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Introduction

CAMRA hosts a website and email service on its Hosting Service for the use of Branches, Regions and Events such that those entities can have a "corporate" style branded email addresses ending with "@branch.camra.org.uk". Such addresses are configured within sub-domains and will typically take the form of: **branch**.**camra.org.uk** – the management of these sub-domain email services (setting up email addresses) are completely the responsibility of the assigned owner(s), with the ongoing support of the Volunteer based Hosting Support Team. Owner(s) are free to configure the service (within the provided functionality) to suit their own needs.

This document is intended to be a simple step by step guide to assist the "owner(s)" of such a sub-domain to configure email accounts and also to provide instructions to email account holders on how to access the CAMRA role email box from their own PC or smart device, or CAMRA's Webmail system.

This document assumes that the "owner" has received their sub-domain account username and password from CAMRA's Hosting Support Team.

This document is a derivative of detailed instructions of instructions originally written by Andy Shaw and updated and reconciled by Graeme Halls & Alex Presland. It is hoped that this document will provide a comprehensive guide to configuring all aspects of the Hosting Email service, though for all further questions users may have should be directed to support@hosting.camra.org.uk.

How it works in simple terms

At a detailed level, how an email service works is complex, however the principles are simple. The diagram below (on page 2) illustrates what the Hosting service provides for CAMRA branches. A few simple concepts will assist in understanding how to use the options available to you.

Email addresses have the form: **recipient@postroom** – the **@postroom** part of the address is provided for you, for example **@branch.camra.org.uk** – this tells the world where to route email to. Each user can define what the service will do for each of the **recipient(s)** – this is determined by how you configure email addresses.

Essentially **@branch.camra.org.uk** can do any of the following with an in-bound message (email) sent to **recipient**

1. Store any incoming emails to a Mailbox stored on the server.
2. Forward to one or more email addresses. This can either be a personal address, or another CAMRA address.
3. Both store the incoming email in a Mailbox and forward to one or more email addresses

In the case where the email is saved to a Mailbox, users will need to either use the Webmail service (via a standard Web Browser) or an email application on their PC or mobile device (such as Outlook, Mac Mail, iPhone Mail, Thunderbird) to access their email mailbox. Where an email is forwarded to a personal email address, that should be accessed as normal.

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Defining an email address

The CAMRA Hosting email service offers a number of very useful functions; these features present a number of options which need to be considered before creating an email address.

Email accounts can either be allocated by the role or by the name of the individual role holder. Both approaches are equally valid, and both are used widely by many branches.

The 'role based' approach avoids people needing to know the name of the individual that holds the role to find their email address. This is especially true when the role holder changes to another individual in the Branch. In this case the mailbox and its communication history can be passed over. As an example, the role based format would be chairman@branch.camra.org.uk as opposed to fred.smith@branch.camra.org.uk.

The 'name based' approach means that someone can have a mailbox personal to them which they use over time as their contributions to a branch change over time. Emails to a role email alias can be delivered into their mailbox. Most email clients can be configured to send from multiple email addresses.

Forwarding email addresses

Forwarding allows emails sent to the CAMRA email address, to be passed on to the role holder's own personal email address / service. This has the following Advantages and Disadvantages…

- Advantages:
    - The user does not need to do anything to receive CAMRA emails sent to them
    - Emails will appear alongside their existing private email in their current configuration with no additional configuration is required
- Disadvantages:
    - All replies to emails will be from the role holder's PERSONAL email address, thereby potentially confusing the correspondent and directly exposing the role holder's PERSONAL email address
    - If the role holder changes, the forwarding address will need to be changed
    - All emails – received and sent – remain in the individual's private email service, even after the user has left the Branch. A company would never allow this for its corporate emails, so it's better if and recommended that CAMRA Volunteers don't do this.

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Mailbox Based Email Addresses

These email mailboxes can be accessed individually just the same as any other email service by a wide variety of different Email clients. As with email forwarding, there are a number of Advantages and Disadvantages :

- Advantages:
    - The role holder's personal email address is kept completely hidden (away from) CAMRA communication/business.
    - The CAMRA correspondence is kept separate from personal correspondence
    - When a role holder changes, previous correspondence on matters is immediately available to the new role holder.
    - CAMRA's Hosting Server is automatically backed up should anything happen
    - The Hosting server has a number of volunteers to provide support.
    - Simply changing the email password will inhibit the old role holder from having continued access to the email content and service.
- Disadvantages
    - Users will have to explicitly access & configure the mailbox on their devices – some people might find this a little difficult. There are some user guides for common Email clients available here.

Email forwarding can also be used alongside real email boxes, thereby facilitating temporary redirection of email whilst a role holder is on vacation, or to facilitate auto copying of inbound email to other branch members.

Email Address Aliases

The Hosting server has another useful feature which some will find of value – aliases. These allow one email address to have multiple identities.

