

Division of Public Health Administrative Manual

Chapter:	General Administration
Title:	DPH Email Signature Policy and Procedure
Current Effective Date:	September 19, 2014
Revision History:	
Original Effective Date:	September 19, 2014

PURPOSE

The purpose of this policy is to establish a uniform format for email signatures for all Division of Public Health (DPH) employees who have been assigned an email account in order to create consistency in the information included as part of every employee's email signature.

POLICY

It is the policy of the North Carolina Department of Health and Human Services (DHHS) that all DHHS employees who have been assigned an email account shall use an email signature for all outgoing emails sent, using Outlook, Webmail and Smartphone email applications. This includes new email, replies and forwarded email adhering to a uniform format for email signatures.

ROLES AND RESPONSIBILITIES

All existing and new employees must read, understand and follow this policy. It is the responsibility of every hiring manager to ensure that all new or transferred employees have read, understand and follow this policy as well.

At the point that an email account is established for a new or transferred employee, the appropriate information technology (IT) staff or other staff who are assigned this responsibility shall instruct and ensure that the employee establishes the required email signature.

IMPLEMENTATION

The following guidelines are intended as a framework to create consistency in the information included as part of every employee's email signature.

1. Creating an Email Signature

Please consult the email signature creation guide for NCMail Outlook Microsoft V.2003 at: <http://www.ncmail.net/documents/NCMail-Outlook-2003-Create-Signature-Guide-V1.0.pdf> for the steps to follow in creating an email signature. For NCMail email signature creation: <http://www.ncmail.net/exchange.htm>. Please note that email signatures are NOT synced between NCMail Outlook accounts and NCMail webmail accounts and must be created separately. The user must add their signature whenever sending an attachment directly from Word, Excel or any other application. The process for attaching the email signature is as follows:

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Click the **File** tab and select **Save & Send**. Under **Save & Send**, select **Send using Email**, then select **Send as Attachment**. Once the Outlook Email window pops up, click on **Signature** and select the preferred signature profile.

2. Stationery and Fonts

Please use the **Stationery** feature under **Mail Format** to set or change the default font, change color or style. Once **Font is selected...** under the **Stationery and Fonts** area, the user will be able to choose the message font style, size and color for composing a new message, for replying and forwarding as well as for composing and reading plain text.

3. Requirements

Font style and size: Arial, black, 10pt.

No logo

No background

No personalized quote or division slogan

No bold or italics font

Physical address is preferred for all employees who work in a state-owned or state-leased building. If work requires the user to receive mail or packages frequently and timeliness is critical, he/she may also add a line to include the Mail Service Center address. Home-based worker or approved teleworkers will use the address through which they conduct state business.

Phone number should be primary number on which the user does state business. In an office that has a central number, please use that number, unless staff is not easily accessible via that number. Field or out stationed staff should use the number by which they can be reached. Otherwise, no cell phone number should be listed in the email signature.

Employees who use assistive devices or who serve individuals with communication disorders such as those who are deaf or hard of hearing may add **TTD/TTY numbers** and/ or a **videophone number** to ensure accessibility for person with disabilities.

Website address should be <http://publichealth.nc.gov/> for all DPH employees. Please remember that the current accepted default color for email addresses and or/web links in the email signature is blue. Staff are not expected to change the color of email addresses and web links from the standard default.

The following **standard disclaimer** is appropriate for all DHHS – DPH employees. Please contact the DPH Privacy and Security Officer for additional details on protecting confidential information in email transmissions.

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Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized State official. Unauthorized disclosure to juvenile, health, legally privileged, or otherwise confidential information, including confidential information relating to an ongoing State procurement effort, is prohibited by law. If you have received this e-mail in error, please notify the sender immediately and delete all records of this e-mail.

Any inquiries, modification, break or fix request regarding the **standard disclaimer** or any other email issues should be sent via email to: its.incidents@its.nc.gov, together with a description of the action needed.

Further, employees who require larger print or who serve and interact with a person with visual impairments and larger print is needed to ensure accessibility, may use a font size larger than 10 point for the email signature and the disclaimer with the approval of the division director.

4. Format Order:

[Name] (credentials optional)
N.C. Department of Health and Human Services
[Title (optional), Branch or Section – Division]
[Physical Address]
[Mail Service Center address (optional)]
Phone: [xxx-xxx-xxxx]
Videophone: [xxx-xxx-xxxx] (optional)
Fax: [xxx-xxx-xxxx]
[email address]
[website address]

[standard disclaimer in 7.5 size font]

Example:

Jane H. XXXX, MPH
N.C. Department of Health and Human Services
Director, Division of Public Health
1999 Main Street
Raleigh, NC 27603
(Office) 919-855-XXXX
(Fax) 919-733-XXXX
www.ncdhhs.gov/dph

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized State official. Unauthorized disclosure to juvenile, health, legally privileged, or otherwise confidential information, including confidential information relating to an ongoing State procurement effort, is prohibited by law. If you have received this e-mail in error, please notify the sender immediately and delete all records of this e-mail.

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EXCEPTIONS

The goal is a standard signature to identify employees as part of the North Carolina Department of Health and Human Services (DHHS), Division of Public Health. Any request for exception to this policy should be made to the division director.

ENFORCEMENT

Employee adherence to this policy may be periodically monitored for compliance.