

Emailing the Council – Guidance Note

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If You're Emailing Us...

We encourage the use of email as a method of contacting us but like most other organisations, our email system has a number of security measures in place that protect our computer network from the threats associated with unsolicited emails. These measures mean that all incoming emails are scanned, and any that contain (or appear to contain) wording or techniques commonly used in spam or other email attacks will be placed into a safe "quarantine" zone for 10 days before being deleted. Legitimate emails that have been blocked can be released from the quarantine zone and passed along to the intended recipient if they request that this be done.

Emails will be blocked if they :

- Contain bad language – this includes legitimate words abbreviated to form possible bad language, and also dual-meaning words that have an acceptable and also a more profane use
- Have file attachments commonly used to disguise malicious software, including executable files (ending in .EXE, .COM or .BAT among others), compressed files (ending in .RAR, .ZIP among others) and music and video media files
- Contain words or derivatives associated with common spam subjects (eg Viagra)
- Are too large in size, or have a large attachment
- Have an attachment that is password-protected

What You Can Do

If your email has been blocked on the grounds of inappropriate content, file size or password-protected attachment, you should receive a notification email informing you that this has happened.

Inappropriate Content

- Resend the email, having first removed any words that you suspect caused the email to be blocked

File Size

- Break the information down into smaller chunks. As a guide, apportion the information into individual files no greater than 10 Mb in size, and send each one on a separate email

Password-Protected Attachment

- contact the intended recipient (either via the City Contact Centre using the details below or via another email); they can request that the Council's IT Service Desk release the email

Spam Email

- You will **not** receive a notification if your email is suspected of being spam. This is for security reasons, and also because we detect huge volumes of spam each day – as a guide, in one 15-day period we prevented over **600,000** spam emails from reaching Council inboxes!

As a general rule, if you haven't received a response to an email within a reasonable time, contact the recipient by telephone via the City Contact Centre number below. Alternatively, send them a separate email asking them to confirm they received the original message. Email security is a complex subject area but by adhering to the guidance above, you can help ensure that email continues to be an effective way of communicating with your Council.

Please note that any "message undeliverable" notification email generated by the Council's email system may not arrive at the inbox of the sender due to it being blocked by the sender's own email system.

City Contact Centre Details

Telephone : (01633) 656656

Email : info@newport.gov.uk