

Auto Complete – Email Policy

London Borough of Barnet

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1. Introduction

Outlook Auto-Complete is a function which remembers and stores the email addresses you have typed in the From, To, Cc, and Bcc fields of Outlook.

This functionality of Outlook allows you to type part of an address and then automatically recognises it from previously typed entries and auto completes the address for you.

Whilst Outlook auto-complete is a useful quick key function, it can lead to the miscommunication of emails, resulting in information being sent to the wrong person and a breach of confidentiality and security.

For this reason the auto complete functionality has been disabled on all Barnet built computers and tablets.

The global address list and personal contacts list should be used instead.

2. Purpose and scope

The risk of information being sent to the wrong person exists with the removal of auto complete, but with adherence to this policy the risk will be lessened.

Following this policy and adopting the guidance at Appendix A will ensure that all new email addresses are saved and checked before adding them to your contacts list for future use, reducing the possibility of miscommunications.

Staff are required to ensure that they follow this policy when sending emails, and adopt the key points below: -

Key points to remember

- Always check the global address list first to see if your contact is listed.
- All new addresses not accessible via the global address list (unless a one off communication) must be saved to your personal contacts list. Manually typing frequently used email addresses each time increases the risk of error.
- A frequently used email address should only be manually typed once. The new email address should be checked for spelling and accuracy before first use and saved to your address book for use next time.
- Double check - ensure the name of the recipient is shown appropriately in the "To", "Cc", or "Bcc" field before hitting "Send".

Client Records

For delivery units that deal with vulnerable clients, particularly Children's Services and Adults and Communities, it may not be appropriate to keep contact information on individuals outside your case management systems. For staff in these delivery

units it is even more important that you follow the key point listed above and double check an email address before hitting send. These delivery units may have local policies for handling contacts of individuals and you should check with your manager.

3. Additional policies and guidance

This policy forms part of a suite of [Information Management policies](#) which are all available on the intranet. The policies provide further guidance on council information standards, data security and working practices which must be adhered to.

Further advice and guidance for staff is available from the Information Management Team.

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4. Appendix A – Process that should be followed

4.1. Entering an email address

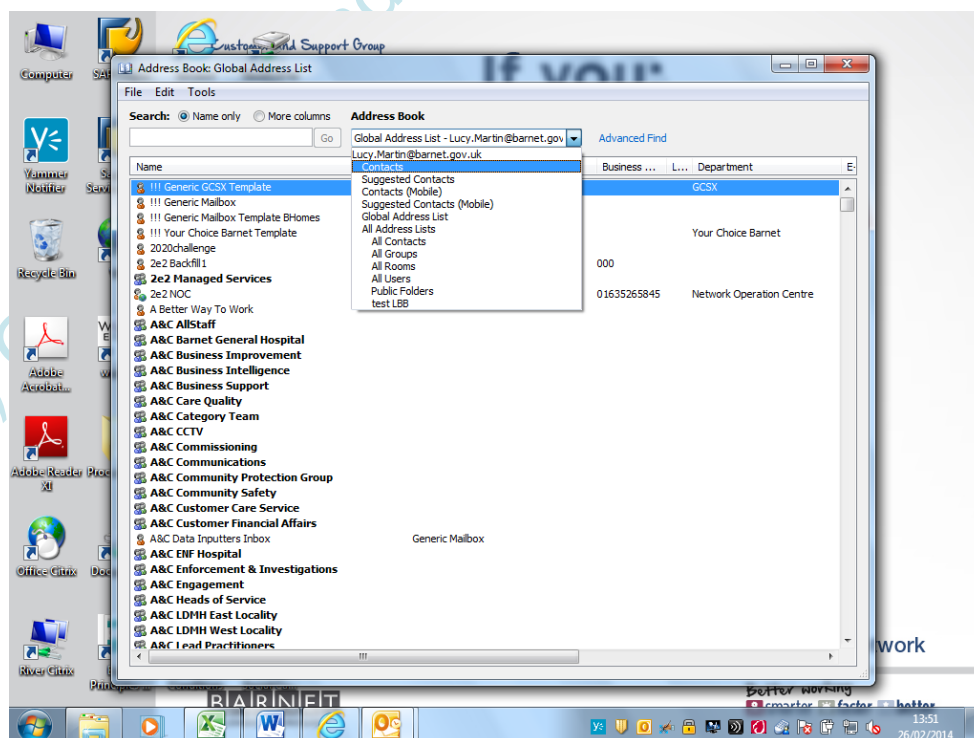
Firstly check whether the required recipient is on either (a) the global address list or (b) within your personal contact list

- You can access the global address list in a number of ways, however **CTRL + SHIFT + B** allows quick access without the use of the mouse.
- Alternatively, you can type the surname of the recipient in the “To” field and then press **CTRL + K**. This will then bring up a list of possible matches from all address books.

