

Correspondence Knowledge Management & Training System

Project at a Glance

Organization	RoadSafetyBC, BC Government
Project	Correspondence Knowledge Management & Training System
My Role	Communications Officer / Correspondence Supervisor
Audience	New Correspondence staff, Communications staff, and cross-trained team members
Deliverables	101-page Correspondence Manual, webinar presentation, video training series, templates, checklists, workflows, and job aids
Skills Demonstrated	Knowledge management, instructional design, technical writing, strategic communications, plain language, accessibility, information architecture, process improvement, change management, editing, coaching and facilitation
Impact	Captured critical institutional knowledge, standardized onboarding, reduced reliance on undocumented processes, and created a sustainable training system for future staff.

The Challenge

When I joined the RoadSafetyBC Correspondence Unit, there was no formal onboarding program or documented operating procedures. Knowledge of the correspondence function existed almost entirely through the experience of long-serving staff, with only a handful of ministry templates available as reference.

Within two weeks of starting the role, I was responsible for managing the correspondence function independently. Before the experienced team member left on extended leave, I documented as much operational knowledge as possible, creating a reference guide to help me navigate the role.

It quickly became clear that this represented a significant organizational risk. Critical knowledge depended on a single individual, making onboarding difficult, reducing consistency, and leaving the program vulnerable to staff turnover.

My Approach

What began as a personal reference guide evolved into a comprehensive knowledge management and onboarding system.

Over the next three years, I continually expanded, tested, and refined the content as legislation, ministry processes, and operational requirements evolved. Rather than simply documenting procedures, I designed a practical learning resource that enables new employees to confidently navigate complex correspondence scenarios from their first weeks on the job.

The final program combines written guidance, visual learning, practical examples, and instructor-led training to support both independent learning and formal onboarding.

Manual Highlights

The cornerstone of the program is a [101-page Correspondence Manual](#) designed as both a training resource and an operational reference.

Key features include:

- Hyperlinked table of contents and internal hyperlinks for quick navigation between related topics
 - A Ctrl+F navigation guide to help staff quickly locate information and correspondence scenarios
 - Step-by-step procedures covering the complete correspondence lifecycle
 - Workflow diagrams illustrating intake, drafting, approvals, and records management processes
 - Decision guides for managing complex or high-risk correspondence
 - Templates, checklists, and job aids
 - Sample letters and writing examples
 - Plain language and accessibility guidance
 - Strategic writing principles and reputation management considerations
 - Hundreds of real-world correspondence scenarios, providing practical guidance on how to respond to common public inquiries and government requests
 - Designed as a living document that is continually updated as legislation, policies, and business processes evolve
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Deliverables

The training program includes:

- [101-page Correspondence Manual](#)
 - New employee [webinar presentation](#)
 - Video training series
 - Workflow diagrams and process documentation
 - Templates and standardized writing examples
 - Quality assurance checklists
 - Quick-reference guides and job aids
 - Writing standards for executive, Ministerial, MLA, and public correspondence
 - Plain language and accessibility resources
 - Reputation and risk management guidance
 - End-to-end documentation of the correspondence process, from intake through drafting, approvals, records management, and final response
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Topics Covered

The program prepares staff to confidently manage:

- Public correspondence received through the external mailbox
 - Executive correspondence
 - Ministerial correspondence
 - MLA correspondence
 - Cross-government requests
 - Drafting, editing, and quality assurance
 - Workflow management and approvals
 - Strategic writing and issue analysis
 - Plain language and accessibility standards
 - Reputation and risk management
 - Collaboration with policy, program, legal, executive, and communications teams
-

My Role

I independently:

- Identified operational and knowledge management gaps
- Captured undocumented institutional knowledge
- Designed the overall learning experience and training curriculum
- Wrote, organized, and maintained the Correspondence Manual

- Developed the manual's information architecture, navigation system, and reference tools
 - Created templates, checklists, workflow diagrams, and supporting resources
 - Developed and delivered webinar-based onboarding sessions
 - Produced a supporting video training series
 - Continuously updated the program as legislation, organizational priorities, and operational processes evolved
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Results

The Correspondence Knowledge Management & Training System transformed an experience-based function into a documented, repeatable, and scalable program.

The project preserved critical institutional knowledge, standardized onboarding, improved consistency in correspondence practices, and reduced reliance on individual expertise. New employees gained access to practical tools, examples, and structured learning resources that accelerated onboarding while supporting high-quality, risk-informed communications across RoadSafetyBC.

This project demonstrates my ability to analyze operational challenges, capture complex organizational knowledge, and transform it into accessible learning resources through technical writing, instructional design, information architecture, and strategic communications.



RoadSafetyBC

CORRESPONDENCE MANUAL

Onboarding

roadsafetyBC@gov.bc.ca

PO Box 9296 Stn Prov Govt, Victoria BC V8V 3M2

How to use this manual

Welcome aboard! This manual is your go-to guide for all the information you need. Plus, you'll have the chance to connect with a friendly correspondence colleague (trainer) to discuss any questions you may have.

- If you are new to correspondence, we suggest you read it in order.
- If using it for reference, press “Control-F”, and in the sidebar menu on the left select “Headings” tab, or search a term.

Happy learning & welcome to the team! 😊



About Us

What we do

Did you know that the Correspondence Team plays a crucial role in RoadSafetyBC? We're responsible for responding to all the branch-related inquiries that come in through B.C. mail, the RoadSafetyBC mailbox, the Minister's office, and even inquiries sent over from other ministries. 🚗✉️

Our day-to-day looks like this:

- Diving into incoming messages in the RSBC mailbox (we call these "incomings")
- Preparing email responses and letters (using our templated language)
- Logging/tracking everything into CLIFF
- Teaming up with different program areas to draft top-notch replies
- Using eApprovals for escalated responses to monitor and breeze through document circulation.

That's the very basic version of what we do. You'll find out more about this process in [Overview of Procedures](#). Cheers to a well-rounded workflow! ✨

To understand our work, it helps to first look at the types of correspondence we handle. Here's a brief overview of what we receive (we'll explore each in more detail shortly):

- [RoadSafetyBC Mailbox \(RoadSafetyBC@gov.bc.ca\)](#)
- [Physical Mail](#)
- [Executive Correspondence](#) (aka escalated mailbox items)
- [Minister's Office](#) (aka SG, Minister & MLA correspondence from PSSG Correspondence Team)

Fun facts:

1. Mailbox: Averages 200-250 per month
2. Minister Correspondence: Averages 20-25 per month
3. Approx 2:1 ratio for Bullets to Reply Direct/SG Draft/Reply Direct

Our primary goal is to provide prompt and precise assistance. To achieve this, we tailor our responses using templates, drawing from past interactions, and utilizing our [program tools](#). For more insights, please refer to our [Writing Guidelines](#). (We also have our teammates and supervisors to bounce stuff off of.)

Top correspondence topics include (Jan 15, 2025):

1. Driver Medical Examination Reports (DMER)
 - a. Inquiring re. processing status, backlog, or receipt of documents
 - b. Complaints about the decision or RSBC authority to make decisions
 - c. Complaints that age-based DMER is discriminatory, cost is prohibitive or that the shortage of doctors makes it very challenging.
2. Accessibility or barrier (costs, location, etc.) complaints for accessibility of remedial programs (Ignition Interlock Program, Responsible Driver Program, Driver Improvement Program)

3. Appeals for reconsideration, reduced timeframe, etc. for remedial programs or Immediate Roadside Prohibitions (IRPs)
4. General safety concerns
 - a. Speeding and drivers under the influence
 - b. Large vehicles on roadways
 - c. Safety of pedestrians and cyclists
5. Complaints or inquiries into existing fines and penalties
 - a. "What are they" or "They aren't strict/substantial enough"
6. Requests for more ISCs from public or municipalities

That's it! Well, mainly. Before we dive into the nitty gritty of our day-to-day, we'll leave you with a fun limerick (We think it could be a good team motto!):

Be responsive.

Be on time.

When in doubt, ask.

Meet the Correspondence Team

1. Jill Mitchell

Correspondence Supervisor




2. Comms Manager -TBD

3. And Y-O-U!!!! Welcome. 😊

Access: What you'll need to start

To ace the correspondence game, you'll need access to a few essential programs, and you'll also need to set up your email accounts, mailbox signature and headset. Here's a list of everything heading your way. 🗺️

Access (arranged by supervisor)

- RSBC mailbox
- [Driver's](#) (Virtel) (and  [login instructions](#))
- [Mercury](#)
- [CLIFF](#)
- [eApprovals](#) (eApps)
- [VIPS](#) access
- PSSG email list (PSSG Correspondence)
- CLIFF notifications (PSSG)
- SharePoint (Comms Team)
- LAN access (Corporate-Priority, instructions)
- [Language Library](#) (OneNote)

Your trainer will have arranged to get you access; you'll receive an email notification when things are ready. For some programs, you will need to call the [helpdesk](#) to get set up.

