

# **INTERNATIONAL ASSOCIATION OF LIONS CLUBS**



## **DISTRICT A15 EMAIL SYSTEM GUIDE**

**April 2019**

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# 1. INTRODUCTION

## 1.1. OVERVIEW

- The primary responsibility for the smooth operations of a communication system within the District relies heavily on the Club Secretary. To function as expected, the Club Secretary should have a good grasp of computer skills and should fully understand their role in communicating vital information between the various clubs, Cabinet and Committee Chairs.
- In some cases, the Club Secretary may not be as familiar with GMAIL as another member of the club. It is not that important which individual in the Club receives the District Email, however; it is very important that someone does. The Executive of each club should decide who will be checking the Club email and what will get forwarded to each officer. It is the responsibility of the President to make sure that the Club is kept up to date on all matters and therefore, the President should ensure that this vital role is being undertaken with follow up as required.
- This document assumes at least a basic understanding of email and your computer's operating system. If you do not have that basic understanding you may need to consult a more knowledgeable friend for assistance.
- In order to provide a means of improved communications within the district, a set of district email addresses has been created for use by the district cabinet, committee chairs and clubs.
- These new addresses provide a common, consistent way to communicate within the district as well as ensuring that in most cases changes to membership and positions from year-to-year have minimal impact on communications.
- District personnel will ONLY use the assigned District email address when communicating with you on Lions matters. Failure to use this District system could result in your not receiving vital communications.
- **Check your assigned District email account for email daily or you run the risk of not being able to comply with time sensitive matters for which you individually or on behalf of your club bear responsibility.**
- The domain name for our District Email system is "a15lions.org".
- An email address has been created for each of the Cabinet members such as the District Governor (e.g. dg@a15lions.org), Committee Chairs (e.g. sightcon@a15lions.org), and individual Lions Clubs (e.g. elmira@a15lions.org).
- These email addresses remain the same, year after year, consequently, collection and publication of addresses in the annual district directory and on the district website are greatly simplified and are less prone to error.
- All District Email addresses follow the format username@domainname or groupname@domainname, for e.g. [vdg1@a15lions.org](mailto:vdg1@a15lions.org) or [committee@a15lions.org](mailto:committee@a15lions.org).

## 1.2. MANAGEMENT

- The system is managed by the Information Technology Chair, [it@a15lions.org](mailto:it@a15lions.org) and the Cabinet Secretary, [cs@a15lions.org](mailto:cs@a15lions.org).
- All enquiries should be directed to either of these individuals.

## 1.3. BEFORE YOU DO ANYTHING

- Do **not** jump in blindly.
- Even if you are new to much of this, please be assured that help is available for the asking and it is well within your capabilities
- **Before** you begin asking questions, review this entire document.
- **Please do not customize the e-mail account, nor set up Gmail recovery procedures.**
- Take note of and make all necessary decisions.
- Collect all necessary information.

## 2. GROUP OR MAILING LIST ADDRESSES

### 2.1. WHAT ARE THEY

- Where there is a need to mail a commonly recurring group of individuals, their addresses may be collected within a single group or mailing list address. For example rather than listing the individual addresses for each member of the District A15 Cabinet, a single group address may be used, [cabinet@a15lions.org](mailto:cabinet@a15lions.org). In order to use these group addresses, you MUST be logged in to the District Gmail account.

### 2.2. AVAILABLE ADDRESSES

- For the clubs of 9S use [zone9s@a15lions.org](mailto:zone9s@a15lions.org)
- For the clubs of 9E use [zone9e@a15lions.org](mailto:zone9e@a15lions.org)
- For the clubs of 51E use [zone51e@a15lions.org](mailto:zone51e@a15lions.org)
- For the clubs of 51W use [zone51w@a15lions.org](mailto:zone51w@a15lions.org)
- For the clubs of 37S use [zone37s@a15lions.org](mailto:zone37s@a15lions.org)
- For the clubs of 37W use [zone37w@a15lions.org](mailto:zone37w@a15lions.org)
- For the clubs of Region 9 use [region9@a15lions.org](mailto:region9@a15lions.org)
- For the clubs of Region 37 use [region37@a15lions.org](mailto:region37@a15lions.org)
- For the clubs of Region 51 use [region51@a15lions.org](mailto:region51@a15lions.org)
- For Past District Governors who are members of District A15 and for whom we have a record of their personal email address, use [pdgs@a15lions.org](mailto:pdgs@a15lions.org). Note that the Past District Governors do not have an assigned District email address
- For District A15 Committee Chairs and Coordinators use [committee@a15lions.org](mailto:committee@a15lions.org)
- For members of the GAT Teams use [gat@a15lions.org](mailto:gat@a15lions.org)
- For the Lions, LEO and Lioness clubs of District A15 use [clubs@a15lions.org](mailto:clubs@a15lions.org)
- For the members of the District A15 voting cabinet use [cabinet@a15lions.org](mailto:cabinet@a15lions.org)
- For all individual members or entities assigned a District email address use [a15@a15lions.org](mailto:a15@a15lions.org)