Note: There are limitations to this function. Outlook will first search the Global Address Book and then only if no records are found will it then search your personal Contacts list.

If you feel that searching your personal Contacts lists first before the Global Address Book would be more beneficial to you, you can swap around the order that they are searched. Instructions on how to do this can be found under point 5 of this appendix.

- If the recipient(s) you are seeking are not on the global address list you should then check your personal contact list. Your personal contact list will be located within the global address list via the Address Book drop down menu.

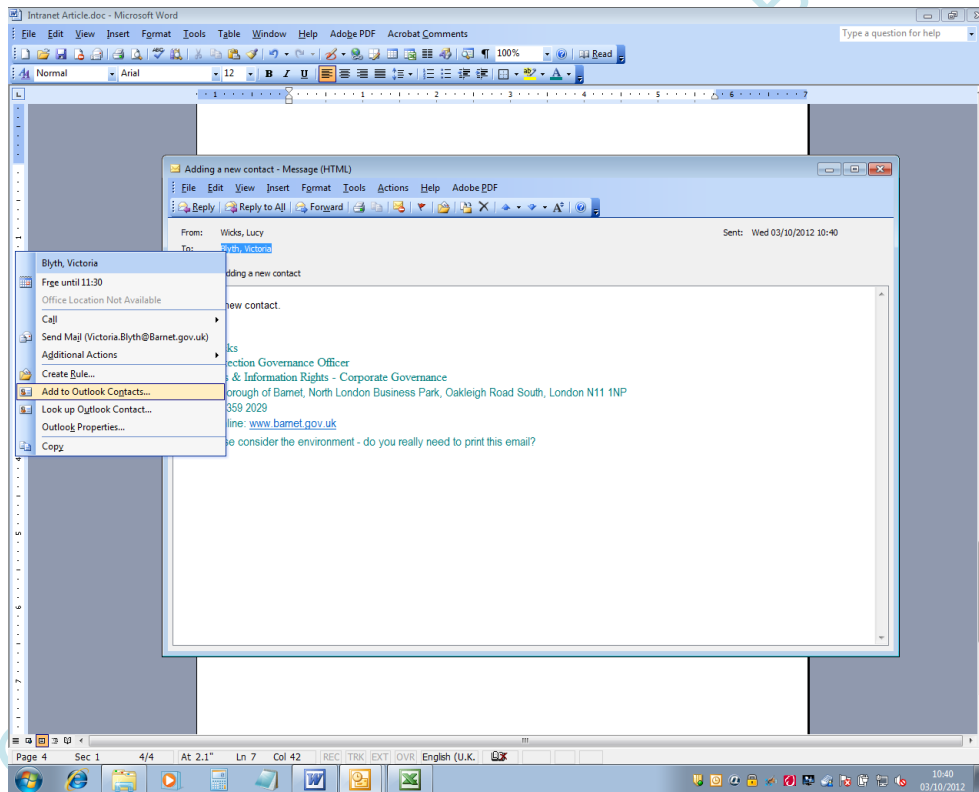


- You can then select as appropriate.
- If the recipient(s) you are seeking are not on either the global address list or your personal contact list then you will need to manually type the address for the first time and then send the email.

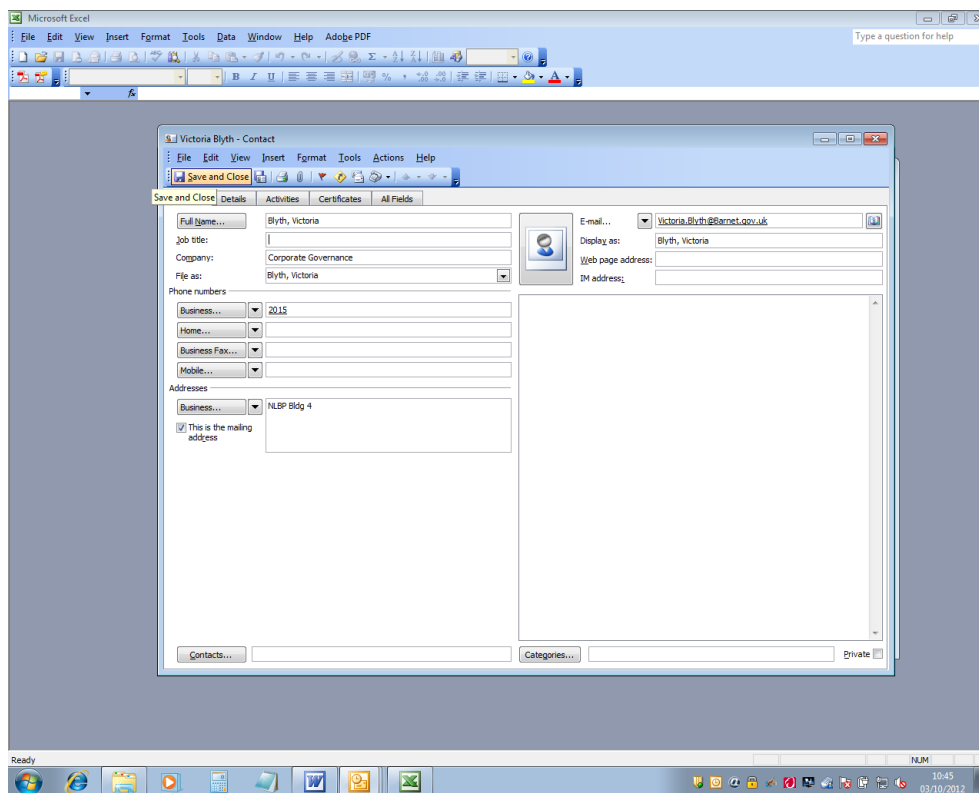
REMEMBER: You must then add the new contact to your personal contact list for use next time.

