**Moody E-Mail Signature Block | Frequently Asked Questions**

**Q1: Is the provided signature for external and internal e-mail correspondence?**

**A:** Yes, it is approved for external and internal e-mail correspondence.

**Q2: What font should I use in the body of e-mail correspondence?**

**A:** Use Arial 10-point black for the body of all your e-mail correspondence, but do not alter the signature. If you prefer, you may go one size larger to Arial 11-point black. Arial was chosen for its readability and because most computers have it as a part of their font package, which means it will look the same to the receiver as it did to the person composing the message. (Refer to the [PC instructions](http://office.microsoft.com/en-us/outlook-help/change-the-default-font-or-text-color-for-email-messages-HA010356299.aspx?CTT=1) or [Mac instructions](http://office.microsoft.com/en-us/mac-outlook-help/choose-a-default-font-for-outgoing-messages-HA102928265.aspx) provided on Microsoft Office’s website for setting up Arial 10-point black as the default for all E-mails.)

**Q3: Can I include social media information and icons in the signature?**

**A:** If social media is a primary engagement tool for your constituents, enter a hard return after the tagline in the signature and add your department’s official social media accounts on subsequent lines using the same size, color, and typestyle as your office number (no icons). Refer to this example:

 Facebook: Moody\_Bible

 Twitter: @Moody\_Bible

**Q4: Do I have to include the logo in my signature?**

**A:** The logo version is preferred but an alternate signature with no logo is provided in the instructions.

**Q5: Can I include my fax or cell phone number?**

**A:** Fax numbers and cell phone numbers may be included in your signature if used regularly by your constituents. They must be placed immediately after your office number, with no spacing between the lines, and be the same size, color, and typestyle as your office number.

**Q6: Can I include one of Moody’s 800 numbers?**

**A:** Moody’s 800 numbers should not be included in your signature unless it is required for your constituent’s regular use. The number must be placed immediately after Moody’s address, with no spacing between the lines, and be the same size, color, and typestyle as your office number.

**Q7: Can I use a different website address and/or logo?**

**A:** Only the website and logo provided in your division’s signature may be used. If there is a situation you believe requires an exception, contact Public Relations at pr@moody.edu or 312-329-4336.

**Q8: The logo in my e-mail signature is hyperlinked to a Web page that doesn’t exist. How do I remove the hyperlink?**

**A:** Some logos in the original instructions released in 2014 were hyperlinked automatically by Microsoft Word to a non-existent URL**.** Simply reinstall your e-mail signature using the updated instructions located on Integrated Marketing Communications’ Web page on myMOODY.

**Q9: Is there a signature available for mobile platforms?**

**A:** If your mobile platform doesn’t allow for the typestyles and layout formatting of your division’s signature, use your first and last name, title, and phone number on three subsequent lines.

**Q10: Is there a signature available for Moody’s Outlook Web App?**

**A:** To set up your email signature in the Outlook Web App online, log in to [https://webmail.moody.edu/owa](https://webmail.moody.edu/owa/) and click on the  icon in the upper right-hand corner. Navigate to the Options menu and click on “Settings.” Once there, select and copy the designated email signature block (without the logo) from the instructions document for your department, then paste it into the Outlook Web App’s edit window. (Remember to add your personal contact information including name, title, department, and phone since the email signature block is a template.)

**Q11: Can I personalize my signature or e-mail with a quote or stationary?**

**A:** Quotes, sayings, scripture passages, stationary, or other personalization must not be included.

**Q12: Can I use other colors or formatting in the body copy besides black?**

**A:** Colors, bold, italic, underline, and font size should be used sparingly and only for special emphasis.

**Q13: Why isn’t my e-mail address in the signature block?**

**A:** Since the person has received your e-mail, they have your e-mail address.