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Sent: Thursday, April 22, 2021 10:06 AM
To: DOPM All Users <DOPMAllUsers@uabmc.edu>
Subject: Computer Tip of the Week -- When to “Reply” vs “Reply All”

When to Reply vs Reply All

Brought to you by
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- Manager of HelpDesk/IT for
DOPM
(in MT-403)



SITUATION/QUESTION:

When I receive an email, I have the option of either “reply” or “reply all”. I always just “reply all” – that way everyone is kept in the loop. That’s ***always*** the best approach, right?

SOLUTION/ANSWER:

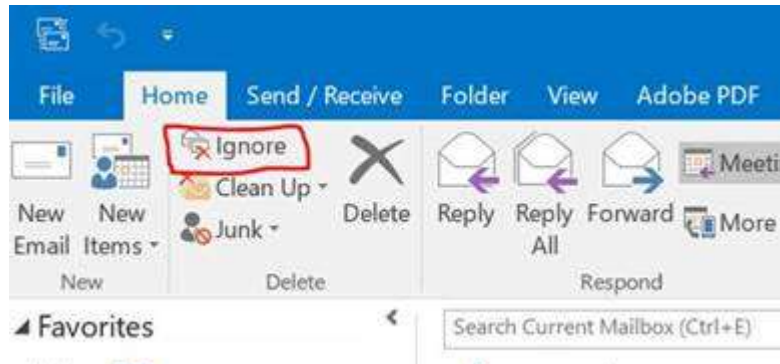
No, it’s not always the best approach.
Use common sense, and decide what is best in each case.

You will recall the “reply-apocalypse” last week when a well-meaning person emailed out a request but sent it to way too many people (via multiple distribution lists). Lots of those recipients (including a handful of DOPM folks) did a “reply all” to ask not be included, but that filled up in-boxes and created just as many emails as the original email did.

If you are receiving emails on a thread that you believe you shouldn’t be on, here are 3 choices of appropriate actions you can take:

Simply ignore and delete

Click “Ignore” at the top of Outlook to mute future messages in this thread, as shown here:



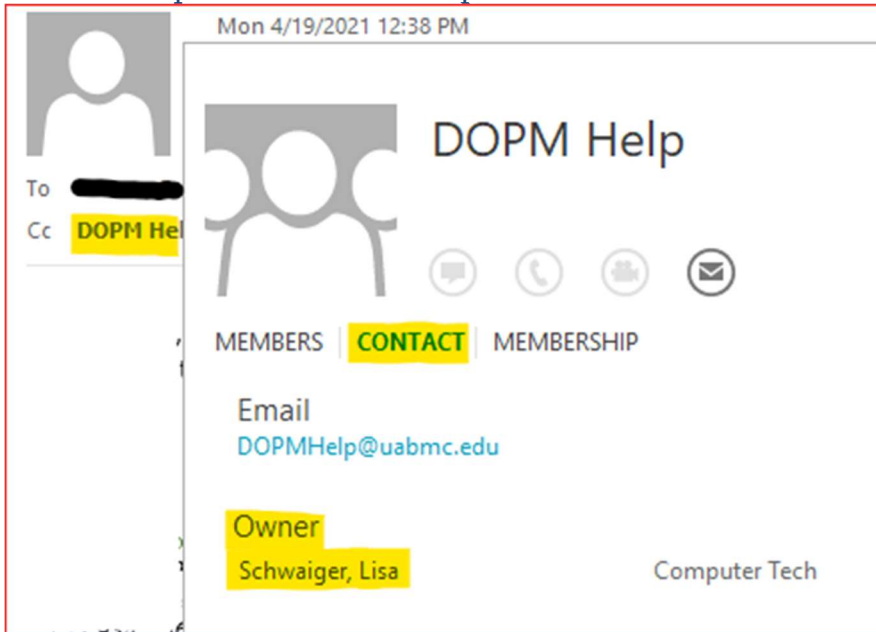
Contact the owner of the distribution list and ask to be removed.

Here’s how to find out who that is:

1. Double-click on the distribution list
2. Select the **CONTACT** information

3. Then look for "Owner"
4. Optional: Double click on the name of the Owner to find their email address

Here is an example for the DOPM Help distribution list:



Was this helpful? Do you have suggestions for a future Tip of the Week? Do you have any other comments?

Let us know at dopmHelp@uabmc.edu

To see an archive of past Tips of the Week: <http://www.uab.edu/medicine/dopm/help/totw>