When to Reply vs Reply All	Brought to you by **Byron Chancellor** - 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

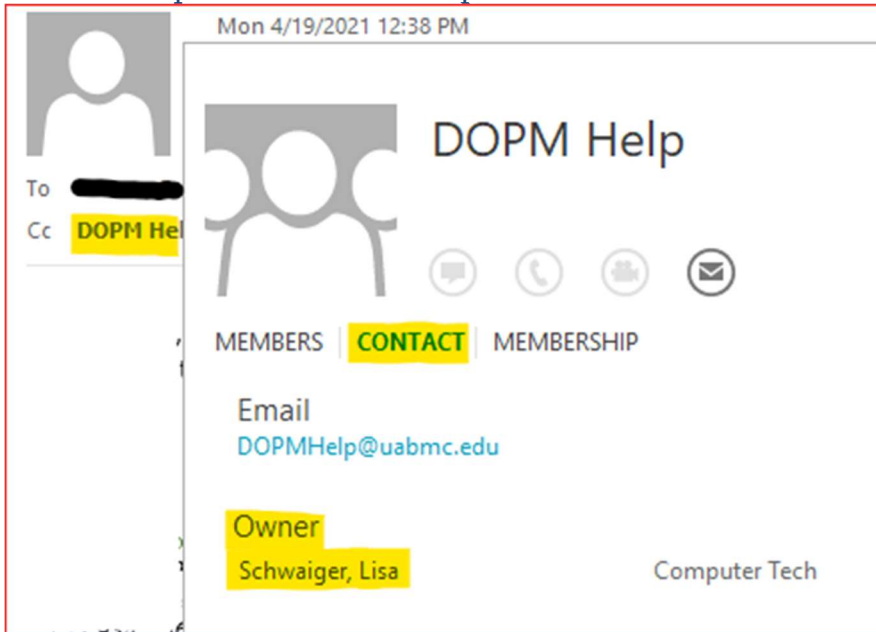| Click "Ignore" at the top of Outlook to mute future messages in this thread, as shown here: |
|---|
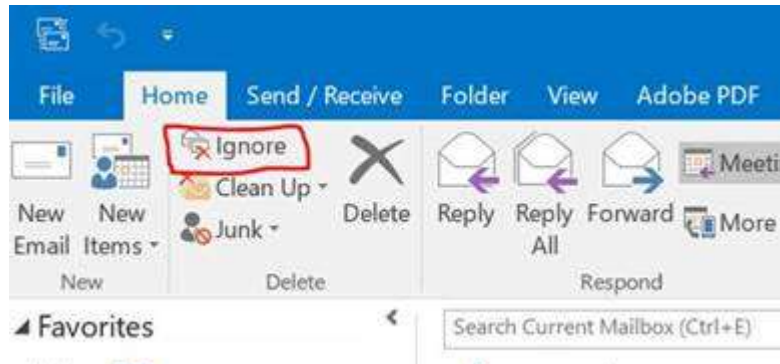
Contact the owner of the distribution list and ask to be removed. Here's how to find out who that is: 1. Double-click on the distribution list 2. Select the **CONTACT** information

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: