



### **Sub-branch Email Address - FAQ's**

**1. Why do we need a new email address when each sub-branch already has their own email address?**

The new email addresses being provided by State Branch allow the League to develop consistency and a more professional look when dealing with external stakeholders.

As part of this rollout, District Council groups have also been developed, making it easy for you to interact across your entire district, and for communications to be sent out by District Councillors. The use of Office365 also allows us to transition email accounts across sub-branches and means that you won't lose any information if/when sub-branch office bearers change.

**2. How do we access the email account?**

You can access the email account via webmail (<https://login.microsoftonline.com>). All you need is the email address and password. It can also be set up on your mobile phone or tablet, and if you already have Office365 on your PC, you can add the email account to Outlook. We will provide a set-up guide along with your access details shortly.

**3. Why is the email address the sub-branch's full name?**

This naming convention was chosen to make it easier for internal and external stakeholders to communicate with any sub-branch. This naming convention also allows the email address to be changed if the official name of the sub-branch changes.

**4. How many users can access the email address? Can multiple members access the account?**

Yes, any user who has the email address and password for the account can access it. For privacy and security purposes, ensure you only provide account details to current office bearers and change your password if/when office bearers change. State Branch will consider any correspondence coming from this email address as an official communication from the sub-branch so please ensure you monitor who has access to the account.

**5. Does State Branch have access to the email address?**

No, State Branch will not have access to the email account as soon as each sub-branch has been given access and changes their password.

**6. Is State Branch monitoring the email address?**

No, State Branch cannot and will not be monitoring the email address; to do so breaches Australian privacy standards.



**7. Can the sub-branch change the password once it's been deployed?**

Yes, the password can be changed by anyone with access to the account. For privacy and security purposes, ensure you only provide account details to current office bearers and change your password if/when office bearers change.

**8. What Office365 plan has been assigned to sub-branches?**

Sub-branch email accounts have been set up with Office365 Business Essentials. This plan allows you to use email, Skype for Business and a number of other Microsoft services.

**9. Sub-branches already have a standard email address which has been issued to external and internal stakeholders, so why would we need a new email address?**

The new email addresses being provided by State Branch allow the League to develop consistency and a more professional look when dealing with external stakeholders.

Whilst there is no requirement for you to change the email address your sub-branch currently uses to communicate with your own internal and external stakeholders, we encourage you to do so. By doing so, your sub-Branch is likely to be more easily contacted by veterans in future years and will be more clearly part of RSL NSW.

If you choose to move to the new email address, we suggest that you transition slowly, keeping your old email account for several months at least. All correspondence from State Branch will now be sent to this email address exclusively, and any correspondence coming from this email address will be considered an official communication from your sub-branch.

**10. Does Office365 allow me to download Office/Outlook to my PC?**

The plan you have been given (Business Essentials) allows you to access email from any web browser on any device, and does not require Office/Outlook applications for your PC. If you already have these applications on your PC, your new email address can be set up on them. The set-up guide which will be provided to you shortly will explain how to do this.

**11. What if the password to the new email account is lost?**

Instructions on what to do if this happens will be provided to you shortly, but you will be able to recover and reset your password so you can access sub-branch emails.