And if you're new to government- a headset, pass and laptop, plus additional onboarding

Tasks for you to complete

Add the RSBC the mailbox to your Outlook

- Good news: You already have access to this! Follow the below instructions to get set up
- This is the inbox: roadsafetybc@gov.bc.ca
- Add it to your outlook with these [instructions](#).

Add the RSBC Signature to Outlook

- Instructions are found on the [Mailbox Signature](#) page.

Add the LAN to your computer

- L:Drive: RSBC Corporate Policy.
- Click “AG Mapper” icon on desktop, or see [instructions](#) (Be sure you’re connected to our VPN 😊)

Bookmark/Add shortcuts

Your supervisor will send you a welcome email with a list of sites to bookmark/shortcut. Here is that list:

- Check out the [links of interest](#) and add them as browser bookmarks now.
- Training Resources
 - [Correspondence Training videos](#) (We’ll schedule time to watch these)
 - [Onboarding Manual](#) (this resource!)

Other info:

- [Language Library](#) (OneNote)
- LAN folder (Corporate Priorities):
 - 280-30 (ED and below)
 - 320-30 (ADM and up)
- Take note of your agent number for RSBC inbox (assigned by supervisor)
- You also have a mailbox category with your name (you can change the colour)

Set up your headset

- Do you have a headset yet? Luke Oldfield will reach out to you to ask your preference before he orders one. When you receive your headset (you’ll need to go into the office to pick it up), it’s important to [set up your headset with your laptop](#).

Emails in your inbox?

Has your inbox been flooded with notification emails from CLIFF & eApps? How about assignments from Public Safety and Solicitor General (PSSG) Correspondence Unit? You’ll know what to do with these soon enough – file them in a folder for now.

Alrighty! You’re ready to roll. 😊

How to divide the day's work

Training days are a little different, naturally. But this is how things will work once you're up and running. We have an a.m. and p.m. schedule:

A.M.: eApps

P.M.: Mailbox

Here's a closer look:

A.M. eApps and drafting	<ul style="list-style-type: none">● Urgent incoming emails only (mailbox and junk)● Handle any eApps send-outs or cleanups that you forward to the next person● Write drafts and move in eApps (Exec, SG)
P.M. mailbox	<ul style="list-style-type: none">● Mailbox is the focus● Keep an eye on eApps (send-outs or cleanups)● Prepare a plan for the next day, including notes, action items, and any follow-ups.

***You can track items in the CLIFF lists (more on that later). If you use an online to-do list in programs like Asana or Trello, do not include any personal information.**



Contacts

When crafting responses, our team might reach out to our program areas or, on rare occasions, external contacts for some extra insight. Here's a handy list to keep things easy breezy.

Our branch contact info

RoadSafetyBC mailbox

RoadSafetyBC@gov.bc.ca

Links of interest

For your reference. Again, it's helpful to add these as bookmarks on your desktop or browser.

- [RoadSafetyBC](#) on government website
- [Intranet](#) (internal, not to be shared with public)
- [CLIFF](#)
- [eApprovals](#)
- [Mercury](#)
- [Virtel/Driver's \(Instructions\)](#)
- [Correspondence Training videos](#)
- Onboarding Manual (this document 😊)
- [LAN FOLDERS](#) (existing drafts, esignatures, etc.), plus 320-30
- Language Library (OneNote)- ask supervisor for link/access
- SharePoint (Comms Team) – ask supervisor for link/access
- [Government Acronyms](#)
- Motor Vehicle Act:
 - [Act/Ministry Responsibilities, Section "M"](#)
 - [Table of Contents - Motor Vehicle Act Regulations](#)
- [RSBC Consent form](#)
- [Remedial Program Referral Application for Extension to Remedial Program Completion Deadline](#)
- [Ignition Interlock Program Extension Application for Reconsideration](#)
- [Processing dates](#) (backlog)
- [Org Chart](#) (this will help you figure out who to send the drafts to for approval)
- [MLA List](#)
- [ICBC](#)
- Sample [DMER](#) link (for reference; public must go to ICBC to get an official form)
- [Driver's Abstracts](#) (ICBC)

Guess what?

