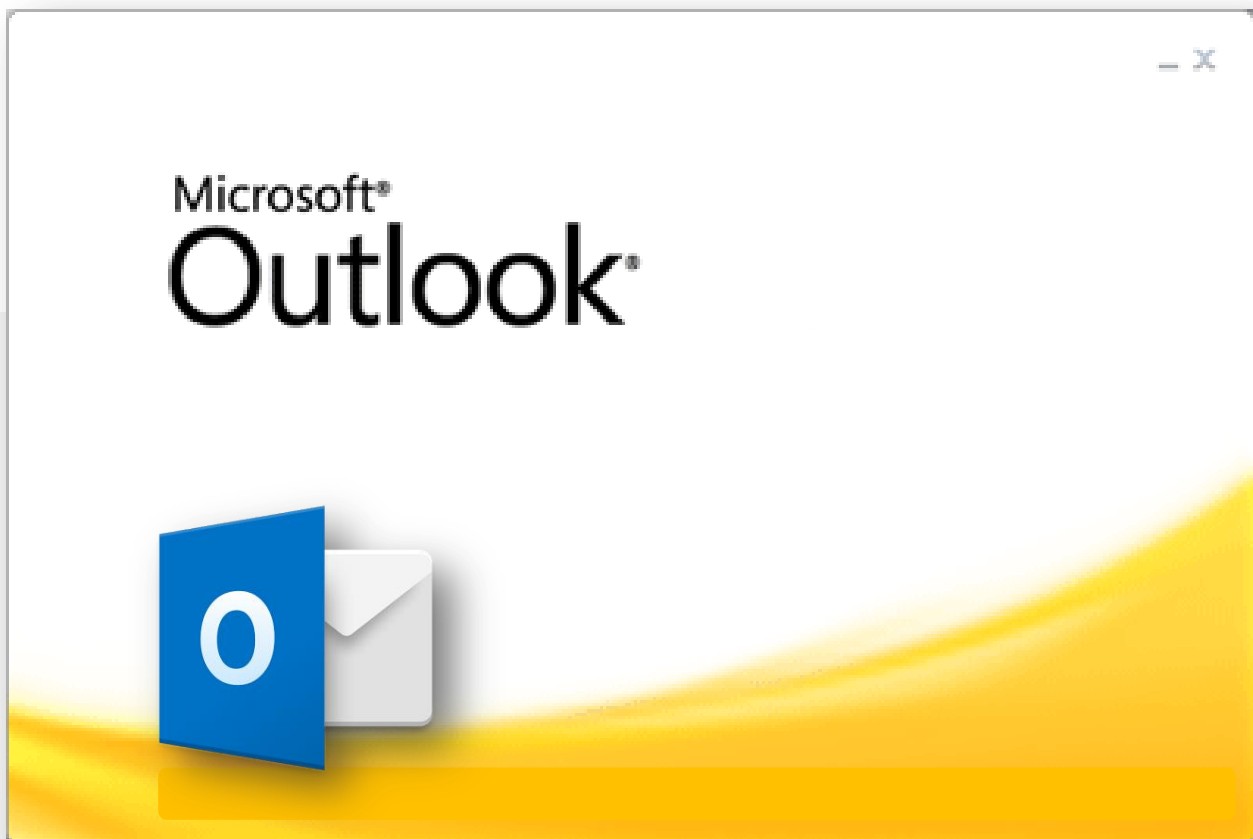


Emails, Meetings & Outlook use

Quick Reference Guide

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Audience: UHG/MLO/HSMC team members



Introduction

UHG requires employees to use information technology (including emails) in a professional, ethical manner in accordance with its obligations under Privacy legislation and to best service its business requirements.

Incidental use of information technology for personal use is acceptable, provided the privilege is not abused.

UHG believes it takes a sensible policy stance in respect of e-mail and internet use. This sensible approach is to allow “reasonable” use of facilities for private purposes during non-work times (ie. lunch breaks etc.) while imposing realistic boundaries that will not render UHG subject to litigation.

Microsoft Outlook

Outlook is the company-wide program that is used at UHG (MLO & HSMC) for all out business emails, electronic calendars, meeting invites, events & meeting room/equipment bookings.

When you join UHG you will be set up with a [u.hg.com.au](mailto:u@u.hg.com.au) email address which includes access to all the Microsoft Outlook features & functions. This email address (and associated features) is to be used for business/work related purposes.



