



Toastmasters District 90 Email Guide

The District website is hosted on a website server with email support. The email arrangement enables us to set up many email addresses using our domain name that can be auto-forwarded to one or more individual addresses. Our server also has a software program called Mailman that provides us with mailing list facilities. The set-up of these addresses and mailing lists is controlled by the District's Postmaster who can be contacted through **postmaster@d90toastmasters.org.au**.

The District makes use of these facilities to improve and simplify communication amongst District officers. The way this is done is to allocate an email address to each member of the District Executive Committee and to supporting staff officers. This means that these officer's personal email addresses do not appear in District documents or on the District website, safeguarding users to some extent from abuse and protecting their privacy. The mailing list facilities make it easy for District to send emails to all members of the Executive Committee and to Staff Officers.

All incoming email to our domain is passed through a strong spam filter in order to remove emails that appear to be spam or to contain a virus. It does not obviate the need for you to use anti-virus software on your computer though.

Each person's email address is linked to their personal email address. You DO NOT need to and CANNOT connect to the District's email server in order to send or receive email. Your incoming District mail will be received whenever you check and receive your normal email. Your outgoing District email is also sent via your own Internet Service Provider (ISP) whenever you send mail. However, by using your District email address rather than your own as the sender (see below), it will appear to people that you are sending and receiving email via the District.

District email addresses

District email addresses take the form of **x@d90toastmasters.org.au**, where x denotes the user.

Thus the members of the Senior District Management Committee have the following addresses.

DD@ PQD@ CGD@ PRM@ AM@ FM@ PDG@

Division Directors have the following addresses;

CDiv@ EDiv@ HDiv@ MDiv@ NDiv@ ODiv@ WDiv@

Area Directors have addresses in the form

area1@ area2@ area3@ area4@ and so on

These are complemented by a range of functional addresses that are associated with various staff officers. Examples are;

budgets@ logs@ claims@ sound@ webmaster@

The full list of addresses and the offices and people they are associated with are shown in the associated document "District 90 Email addresses".



Some Points to Note

1. None of these addresses are case sensitive. Capitals are used in some addresses for clarity but are they not necessary. Thus the District Director for example will receive mail addressed to **DD@**, **Dd@**, **dD@** or **dd@** without any problem.
2. If someone sends a message and mistypes the name part of the address, e.g. a message to **DDiv@**, that message will result in the sender receiving an automated message saying that the email could not be delivered because the addressee was invalid and asking them to check the address and to resend the message to a correct address.
3. If someone mistypes the second part of an address e.g. **DD@toastmastersd90.org.au**, they will get an error message returned by their Internet Service Provider after a few hours indicating that it was “unable to locate the specified domain”, i.e. internet address.
4. If you plan to be away for an extended period, you can arrange to have your District email forwarded to someone else for attention. Just advise the District Postmaster of the alternative address and the period involved. Mail can be forwarded to more than one nominated address if desired. Similarly, **always tell the District Postmaster whenever you change your personal email address.**

Warning

Your District email address is not to be used for personal business. In particular, do NOT use it to sign up for social media, any website access or for a subscription to notifications, newsletters etc. from websites. If you find yourself being “spammed” with such material, it is because your predecessor did not follow this warning. Do not do something similar to your successor.

Setting up District email addresses for use

Receiving mail

If you have been allocated a District email address, the first thing to do is to add your office as a new contact in your Address Book or Contacts list. This will enable you to test whether you will correctly receive your District 90 email.

In your email software, select your Address Book or Contacts list.

Select add new contact.

In the Properties box that opens, fill in the name boxes. For example

First:	Middle:	Last:
Area	66	Director
Eastern	Division	Director
District	90	Postmaster

Then add your **E-Mail Address:** area66@d90toastmasters.org.au for example

Click **OK** and then close your Address Book.

When finished, send a test message to this new contact. You should receive the message back in your In Box fairly quickly. If not, please contact the District Postmaster so that any error in our set up can be investigated.

But note that you **cannot do that with Gmail**, so you will need to send the test message from another computer if your District address forwards to a Gmail account. Similarly, if a single message is sent to both your District and Gmail addresses, the District one will be filtered out by Gmail so you may think it is not working. Just a Gmail quirk.