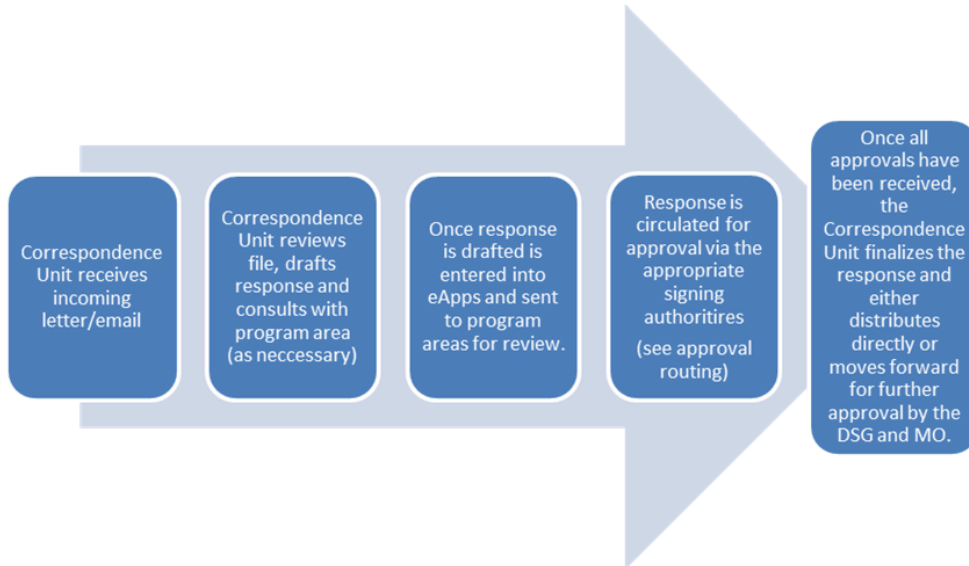
Correspondence Team has a Sharepoint Teams channel, making edits docs in real-time a breeze:
[Correspondence](#)



Overview & Resources

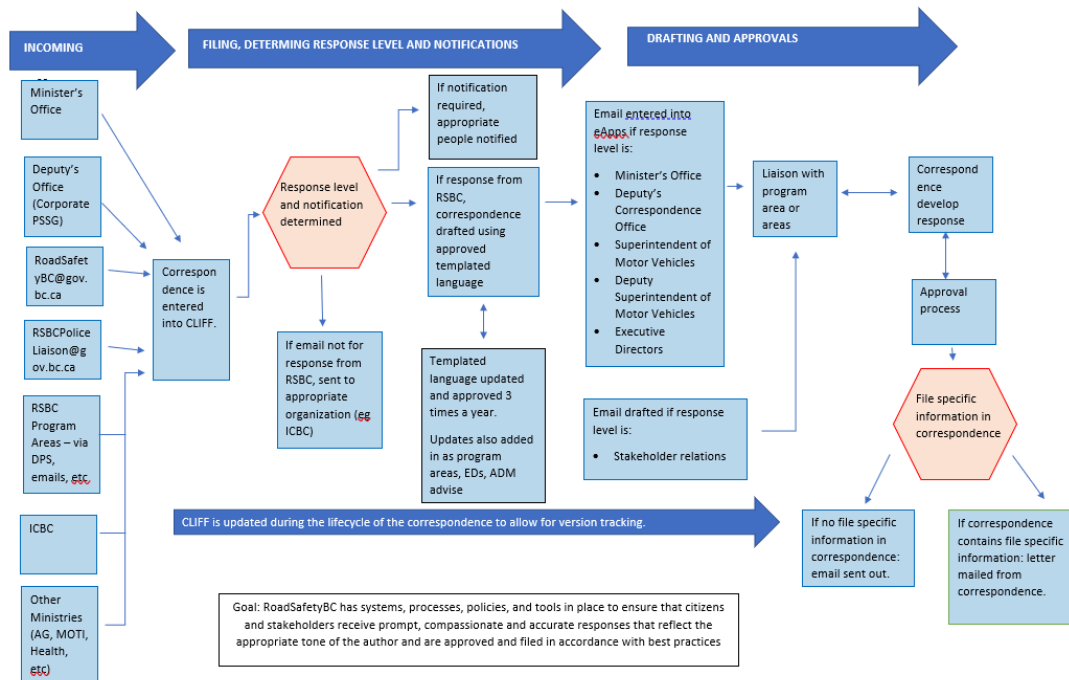
They say a picture is worth 1,000 words. So, to make understanding the correspondence chain of events a breeze, we've whipped up a visual for you (well, two actually). Check it out—it's like a snapshot of the behind-the-scenes magic!

The short version:



(Need acronyms help? Click [here.](#))

The long version



Timelines

Heads-up: the clock starts ticking on our service delivery timelines for correspondence once your file lands in the capable hands of RoadSafetyBC. We're here to keep things moving smoothly!

