



Group contact list

June 2025

Table of Contents

How can people sign up to our group's contact list?	3
Using current group contacts data	3
Who can access your group's contact list?	4
How to access your group's contact list on SharePoint	4
Your group's SharePoint folder	4
All	4
Email only	5
Labels data	6
Labels	6
Sublists	6
Frequently Asked Questions	6
Can other volunteers in the group access this information?	6
Can a group request that an Administration Volunteer, Communications Volunteer or Group Coordinator has their access to the contact list removed?	7
How does my group get a contact list?	7
How do we add an organisation to our contact list?	7
Why does it say 'No contact by email', 'No contact by phone' or 'No contact by mobile'?	7
Why can I no longer see 'Mr Smith' on my group's contact list?	8
Why is 'Mr Smith' listed in both the 'email only' and the 'labels' files?	8
How do we correct data errors or change marketing permissions for group contacts?	8
How do I do a mail merge?	9
How do I copy emails from Excel to Outlook?	9
I'm having trouble printing my labels	9

Your group's contact list contains the contact details of people who've signed up to receive regular information and updates from your group about events, campaigns, fundraising and the support you offer.

The data's updated daily, to ensure that you only use the most recent information about people who've agreed to be contacted by your group. This helps us ensure that we're in line with data protection regulations.

Previously, your group used our volunteer Portal to access your contact list. Now the Portal's been phased out, the list's available on SharePoint.

This guide explains how your group can access your contact details list on SharePoint.

How can people sign up to our group's contact list?

People can fill in this online form to sign up to hear from your group:

<https://signup.mssociety.org.uk/page/21388/data/1>

By completing this form, they give consent to receive emails as a default but can express a preference for mail. Where possible and practical, you should honour this preference when sending communications.

You can also send someone a version of the link with your group name already included. You can find that unique link to your group by clicking the 'Join our mailing list' button of your group page on our website. If you can't find that button, or your group doesn't have a unique link, contact our Volunteer Support Team on 0300 500 8084 (option #3) or at volunteersupport@mssociety.org.uk.

Alternatively, anyone interested in receiving updates from your group can call our [Supporter Care Team](#) on 0300 500 8084 and the team will add them to your contact list.

Using current group contacts data

Your group must access its contacts data from SharePoint. This will ensure that you only use up-to-date information about people who've agreed to be contacted by your group.

The personal data refreshes daily. So, every time you send communications to your group's contacts, you need to get the latest data from SharePoint.

If you download group contacts files to your computer, please delete them as soon as you've used them to send your newsletters or email communications.

Emails and newsletters are classed as 'marketing' and group contacts have the right to change their 'marketing contact preferences' at any point.

If a group contact requests a change to their marketing contact preferences, you must let our [Supporter Care Team](#) know as soon as possible, so we can update our database within the required notification period.

Once their details have been updated on our central database, these changes will be updated on the SharePoint lists overnight.

If someone doesn't appear on a current group contact list you download from SharePoint, you must not contact them for any reason.

Who can access your group's contact list?

You can only access group contacts data if you're in a volunteer role that's authorised to do so and have completed our data protection eLearning module in the last two years. This is to ensure that we meet our data protection requirements.

To access your group's contact list you need to be in one of these roles:

- Administration Volunteer
- Communications Volunteer
- Group Coordinator

You must not download group contact data and share it with anyone who isn't in an authorised volunteer role.

[Read more about how to safely handle personal data.](#)

How to access your group's contact list on SharePoint

If you're in one of the roles listed above, you'll be given a link to access your group's contact list on SharePoint.

Just log into your MS Society email account and click on the link to access the folder containing your contact list data.

We recommend that you keep the link somewhere safe, by bookmarking it or saving the email it came in, so you can easily find it next time. If you lose the link, contact our [Volunteer Support Team](#) to request it again.

Your group's SharePoint folder

On SharePoint, all your group's contacts data is stored within different documents. Your group folder on SharePoint might contain up to five different documents with the following titles:

All

This spreadsheet lists everyone who's opted in to receive news from your group. In this spreadsheet you'll find the full names, email addresses, postal addresses and phone numbers of all your contacts (if these have been provided).

In some cases, you'll only be able to see a contact's email address or postal address, depending on their preferences.

Here's a table explaining the information that you'll find in the spreadsheet that contains 'All' the contacts data.