## 3. GENERAL EMAIL BEST PRACTICES

- Email has become an indispensable part of how we communicate, with each other, with our Lions Clubs, and with the Communities we serve. We need to be careful that we use it in a way that is both effective and safe. Below are some guidelines that have evolved over time that should help us all use email more effectively and more securely.

### 3.1. THE "TO:" FIELD

- This field must have an entry. Use this field for the e-mail address of a person or a small number of people to whom you wish to send a message and from whom you might expect a response or some action to be taken. Each address visible here will be shared with all of the other recipients, plus anyone with access to their e-mail, or their computers. Email addresses are private information; as a best practice, you should avoid sharing the addresses of a number of recipients via Email unless it's a small, closed group and you know members have previously been given the list of names and Email addresses. As an aside, it is estimated that more than 10% of all personal computers are being "harvested" for the information found on them.
- You may safely place District A-15 Group Email addresses in the "To:" field - there will be no disclosure of any of the actual e-mail addresses. Examples include addresses like "pdga@a15lions.org", or "clubs@a15lions.org", which will send a message to every member of these groups without using the individual Lions' email addresses. **Remember that to use the District Gmail group addresses you must be logged in to your A-15 Google mail account.**
- The use of a Group Email address also drastically reduces the size of the message header and is considered to be best practice.

### 3.2. THE "CC:" FIELD

- Use this field for the e-mail address of a person or a small number of people to whom you wish to send a message that is in the FYI category, i.e. no response or action is required by these recipients. All of the cautions and suggestions mentioned above under use of the "To:" field also apply.

### 3.3. THE "BCC:" FIELD

- Addresses placed in the "Bcc:" field are hidden from all recipients; this ensures the privacy of those names and addresses. When using this field, you should put your own e-mail address in the "To:" field in order to ensure that "To:" field is never empty. Most of the comments above in the description of the "To:" field also apply.

### 3.4. SUBJECT LINES

- The Subject Line gives the recipient an idea of what the message is about. It helps recipients prioritize which messages they will deal with first and also to identify potential Spam Mail. It is considered bad form to not include a meaningful, concise subject line.

### 3.5. MESSAGE BODY

- This is the message content. Experience has shown that recipients deal best with brief and to the point messages that deal with one subject only.

### 3.6. ATTACHMENTS

- An attachment is a separate document included with your message. It might be a picture or a policy document that your brief message refers to.
- If your message is in the FYI category it may be that not all recipients will wish to read or view a long attachment. Instead of sending large attachments, which the recipient has no choice but to download, consider asking the Technology Chair ([it@a15lions.org](mailto:it@a15lions.org)) to put the attachment on the District web site and then send a link to the document or picture in your message body. Doing so will dramatically reduce Internet traffic and allows the recipient to choose whether or not to take the time and use up possible data quota for which they are paying. This applies especially to those reading their e-mail on a mobile device, or phone.

### 3.7. FORMATTING MESSAGES

- Be careful with formatting using Rich Text and HTML messages. While they look nice, not everybody can receive your fancily formatted emails and they do take longer to transmit. Consider sending plain text emails.

### 3.8. SIGNATURE LINES

- Your signature line clearly states who you are. It is considered a best practice and a simple courtesy to keep your signature short, limiting it to your name and relevant contact information.
- The use of general disclaimers, such as "This Email is confidential and intended for the recipient only. Redistribution is prohibited." is discouraged since the confidentiality of email can never be guaranteed, and it would be very difficult to enforce a disclaimer of this kind. If you are that concerned about privacy, you need to consider a more secure means of communication. E-mail is definitely "public".