The deadline depends on the item type:

Minister's correspondence	14 business days
MLA requests (bullets)	24 hours, 48 hours, or 7 business days (timeline determined by the Minister's office). If you want to jump ahead and read about these .
RoadSafetyBC mailbox: Reply Directs	7 business days (currently 10)
RSBC mailbox: Executive correspondence SG draft replies Reply Direct (from PSSG) Reply Direct w MO Approval (from PSSG)	14 business days
Physical mail	14 business days
Referrals from other ministries	varies based on request

***NOTE:** These due dates are for the approved response – you'll need to adjust your personal due date for the draft to allow time for the executive team's review (if applicable).

Tracking

Tracking is our secret sauce! It's the key ingredient that keeps everything running smoothly. We're on it, making sure every incoming message is accounted for and handled like a pro.

CLIFF: CLIFF is our main tracking system. CLIFF is a corporate correspondence tracking system used by Ministry offices to track high volumes of correspondence. A log is created for each new piece of correspondence and updates are made in the system throughout the lifecycle of the approval process. A log is created by whomever receives the incoming, and closed by whomever sends out the response.

eApprovals (eApps): When it's time to run our drafts by the team, we're all about eApprovals (or eApps). It's our secret weapon—a speedy way for everyone to peek at a document without drowning in email chains. Talk about a real time-saver! 🕒

>>For examples of the correspondence journey – see [Putting it All together](#).

Writing Guides

Good news! You don't have to reinvent the wheel with each response—we've got handy templates to make your life easier! Here's a star-studded list to get you started.

- **RSBC [Language Library](#)** (OneNote): This is main resource for mailbox replies, with approved wording and running template. (The RoadSafetyBC mailbox is another great resource – sift through past responses to get inspired.)
- **[Correspondence Guide](#):** Here you'll find tips on writing styles, tone and formatting preferences.) They've also released a [Quick Hit Checklist!](#)

- **Existing Correspondence Drafts:** Copy and paste from previously done drafts in [this folder](#) (also check 320-30 on LAN). Opt for most current draft. Here, you can get a sense of our responses to executive-level messaging.
- **Mailbox:** Chances are the questions you're responding to has been asked before. Feel free to peruse the mailbox and pull from previous responses. (Again, stay within a year to ensure up-to-date info.)

Plain Language

Ever wondered why plain language matters in government communication? It's simple: it fosters transparency and trust. When government messages are clear and straightforward, everyone can understand what's going on and how they can benefit from public services.

Here on the Correspondence Team, we put plain language first. So ... here's a handy dandy checklist (made by Sharon!) to help you on your plain language journey. (As well, don't forget about the Learning Hub's [Plain Language course](#) and the website's section on [Plain language.](#))

Plain Language Checklist

Know your audience	<ul style="list-style-type: none"> ● Who is the information for? ● What is the person looking for? ● What does the person already know about the topic? ● Does the person need to explain the information to someone else? ● What is the best way to show the information?
Make language accessible	<ul style="list-style-type: none"> ● Below grade 8 ● Easy to read for persons with disabilities or where English is not the first language
Using technical language	<ul style="list-style-type: none"> ● Should not be used on external sources ● If technical language needs to be used, explain and/or use examples ● Technical language is ok if being used internally with other technicians
Use active voice (start with subject, use strong verbs)	<ul style="list-style-type: none"> ● Passive voice may be necessary at times, but should be used infrequently
Use direct language	<ul style="list-style-type: none"> ● Language is to the point ● 15 – 20 words per sentence ● Avoid additional verbs, vague nouns, adverbs and adjectives
Use short paragraphs	<ul style="list-style-type: none"> ● One topic per paragraph ● Aim for no more than five sentences ● Start with the topic in the first line ● Remove extra details ● Use simple, short words (create glossary if technical words are necessary)

	<ul style="list-style-type: none"> ● Use headings and bulleted lists if appropriate
Bulleted Lists	<ul style="list-style-type: none"> ● Use numbered lists only if the bullets are ordered (e.g., do this step, then this step) ● Don't use multiple levels ● Don't repeat first word ● Introduce the list with a sentence that ends in a colon ● Capitalize first letter ● No punctuation at the end ● Avoid more than one sentence. If more than one sentence is required, it is ok to use punctuation in the middle, but not at the end ● Do not use and/or at the second to last item, unless it is essential (e.g., legal content)

[PSA Plain Language Check List/Resources](#)

You can also check out the great resources in our [Comms folder](#).