Column name	Details
Email	Email address where known. 'No contact by email' means we have an address but the person has opted out of contact by this method.
Home phone	Home phone where known. 'No contact by phone' means we have a number but the person has opted out of contact by this method.
Mobile phone	Mobile phone where known. 'No contact by mobile' means we have a number but the person has opted out of contact by this method.
Membership status	Will be blank. We no longer operate a membership model, but these fields remain on our database.
Date joined	01/01/1900 - Please ignore these fields.
Date last dropped	We no longer operate a membership model, but these fields remain on our database.
Date last renewed	
On group contact list?	Will show 'Yes'. Everyone listed on your group's contact list has opted in to receive communication from your group.
Additional information	Please ignore. Staff enter additional information onto our main database on an individual basis.
Mail preferred	When someone signs up to a contact list they're providing consent to receive emails but can express a preference for receiving mail. Where possible and practical you should honour this preference for receiving communications by mail.
Sublists	Blank Even if the contact had been added to a sublist on the Portal.
Services attended	Blank Even if this contact's service attendance had been captured on the Portal.

Email only

This spreadsheet lists all the contacts who've provided an email address and are happy to be contacted by email.

You can copy the email addresses and paste them into the 'BCC' field when sending your communications by email.

Labels data

This spreadsheet lists all the contacts who:

- haven't provided an email address
- have opted out of receiving the group newsletter by email
- have expressed a preference to receive the newsletter by mail

You can use this data to mail merge letters or create your own labels. This data is also included in the 'Labels' document that's explained next.

Labels

This is a PDF document that displays the contacts data included in the 'Labels data' spreadsheet.

The document's designed to print the address labels on **21 labels per page** format (L7160/J8160 by Avery or KF26051 by Q-Connect).

To print the address labels, you'll need to download the document by clicking on the 'download' icon:



When there are two recipients with the same postal address listed, only one label is created, with both recipients' names. However, this might not work if there are any slight differences in how the addresses have been spelt.

Sublists

If your group had any sublists recorded on the Portal, you'll see a document called 'Sublists' on SharePoint. For example, your group might have used the 'Newsletter by email', 'Newsletter by post' or 'Interested in fundraising events' sublists. Your 'Sublist spreadsheet' will list the contacts that were recorded on the Portal under that sublist.

Frequently Asked Questions

Can other volunteers in the group access this information?

No. To access the contact list on SharePoint, a volunteer must be in an Administration Volunteer, Communications Volunteer or Group Coordinator role. They must also have completed our data protection eLearning module in the last two years.

If you're in one of these roles and haven't received an email containing your unique link or have problems accessing the files on SharePoint, contact the Volunteer Support Team on 0300 500 8084 or at volunteersupport@mssociety.org.uk to request access to the contact list on SharePoint.

Can a group request that an Administration Volunteer, Communications Volunteer or Group Coordinator has their access to the contact list removed?

No. Unfortunately, we can't tailor the access like that. An automation's been set up to grant access to volunteers who have the above roles assigned in our central database. On a daily basis, the automation will identify volunteers active in those roles and give them access.

Access will be removed when the role of Administration Volunteer, Communications Volunteer or Group Coordinator is ended on our central database.

Volunteers with access to the files have completed GDPR training, so we trust they'll handle the personal data of group contacts in a compliant manner.

How does my group get a contact list?

If your group had a contact list on the Portal, this list will now be available on SharePoint.

If you want to start using a contact list, email volunteersupport@mssociety.org.uk for support.

How do we add an organisation to our contact list?

Named individuals at organisations can sign up to your contact list in the same way as individuals - by completing this online form.

<https://signup.mssociety.org.uk/page/21388/data/1>

You can also send someone a version of the link with your group name already included. You can find that unique link to your group by clicking the 'Join our mailing list' button of your group page on our website. If you can't find that button, or your group doesn't have a unique link, contact our Volunteer Support Team on 0300 500 8084 (option #3) or at volunteersupport@mssociety.org.uk.

If there's no named person you can send a link to, you can add the organisation to your contact list by contacting our Supporter Care Team on 0300 500 8084 or at supportercare@mssociety.org.uk.

Why does it say 'No contact by email', 'No contact by phone' or 'No contact by mobile'?

This means we have this information, but the person has opted out of contact by this method.

If the field's blank, we don't have the information at all.

Why can I no longer see 'Mr Smith' on my group's contact list?

We're not allowed to store inaccurate data, so there are various reasons why contact details get removed from contact lists. If, for example, a contact opts out of group communications, their information will no longer be available to you.

Group contact records are removed from the contact list on SharePoint if we receive returned mail on three occasions, or if we learn that someone's passed away or moved house (and we don't have the updated details).

