

DHHS POLICIES AND PROCEDURES

Section III:	Communications
Title:	DHHS Email Signature Policy
Current Effective Date:	4/22/13
Revision History:	
Original Effective Date:	4/22/13

Purpose

The purpose of this policy is to establish a uniform format for email signatures for all North Carolina Department of Health and Human Services (DHHS) 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 DHHS that all DHHS employees who have been assigned an email account shall use an email signature for all outgoing emails which includes new email, replies and forwarded email adhering to a uniform format for email signatures.

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 the following: <http://www.ncmail.net/documents/NCMail-Outlook-2003-Create-Signature-Guide-V1.0.pdf> for the steps you will follow in creating an email signature. For NCMail email signature creation: <http://www.ncmail.net/exchange.htm>.

2. Requirements:

Font style and size: Arial, black, 11 pt.
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 your work requires you to receive mail or packages frequently and timeliness is critical, you may also add

a line to include the Mail Service Center address. If you are a home-based worker or approved teleworker, please use the address through which you do state business.

Phone number should be the primary number on which you do state business. If you are in an office that has a central number, please use that number unless people cannot get to you easily via that number. If you primarily work in the field or are outstationed, please use the number by which you 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 communicative 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 persons with disabilities.

Website address should be the address of the division/office/facility in which you work. If you are employed within a division/office/facility that is a part of the DHHS Central Management and Support, please use the main DHHS website address: <http://www.ncdhhs.gov/>.

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

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 of 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.

3. **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 XXXX
1999 Main Street
Raleigh, NC 27603
(Office) 919-855-XXXX
(Fax) 919-733-XXXX
Jane.XXXX@dhhs.nc.gov
www.ncdhhs.gov/dxx

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 of 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.

Roles and Responsibilities

It shall be the responsibility of each division/office/facility director to ensure that all existing and new employees in his or her respective division/office/facility have 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) or other responsibility staff or manager in the respective division/office/facility shall instruct and ensure that the employee establishes the required email signature.

Exceptions

While the goal is a standard signature to identify employees as part of the North Carolina Department of Health and Human Services (DHHS), it shall be the division/office /facility director's decision to allow exceptions to the required data as necessary.

Enforcement

Employee adherence to this policy will be periodically monitored for compliance. Employees who fail to adhere or implement this policy may be subject to personnel actions and procedures at the division/office/facility director's discretion and in accordance with the North Carolina State Personnel Act.

For questions or clarification on any of the information contained in this policy, please contact [the DHHS Office of Public Affairs](#). For general questions about department-wide policies and procedures, contact the [DHHS Policy Coordinator](#).