Accessibility Standards

Familiarize yourself with our standards for making our information more accessible

Some tips for writing in plain language:

1. [Use lists](#) instead of long sentences whenever possible
2. Write short sentences. Ideally no more than 15 to 20 words
3. [Keep paragraphs to one topic](#). Aim for no more than 5 sentences
4. Cut down your word count. Remove words that do not add meaning
5. Use simple, [common words](#). If you need to use [complex terms](#), define them or provide examples. If you're using many complex terms, consider creating a glossary
6. Use [inclusive language](#)
7. [Avoid using ministry, organization or program names](#) unless required
8. Define acronyms before using them
9. Only include critical information. [Limit policy information](#) unless necessary
10. Use the [active voice in the present tense](#)
11. Use a [conversational tone](#). Use first and second person (we, us) rather than third person (he, she, it, they)
12. Aim for a [Grade 8 reading level or lower](#). Test the readability of your content using a tool such as the [HemingwayApp online tool \(external link\)](#) for non-sensitive information

Resources:

- [BC Government Accessibility and Inclusion toolkit](#)
- [Creating accessible digital content](#)

Branding Standards

In all correspondence items (Executive/SG Correspondence and related mailbox responses), all references to internal teams must use a single organizational identifier: "RoadSafetyBC."

This means:

- Do not reference individual branches or teams (e.g. Client Services, Driver Medical Fitness) in external-facing correspondence.
- Attribute all responses and messaging to "RoadSafetyBC" as the sole organizational sender.
- Ensure templates, standard responses, and mailbox replies reflect this consistent naming approach.
- Internal team references may still be used for internal tracking or routing purposes, but must not appear in external communications.

This approach supports a consistent external-facing identity and aligns correspondence with a simplified, organization-wide standard. Language library should be up to date.

Sharing Links

If sharing our general website address, use this URL: www.gov.bc.ca/RoadSafetyBC

For items being sent by email:

In digital materials or correspondence, instead including a link in the words "click here", we include a link in descriptive words. The words should describe the purpose of the link without needing other context. This is an accessibility best practice.

For example

- (THIS): "[Learn about the consequences](#) of driving with a suspended licence."
- (NOT this): "To learn about the consequences of driving with a suspended licence, click here."

For links being sent via hard copy letter (printed out):

In letters from RoadSafetyBC, we will direct the reader to gov.bc.ca/RoadSafetyBC and recommend search terms. (This approach will also be taken for referrals to external websites.)

For example,

- Learn about the consequences of driving with a suspended licence on our website at gov.bc.ca/RoadSafetyBC and search for "driving while suspended"
- Learn about the consequences of driving with a suspended licence on our website at gov.bc.ca/RoadSafetyBC and click on the link for "consequences of driving with a prohibited or suspended licence"

FRIENDLY URLS

We have the following friendly URLs:

RSBC website homepage: www.gov.bc.ca/RoadSafetyBC

- Intersection Safety Cameras: www.gov.bc.ca/IntersectionSafetyCameras
- Apply for a review of a 3-, 7-, 30- and 90-day driving prohibition: www.gov.bc.ca/DriversAppealsAndReviews
- Distractions while driving – cell phones and other devices: www.gov.bc.ca/RoadSafetyBC/DistractedDriving
- Senior drivers - Landing page: Driver medical fitness: www.gov.bc.ca/RoadSafetyBC/seniors
- Responsible Driver Program: www.gov.bc.ca/RoadSafetyBC/ResponsibleDriver

6 tips for success

1. **Use the templates:** Can't stress this enough, save yourself some time – we've got [fantastic templated language](#) at your disposal. Copy and paste from our curated resources. Just a heads-up, go for the most recent responses to keep things fresh. ✨
2. **Pay attention to formatting:** Depending on the type of correspondence, the formatting may change. For Minister's Correspondence, refer to [PSSG Correspondence Guide](#). (Easiest way is to open an existing file of the same nature to ensure correct formatting and naming conventions.)
3. **Ensure all the questions have been answered:** It may seem common sense but nevertheless, be sure when drafting your response that you answer the question. It's easy to miss nuances in the question or parts of the question, or conversely, add information that's not been asked for. This is what the [Internal Note](#) is for.
4. **Opposition Requests:** Off the record, check if the request is coming from the [opposition](#) – it'll usually be marked in the incoming request. In this case, don't offer more info than the question asks for (for obvious political reasons).
5. **Check the file for a decision before you draft your response** – Has a decision been made on the driver's file? Check [MERCURY](#) first. Often, this will negate the need for a full draft, but rather a shorter response.
6. **Double check your work:**
 - Double check dates (May 25th can easily be misquoted as May 5th – easy to do)
 - Acronyms spelled out in full the first mention: "The Insurance Corporation of British Columbia (ICBC)" - "ICBC" for the proceeding mentions.
 - Check chronology of dates – sometimes we'll pick up on errors from the DMF team this way (i.e. You may find that Ms. Driver's licence was cancelled for non-comply but reading through the bullets find that she had actually sent us the docs before the non-comply took effect – this is an error on our end ... and likely, it was not added to her file.)
 - Plain language where you can – often we grab text straight from the letters sent to the driver's (on their file in [MERCURY](#)) but if there's a simpler way to say it, go for it. See our [checklist](#) below!
 - When summarizing contents of a RoadSafetyBC letter in your response, check for context. You may need to reorder the bullet points:
 - In order to proceed with the FDE, Ms. Driver will need a temporary Learner's driver's licence.