4.2. Adding a new contact

- Once you have sent your first email to your new recipient, open up the sent item. Right click the email address / name of recipient as shown in the “To” field. Click “Add to Outlook Contacts”.



- The following screen will appear.



- Check that you are happy with the details and that they have been entered correctly.
- Click Save and Close, in the top left-hand corner.

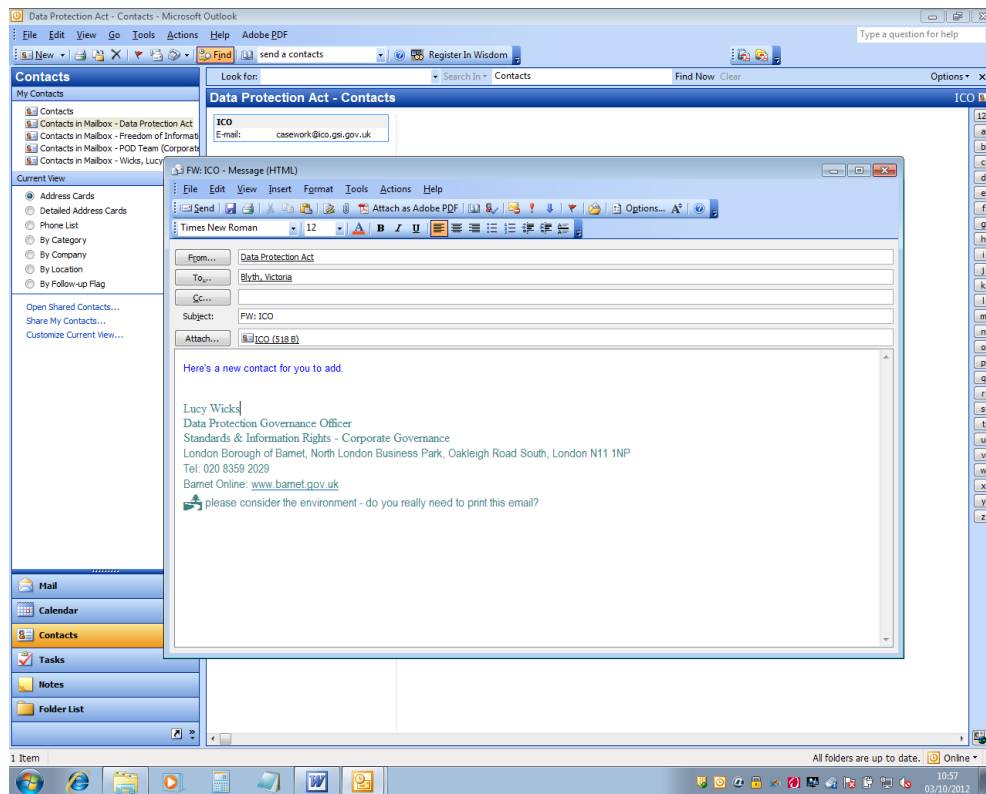
The newly saved email address will then be accessible in your personal contact list for when you next send an email. This also works in the same way for email addresses in the “Cc” and “Bcc” fields.

4.3. Forwarding a new contact to a colleague

To limit the number of times a team / service area need to add a contact Outlook has the ability to allow you to forward a contact to a colleague. This enables them to save it to their contact list without retyping it themselves.

- Locate the contact in your personal contacts list, right click the contact you wish to send and select “properties”, then click “Forward contact” as an outlook contact on the top toolbar

- The following screen will appear:



- Include a simple message and click Send.
- On receipt of the email attachment your colleague can drag and drop the attachment using their mouse into their Contact Menu.

