

# Email Evidence

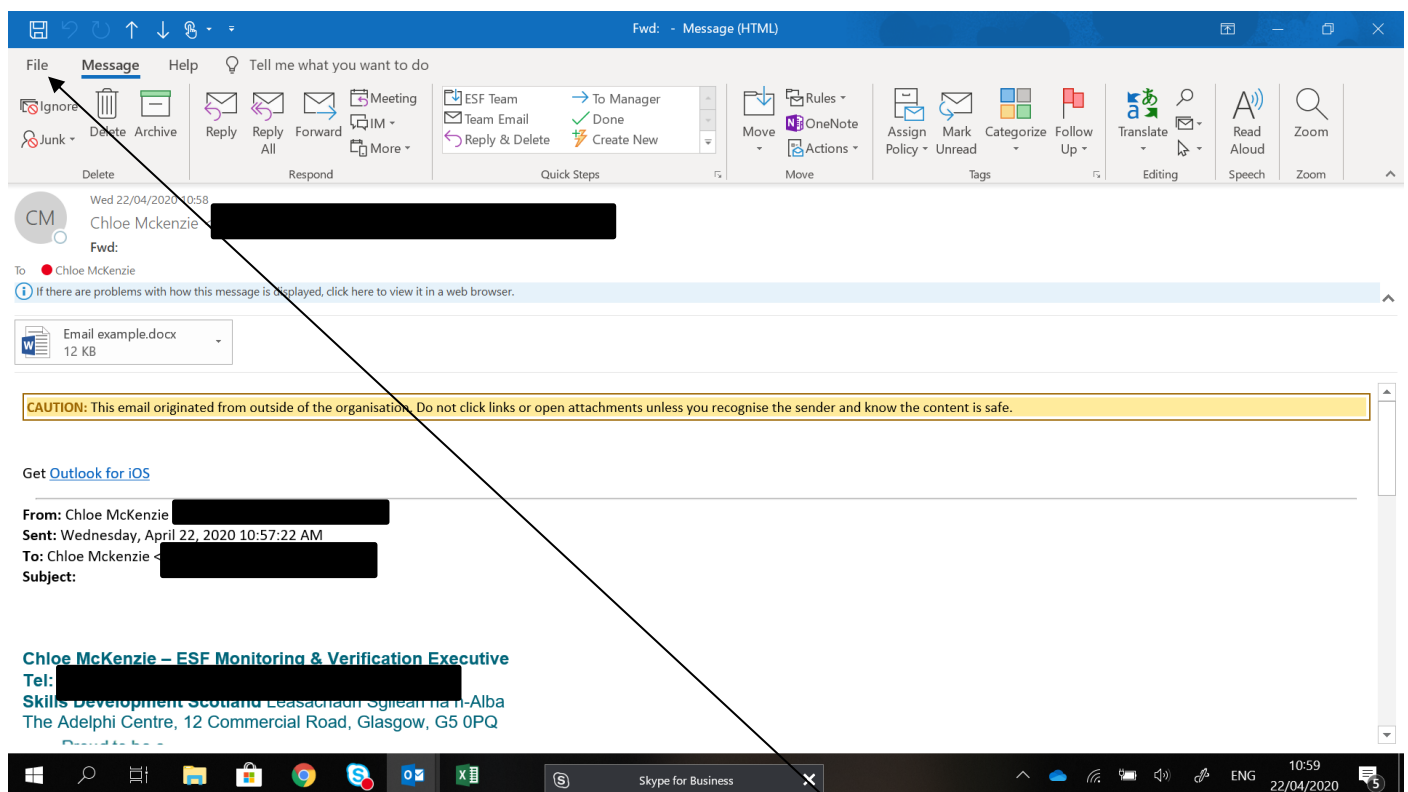
22/07/2020

When an email is being used in place of a signature, the email should be uploaded to FIPS with the other evidence for the ESF team to see.

The reason for this requirement is because in the past when we have had audits from Scottish Government and email evidence has been used the auditors have had to be able to open the email and see and open the attachment. This is so they can see that what we are saying was sent in that email was what was attached. They can open the email and the attachment themselves if any of them were picked in a sample. In order to comply with this requirement, providers should clearly ask learners to “forward” rather than “reply” to the email so that the evidence is still attached.

There is a way that you can save the email from the relevant inbox and then upload it to FIPS so that the email and attachment can be viewed.

Please see below a quick guide on how the provider would do this. This would save the provider uploading 2 separate documents.



Open the email that has the attachment shown. Go to “File”



- Info
- Save
- Save As
- Save Attachments
- Print
- Close
- Office Account
- Feedback
- Options

## Fwd:



### Restrict permissions to this item

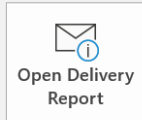
Set up restrictions for this item. For example, you may be able to restrict recipients from forwarding the email message to other people.



### Move item to a different folder

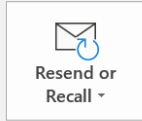
Move or copy this item to a different folder.

- Current Folder: Inbox



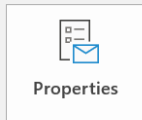
### Message Delivery Report

Review delivery report for this email message. Delivery report includes when the message was delivered and which rules, if any, were applied to it.



### Message Resend and Recall

Resend this email message or attempt to recall it from recipients.



### Properties

Set and view advanced options and properties for this item.

- Size: 139 KB

Select "save as". This will allow you to save the email including the attachment and upload it to FIPS.

When the email is uploaded to FIPS, it allows us to open the email AND the attachment.