### 3.9. REPLYING TO EMAIL

- When someone sends an Email *seeking a response or action on your part*, and does not receive a reply, they are left wondering; did the recipients spam filter eat my message, did my message get lost in the Internet ether, does the recipient not care?
- Consider adopting the practice of acknowledging receipt of such messages by using the simple phrase "Received with thanks" or it's abbreviation RWT.
- "Reply" results in only the sender receiving your acknowledgement, which is usually what you will want. "Reply All" results in everyone in the "To:" and "Cc:" lists receiving your reply, which may well be unnecessary and perhaps even undesirable.

- When you reply to an email, including some of or the entire original message in your reply, will result in a longer reply however the recipient will understand the context of your reply much more easily. Once again, courtesy and best practices suggest that you only leave enough to be helpful.
- Be aware of the consequences of replying to spam or suspected spam. This includes making use of an Unsubscribe function or link often included in many such messages. By doing so you are confirming that your email address is 'live'. Experience has shown that this will most often generate even more spam. It's usually better to just hit the delete button or use email software to remove spam automatically.
- It's worth noting that the District A-15 Google Email system does a very good job of filtering much of this type of e-mail before it reaches you

### **3.10. E-MAIL SECURITY**

- Consider very carefully before clicking on a link in an email. ONLY click a link in an e-mail from a trusted source, and where the link appears to lead to a trusted site. Links in e-mails are one of the primary ways computer malware is distributed.

## 4. DISTRICT EMAIL SYSTEM USER SYSTEM INTERACTION CHOICES

As a user, there are three main ways in which you may interact with the District Email system. Each has its strengths and weaknesses. In order to decide how you wish to set up the system for use by yourself, you must first understand the fundamental differences.

### 4.1. AUTO FORWARDING OF RECEIVED MAIL

- Mail received in your assigned District Email account will automatically be forwarded to and appear in the Inbox of your personal non District Email account without any action needing to be taken by you.
- You will **not** be able to send email to any District Group Email account (e.g. [clubs@a15lions.org](mailto:clubs@a15lions.org) etc.)

### 4.2. WEB MAIL INTERFACE

- Once logged in to your District Email account using a web browser (e.g. IE Explorer, Safari, Google Chrome etc.) you will be able to read all messages in your Inbox.
- Once logged in to your District Email account using a web browser (e.g. IE Explorer, Safari, Google Chrome etc.) you will be able to send messages to any individual Email address in the District system (e.g. [cs@a15lions.org](mailto:cs@a15lions.org)), group Email address in the District system (e.g. [clubs@a15lions.org](mailto:clubs@a15lions.org)) individuals or group outside the District system (e.g. [user@abc.org](mailto:user@abc.org)).

### 4.3. DEDICATED EMAIL SOFTWARE

- Using a dedicated Email application on your system (e.g. Apple Mail, Outlook etc.) configured by you to access your District Email account, you will be able to send to and receive mail from any individual or group email address known to the District Email system **without** needing to undergo a login process each time you wish to check for mail.
- When you no longer have responsibility for this email account, you will need to remove this account from your email software.

## 5. ANNUAL REQUIRED STEPS

### 5.1. RETURNING TO THE SAME POSITION

- Do nothing

### 5.2. LEAVING A POSITION WITH ASSIGNED DISTRICT EMAIL ADDRESS

- Delete any email messages that have no relevance to the new holder of the account, being **especially careful about any that may have personal or confidential content**.
- If you have personalised the account with such things as signature files, pictures or contact lists, remove all of that information.
- Although you should not have put recovery phone numbers or email addresses in place, **PLEASE** ensure any account recovery information is removed. You don't want account recovery email messages and text messages coming to you. It is for this reason that implementing this kind of personalization is discouraged.
- Contact your replacement and give them the password you have set for the a15lions.org email address assigned to your position or club. If you have changed the password to a more personal one that you use for other purposes (not recommended) you should change that password to something generic, but secure prior to giving the password to your replacement.

