

When To Use “Reply All” In Your Email Etiquette

How many times have you received an email with more than one recipient and before you know it, you have received a dozen of the same emails that are not relevant to you. It takes valuable time to scroll through all the emails. Then when you try to go back to find that email, you have a difficult time trying the original one. Don't you get frustrated!

Below are some helpful hints on email etiquette when to “reply all” or just to “reply” to the sender.

When to Use “Reply All”


- **If your response does apply to everyone.**
 - When you receive an email from a sender that is asking for an opinion/question from all the recipients, then you may want share with all the recipients. This is especially important when it concerns all the group. Example: time and date of an event.
- **You have a question to ask the original sender.**
 - If you have questions that you think others might want to know. This saves the original sender from answering the same questions individually.
- **If the sender requests that you “reply all”.**
 - If you are asked to discuss specific information with all the recipients.

When To Avoid “Reply All”

- **Ask the sender if you were supposed to be involved.**
 - If you feel that the email does not apply or concern you, send an email to **only the sender** to ask.
- **Sharing pointless information.**
 - Small talk is great in person; however, it doesn't need to be used via email. If you cannot make a meeting because you must be somewhere else, just let the individual know.
- **To moan about something.**
 - Regardless of email etiquette or not, it doesn't look great on you if you're moaning about something in an email thread. Instead, keep it to yourself or email someone individually.
- **Calling out someone's mistake.**
 - Mistakes and miscommunication happen all the time. By calling someone out through reply all you seem unfriendly. If someone has the details wrong, reach out to them yourself to save them from embarrassment.
- **Sometimes you might just call!**

How To “Reply” or “Reply all”, In Major Email Providers

Now that we have discussed when to “reply all”, how do you do it with your provider? Each provider is different, and you may have to do some research for the provider you use.

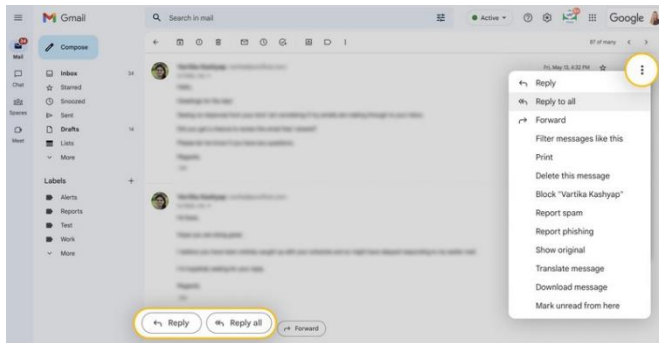
One thing that is the same with most emails is the arrow at the top, bottom, or both when opening an email. This arrow is usually pointing to the left and is the icon to “reply” or is a double arrow and is “reply all”. On a **phone** or **tablet** you may have to **push the**  **3 dots** for more options to just reply to sender.

You will find examples with Gmail, Yahoo, and Outlook.

Gmail

Below is how to **“reply”** or **“reply all”** in Gmail on the web. Open Gmail on the web and log in. Locate the message and click to open. At the top of the message, you will see a **“More”** option (three buttons) next to the arrow pointing to the left. Choose to **“reply”** to email (one person) or **“reply to all”** (everyone in the thread).

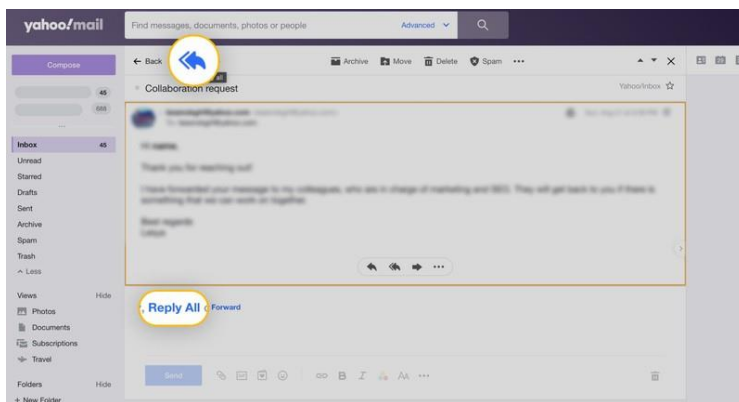
You will also find these options at the bottom of the message.



Yahoo

Below is how to **“reply”** or **“reply all”** using Yahoo on the web. Open Yahoo on the web and log in. Open the message you want to respond to. Click the single arrow at the top of the email for **“reply to sender”**.

Click the double arrow at the top of the email for **“reply to all”**.



Outlook

Below is how to use Outlook on the web to **“reply”** or to **“reply all”**. Open Outlook on the web and log in. Open a message, you want to **“reply”** to.

Click on the arrow to **“reply”** or double arrow to **“reply all”** at the top of the open email.

