

## What's the big deal if...



### *...I don't use the standardized signature block?*

<b>Why it is a big deal</b>
<ul style="list-style-type: none"><li>• The recipient could very likely delete your e-mail, thinking it is spam or report it as a phishing attack</li><li>• TBS requires that you use a standardized signature block for identification and to reduce questions about credibility of the e-mail</li><li>• A new e-mail system is coming to the Department that will standardize all e-mail addresses. Your signature block will be the only way for someone to identify what department you work for</li></ul>
<b>Scenario</b>
You've been told that your e-mails are being deleted and not read because it's not clear who they are from. What should you do?
<b>Possible actions (vote on the correct answer)</b>
<ul style="list-style-type: none"><li>• Option 1: Use the standardized signature block as outlined by TBS</li><li>• Option 2: Create your own customized signature block which includes a thought-of-the-day</li><li>• Option 3: Sign the e-mail with "Cheers" and your name</li></ul>
<b>Explanation</b>
<ul style="list-style-type: none"><li>• Option 1 is the correct option</li><li>• You must follow the official signature block from TBS to ensure your e-mails are properly identified and not mistaken for phishing</li><li>• The TBS Standard for e-mail signatures includes (in bilingual format, always):<ul style="list-style-type: none"><li>Name</li><li>Title, Branch</li><li>Department / Government of Canada</li><li>E-mail / Telephone / Teletypewriter</li></ul></li></ul>
<b>Key take-aways</b>
<ul style="list-style-type: none"><li>• To avoid confusion, use a standardized signature block on all your e-mails</li></ul>
<b>More information</b>
<ul style="list-style-type: none"><li>• <a href="#">Signature block template</a></li><li>• <a href="#">TBS Standard on Email Management</a></li></ul>