

Office of Administration Email Standards

Basic Email Signature Template

Your Division may have more specific email signature standards, but below is a basic template.

First Last

Your Title

State of Missouri | OA – Division Name | [573.555.1234](tel:573.555.1234) | First.Last@oa.mo.gov

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If you would like to add the OA CARES logo to your email signature, please see more information below in the “Adding an image to your Outlook signature” section.

Email Body & Signature Line

It is important that the following guidelines are followed to ensure improved accessibility for those with vision impairment:

- Do not include quotations in your signature.
- Do not apply themes or stationary to your default email body.

Out of Office Replies

Any time you will be out of the office for at least one business day, automatic replies (out of office) should be activated. Your reply should include the date you plan to return, and at least one contact person and number for someone to call for immediate assistance. Verify that your contact person will be in the office during your absence.

Out of Office Reply Template

At a minimum, please include the following information in your automatic replies when out of the office:

Thank you for your message. I am out of the office at this time, but will respond to your message when I return on Weekday, Month Date, Year. For immediate assistance, please contact Jane Doe at 555-555-5555 or John Doe at 555-555-5555.

General Email - Useful Tips

- Always include a meaningful subject when sending an email.
- Be professional and respectful.
- Proofread your email before sending. Email should be brief and informal but should not contain misspellings, poor grammar or punctuation, or a lack of coherency.
- When you forward a message, tell the recipient why you are sending them the message.
- Emails can be easily misinterpreted. If you assume something will be misunderstood, it will be. If possible, pick up the phone or talk face-to-face to ensure you are communicating clearly and in the right tone.
- If you’ve exchanged more than three emails on a specific subject, consider calling the person instead to discuss the subject at hand, especially if it is a complicated issue.
- Keep emails short. If it’s a longer message, consider using bullets to convey the message.
- Don’t type your emails using ALL CAPS.

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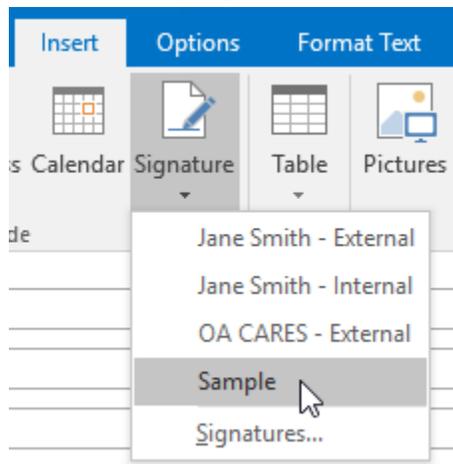
- Don't ask to recall a message. Chances are the message has been delivered. Send another email stating the reason for the retraction.
- Don't use the same thread for multiple subjects. One subject, one email.
- Use "Reply All" carefully. Make sure the reply is necessary and important to **all** recipients.
- Do not "Reply All" when thanking the sender.
- Use bcc (blind carbon copy) with distribution lists so others do not have to see your long list of recipients, not to hide who you're sending email to.
- Use cc (carbon copy) openly as a courtesy to inform everyone who is included in the conversation.
- CC those people who need to know information but an action from the person cc'd is not necessary.
- When replying, only keep the information in the email that is needed. Delete any prior emails on the chain that don't add value.

Adding an image to your Outlook signature

Please note that there are 12 points to this section to read the document in its entirety.

This document describes the process of adding an image to a signature block in Outlook. It assumes you already have a signature created. If you want to use the OA CARES signature logo, you can save it to your computer from <https://intranet.state.mo.us/oa/wp-content/uploads/sites/4/2018/12/oa-cares-sig.png>. When you visit the link, the image displays. Right click on the image and click **Save Picture As...** to save to your computer.

1. Start a new email in Outlook.
2. Select **Insert** → **Signature** and select the signature you wish to modify.



3. Your signature will display in the email.
4. With the cursor to the left of your signature, select **Insert** → **Pictures** and select the image you wish to include in your signature.

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Figure 1 Cursor to left of signature

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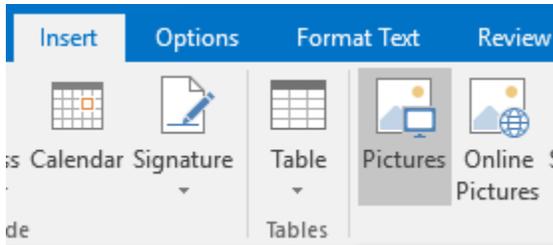
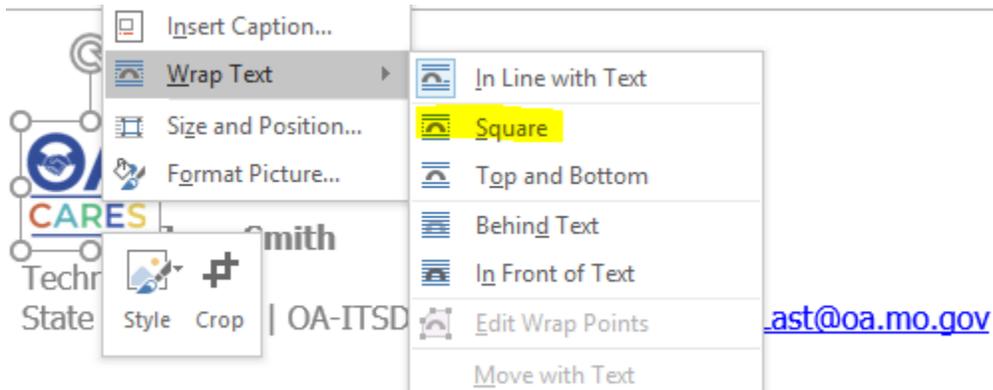
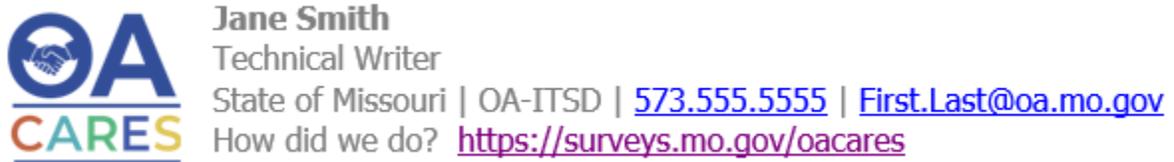