Sending mail

The next step is to set your email software up so that you can send mail that will appear to come from your District address. **This is most important.** If you receive a message as a District officer and reply using your personal address, then you immediately negate any privacy protection we have given you through the allocation of a District address.

Similarly, if you initiate correspondence on Toastmasters business to Clubs for example using your personal address, then you cannot expect recipients to reply to you via your District address. If they think that they will be corresponding regularly with you, they are just as likely to save your personal address in their Address Book on receipt of your message.

The end result of the set up we are about to discuss is that all your District email will come in and go out through the server on your own Internet Service Provider in conjunction with your personal mail. But to your Toastmasters correspondents, all your mail will appear to be going to and coming from the District's server.

The simplest way with a program like Outlook is to use the From button. First select New Message and then click the arrow on the Options button on the toolbar. Ensure that the **From** and **Bcc** options are ticked so that these header fields will always show in new messages.

In the new message click the From button and then select Other Email Address... In the box that opens, type your District address and click OK. The Send Using field will have your private email address unless you have set up other email accounts. The next time you send an email, you will find that your District address is listed as an option to your own. Send the message as a test to yourself.

When you receive the email, in the from line you will see

Your Name <you@isp.com.au>; on behalf of; area66@d90toastmasters.org.au

To become completely anonymous, you can set up a new mail account in your email software. This account will then become available as an option under the From button. To do this, just follow any Wizard or help instructions on adding a new mail account. However, there are some important variations to note.

- a) Because you will NOT be using this account to receive or send email, you do NOT set it up to send or receive mail. Thus no District server or password is involved, so leave all password fields blank. Before you start the new account, open and edit your personal account and write down on a piece of paper what is entered in the box **Outgoing mail (SMTP)**:
- b) Under **Server Information**, in the new account, the type should be POP3. In the **Incoming mail server** field insert your District title for convenience and in the **Outgoing** field type what you previously wrote down on a piece of paper from your own account.
- c) If there is a **Test** option, do NOT use this as it will generate an error.
- d) Ensure that the account is NOT used for checking mail. For example, in some programs there will be an option like **Include this account when receiving mail or synchronizing**. This must be left unticked.
- e) In other programs like Outlook, check the **Send/Receive Settings**. One of the groups will be your default group when you Send/Receive. Click **Edit**. Highlight your new District account on the left. Ensure that the box at the top, **Include the selected account in this group** is NOT ticked.



To ensure that your new email account is correctly set up on your computer when you have done the above, send a message to yourself from your new District account. Check that it appears to come from you as a District Officer.

Web based email such as GMAIL

It is also possible to set up a new account with web-based email software. However, the process is usually complicated because of all the security features in these programs.

As Gmail is the most popular program used, we have prepared an illustrated step by step guide on how to set up a District email address into a Gmail account so that you can compose and send emails which show the email coming from the d90toastmasters.org.au address. This is a separate document that can be downloaded from the District website.

Handling your incoming email messages

Here is some optional cool stuff. If you are only a light email user you can skip this section. But if you receive a lot of personal, business or other email from organisations you belong to, then you might consider having your Toastmasters messages appear in a different colour in your In Box.

You can control what happens to your Toastmasters messages on receipt by setting up a **Message Rule** for them such as when the message contains your Toastmasters address in the To line. The normal rules to choose are to either **Move the message to a specified folder** other than your In Box and/or to **Highlight it with colour**. Some like the 2nd choice, because having all District mail come in as a unique colour in their In Box makes it easy to handle.

See the Help files in your email software for more information on setting up message Rules.

Having learnt this technique, you can also use it to highlight messages you receive from specific people to make them stand out in your In Box, identifying **Where the From lines contains people** to set up a suitable action.

Sending mass email

When sending out a broad email mailing, avoid placing all the email addresses in the **To:** field. This publicises everyone's email address without their permission. Instead, place all addresses in the **Bcc:** field as recipients only see addresses in the **To:** and **Cc:** fields in their email.

The **To:** field needs to be filled in though to avoid problems with email servers or spam filters rejecting your message. The simple way is to put your own address there, sending the message to yourself as well. Alternatively, you can create a group name for your mailing by adding a contact to your Address Book using the group name for identification and your personal email address as the recipient for the group name. Then place this contact name in the **To:** field.