Emails - Internal & External use

It is expected that with your emails (both internal & external), that team members will aim to read & reply to these within a reasonable timeframe.

- Emails directly sent to you – please aim to read these & respond within a 24 hr (business day) period as a maximum.
For those with content that may need immediate follow up, or that has a ‘High Importance’ flag, this should be given the appropriate attention & may need to be read or replied to within a shorter timeframe.
- CC’ed emails – When CC’ing someone in to an email, please be aware that this implies that they should read this email (or be aware of the information contained within it), but they do not necessarily need to be responded to anything or action anything.
- Language used within an email – As our UHG (HSMC or MLO) email addresses are designed for business (or professional) purposes, then it is an expectation that the content & language used are also professional.
 - As a general rule, a formal email should include a brief pleasantry
 - Followed by the body of the email (ie. your main message/info you wish to communicate)
 - Then an email signature to finish (this will be automatically attached to all external emails from a work email account)
 - Emails should be spell checked & re-read so that they are clear, concise and would make sense to the intended recipient(s).
- All attachments should be checked to ensure that they are not offensive, and in correct format for the recipient.
- If you are sending any personal, private, sensitive or medical/health information about an individual, then this information will need to be in a password protected attachment.
To see how to Password protect a document; please refer to pages 5-7.

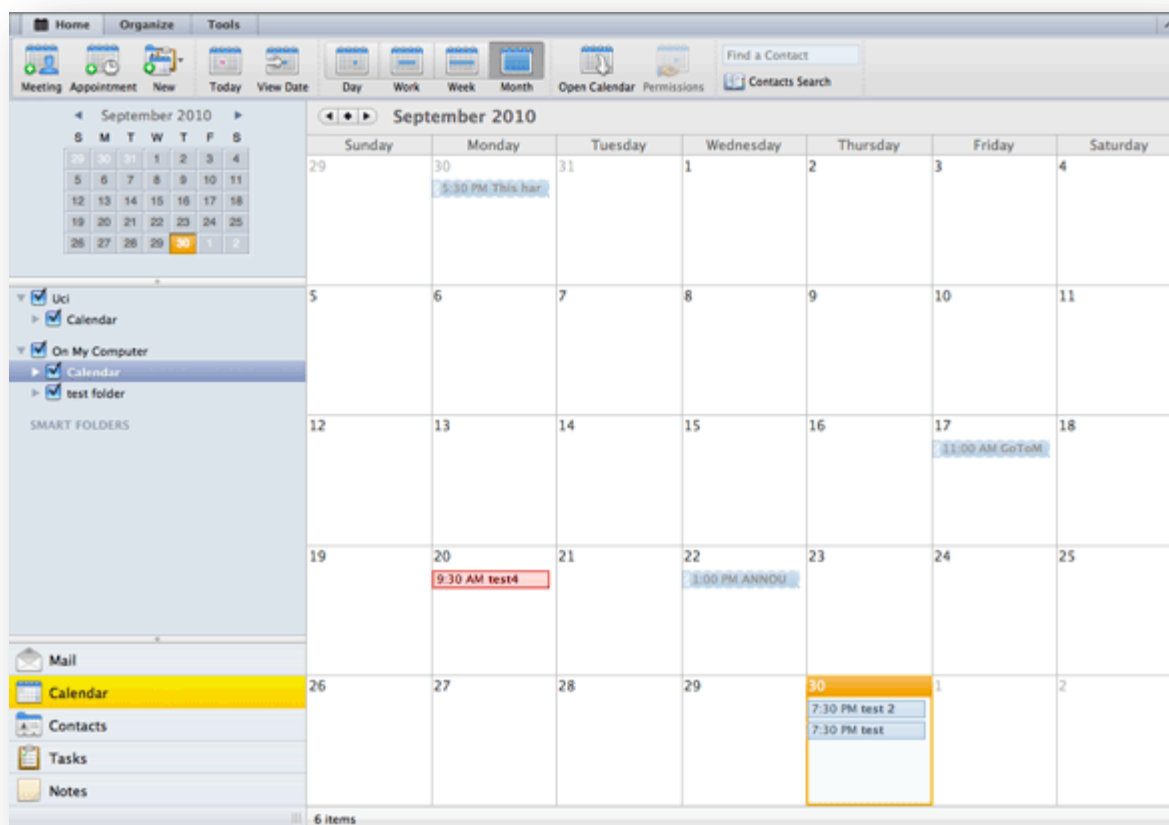
Auto-reply

- If you will be on leave or out of the office without regular/restricted access to emails, then please use the Automatic Replies function – found under ‘Files’ > ‘Automatics replies’ in Outlook

Calendar function

The calendar function in Outlook can be a very handy way to help keep track of daily tasks, meetings, & other important dates.

