

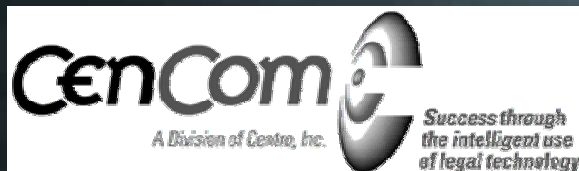
Help, My Mailbox is Exploding! Dealing with E-Mail Overload.

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As the pace of technology increases, so do the challenges that keeping up with these changes make on your time.

Help, My Mailbox is Exploding!
Dealing with E-Mail Overload.

The Challenges:



- Flooded Inboxes
- Client Expectations
- SPAM, SPAM, SPAM and **SPAM!**
- Organizing messages and attachments
- Finding saved messages
- Composing appropriate e-mails
- Protecting yourself

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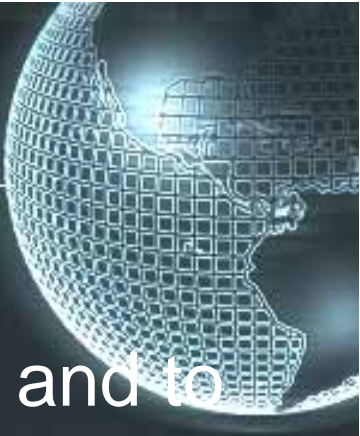
The Rules:

- Control “When” You Read Messages
- Make Use of Filters and Folders
- Use Filters and Folders
- Spam – Think Before You Click
- Don’t Procrastinate
- Don’t Be Afraid Of The Delete Key
- Don’t Print

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How do you deal with your flooded Inbox?



1. “Private” addresses for client messages and to other attorneys; “Public” addresses for everything else.
2. Get a free e-mail account for List servs.
3. Use filters, use folders, use often.
4. Embrace the RAFT:
Refer
Act
File
Toss

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Avoid Spam!



- Take Control of the messages you read.
- Again: Private e-mail addresses for business, public e-mail addresses for other purposes.
- Guard your private address.
- Use Filters and “Block Sender” capability.
- About using “unsubscribe” . . .
- Anti-SPAM software – it’s your friend.
- How did I get on these lists in the first place?

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Bringing Order out of Chaos:

Organizing Messages and Attachments!



- E-Mail messages – the “Other” form of correspondence.
- E-Mail client = Gateway
- E-Mail client \neq Repository.
- Save Messages and Attachments with client or matter folders, then delete e-mail and attachment from your E-Mail client.

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Filters and Folders



- USE THE TECHNOLOGY!
- Create rules - let the machine do the work.
- R.A.F.T. isn't just for paper.
- You probably receive more E-Mail messages per day than you get on paper.
- Storing in your E-Mail client usually means *your staff will not have access to the messages and attachments if required.*

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Don't let it slip away . . .



- It IS real, and needs to be handled!
- Procrastination only gets you more work tomorrow!
- R....A....F.....T
- Create a “Respond To” folder and move the message to it if you intend to respond later.
- DO IT!

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Find it when you need it



- Move it once, move it right.
- Simplify your life - Keep client and matter related e-mail with other client/matter documents.
- Use Global searches: Windows, e-mail program, case management software, third-party products

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Don't Print



- Then, it's just paper again
- It's not the same as the electronic version
- You are just converting your electronic overload into a paper overload
- Hard drives are cheaper than file cabinets, and easier to search

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What's appropriate when composing e-mail?



- Consider e-mail as an extension of written correspondence unless corresponding with a close acquaintance or friend on none legal matters.
- Grammatical rules and usage still apply.
- Avoid misinterpretation and potential problems leading from a poorly written e-mail – think **BEFORE** you send!

Privacy/confidentiality notice – should you include one?

- Sounds like a good idea, but . . .
- Some say “no you don’t”-Why?
- It may be more prudent to include a notice rather than to omit it in privileged communications.



How do I protect myself from getting a virus?



1. USE an Anti-Virus program that scans e-mail as it's downloaded.
2. UPDATE your virus definitions at least weekly. Download and Install program updates and patches as they become available.
3. Turn off message preview: certain attacks can be launched without opening the message.
4. DON'T OPEN ALL ATTACHMENTS. If you receive an attachment that you are not expecting, that you are unsure of or if it's attached to a suspect message, DON'T OPEN IT! Contact the sender to verify the file. In no event should you open any attachment that is an .exe file.
5. Review anti-spam procedures.

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Read messages on your terms



- The joy of e-mail is that it is different from phone calls, ie: **NOT INTRUSIVE.**
- Send messages when **YOU** are ready, on **YOUR** schedule.
- Read messages when **YOU** are ready, on **YOUR** schedule.
- **TURN OFF INTRUSIVE NOTIFICATION MESSAGES!!!**

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How do you deal with the client who expects you to respond to e-mail immediately?



1. Set aside specified times each day to review and respond to e-mail.
2. If it requires immediate attention, the client should call first.
3. Establish a client e-mail policy and publish it to your clients.

Sum it Up:

- Read messages on your own terms
- Avoid Spam
- Organize it
- Don't put it off
- Sort and Find
- Don't Print
- Compose Appropriately
- Privacy Notices?
- Protect yourself from viruses
- Read messages on your own terms!

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Remember, There is NO Magic
Bullet
TO SOLVE THESE
PROBLEMS.

However, good
planning and
consistent
implementation can
reduce them and their
potential impact on
your practice.



Profile: Nerino J. Petro, Jr., Attorney

Nerino Petro is a practicing attorney, as well as CEO/Senior Legal Technologist for CenCom which he founded in 1994. CenCom provides all levels of legal and business technology to firms and businesses throughout the country.

*He is an **Authorized Independent Consultant for TimeMatters® practice management software and Billing Matters® time and billing software**, providing consulting, installation, customization and training for his clients. He has also been an instructor for the official LexisNexis Time Matters Certified Users Training course. CenCom is also a reseller other leading products including **TABS® time and billing software, Practice Master® practice management software. Quikscribe Digital Dictation** and **TValue financial software**.*

He is a member of the Illinois State Bar Association's Committee on Legal Technology, the ABA GP, Solo and Small Firm Section Technology Committee and the ABA TECHSHOW Advisory Board – Tech University Track for 2005. He is a regular contributor to local, state and national publications. CenCom provides training and support to businesses, lawyers and their staff on professional and legal software and provides consulting, installation and customization services throughout the country.

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