

# Netiquette

## for successful web interaction



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# Definition

## Netiquette

- rules about the proper and polite way to communicate with other people when you are using the Internet .
- blend of *net* and *etiquette*
- First Known Use: 1982



# One-to-One Communication (e- mail, talk)

We define one-to-one communications as those in which a person is communicating with another person as if face-to-face: a dialog.

## Main rules:

- **Be clear**

Make sure the subject line (e-mail)

- **Use appropriate language**

Remember: no one can guess your mood, see your facial expressions, etc.

- **Be brief**

- **Make a good impression**

- **Forward e-mail messages you receive**



# For mail:

- Be sure to check with your employer about ownership of electronic mail. Laws about the ownership of electronic mail vary from place to place.
- Respect the copyright on material that you reproduce.
- If you are forwarding or re-posting a message you've received, do not change the wording.
- Never send chain letters via electronic mail. Chain letters are forbidden on the Internet.

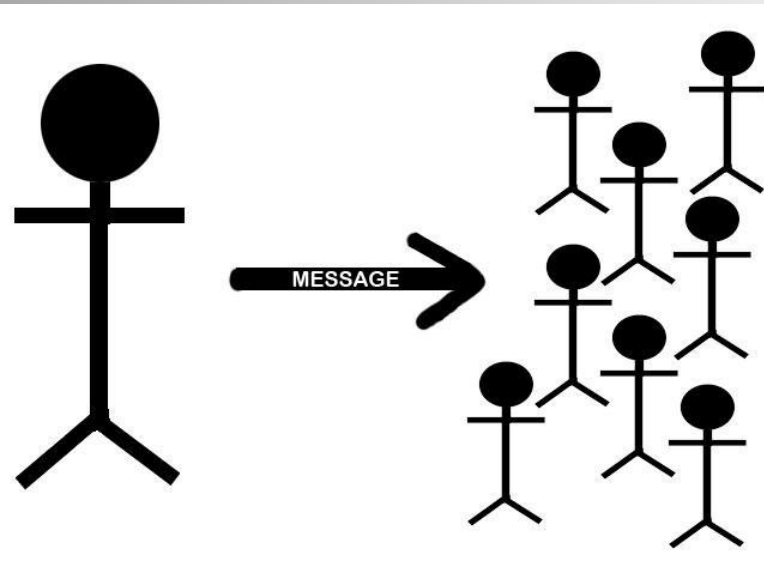


# For talk:

- Use mixed case and proper punctuation, as though you were typing a letter or sending mail.
- Leave some margin; don't write to the edge of the screen.
- Always say goodbye, or some other farewell.
- Be careful if you have more than one talk session going
- Talk shows your typing ability.



# One-to-Many Communication (Mailing Lists, NetNews)



communicating with many people via one mail message or post is quite analogous to communicating with one person with the exception of possibly offending a great many more people than in one-to-one communication. Therefore, it's quite important to know as much as you can about the audience of your message.



# General Guidelines

## for mailing lists and NetNews



- Read both mailing lists and newsgroups for one to two months before you post anything.
- Do not blame the system administrator for the behavior of the system users.
- Consider that a large audience will see your posts.
- Subject lines should follow the conventions of the group.
- Forgeries and spoofing are not approved behavior.
- Don't get involved in flame wars. Neither post nor respond to incendiary material.

# Summary

- Be Professional & Courteous
  - Use proper language
  - Remember the Golden Rule - Do unto others as you'd have done to you.
  - Use good manners and common sense
  - Stay on topic
  - Be helpful
- Emails
  - Respond in a timely manner
  - Spell check and proof read
  - Be respectful





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**Thank You**