The calendar (depending on the version of Outlook you are using) will look similar to that pictured below:



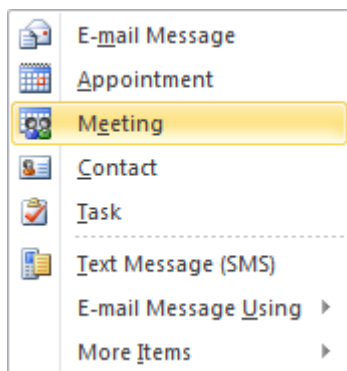
The calendar can be viewed in daily, weekly or monthly view.

It is highly recommended that you put all upcoming deadlines, important dates, meetings, annual leave etc in your calendar, so then colleagues can book in meetings/send meeting invites without having them clash with other commitments you may have.

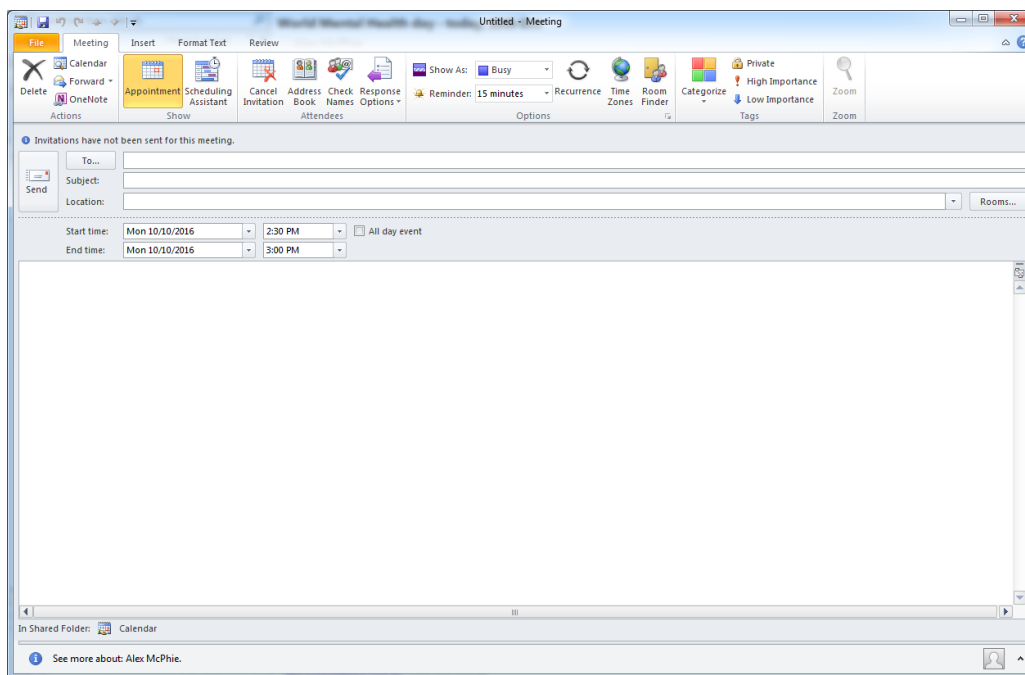
Meetings – booking & responding

It is expected with meeting invites (both internal & external) that team members will aim to read & reply (ie. accept, decline, propose new time) to these within a reasonable timeframe – that being within a 24 hr (business day) period.