### 5.3. ASSUMING A POSITION WITH AN ASSIGNED DISTRICT EMAIL ADDRESS

- Contact your predecessor and ask for the password they have set to the a15lions.org email address assigned to your new position or club.
- If unsuccessful, contact the District Information Technology Chair at [it@a15lions.org](mailto:it@a15lions.org) or the Cabinet Secretary at [cs@a15lions.org](mailto:cs@a15lions.org) for assistance in resetting the account password in order that you can proceed.
- After logging in using the existing password, **change the password**.
- If your predecessor left email messages that have no relevance to you, delete them.
- If your predecessor personalised the account with such things as signature files, pictures or contact lists, remove all of that information, and remove the prior user's email forwards.

- The only personalisation you should consider adding is perhaps an email signature. Please do **NOT** add email recovery tools as suggested by Google. If forgotten, they will cause issues for subsequent users.
- If you are assuming the role of the club member who will be handling all email addressed to the club's district email address you will need to be clear on how you will handle and distribute incoming email and how members are to communicate with you regarding outgoing District directed email they require be sent.

## 6. HOW TO

### 6.1. GENERAL WEB INTERFACE LOGON

- Go to URL (web address) <http://mail.google.com/a/a15lions.org/>. You are encouraged to add this link to your favourites (bookmarks) so it is easily accessible in the future.
- Your Username is the first part of your positional or club email address, e.g. if your full email address is [nomination@a15lions.org](mailto:nomination@a15lions.org), then your Username is nomination.
- Your Password will be the password previously provided by your predecessor, or as set by the Cabinet Secretary, Information Technology Chair or yourself. (Refer to Section 5 above)
- If you already have an A-15 email account, you will need to add your new account at the login.

### 6.2. MANAGE PASSWORDS


#### 6.2.1. CHOOSING

- Your password must be between 8 and ten characters and may use any combination of upper and lower case characters, numbers and symbols.

#### 6.2.2. SECURITY

- Choose a unique password i.e. do not use this password anywhere else.
- Do not use phone numbers, pet names, family member names, birthdates, social insurance or driver's license numbers.
- **Never** share your password.
- Do not record the number somewhere easily found (like on a post-it-note attached to your monitor!)


#### 6.2.3. CHANGING YOUR PASSWORD

- Login using your web browser as described in Section 6.1
- Locate and click on the Settings button, gear icon  found near the upper right of the Mail window and select Settings from the drop down menu.
- Select the Accounts Tab in the Settings window and then Google Accounts settings in the Change account settings box.
- Under Personal Settings and Security, select "Changing your password".

#### 6.2.4. FORGOTTEN

- Should you forget your password neither the Cabinet Secretary nor the Information Technology Chair can provide it. **DO NOT** forget it.
- The Cabinet Secretary or the Information Technology Chair can reset the password and notify you through your previously provided personal email account address of the change **but** be aware that this is not an instantaneous process and will probably take some time.

### 6.3. CONFIGURE FOR YOUR USER INTERACTION CHOICE (Section 4 Above)

- Login using your web browser as described in Section 6.1.
- Locate and click on the Settings button, gear icon  found near the upper right of the Mail window and select Settings from the drop down menu.

#### 6.3.1. AUTO FORWARDING OF RECEIVED MAIL

- Select Forwarding and POP/IMAP

- In the Forwarding: section, ensure that the Disable forwarding button is **not** selected as it is in the following illustration
- Select Learn More in the window which appears and follow the instructions which appear in the Help window. Only one forwarding address may be selected at any time.

**Forwarding:**  
[Learn more](#)

☒ Disable forwarding  
☐ Forward a copy of incoming mail to  and

[Add a forwarding address](#)

Tip: You can also forward only some of your mail by [creating a filter!](#)

### 6.3.2. WEB MAIL INTERFACE

- No configuration steps are needed for this email interaction choice.

### 6.3.3. DEDICATED EMAIL SOFTWARE

- You will need to have some knowledge of the differences between POP Downloading and IMAP Access and may need to confer with a knowledgeable friend.
- Select Forwarding and POP/IMAP
- Select Learn More beneath POP Download or IMAP Access in the window which appears and follow the instructions which appear in the Help window.

