



## **JISCMail regional mailing lists guide**

### **For ALL Members**

Updated 24 September 2015

This guidance was produced by the ALL office specifically to assist members to understand the use of the Association's JISCMail lists – a way that local leaders can engage with members regionally to keep them abreast of local events and opportunities.

### **About the regional JISCMail email lists**

As part of your ALL membership you are placed on an email list for your region, according to your postal mailing address.

The purpose of this list is for local group leaders to contact you about news and events in your area.

You are able to opt out of receiving messages from your regional list at any time by contacting the ALL office: [info@all-languages.org.uk](mailto:info@all-languages.org.uk)

Some questions and answers to commonly asked questions:

#### **Why am I not receiving any messages from my region?**

There are three reasons you might not receive any messages from the list.

**1.** Local group leaders in your area may be sending messages infrequently – why not have a look on the ALL website for upcoming events in your region? <http://tiny.cc/ALLEvents>

**2.** There may be an issue with your email provider:

- The messages may be going into your junk folder. Add the list email address to your address book to make sure the messages come into your inbox. All regional JISCMail email addresses are below.
- The messages may be blocked by a spam filter. This is more common if you are using your school email address. Please contact your school IT department.

*Please be aware that ALL cannot resolve IT queries about how to stop messages being labelled as spam or junk mail as these settings are set by your email system, not ALL!*

**3.** Your membership may have lapsed – this will result in your email address being removed from all of the ALL email lists. Please check when your subscription renewal was due – you can find this information in the email reminders, a payment receipt or on your new style membership card if you have one. If you are unsure, please contact the ALL office on [info@all-languages.org.uk](mailto:info@all-languages.org.uk).

#### **How do I reply to a message, and who gets the reply?**

When you click "Reply", the message will be sent to the local leader who originally sent the message. The list is designed for local group leaders to send news and events to members in their region and therefore members cannot post a message to the list.

#### **I'm receiving news about events that are not local to me. How can I change which regional list I'm on?**

The regional lists cover a wide geographical area and so from time to time you will receive news about events which are further away than you can travel. If you are not receiving news about your local group, either the group is not sending messages, or you have been placed on a different regional list. You can check on the ALL website to find out your nearest Branch, Network or Hub (<http://tiny.cc/ALLLocal>). If you are not receiving messages from your local group, please contact the ALL office on [info@all-languages.org.uk](mailto:info@all-languages.org.uk) with the name of the group you would like to hear from and we will make sure you are on the correct list.

**How do I post a message to the whole region?**

The list is designed for local group leaders to send news and events to members in their region. When you click “Reply”, the message will be sent to the person who originally sent the message. Members cannot post a message to the list. If you have news which you feel is relevant to the entire region, please contact your local group leader who will be able to post the message if they feel it will be of benefit to everyone.

**I don't want to be on this list anymore – how can I unsubscribe?**

Contact the ALL office on [info@all-languages.org.uk](mailto:info@all-languages.org.uk) using the subject line ‘Unsubscribe’, stating the regional list that you belong to, and asking to be removed.