To set up a meeting, please go to the menu bar ‘Home’ > ‘New Items’ > ‘Meeting’



This will bring up the meeting screen (pictured below)



Complete the information regarding the meeting – including:

- Who you wish to invite
- Subject of the meeting
- Location – this is where you can book a UHG meeting room
- Plus add details regarding the meeting (ie. meeting agenda, conference call details, attachments, etc) into the body of the meeting message
- Once this is all completed, click ‘SEND’

How to Password protect a document

Option A

Set a password in a Word document

To encrypt your file and set a password to open it:

1. Click the Microsoft Office Button , point to **Prepare**, and then click **Encrypt Document**.



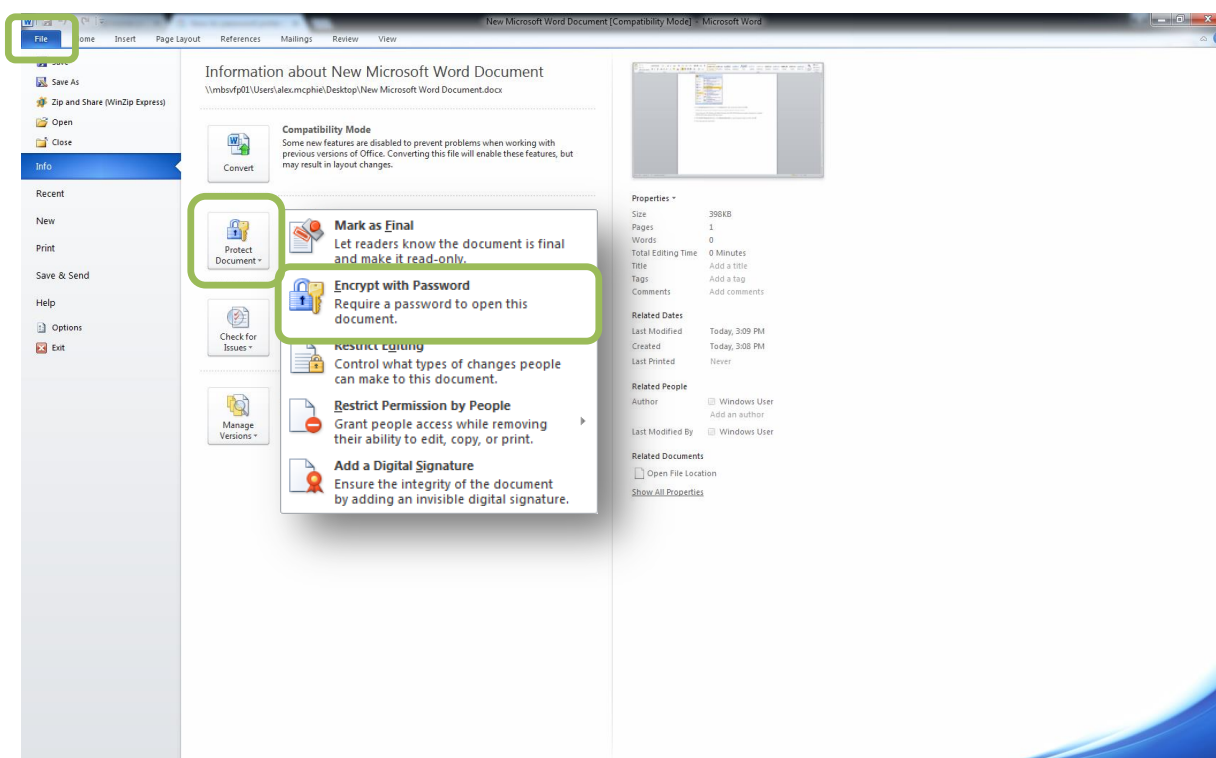
2. In the **Encrypt Document** dialog box, in the **Password** box, type a password, and then click **OK**.

CAUTION: Keep your password in a safe place. If you lose or forget the password, it can't be recovered.

You can type up to 255 characters. By default, this feature uses AES 128-bit advanced encryption. Encryption is a standard method used to help make your file more secure.

3. In the **Confirm Password** dialog box, in the **Reenter password** box, type the password again, and then click **OK**.
4. To save the password, save the file.

Option B



Next Steps

1. Once you have password protected your document, send via email to the correct recipient.
2. Confirm that the intended recipient has received the file, then send a separate email / or call them with the password for this document.

*Please see below an email template that may assist with communicating this process.

Email template

Dear XXXX,

Please find attached a password protected document that contains the personal and/or sensitive information that you have requested.

We have password protected this in the interest of privacy & security of this information.

Once you have received this email, if you can please confirm receipt by either return email (or phone call) I will then send you the corresponding password in a separate email.

If you are not the intended recipient of this email, then we would ask that you delete it (& all its attachments) immediately.

Thank you for understanding.

Kind regards,

Your email signature here

For full details of UHG's IT Policy (which includes the proper use of emails) can be found on the employee *Yammer Page* (under People & Culture / Files / UHG IT Policy).