PONY CLUB

Branch Email

Addresses

V2.00

Office 365 Email Accounts

Contents

Introduction

The Pony Club Office gives each Branch access to a number of email accounts to use for general Branch matters.

The main Branch email account can be shared among multiple committee members if required (see further details below) but it is important that **at least one committee member** is checking the account regularly, it will be used for important communications.

Some of the uses for the Branch email address are as follows:

- **General point of contact:** the Branch email address can be a useful address to use when promoting yourself to prospective members. Committee members may understandably not want their personal addresses to be publicly available, and your Branch address provides an ideal way for members to contact you.

- **PELHAM Login:** your Branch user account to PELHAM (The Pony Club's CRM system) will be via your Branch email address, so you will need to ensure that the relevant people have access to it. The Branch email password and PELHAM password are the same.

The Branch Treasurer email account The Pony Club Office will use your Branch treasurer email account to communicate important financial information (e.g. monthly direct debit transfers for new memberships). It is essential for your Branch treasurer to have access to the email account.

The Branch DC email account The Pony Club Office will use your Branch DC email account to communicate important Branch information but also content which could be confidential to the Branch.

Logging in via a web browser

1   In your web browser go to the following address: https://outlook.office.com/mail/

2   You will be taken to the **Microsoft login screen**. Note: if you have a personal Microsoft or Outlook account it may open automatically. You should first sign out of this account before proceeding.

3   On the Microsoft login screen, enter your branch@pcuk.org (or other @pcuk.org) email address and click **Next**.

4   Enter the password for the email account and click **Sign in**.

5   If this is the first time you have logged in with a temporary password, you may now be prompted to set your own password. Please **do not use any of your personal passwords**, as you may wish to share the login details with other committee members or your successor in the future.

6   You should be taken to your email inbox. If not, you can click on the 3x3 square of dots in the top left corner of the screen and choose **Outlook** from the dropdown list. ⦂⦂⦂

Adding to other devices

There are a number of programs and devices which you may wish to use to check your Branch email account (e.g. a phone or a tablet). Due to the wide range of devices and software we are only able to support access using Microsoft Outlook, which is now available for free on all common computers and mobile devices. If you want to use

something different, in most cases it will be possible but it is not something we are able to support from the office.

If your device is not listed, please refer to its user manual for more information. Please also note that as devices and operating systems are constantly being updated, this information can quickly become out-of-date.

Windows

Using Outlook for Windows

1   Download, install and run https://apps.microsoft.com/store/detail/outlook-for-windows/9NRX63209R7B

2   You will be taken to the **Microsoft login screen**. Note: if you have a personal Microsoft or Outlook account it may open automatically. You should first sign out of this account before proceeding.

3   On the Microsoft login screen, enter your branch@pcuk.org (or other @pcuk.org) email address and click **Next**.

4   Enter the password for the email account and click **Sign in**.

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Using Existing Microsoft Outlook 2016+ Application

You can add the account to Outlook as follows:

1   Open Outlook and go to **File**.

2   Select **Add Account**. The **Add Account** window opens.

3   In the **Email Address** text box, enter your branch@pcuk.org email address.

4   Select **Connect**.

5   Enter your email password, then select **Connect**.

6 Wait while Outlook connects with your email account.

Mac

1 Download, install and run https://apps.apple.com/us/app/microsoft-outlook/id985367838?mt=12

2 Follow the instructions on https://support.microsoft.com/en-us/office/add-an-email-account-to-outlook-6e27792a-9267-4aa4-8bb6-c84ef146101b#PickTab=macOS

iPhone / iPad

1 Download, install and run https://apps.apple.com/us/app/microsoft-outlook/id951937596

2 Follow the instructions on https://support.microsoft.com/en-us/office/set-up-the-outlook-app-for-ios-b2de2161-cc1d-49ef-9ef9-81acd1c8e234

Android Phone

1 Download, install and run https://play.google.com/store/apps/details?id=com.microsoft.office.outlook

2 Follow the instructions on https://support.microsoft.com/en-us/office/set-up-email-in-the-outlook-for-android-app-886db551-8dfa-4fd5-b835-f8e532091872

Sharing access to the account

As a Branch you will need to decide how your committee manages the main Branch email account. It could be managed by a single person, for example the DC or Secretary, or alternatively multiple people can have access if needed.

For the DC and Treasurer accounts, these should not be shared with anyone not in the role.

To give more than one person access, they simply need to be told the account password – all users share the same login details.

Other account settings

Account Recovery Details

Microsoft allows you to specify a recovery email address and/or phone number which can be used to help recover a lost password.

If Microsoft detects a new device logging in to the account (e.g. a committee member accessing it from a new phone) it will often block them from logging in until a text message is sent to the recovery phone number.

Automatic Forwarding

This feature is **not recommended** by The Pony Club Office – you may encounter a situation where a committee member leaves the Branch, but nobody is aware that forwarding has been set up. This can lead to potentially private emails still being forwarded to the ex-committee member.

What if I lose access?

You may find at some point that you lose access to the account – this may be because you simply forgot the password, or you may be a new DC and haven't been given any details for the account.

To regain access, follow the steps below:

1   Firstly, check with the rest of your Branch committee in case someone else knows the password. It may simply be that somebody has changed it and forgotten to let you know.

2   If you are still unable to find the password, please contact The Pony Club Office on database@pcuk.org to ask for a new password to sent to you. Note that for security reasons this will normally be sent to the email address of the DC, Treasurer or Area Representative.