If you use **Microsoft Outlook** and **Microsoft Word**, an alternative to using the **Bcc:** field is to do a mail merge and create one message for each recipient. An email mail merge allows you to specify the fields in the message so that you can address each recipient personally. For more information on how to do a Microsoft Word mail merge, consult the Help in Microsoft Word.



Attaching files

Sending large attachments can annoy members (especially those on a wireless plan), clutter up their Inbox, and even bring down their email system.

All attached documents should be in the form of either Microsoft Rich Text Format (RTF) or Adobe Reader Portable Document Format (PDF) files. While programs such as Microsoft Office offer the ability to save a document in PDF format, free PDF printers are readily available on the internet if needed.

You should not send out files such as Speech Contest flyers or Division/Area Newsletters attached to an email. If such an item is important enough to be drawn to the attention of members, then it should be placed in the What's On section of the District website. Once it is there, you only need to include a link in an email message to the page on the website containing the flyer or newsletter in question.

So, having prepared a flyer or newsletter, the first step is to convert it into PDF. After the document appears on a website, open it, copy the link from the address field at the top of your browser and paste that link into an email.

Here is an example of an acceptable promotional email that could be sent to clubs in a Division (or Area as appropriate).

The Tropical Division International Speech and Evaluation Contests will be held on Saturday 1st April at the Woop Woop RSL Club. For full details including RSVP information, please click this link.

<http://www.d90toastmasters.org.au/downloads/TropicalFlyer.pdf>

We would appreciate if you can forward this email on to all your club members.

When sending out such unsolicited promotional flyers or newsletters, always include an **Unsubscribe** option to allow recipients to opt out of future mailings by sending a reply email.

Remember, your messages are less likely to be perceived as unacceptable spam by Toastmasters members **if you avoid sending large attachments**.

Good email practices

As the owner of a District email address, your communications will reflect on the image of Toastmasters and the District. Thus you should follow good email practices.

When using email

➤ **Use a meaningful and relevant subject line**

Try to use a subject that is meaningful to the recipient as well as yourself. It can be as simple and straightforward as "Club Officer Training". Choose a subject line that will clearly set your message apart from the junk most users receive these days.

➤ **Be concise and to the point**

As a general rule, ensure that only one major subject is discussed in each email. Remember that reading an email is harder than reading printed communications. A long email with many subjects can be very annoying. Try to keep your sentences short with a maximum of 15-20 words. Summarise questions/points in a numbered list where possible to help the recipient reply to different aspects of your message.

➤ **Answer all questions, and pre-empt further questions**

An email reply must answer all questions, and pre-empt further questions. If you do not



answer all the questions in the original email, you will receive further emails regarding the unanswered questions, which will not only waste your time and your sender's time but also cause considerable frustration.

➤ **Respond promptly (if a response is required)**

Members send an email because they wish to receive a quick response. Therefore, each email should be replied to within 24 hours. This particularly applies to the email address Clubs nominate as their official contact for other Toastmasters, District officers and potential visitors.

➤ **Include the previous message in your reply message**

When you reply to an email, you should include the original email (thread) in your reply. In other words click 'Reply', instead of 'New Mail'. Some people say that you should remove the previous message since this has already been sent and is therefore unnecessary. However, if you receive many emails you obviously cannot remember each individual email that you have sent. A 'threadless email' will not provide enough information and the recipient will have to spend a frustratingly long time to find out the context of the email in order to deal with it. It is best to include the most relevant portion of the sender's message in your reply.

➤ **Read the email before you send it**

A lot of people don't bother to read an email before they send it, as can be seen from the many spelling and grammar mistakes contained in emails. Apart from this, reading your email through the eyes of the recipient will help you send a more effective message and avoid misunderstandings and inappropriate comments.

➤ **Sign your message clearly at end of the message text**

The email addresses people use are often cryptic and it can be difficult to identify the sender. It is very important to clearly sign off your message. This leaves no doubt who the email came from. Always remember to include your District Office and your telephone number in your sign off as well. Here is a suggested signature.

