

# 5-Minute Email Security Checklist

The exact checklist TechWokx Ghana uses to audit business email systems. Work through each section, tick what you have in place, and calculate your score. Any unticked item is a risk that needs fixing.

## Business Audit Details

Business Name

Date of Audit

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Completed By

Total Score (fill at end)

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**How to use:** Tick every item you can confirm is currently in place. Leave unticked items blank — do not guess. Each section shows points available. Count your score at the end. Any blank item is a risk that needs fixing.

Score 25–30: ■ Stable | Score 16–24: ■ At Risk | Score 0–15: ■ Critical

## A. EMAIL SETUP & DOMAIN — 6 Points

- We use a custom business email address — e.g. info@ourcompany.com (not Gmail or Yahoo) /1
- All staff use company email addresses — no personal accounts used for business /1
- Email is hosted on a professional platform: Google Workspace, Zoho Mail, or Microsoft 365 /1
- We have full administrator control over all staff email accounts from one admin panel /1
- We can add, suspend, and delete any staff account immediately when needed /1
- Our domain registration is current and under business control — not a former staff account /1

## B. EMAIL SECURITY RECORDS — 6 Points

**Plain language explanation:** SPF, DKIM, and DMARC are technical records stored on your domain that prove your emails are genuine and prevent criminals from impersonating your business. Without these, your emails go to spam and attackers can send emails pretending to be you.

- Our domain has a valid SPF record — prevents others from sending email as our domain /1

- Our domain has DKIM configured — adds a digital signature proving emails are genuine /1
- We have a DMARC policy in place — tells providers what to do with fake emails from our domain /1
- Our MX records correctly point to our chosen email provider /1
- Our emails pass deliverability tests when sent to external Gmail or Outlook addresses /1
- We have never had client complaints about our emails going to their spam folder /1

### C. ACCESS CONTROL & SECURITY — 6 Points

- Two-factor authentication (2FA) is enabled on all admin accounts /1
- Two-factor authentication is encouraged or required for all staff email accounts /1
- Former staff accounts are suspended or deleted on their last working day — not later /1
- We know exactly who holds admin access to our email system at all times /1
- No former employee or contractor has any access to company email or files /1
- We have a clear, documented process for onboarding and offboarding staff email accounts /1

### D. EMAIL HYGIENE & ORGANISATION — 6 Points

- All staff use a standardised professional email signature — name, title, phone, logo /1
- Email signatures are consistent across the entire organisation — same format and branding /1
- Inboxes are cleaned, archived, or purged regularly — at least every 6 months /1
- We have a folder structure or labelling system for organising important emails /1
- Critical emails and attachments are backed up or archived to a separate location /1

- Shared inboxes — info@, support@, accounts@ — are actively monitored by named staff /1

### E. BRAND & PROFESSIONALISM — 6 Points

- Our business email domain matches our website domain — same brand name throughout /1
- All client-facing emails come from a professional address — not personal Gmail or Yahoo /1
- Professional auto-reply and out-of-office messages are set up for all staff accounts /1
- We have a clear email policy — staff know what they can and cannot send via company email /1
- Sensitive documents are not routinely shared via email without any form of protection /1
- Clients have never questioned the professionalism of our email communication /1

### SCORING & NEXT STEPS

Score	Status	Recommended Action
25 – 30	■ STABLE	Your email setup is solid. Minor optimisations may be available. Conduct an annual review.
16 – 24	■ AT RISK	Gaps exist that will cause problems as your business grows or as staff change. Fix until you are stable.
0 – 15	■ CRITICAL	Your business email is actively costing you clients, credibility, and security. Immediate action required.

#### Notes & Observations:

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### ■ Get a Full Email Audit from TechWokx Ghana

Take our free 5-minute online audit at [techwokx.online](https://techwokx.online) for an instant RED/ORANGE/GREEN risk report. Or WhatsApp us on +233 555 087 407 to book a full technical audit. We review your actual DNS records, email setup, and access controls — not just this checklist. [hello@techwokx.online](mailto:hello@techwokx.online) | [techwokx.online](https://techwokx.online) | WhatsApp: +233 555 087 407