For example a small branch or committee might have one individual fulfilling a number of roles, such as:

- Membership Secretary
- Young Members Representative
- Social Media Representative

 In this situation, we could set up membership@branch.camra.org.uk as a real mailbox and add aliases of the other roles (youngpersons.rep@branch.camra.org.uk and socialmedia@branch.camra.org.uk).

This results in emails sent to Young Members Rep & Social Media being delivered to the Membership Secretary Mailbox. Thereby one person fulfilling several roles does not need to manage multiple CAMRA mailboxes.

Use the "Email Aliases" tab to add an alias to any email address (real or forwarding).

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Mailing Lists

With GDPR a massive consideration in the UK. Mailing Lists are quite popular to Branches who want to keep in touch with their members, whilst adhearing to GDPR regulations as they allow individual users to opt out of receiving emails with one click. Mailing lists are sadly not currently supported by hosting as our server is running an incompatible operating system.

Configuring an Email Address in Hosting

Configuring email addresses within Hosting is easy to do, and as such we empower Branch contacts to make the relevant changes themselves. When you have received your user name and password for the Hosting service administration panel from the Branch Hosting Support Team, you are then able to login and add your email addresses. If this has not been received, please contact us.

Creating Mailboxes

1. Login to your Hosting account at - https://hosting.camra.org.uk:8443/
2. Find and select the "Email Addresses" menu option from the main panel. Depending on your view, it may look like this:
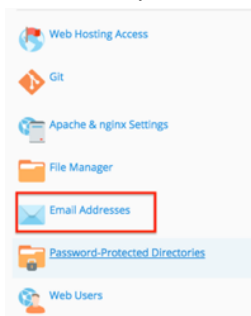
Or this:
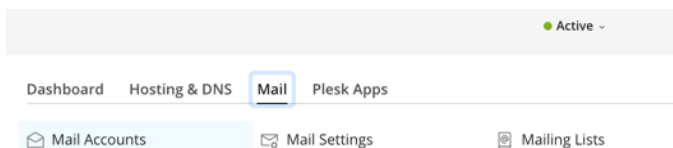
3. Click "Create Email Address" button

4. Enter the email address required, such as: chairman@branch.camra.org.uk (or your preferred email address). Remember to untick the tickbox beneath the email address. This is not required.

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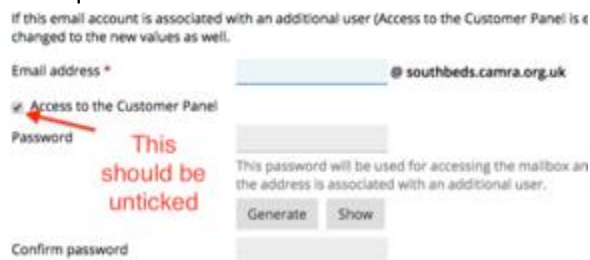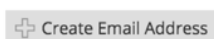
5. We also advise that you enter a secondary email address for the user. This will allow the user to reset their password if they are ever locked out:

6. Enter the preferred password. We suggest you use the 'Generate' button to allow the system to generate a secure password. To view the generated password, simply click 'Show'. This can now be sent to the recipient.

Note: Please configure a password, even if this email is to be used for forwarding only. Historically, email forwarding hasn't worked properly if no password is configured.

7. If you want the simple <u>email forwarding option,</u> then in the "Create Email Address" form:
8. Uncheck the "Mailbox" option
9. Select the Forwarding tab and select 'Switch On Mail Forwarding'

10. Enter the email address(s) to forward to in the box provided (for multiple recipients, enter one per line)
11. If you want to add an alias use the "Email Aliases" tab
12. Click on OK to save

If you want an <u>email address with an IMAP / PO3 mailbox</u>, then in the "Create Email Address" form:

*   Enter a password to control access to the mailbox. We suggest you use the 'Generate' button to allow the system to generate a secure password. To view the generated password, simply click 'Show'. This can now be sent to the recipient.
*   Leave the "Mailbox" tickbox checked
*   Click on OK to save
*   If you want to add an alias use the "Email Aliases" tab
*   Advise the user of the access/connection details (see below)

The details of any existing email address can be modified at any point by clicking on the email address listed on the "Email Addresses" page.

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WARNING: The 'i' icon and the 'envelope and letter' icon at the end of the "email address" entry DO NOT WORK or provide the correct information. PLEASE DO NOT USE these links, for they will only confuse you!

If you have set up a simple forwarding email address then there is nothing more to do; emails sent to address@branch.camra.org.uk will now appear in the user's own email service.
NB: in some circumstances it might not be possible to test FORWARDING email addresses by sending a test email to the forwarded address from the forwarded address.

If you have set up a 'real' email address / inbox you now need to pass the following information on to the user.

The following information is required by each user to configure an email account on their own device(s). The user specific *variable information related to the individual is in italics*, everything else is the same for all users.