**POP Download:**  
[Learn more](#)

1. Status: POP is disabled  
☐ Enable POP for all mail  
☐ Enable POP for mail that arrives from now on

2. When messages are accessed with POP

3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail)  
[Configuration instructions](#)

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**IMAP Access:**  
(access District A15 Lions Mail from other clients using IMAP)  
[Learn more](#)

Status: IMAP is enabled  
☒ Enable IMAP  
☐ Disable IMAP

When I mark a message in IMAP as deleted:  
☐ Auto-Expunge on - Immediately update the server. (default)  
☒ Auto-Expunge off - Wait for the client to update the server.

When a message is marked as deleted and expunged from the last visible IMAP folder:  
☐ Archive the message (default)  
☐ Move the message to the Trash  
☒ Immediately delete the message forever

Folder Size Limits  
☒ Do not limit the number of messages in an IMAP folder (default)  
☐ Limit IMAP folders to contain no more than this many messages

Configure your email client (e.g. Outlook, Thunderbird, iPhone)  
[Configuration instructions](#)




- Each email client is different and the setup instructions vary greatly between applications and even between versions of each application. Setup instructions are available online by clicking on the Configuration instructions link in the appropriate section.
- Be certain to select Save Changes before leaving this window or your changes will not be saved.

[Save Changes](#) [Cancel](#)

#### 6.4. OVERVIEW OF SEND & RECEIVE MAIL USING INTERACTION CHOICE 4.1, FORWARDING

- For receipt of email, nothing need be done as your email is arriving automatically in the Inbox of your personal email account.
- To send email to a positional or club District email account use your day to day personal email system and the appropriate District email address in the form [name@a15lions.org](mailto:name@a15lions.org).
- **NB – You cannot send email to a District group email address using this interaction choice.**

## 6.5. OVERVIEW OF SEND & RECEIVE MAIL USING INTERACTION CHOICE 4.2, WEB MAIL

- Login using your web browser as described in Section 6.1.
- If the Mail window is not visible, click on the  icon in the upper right corner of the window and  select Mail from the drop down menu which appears.
- To receive email, select Inbox at the left side of the Mail window if it is not already selected and your messages will appear in the pane to the right of the window.
- To send new mail, click the Compose button,  and compose your new message in the New Message window which appears,

## 6.6. OVERVIEW SEND & RECEIVE MAIL USING INTERACTION CHOICE 4.3, YOUR CLIENT

- As each email application differs somewhat in its user interface it is not possible to give anything other than the most general instructions here.
- To receive mail, select the Inbox associated with the [name@a15lions.org](mailto:name@a15lions.org) address as listed in the Email window of your email application.
- To send a new email, compose your new message and be sure to use whatever steps are dictated by your email application to ensure that the new message is sent from the email address associated with your [name@a15lions.org](mailto:name@a15lions.org) account. You may send to District group email addresses.

## 7. EMAIL & CONTACT LIST/ADDRESS BOOK APPLICATION SOFTWARE

## 7.1. WHAT IS THIS?

- Most modern computer operating systems have available software to manage the sending and receiving of email and for the management of contact information such as postal addresses, phone numbers job titles and known email addresses etc.
- Most email applications are able to access the information contained in the contact management applications. For example if you know the name of someone you wish to email and begin typing in the address field of an email message, the software will automatically fill in the email address for you.

## 7.2. UNEXPECTED CONSEQUENCE

- [Moderately serious] If you have more than one email address stored for an individual contact name, you will have to select which proposed address you wish to use (hopefully!). Be sure you do.
- [Moderately more serious] If you have the same email address saved for more than one contact, you will have to select which contact you wish to send to (hopefully!). Be sure you do or risk the possibility of sensitive information reaching an unintended recipient.
- [Could be very serious] If the person assigned a positional address such as [cs@a15lions.org](mailto:cs@a15lions.org) changes and you fail to update your address book (and this frequently happens) your email message will go to an unintended recipient. This can be anywhere from a minor “oops” to very embarrassing if the information is in any way confidential.

### **7.3. RECOMMENDED SOLUTION**

- Remove all positional @a15lions.org email addresses from and/or do not store any positional @a15lions.org email addresses in the contact information fields for any named individual.
- Create a new contact for each position you wish to store positional addresses. For example, create a contact with First Name – District Governor and Last Name - A15. In the email address field store [dg@a15lions.org](mailto:dg@a15lions.org). This information will not change from year to year and you have eliminated the possibility of an email going somewhere unexpected due to the possibilities listed above.