- o Ms. Driver’s current Class 5 driver’s licence was cancelled by The Insurance Corporation of British Columbia (ICBC), and she will receive a separate Notice of Cancellation from ICBC. In order to proceed with the FDE, Ms. Driver has been issued a restricted learner’s licence. **BECOMES >>** Ms. Driver’s current Class 5 driver’s licence was cancelled by the Insurance Corporation of British Columbia (ICBC), and she will receive a separate Notice of Cancellation from ICBC.
- o In order to proceed with the Functional Driving Evaluation (FDE), Ms. Driver has been issued a restricted learner’s licence.
- Double check formatting (easy for regular bullets to get mislabelled as a sub-bullet in a letter entry).
- When ready to send out, update letter’s date with today’s date and create PDF version with signature.

This makes WAY more sense once you’ve seen some of the letters. Go ahead – peruse the L:Drive letters and the mailbox sent items!

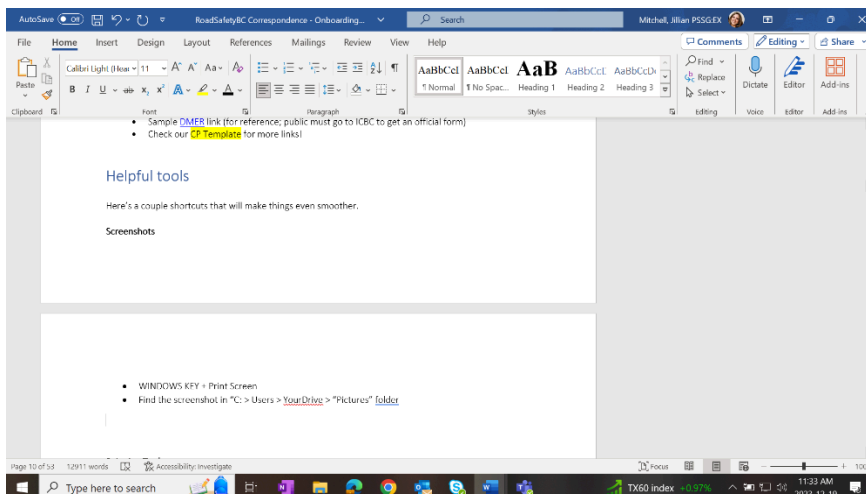
Helpful tools & tips

Here’s a couple shortcuts that will make things even smoother.

Screenshots

- WINDOWS KEY + Print Screen
- Find the screenshot in “C: > Users > YourDrive > “Pictures” folder

Example:



Snipping Tool

Occasionally, we want to copy a smaller screenshot – that’s where the Snipping Tool comes in really handy. For additional (aka fancier!), click [here](#).

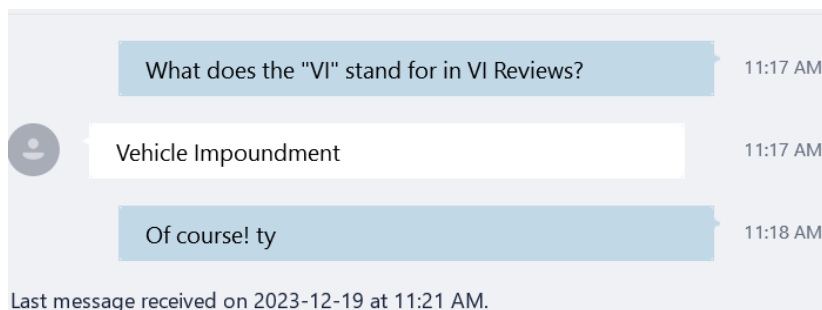
3 ways to open this tool:

- Select the **Start** button, enter **snipping tool**, then select **Snipping Tool** from the results
- Press **Windows logo key + Shift + S**.
- Press **Print Screen (PrtSc)**.

How to see/use what you’ve snipped:

- Paste or “Control-v” where you’d like to use it.
- To save the image, refer to these [instructions](#)

Example:



How to Edit PDF Properties

If you resave a draft in Word and convert it to a PDF, the title from the previous draft may still appear in the PDF viewer. This is a super common (and very annoying) issue—it’s happening because PDFs don’t use the file name as the tab title. They use the document’s metadata (Title field), which Word copies over from the original file.