Email address:	*role@branch*.camra.org.uk
Password:	*As advised*
Receiving server (IMAP)	See https://tools.camra.org.uk/emailsettings/
Receiving server (POP3)	See https://tools.camra.org.uk/emailsettings/
Sending server (SMTP)	See https://tools.camra.org.uk/emailsettings/
Role holder name	*The individual's name*
Email display name	*Role Branch* CAMRA (*Role holder*)

Connecting to a CAMRA Hosting Email inbox

A CAMRA owned email address has been set up for your use in the context of your CAMRA Branch Officer role. The use of a CAMRA email address as described below will allow you to receive **and send** emails in connection with the performance of your duties WITHOUT any necessity to disclose any private email address to others.

You can access the CAMRA mailbox as follows…

- Using a web browser…
    - You always have to be connected to the internet to read existing emails, to reply to them or to prepare a reply
    - All of your configuration information (name, email signatures etc.) are always available, no matter where you log on
    - You can change your password using the webmail interface
- Use your existing webmail service (e.g. Gmail, Outlook.com)
    - You should check the ability of such services to completely hide your PERSONAL otherwise such an approach completely negates the benefit of having been provided with a 'real' CAMRA email box
- Use an email 'client' on any PC, MAC, SmartPhone or Tablet
    - Generally these allow you to configure either IMAP or POP3 connectivity to the CAMRA email box
    - POP3 was the original standard for connecting email clients to email servers

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- POP3 is now a very dated email protocol,
- POP3 removes any received email from the server and only stores it on the client device when a device requests it
- POP3 only stores sent emails on the client device
- If the device is lost or damaged all email history might be lost
- POP3 is not a good choice if one wants to access a mailbox from more than one device – it can cause difficulty in knowing where a particular email is stored
  - IMAP is a comparatively newer standard for connecting email clients to servers
    - IMAP is a much newer email protocol, specifically designed to deal with connection from multiple devices
    - IMAP is designed to leave the received emails on the server
    - IMAP also stores all SENT and DRAFT emails on the server
    - The user can also store emails in folders on the server, thus allowing for easy identification of particular types of email. This also allows the use of 'MailRules' to automatically move emails from a specific person or containing certain words to a folder.
    - IMAP is specifically designed to deal with connection from multiple devices. All devices all have the same view of Received, SENT and DRAFT emails, irrespective of which device received the email first or which device the email was sent from
    - Can also be used in conjunction with the WebMail service to allow the viewing of emails from a Web browser.

You should be in possession of the following information…

Email address:	*role@branch*.camra.org.uk
Password:	*As advised*
Receiving server (IMAP)	See https://tools.camra.org.uk/emailsettings/
Receiving server (POP3)	See https://tools.camra.org.uk/emailsettings/
Sending server (SMTP)	See https://tools.camra.org.uk/emailsettings/
Role holder name	*That would be you!*
Email display name	*Role Branch* CAMRA (*Role holder*)

Helpful Hint: Use the Webmail link provided by https://tools.camra.org.uk/emailsettings/ to check that your credentials work before trying to add an account to a device

WARNING: Never copy & paste passwords from communications supplied by your administrator into email settings – there is a marked risk of a trailing space being added … and causing you hours of confusion!

Using CAMRA Hosting's Webmail service

The Hosting service offers the use of the popular Roundcube Webmail application.

- Webmail is available for all mailbox accounts on Hosting. To find the location of your webmail, submit your email address at https://tools.camra.org.uk/emailsettings/

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- Use your email address as your username, and enter your password to login
- Set up your individual personalisation – click the COG (Settings) icon in the top right corner
  - Select IDENTITIES
    - Click on your email address
    - Fill in the form on the right
      - Display Name: This should be ROLE orientated as suggested above
      - Company: *Branch* CAMRA
      - Signature: As you please – note that selecting 'HTML Signature' will allow you to apply formatting to the signature
    - Click SAVE
  - PASSWORD allows you to choose your own password
  - FILTERS does not work – please do not use it!
- Click the ENVELOPE to return to the mail box
- Click the 'power' button (top right) to log out

Using a PC or Phone based Email client

This section is aimed at helping people to set up a Microsoft Outlook email program (as supplied in MS Office) to access email on their PCs. The information herein will be useful for other email clients (such as "Mail" as shipped with Win10), smartphones and tablets. In addition to all the other various types of mail clients. Please note that the CAMRA email service does not support auto-configuration, so some "smart" devices might give some unexpected errors, whilst they work out, that they need to leave the task of configuring the email account to brainy humans!

The following information is required to configure an email account; *variable information related to the individual is in italics*, everything else is the same for every one…

Email address:	*role@branch*.camra.org.uk
Password:	*As advised*
Receiving server (IMAP)	See https://tools.camra.org.uk/emailsettings/
Receiving server (POP3)	See https://tools.camra.org.uk/emailsettings/
Sending server (SMTP)	See https://tools.camra.org.uk/emailsettings/
Role holder name	*That would be you!*
Email display name	*Role Branch* CAMRA (*Role holder*)

Enjoy using your CAMRA Hosting email service!

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