



Caldwell Parish Church

Email System Policies & Procedures

Accessing Church Email System

For a PC/Laptop

1. Visit mail.caldwellchurch.co.uk (or alternatively zoho.com/mail)
2. Enter the email address
3. Enter the password
4. Click "Log In"
5. If any other menus appear requesting 2-step authentication, just click "skip"
6. After completing your business, please ensure that you log out of the account to ensure system security.

On an Iphone / Smart Phone

1. Download the Zoho Mail app
2. Enter the email address
3. Enter the password
4. Click "Log In"
5. If any other menus appear requesting 2-step authentication, just click "skip"

Once you have registered your account on the mobile app, you will receive notifications of incoming mail. If you have registered your account on your mobile, please ensure this device is kept secure, using any reasonable means (i.e Passcode, not giving access to unauthorised persons etc).

Requesting an Email Account

The Caldwell Church email system has the ability to have 2 types of account, these are:

- *A dedicated email address*
 - A separate, self-contained account. Using its own inbox and outbox. You will need to use the Caldwell Church mail system to access this. Some uses will require this type of account for data protection reasons. (i.e. info@caldwellchurch.co.uk is a dedicated account and can only be accessed using the Caldwell Church mail system.
- *An email alias*
 - This type of account creates an email address which automatically forwards all mail to your own account (i.e. ross@caldwellchurch.co.uk would go to rossleggat@gmail.com). This is a good option for contact persons of church groups, who do not have any major data protection considerations. Another benefit of an email alias is that it can be set up to forward onto a group of people, rather than a single person.

If you would like to request an account, please contact info@caldwellchurch.co.uk



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Email System User Agreement

While registered as a user on the Caldwell Church mail system, you have a responsibility for your account – this includes but is not limited to: taking reasonable physical & digital security measures (i.e password protected PC, logging out of the system and use of antivirus); ensuring all information transmitted is accurate; not using the system for personal use without good reason; and ensuring that any [suspected] data breaches are reported to the system administrator so that appropriate action can be taken to assess the extent of the breach and to secure the system.

While the system administrator cannot see the content of any email, they are able to access reports on the number of email's sent and received from each account and the quantity of suspected spam received.

Any emails with an unregistered or wrong caldwellchurch.co.uk email address will be redirected to the system administrator who will forward it onto the appropriate person.

Suspicious or Spam Emails

If the account in your care receives any suspicious emails, attachments or spam, **do not** open them as this could infect Caldwell Church mail system and your own system. Leave them as they are and contact the system administrator who will take appropriate action to secure your account on our system.

Password Reset Request / Unable to Access Account

If you are unable to access your account or would like to change your password please contact the system administrator on info@caldwellchurch.co.uk. They will give you a temporary password and next time you login, the system will request that you change your password to one of your choosing. This ensures that only you know the password for your account.

Organisation Email Footer

At the bottom of every email sent from the Caldwell Church system the below footer is automatically added:

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Caldwell Parish Church
www.caldwellchurch.co.uk

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This e-mail and any files transmitted with it are not necessarily the view of Caldwell Parish Church. It is intended only for the person or organisation named above. If you have received this e-mail in error please notify us by replying and then erasing the e-mail from your system. If you are not the intended recipient, you are hereby notified that any use, review, dissemination, distribution or copying of the e-mail is strictly prohibited.

Please be advised that Caldwell Parish Church's incoming and outgoing e-mail is subject to regular monitoring.