Someone's information may also disappear from a contact list if they don't consent for us to use it. Unless new consent is given, it becomes illegal for us to contact someone by email, so their email address will be removed from our databases.

People who've consented to receive email communications will receive an email asking them to consent three years after they first consented.

Consent is only needed for email communication. If someone doesn't consent to email only their email address is removed from your contact lists. If we have a postal address for them on our database, you'll still be able to contact them by post.

If someone's only ever had a postal address listed on our database, consenting won't affect them at all.

If someone no longer wants to receive communications by post, they'll need to let our Supporter Care Team know. They can contact them on 0300 500 8084 or at supportercare@mssociety.org.uk.

Why is 'Mr Smith' listed in both the 'email only' and the 'labels' files?

If a group contact has expressed a preference to be contacted by mail, we've included them in the 'Labels' file. And, if they've also provided their email address and agreed to receive communications by email, they'll appear in the 'Email' file as well.

This is because we're aware that some groups might only be able to send email communications. If we list that contact only in the 'Labels' list according to their preferences, they won't receive any communications if their group can't send communications by post.

If a contact no longer wants to receive your group's emails, they can contact the [Supporter Care Team](#) to change their email preferences. That way, they'll no longer be listed in the 'Email' list.

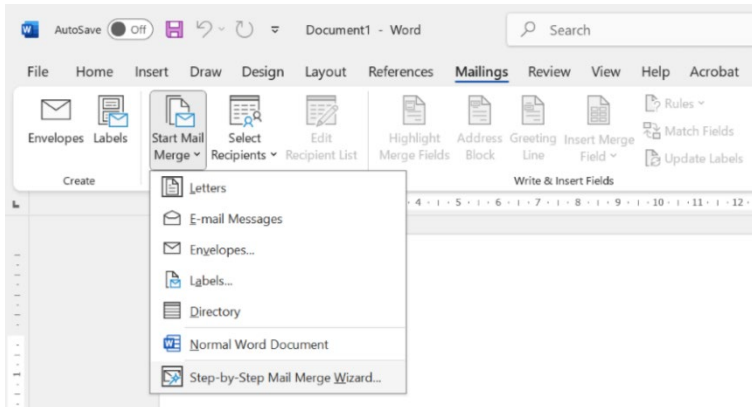
How do we correct data errors or change marketing permissions for group contacts?

If a group contact wants to change their marketing permissions or gets in touch with your group to flag any errors in their contact details, please advise them to contact our Supporter Care Team on 0300 500 8084 or at supportercare@mssociety.org.uk. Or you can contact Supporter Care Team on their behalf to request the changes.

Once their details have been updated on our central database, these changes will be updated on the SharePoint folders overnight.

How do I do a mail merge?

Open your downloaded Excel file, enable editing and then open a Word document. Click on **Start Mail Merge** and select **Step by Step Mail Merge Wizard**.



The wizard will open on the right of the screen and take you through the steps, which include selecting your recipients and writing your letter with merge fields such as name and address. You can find more information on mail merges on the Microsoft support website [here](#).

How do I copy emails from Excel to Outlook?

All emails should be sent using the **'BCC' field** to comply with data protection regulations.

- Highlight all the email addresses you want to copy from your downloaded Excel file in one go
- Copy the data either by clicking the 'Copy' button in the Home ribbon or pressing Ctrl + C keyboard
- Go to the email in Outlook
- Click into the **'BCC' field** and use Ctrl + V on the keyboard to paste the addresses in.

I'm having trouble printing my labels

The PDF is designed to fit a specific format of labels (21 labels per page) – KF26051 by Q-Connect or L7160/J8160 by Avery. You can print this PDF on these labels without needing to do a mail merge between Word and Excel. If this isn't working, you may need to change your printer settings to shrink to fit or scale to the paper size.

In the paper size choose **A4**.

In the **'Scale'** option choose **Fit to printable area**.

We're the MS Society.

Our community is here for you through the highs, lows and everything in between. We understand what life's like with MS.

Together, we are strong enough to stop MS.

mssociety.org.uk

We welcome any feedback that you have on this document and its contents. We're continuously working to improve the support we provide to volunteers and the processes that are required.

Contact us

Volunteer Support Team 0300 500 8084, option #3

volunteersupport@mssociety.org.uk



Multiple Sclerosis Society

Registered charity nos. 1139257 / SCO41990

Registered as a limited company in England and Wales 07451571

Registered office: Carriage House, 8 City North Place, London, N4 3FU