Participant Email Responsibilities
You are on your way to success!

To facilitate communication, the Northwest Workforce Council (NWC) provides you with an email account to be used for communication directly related to your participation, including job search and training. Your NWC email account will:

- Ensure timely communication of program information
- Protect your personally identifiable information (PII)
- Give you experience using Microsoft Outlook, the leading email software for employers

As a participant in workforce activities provided by the Northwest Workforce Council (NWC) through the **W**orkforce **I**nnovation and **O**pportunity **A**ct (**WIOA**), you will be receiving important information from us about your participation as well as general information about career development and announcements of hiring events and other related opportunities.

Additionally, NWC will direct you to Outlook Online training resources and guide you through the set-up and use of your new email account.

NWC email may only be used to conduct business related to your program participation which includes job search and training. When you enroll in a WIOA funded program, you agree to the following guidelines regarding the use of NWC email as an official means of communication:

1. Participants in a WIOA program operated by the Northwest Workforce Council (NWC), are expected to frequently check their email account. NWC recommends daily checks. However, the minimum should be three times a week.

2. Always use proper email etiquette. Please see "Email Etiquette" or contact your NWC coordinator.

3. Participants may never use NWC email in any of the following ways:
   a. To transmit unencrypted, sensitive, or confidential information. It is important that you never email any medical information about yourself.
   b. To derive personal benefit or financial gain. In other words, you may not use this email to operate a business. You may use this email to explore entrepreneurial training or develop a business plan if your goal is self-employment.
   c. To create, send or print any sexually explicit, obscene, or pornographic material.
   d. To send, receive, or store electronic messages that contain or promote:
      - Any form of discrimination, harassment, or threats.
      - Copyright infringement or violations of software licensing agreements.
      - Personal business interests.
      - Any activity prohibited by federal, state, local law, or Council policy.
      - Order or sell items on the internet.
      - Spread malware, make another network unusable by intentionally disrupting connections to prevent access to a service or "flooding" a network to prevent legitimate network traffic.

4. Participants should take these steps to protect personal information and personal electronic devices:
    a. Never open emails or attachments from unknown, unfamiliar, or unusual sources.
    b. Exercise caution in using email to communicate confidential or sensitive matters.

Email Etiquette

Always:	Never:
• Fill the subject line with an appropriate, brief description of the email content. • Address the recipient respectfully. Dear Mrs. Smith, not Hey Jane. • Use 12 pt font and a sans serif font like Arial or Helvetica. • Briefly introduce yourself • Keep the body of the email short and to the point. Use paragraphs, spacing or bullet points to separate key points or ideas. • Always be polite, using please and thank you. • Use exclamation points sparingly • Include a signature with your name, phone number, and email address • Respond to emails in a timely manner • Remember, your email is a reflection of you	• Leave the subject line empty • Use hard to read fonts • Use slang, disrespectful, or profane language • Use all caps – this can be interpreted as yelling