

Creating an email account

Guidance for cemetery trusts

Why do I need an email account?

Email is a fast and effective way of communicating. It is the preferred method of communication between cemetery trusts and the Department of Health and Human Services (the department).

In the past, the department has disseminated information to the sector primarily through the postal service. This process requires printing and distribution, which takes time and makes it difficult for the department to provide information to the sector as quickly as intended.

Information about the impact of coronavirus (COVID-19) on the sector is being updated regularly and advice can change quickly. In addition, department staff are currently working from home and do not have access to the 1800 telephone number. This makes email communication more important than ever.

If you have not used email before, creating an email account and learning how to use it is a great opportunity to gain a new skill and open a new line of communication.

What do I need to get started?

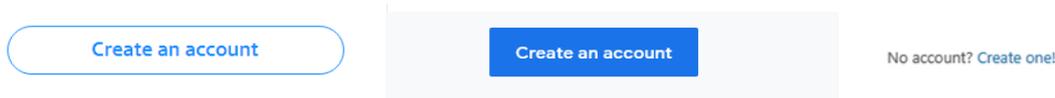
To create an email account, you will need:

- access to a computer or device that connects to the internet, or
- a smart device (for example, a smartphone or tablet) that connects to a mobile network.

If none of your trust members (or staff if applicable) have access to an appropriate device, please write to the department to advise of the situation and provide the name and telephone number of an appropriate person for department staff to contact to discuss the trust obtaining the necessary equipment.

There are a number of websites that allow you to open and use an email account for free. Popular free email platforms include [Gmail](http://www.google.com/gmail) <www.google.com/gmail>, [Outlook](http://www.outlook.live.com) <www.outlook.live.com> and [Yahoo](http://www.yahoo.com) <www.yahoo.com>.

The first step is to create an account. Look for the button on the screen, which will look something like this:



Once you have created your email account, you can email anyone else with an email account. It is a great way of communicating with family and friends. Email is also a useful tool for trust members because it enables trusts to communicate as a group without physically meeting and it is an easy way to keep a record of trust decisions.

What is email etiquette?

Email etiquette refers to the principles of behaviour you should consider when writing or answering emails. Email etiquette depends on who you are sending an email to. When writing emails about trust business, keep the following in mind:

- Match your tone to your audience – trust members should use a professional tone in emails.
- Avoid vague subject lines – keep subject lines descriptive and short.
- Use punctuation and good grammar.
- Use an appropriate salutation such as ‘Mr’ or ‘Ms’.
- Read through your email carefully before sending.

Using email safely

Please be aware of the following tips to help you use email safely:

- Change your password regularly and keep it in a safe place.
- Don't share your password with anyone.
- Don't open attachments from anyone you don't know.
- Log out or sign off from your account when you've finished using it.
- Don't reply to spam or send on 'chain' emails.
- Make sure you have antivirus software installed and keep it up to date.
- Keep your personal information personal – never share bank or credit card information by email.
- Your bank will not discuss your private finances by email. If you receive any correspondence that claims to come from your bank, telephone your branch to verify it and discuss the matter over the telephone instead.
- Look out for malicious emails (they may look like they have come from a financial institution, lawyer, business or government agency). Be especially wary of emails that ask for personal information, financial information, financial assistance, donations and payment of fees or fines that have not been verified.

Emailing the department

All emails to the program should be sent to the [Cemetery Sector Governance Support Program](mailto:cemeteries@dhhs.vic.gov.au) <cemeteries@dhhs.vic.gov.au>.

We recommend you add this address to your email address book to ensure emails from the department do not get diverted to the junk mail folder. The junk mail folder (sometimes called a spam folder) is where unwanted incoming emails are stored to keep them out of your inbox. It is a good idea to check your junk mail folder regularly in case an important email has been diverted there by your email system. If you do find an email from the department in your junk folder, there should be an option for you to identify that the department's email address is known to you and that emails from the address should not be considered junk mail. This will stop future emails from the department being diverted to your junk mail folder.

To receive this publication in an accessible format, [email the Cemetery Sector Governance Support Program](mailto:cemeteries@dhhs.vic.gov.au) <cemeteries@dhhs.vic.gov.au>.

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