

How to...Use the Local Network email account

If you are responding to emails on behalf of the Local Network you will be asked to:

- Provide information about the purpose of a Local Network and upcoming Local Network activities to enquirers
- Signpost support, information and medical queries to the Crohn's & Colitis UK's Helpline Team at helpline@crohnsandcolitis.org.uk
- Forward general enquiries to the Volunteering Team at networks@crohnsandcolitis.org.uk who will pass them on to the relevant team where necessary

To help with responding to queries we have created a [standard response document](#).

If you are unsure on how to respond to an email please forward it to the Volunteering Team who can advise you further.

Logging onto the Network email account



The below image displays the log in page to the email account, which you can access via the following web link:

<https://login.microsoftonline.com/>.

Please use your Network's email address and use the password you will have received from the Volunteering Team. Once you have logged in, it will take you straight to the Network's inbox. If you have any issues logging in, please contact the Volunteering Team.

Response Times

As it is unlikely you will be able to provide an instant response to emails, we have set up an auto-reply function. This acknowledges we have received an enquirers email and signposts them to the relevant links on the Crohn's & Colitis UK website, including telephone numbers, if they need to contact someone straight away. Please do not turn this off.

Please aim to respond to emails within a reasonable amount of time – we ask that this be within one week. If you are unable to fully answer an email within this time, please let them know that you are dealing with their enquiry and they can expect a response within a certain time-frame.

Auto forwarding should not be turned on to notify you of a new email. If at any point you feel you are unable to keep on top of the network's emails, for whatever reason, please contact the Volunteering Team who will be able to monitor your account.

Data Protection

Everyone in the UK has the right to have information about them (personal data) kept safe and only used for the purpose that they have supplied it. Crohn's & Colitis UK is registered as a Data Controller to hold people's data in accordance with rules laid down by parliament and any breach of this puts us at risk of serious fines.

What does this mean for answering enquiries?

- The email address or any other information given by the enquirer must not be disclosed to anyone outside our organisation without the enquirer's specific permission.
- This also means it must not be copied into or forwarded onto personal email accounts.
- The email address and any other information divulged must be kept only for as long as the enquiry is being dealt with. After that this information should be deleted to avoid accidental misuse of the data.

You can find out more by reading our [Data Protection policy](#).

Emailing members about your local activities

As a Network you should not hold or maintain a mailing list. If you wish to promote activities (e.g. upcoming events, newsletters) to Crohn's & Colitis UK members residing in your Local Network, please send a request to networks@crohnsandcolitis.org.uk and the Volunteering Team will send this directly from the Charity's database on your behalf. Please provide 14 days' notice so we can schedule this alongside charity-wide communications. Please do not use the networks email account to contact members in this regard.

Labels can be provided for those members without an email address. Please send a request to networks@crohnsandcolitis.org.uk and the Volunteering Team will action this within 7 days.