Joe Blow ACB CL
Area 66 Governor, District 90
Toastmasters International
Where Leaders are Made
Ph 1234 1234

➤ **Take time to read and fully comprehend what has been written before you reply, especially if the message provokes a strong emotional response**

If you don't understand a particular item, ask the sender for clarification before responding. This avoids the confusion and incorrect assumptions that lead to poor communication.

➤ **Use the cc: field sparingly**

Try not to use the cc: field unless the recipients in the cc: field know why they are receiving a copy of the message. Using the cc: field can be confusing since the recipients might not know who is supposed to act on the message.

Also, when responding to a cc: message, should you include the original recipient in the cc: field as well? This will depend on the situation and needs careful assessment. It is a normal courtesy to include the original recipient in the To: field, but the nature of your response may preclude this. In general, do not include people in the cc: field unless you have a particular reason for wanting them to see your response. Remember that the cc'd message was not intended for you directly, only for your information. But if you have relevant information to share, then let all parties know. Again, make sure that people will know why they are receiving a copy.



- **Use Reply to All carefully**
Only use Reply to All if you really need your message to be seen by each person who received the original message. This is not usually the case. If in doubt, it is best only to reply to the original sender.
- **Do not edit/forward an email message without the original sender's consent**
It is inappropriate to edit/forward the contents of an email that you have received unless the original author has given their consent. We have had a number of embarrassing incidents in District where people have forwarded emails (or replies they are making to one) to other people without consulting the original sender who assumed their remarks were being made in confidence.
- **Make it clear if your email is confidential**
To avoid the above, it is up to the sender to communicate clearly to the recipient that the email is confidential. Likewise for the receiver, good communication is not a guessing game. If in doubt, ask.
- **Don't conduct arguments in public**
- **Don't "flame" people by sending them abusive email messages**

Correct Email Etiquette

- **Use proper spelling, grammar & punctuation**
This is important because improper spelling, grammar and punctuation give a bad impression of our organisation. It is also important for conveying the message properly. Emails with no full stops or commas are difficult to read, ambiguous and confusing. If your email program has a spell-checking option, please use it.
- **Use proper structure & layout**
Since reading from a screen is more difficult than reading from paper, the structure and layout is very important for email messages. Use short paragraphs and blank lines between each paragraph. When making points, number each point to make the message easy to follow and reply to.
- **Avoid using CAPITALS or all lowercase**
IF YOU WRITE IN CAPITALS IT SEEMS AS IF YOU ARE SHOUTING. This can be highly annoying and might trigger an unwanted response. Conversely, do not write in all lower-case. It creates a lax impression and is the email equivalent of "mumbling".
- **Take care with abbreviations and emoticons**
Avoid using abbreviations such as BTW (by the way) and LOL (laugh out loud). The recipient might not be aware of the meanings of the abbreviations. The same goes for emoticons, such as the smiley :-) or pictorial emoticons. All these practices are inappropriate for Toastmasters business.
- **Avoid the use of formatting**
Be aware that when you send an email in HTML or rich text format, the recipient might only be able to receive plain text emails. If this is the case, the recipient will receive your email without any formatting such as different fonts, bold, italics, bullets, colour etc. All they will see is the plain text in the message. The resulting email will look nothing like the original. So it is best to avoid using formatting unless absolutely necessary.
- **Avoid using the high priority option**
We all know the story of the boy who cried wolf. If you overuse the high priority option, it will lose its function when you really need it. Only use the high priority flag if the message is urgent and important.



- **Avoid using URGENT and IMPORTANT in the subject line**
Even more so than the high-priority option, you should avoid these types of words in an email or subject line. Only use this them if the email is an extremely urgent or important message. But if your message is that urgent and/or important, you should use the telephone since there is no guarantee that your email will be received and looked at in any time frame.
- **An email is a formal document so treat it like a letter**
Sending an email is like sending a letter. Never make or forward any libellous, defamatory, sexist or racially discriminating comments in emails, even if they are meant to be a joke. Remember that an email is a formal document and can be used in a court of law.

Finally, note that electronic mail cannot replace personal contact.

There is a tendency to be brief, informal and casual in email messages. This can sometimes provoke a strong emotional response from the recipient that was not intended. Remember that direct, person-to-person contact is best for handling sensitive, difficult, complex, or emotional issues.