

iMUG Email List – Guidelines for Members

Last update: December 2025

Introduction

The iMUG Email List is the group's primary means of sharing information and participating in our community. Its purpose is to facilitate sharing of knowledge and news from the Apple world. But, more than that, it's also a place where members should be able to safely express opinions about that news and why it matters to them.

To assist members with getting the most from the email list and to ensure it is a safe place for all members, the Committee has prepared this guide.

There may be topics posted on the list that are either not of interest or may incite an emotional response. If this happens, avoid reacting to the message. It is important to remember that offence can be both given and taken.

These guidelines do not supersede iMUG's Rules of Association.

Guidelines

1. As an Apple-focussed group, suitable topics for discussion can relate to Apple products, including news, troubleshooting, hardware, and software. Where this news intersects with other, potentially controversial areas such as politics, please be respectful as not everyone will share the same points of view.
2. Use a descriptive subject for your message. Not everyone reads every message so a descriptive subject helps members filter conversations that are not of interest to them
3. If you receive the email digest and choose to only respond to a specific section, copy that section into a new message with an appropriate subject.
4. When asking for help please provide details such as relevant hardware, software, and Mac OS version number. If there is an error message, quoting it or including a screen capture as an attachment can be helpful for resolving your question.
5. When replying to a message, only quote sections relevant to the reply. Keep the email succinct and relevant to the thread or change the topic in the subject line, particularly if you are replying to a digest.
6. When replying to a message and quoting back, please delete all the extra material that's not needed. This shortens individual messages and makes life a lot easier for members receiving digests of messages.
 - a When using Generative AI to post or respond on the iMUG Discussion List, members should avoid posting large blocks of AI-generated text and only quote the relevant portions. Members must clearly declare when AI has been used (including the name of the AI tool) and state the prompt or question they asked. Where longer AI content is relevant (such as a sequence of instructions), they should provide a

brief author identified summary of the response in their own words. Any AI-generated text that is quoted must be accurate and not selectively edited in a way that misleads or misrepresents what was produced. Members remain responsible for all content they post, regardless of whether it was drafted by AI

7. Do not post defamatory, sexist, vulgar, profane, blasphemous, racist, discriminatory, or similarly offensive material. Do not post religious (sectarian) material. Be careful when making comments that could be construed as offensive by other members.
8. Do not personally attack another member.
9. Any threat of legal action published to the list about another member, the list, or the club itself, will result in immediate removal of the sender from the list.
10. Limit email signatures to four lines and avoid using images.
11. When discussing the service from a particular vendor, service provider app developer or other third party, ensure that you make it clear you are expressing a view based on facts as they pertain to your specific situation.

For example, you could say “App X kept crashing on my system. I contacted the developer, but they did not respond” rather than “App X is rubbish and the developer is terrible”.

12. Do not post messages promoting your business services or products. If you have personal, surplus equipment, you can offer it to members for sale or donation. But such an arrangement is between the members involved and does not imply any warranty or responsibility on the part of iMUG or the Committee.
13. Refrain from typing all or part of a message in upper case letters. The list now supports rich text formatting. Where a word requires emphasis, this can be achieved by using bold or italics. Capital letters are generally considered to be the online equivalent of shouting. This means comments made in capital letters can be interpreted as being overly aggressive in tone. Capitalisation remains appropriate for proper nouns, acronyms and initialisations. It is not appropriate for emphasis.
14. iMUG allows attachments to be sent to members via the email lists. The maximum length in kilobytes (KB) of a message body is set to 500KB. There is no specific limit on attachment size. The 500KB limit applies to the entire message including the body of the message and any attachments.

Suspension

This guide is not an exhaustive set of rules. The Committee may, in the interests of other members, step in and restrict your use of the list for a short period or permanently.

For a member to be suspended from the list, two members of the Committee must endorse the suspension. Any member of the Committee is involved in the matter will not be allowed to endorse that suspension.

Permanent removal of a member from the list will require a meeting of the Committee. Submissions from the suspended member or members can be provided to the Committee to assist them with their decision-making process.