



# PELHAM

## NEWSLETTER

Dear All,

This Newsletter is to share the plan for the move of the Branch emails from Gmail to Microsoft Office 365.

### **Branch Email**

#### **Planning**

The migration will take up to 48 hours to complete for all Branches. We are planning to do this **Tuesday 21<sup>st</sup> to Wednesday 22<sup>nd</sup> March.**

#### **What does this mean?**

- Access to your Branch emails on Gmail will be disabled on Tuesday morning, 21st March.
- All emails and contacts will then be extracted from Gmail and imported into Microsoft Office 365.
- Once this is done, you will be able to access your emails via Outlook not Gmail. Help in setting these up can be found below, and you can set up Outlook ahead of time if that helps.
  - The same guidance was given for set up of DC and Treasurer emails.
- If you used the label functions on Gmail to create groups, please contact us for help as although all Contacts will be migrated, the groups can't be.

#### **Why move?**

There are well known issues with using the Gmail version of the Branch email:

- It has to be set up separately in Pelham and the connection is sometimes dropped.

- Large Branches have difficulty using the Pelham email functionality as there is a Gmail limit that cannot accept more than 100 recipients from Pelham. This removes that constraint.

Other benefits are the ability to share key documentation once all Branches are using Microsoft Office 365 more widely. This will be set up during the latter end of 2023.

#### FAQ's

- We use Google Drive extensively in the Branch for communication and sharing documents. Will we still be able to do this?
  - Yes, we are removing access to Gmail NOT the whole Google suite.
- I have a very old laptop/Mac – can I still access my email?
  - We are following the Microsoft pathway so your device needs to be up-to-date to run Microsoft Office 365 and Outlook. See details below
- 21st/22nd March is a key time for us – we have event/rally/camp etc. Can we select another date?
  - The only other window for this is the following week 27th/28th March. If you prefer to migrate on that date please contact us before 5pm on Friday 17th March.
- I have followed the set up guidelines but still can't get it to work. Where can I get help?
  - Contact [enquiries@pcuk.org](mailto:enquiries@pcuk.org)
- How does the Branch email fit in with DC and Treasurer emails?
  - All DC's MUST use the DC email address and keep it secure as it will be used for sensitive communication from the Office and Senior Volunteers
  - All finance related emails will be sent to the treasurer email, copied to DC, as these also contain sensitive financial information
  - The Branch email will continue to be used for all generic communications, and be the email used by Pelham. Typically the Secretary would have access to this email address.
- I used the Branch email as my DC email and there is a lot of historical sensitive information in there. What should I do?
  - Ideally you should forward these emails to your new DC email account and delete them from the Branch email
  - If this is not possible in the timeframe, you may need to advise the person accessing the email that there are still sensitive items in there and depending on the sensitivity you still wish to remove them, or accept that they are accessed by the Secretary/Committee member.

These accounts are best set up for use in Outlook (see below) - you will be asked to update the password when your first set it up. If you have any issues, please contact [database@pcuk.org](mailto:database@pcuk.org) or call the office on 02476698300 and select the option for IT.

We recommend only the following versions of Outlook, other clients are available but will not be supported by The Pony Club staff:

Outlook for Windows: <https://apps.microsoft.com/store/detail/outlook-for-windows/9NRX63209R7B>

Outlook for Iphone: <https://apps.apple.com/us/app/microsoft-outlook/id951937596?platform=iphone>

Outlook for Ipad: <https://apps.apple.com/us/app/microsoft-outlook/id951937596?platform=ipad>

Outlook for Android:

[https://play.google.com/store/apps/details?id=com.microsoft.office.outlook&hl=en\\_GB&gl=US](https://play.google.com/store/apps/details?id=com.microsoft.office.outlook&hl=en_GB&gl=US)

Outlook Web Access (Via a browser) <https://outlook.office.com/mail/>

Outlook for Mac: <https://apps.apple.com/us/app/microsoft-outlook/id985367838?mt=12>

Alternatively using a version of Outlook 365 which you have purchased from Microsoft.

To get started, simply download the software for your device above and when asked for your login details, use the email and password provided below. Although we recommend Outlook for Mac we are unable to provide support for it.

Helpful Videos:

How to install Outlook and Office apps on iOS devices - <https://www.youtube.com/watch?v=fJ6oOJqDTg>

How to install Outlook and Office apps on Android devices - <https://www.youtube.com/watch?v=Kv7p3lWqP9M>

How to log into your account on Outlook for Windows devices - [https://youtu.be/jgJV\\_GDHhH4?t=46](https://youtu.be/jgJV_GDHhH4?t=46)

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## Support

Please remember to use the project site with all the user-guides and updated videos:

<https://pelham.pcuk.org/branches>

Please report any issues or questions via the Pelham support hub:

<https://pelham.pcuk.org/support>

NB when reporting issues, ***please do provide as much information as possible, including Branch name, name/number of the contact/member with whom the issues is associated.***



The Pony Club

The Pony Club, Lowlands Equestrian Centre, Old Warwick Road, Warwick, CV35 7AX

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