



Norfolk Federation of WIs

Charity Number: 1201046

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IMPORTANT INFORMATION – Email Circulation Issues

I am writing this letter because there is no other way of warning you that we are experiencing an issue if you use Google for your email!

We have recently been experiencing serious technical issues circulating emails to WIs and Federation Committee members who have gmail or googlemail addresses.

The first we became aware of these problems was on 2nd October, when I sent out an email to advise that we had regrettably cancelled the Autumn Federation Meetings (AFMs). I resent it, three times in some instances, only to have it rejected by some addresses each time. We still don't know whether everyone received it and have no way of knowing unless we are informed! It was hoped that the issue had been resolved, but recent emails within the Federation have shown this not to be the case.

Our IT Consultant, James Wright, has been investigating the problem. It transpires that Google have changed the rules on the way their servers receive email from other providers, such as Outlook whom we use. Unfortunately, at present we have no control over this. James has said that the various technical sites for IT professionals are full of people reporting the issue, so it is not just a problem we are facing. James has registered for Google Postmaster, a tool which he hopes will make it easier to try and analyse why our emails are being rejected, and make the appropriate changes to our system to bypass these problems.

When sending out emails to gmail addresses, it is taking 24 hours before we receive a "non-delivery notification". Sadly, we won't know if the changes James makes meet what Google are looking for until we send out an email on our circulation lists – and are not likely to know for 24 hours.

The monthly mailing will be coming out to you on Tuesday, both in hard copy and by email. If you do not receive the e-version by Wednesday night, please ring Helen to let her know and provide an alternative, non-Google email address for us to use this month.

We very much hope that all these issues will be resolved very shortly and in the meantime, thank you for your patience and understanding.

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Federation Secretary

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