So even though you renamed the file, the internal title is still the old one.

Fix it in Word (best option)

1. *Open your Word document*
2. *Click **File** → **Info***
3. *On the right side, look for **Properties***
4. *Find the field called **Title***
5. *Change it to your new document name (or delete it entirely)*
6. *Save the document*
7. *Export to PDF*

How to edit restricted docs

Trying to make an addition to a Correspondence document and it's not working? It's because the editing permissions on this onboarding manual, as well as our Full RSBC Inbox Templatedoc, have been restricted. Why? Unlocked docs can lead to accidental deletions or edits. To prevent this, we've changed the editing permissions. (Not as complex as it sounds. 😊)

If you need to make any changes, here are the steps to follow for editing access:

- To Edit: Open doc in Word, Click *Review* tab > *Protect* > *Restrict Editing* > *Stop Protection* > enter Password (it's "RSBC" [all caps, no quotes]). Make your edits to the doc. Save.
- To Lock: Once complete, be sure to revert the doc back to "Read Only" again. Click *Review* tab > *Protect* > *Restrict Editing* - Under *Editing restrictions*, select *Allow only this type of editing in the document*, and make sure the list says *No changes (Read only)*. Select *Yes, Start Enforcing Protection*. (It will ask for a password, use the same password: RSBC.)

File won't save on LAN

If you've created a draft and it won't save in the LAN folder, or conversely won't open after you created it – the file pathway is too long. Shorten the name!



Types of Correspondence

Mailbox

Welcome to the RoadSafetyBC mailbox. This is one of two main ways the public can contact RoadSafetyBC (the other is through Client Services phone/email).

Our inbox is roadsafetybc@gov.bc.ca

As part of the Correspondence Unit, our role is to:

- Respond directly to general, straightforward inquiries (e.g., directing people to website information or relevant sections of the *Motor Vehicle Act*)
- For more complex inquiries, work with the appropriate program area(s) to determine whether a general response is sufficient or if a response should be prepared on behalf of an Executive Director, the Superintendent or Deputy Superintendent (We'll talk more about signatures and [approval routes](#) later)

To support customer service, an autoresponder confirms receipt of each email and lets the sender know a response is forthcoming.

You'll notice in our [daily schedule](#), we refer to **urgent mailbox items**. Here's what we mean by that (not in any specific order):

- Media requests
- Threats of self harm
- Emails from police, lawyers

- Administrative Justice (paperwork for hearings)
- Roadside prohibitions (IRP, ADP) – reviews are time sensitive
- Paperwork for reconsiderations/reviews (time sensitive)
- Current vehicle impoundment
- Driver threatens media/MLA escalation
- Time sensitive requests (i.e. licence cancels that day, doctor appt)

When diving into the mailbox, our mission is to track and respond to incoming emails. There are two kinds of mailbox items:

- A reply direct (regular response)
- Executive correspondence (escalated to an exec letter)

This initial distinction is key to how you log ([CLIFF](#)) and handle the message. (i.e. Executive correspondence requires the executive team’s review - see: [approval Routes](#)) Let's keep the inbox game strong! You’ll find out more about each in the next section.

Privacy One important note about mailbox: Due to privacy concerns, **we are unable to disclose a driver’s personal information via email** so we only provide general information through our inbox. For drivers that email and request information about their file, a detailed review is done of the driver’s file to determine the appropriate response, and either they are directed to phone into Client Services or a mailed letter is sent to the driver.

Reply Direct

If you've got a straightforward reply (i.e. templated language, simple answer) and it doesn't need the team's input, go ahead and reply directly. For those general responses that don't require team collaboration, log them in [CLIFF](#) under "RoadSafetyBC- Mailbox" (under "Office"). If a driver is writing to request info on their file, we have three options: suggest that they call Client Services, arrange for a callback, or categorize it in Outlook as [Executive Correspondence](#) (the latter will result in a letter mailed to the driver and will need to go through eApps for team approval).

NOTE: Remember to check RoadSafetyBC inbox’s junk mail folder – sometimes emails mistakenly end up here. Be careful not to open anything suspicious. Guidelines [here](#).

Formatting can be fun to keep track of! And ... it changes depending on the type of correspondence. Executive Correspondence takes on a letter format, whereas regular reply directs adhere to the following format:

Dear FirstName,

Thank you for your email of December 18, 2023.

Please provide us with your phone number and we’ll arrange to have a Client Services representative contact you.

SIGNATURE

Reference CLIFF#-Agent#