



Guide to MS Society volunteer messaging channels

You may use more than one email address to communicate in your volunteering role. And at times it can be confusing which one you should use for what. So we've put together the guidance below should you need it.

Individual MS Society email address

Who has one?

We require volunteers in certain roles to have an individual MS Society email address. This includes Group Coordinators, Finance Volunteers and Communications Volunteers, as well as those in key governance roles, such as Trustees and Council Members. Volunteers in these roles are likely to correspond on behalf of the MS Society or one of our local groups, and/or are logging into systems containing sensitive data.

If you're in another role, you can request to have an MS Society email address, usually by contacting the Volunteer Support Team or through your Volunteer Manager.

The email addresses are in the format firstname.surname@groups.mssociety.org.uk (if you're a group volunteer) or firstname.surname@mssociety.org.uk (if you're not a volunteer within a group).

What's an MS Society email address for?

- Communicating on behalf of your group or the organisation
- Logging into Accounting Online
- Completing the finance Checklist form
- Accessing Microsoft SharePoint
- Logging into Assemble if this is the email address you choose to use (you can change your login email by editing the 'Primary email' field under 'Contacts' in the 'User details' section.)

- Communication between volunteers (if you choose to use this rather than your personal email address)
- Receiving MS Society communications (if this is the primary email address we hold for you on our central database – which may not be the same as your primary email address on Assemble)

What's it not for?

Communicating in a personal capacity.

Useful information

- If you don't use your MS Society email account for a year, we'll deactivate it
- You'll need to complete our GDPR e-learning module before you can access your email address
- You'll need to use multi-factor authentication (MFA) to ensure the safety of MS Society data and information

Group MS Society email address

Each of our local groups has its own MS Society email address in the format of `nameofgroup@groups.mssociety.org.uk`

This acts as a shared inbox that can be used by all the volunteers in that group who have their own individual MS Society email addresses.

What's a group MS Society email address for?

- Communicating on behalf of the group or the organisation
- Keeping track of conversations that multiple group volunteers need access to
- Including on group advertising, such as flyers and posters, and online
- Logging into Assemble for managing group services using the 'Group Service' user account

What's it not for?

Communicating in a personal capacity.

Useful information

- Any volunteer connected to your group who has an individual MS Society email address will have access to the group's email inbox
- Volunteers on the Coordinating Team who have an MS Society email address are given automatic access to the group MS Society email address

Support Email Addresses

Some groups have an extra MS Society email address that can only be accessed by Support Volunteers. This will be in the format `groupnamesupport@mssociety.org.uk`

What's a support email address for?

- Support Volunteers to provide information, particularly to people who may not wish to communicate by phone
- Promoting this email address to the public as a way of receiving support

What's it not for?

- General group correspondence
- Communicating in a personal capacity

Useful information

If you're unsure whether your group has a support email address, please contact VolunteerSupport@mssociety.org.uk

Assemble Messaging Centre

If you're logged into Assemble, you can send messages to other volunteers directly from there. Staff can also send messages and notifications through Assemble. Messages appear in the Messaging Centre, and a notification is sent to the email address you use to log into the system.

What's the Assemble Messaging Centre for?

- Finding and communicating with other volunteers based on role, location or skills and interests
- Receiving messages and notifications from staff and your Volunteer Manager. This will be your Group Coordinator if you volunteer in a group.

What's it not for?

Communicating in a personal capacity.

Useful information

- You can choose to opt in to the Directory (address book) in Assemble. This means other volunteers can find and message you through the system.
- If you appear in the address book, other volunteers won't see, or have access to, your personal email address or any other personal information.

Personal Email Address

If you don't have an MS Society email address, your personal email address will be your log-in for Assemble.

What's a personal email address for?

- Signing up/into to Assemble (if this is the email address you sign up with)
- Communicating with staff and other volunteers

What's it not for?

Communicating on behalf of the MS Society

How we use your email addresses

We may hold multiple email addresses for you – including a 'primary' email address on our central database, and a 'primary' email address on Assemble. Each of these could be either a personal email address, or your MS Society email address. Your primary email address may be the same on both systems.

Here's a round-up of which primary email address we have to use (because of how our systems work) for which purpose:

	Primary email on Assemble	Primary email on central database
Sending personal email communications	✓	✓
Sending mass communications from the MS Society, including the volunteer e-newsletter	X	✓
Your log in for Assemble	✓	X
Sending notifications from Assemble	✓	X
Sending links to training modules from Talent LMS, our eLearning platform	X	✓

Changing a primary email address

Your primary email address must be updated on each system separately.