Figure 2 Inserting the image

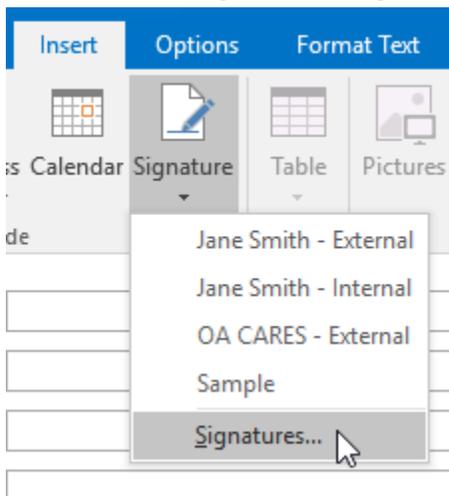
5. To align the image with your signature, right click on the image, select **Wrap Text** → **Square**.



6. Your image is now aligned with your signature.

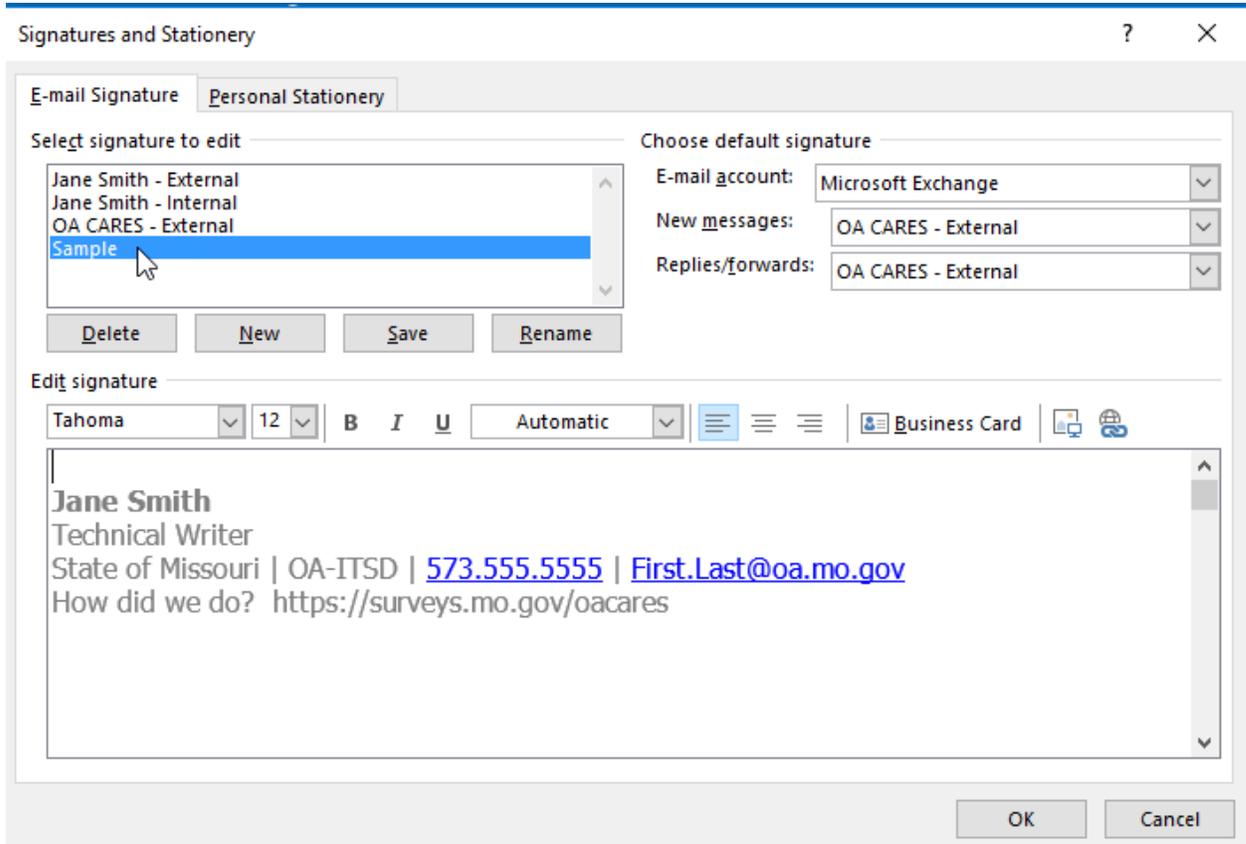


7. Select your new signature including the picture (can use Ctrl-A as a shortcut), right click and select **Copy**.
8. Select **Insert** → **Signature** → **Signatures** to launch the signature editor.



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9. Select the signature you wish to edit in the **Select signature to edit** panel.



10. In the **Edit signature** panel, select all of your current signature and paste in the new signature.
11. Click **OK**.
12. Note: your signature will not show the image. However, when you use the signature, the image will display.

Want to save time? You can copy and paste the text below to use for your signature. Just update with your content.

First Last

Your Title

State of Missouri | Department Name – Division Name | [573.555.1234](tel:573.555.1234) | First.Last@oa.mo.gov

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