



Setting up a shared email account for your village hall

It's frustrating trying to contact a village hall when the person with the email address has moved on and there's no other email address available.

Often information on the internet or printed material is out of date with contact details. Often there is no email address for a village hall because committee members perfectly reasonably don't want to publicise their personal email address.

A way round this is to create a village hall email address which is shared, perhaps by the Chair, Secretary, Treasurer and Booking Clerk. Then all emails to do with the village hall are simultaneously shared and can be dealt with by the right person straight away. This also helps if someone is away on holiday, or someone doesn't check their emails very often - the other members of the committee can let them know there is something that needs dealing with.

We have given you the instructions for Gmail as some of you have this already but of course there are other accounts available.

If you don't already have a Gmail account for your village hall, go here for instructions on how to set one up. Alternatively, you may prefer a different provider in which case use their instructions and support.

<https://support.google.com/mail/answer/56256?hl=en>

One person needs to set up the village hall Email account and then give delegate status to the other committee members, allowing them to read, send, and delete emails on the village hall's behalf.

Generally, you should not give out the password you use for an Email account. However, as this is a village hall Email account and not a personal one, it might be a good idea for two committee members to know what the account details are in case the person who set up the account leaves and no one else knows how to access it.

Assigning a Delegate to Your Gmail Account.

From now on, all examples will use gmail accounts but there is no reason why you shouldn't use an alternative provider.

An assigned delegate can access the Gmail account for limited purposes. They cannot view or change crucial account settings, which only the person who set up the account can change.

This guidance sheet is to provide general guidance only. It does not constitute legal advice and it should not be seen as a complete or authoritative statement of the law. It is the responsibility of village venue trustees or event organisers to ensure that they fully comply with the law. The Council is not responsible for the content of external websites referred to in any of these guidance sheets.

Confirm that the person you want to name as a delegate has a Gmail account with a Gmail.com email address. No one can serve as an assigned delegate without a Gmail account. If they don't have a Gmail account already, they can set one up by going here

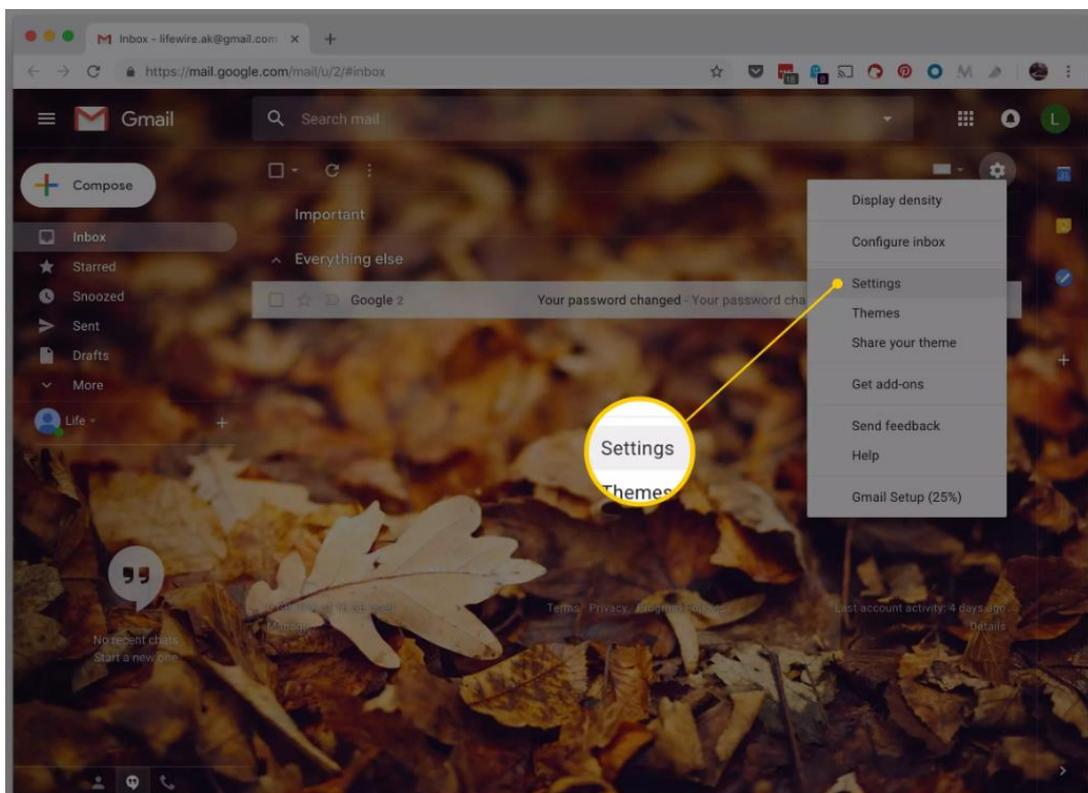
<https://support.google.com/mail/answer/56256?hl=en>

Go to the village hall Gmail account. Click or tap the Settings icon in the top



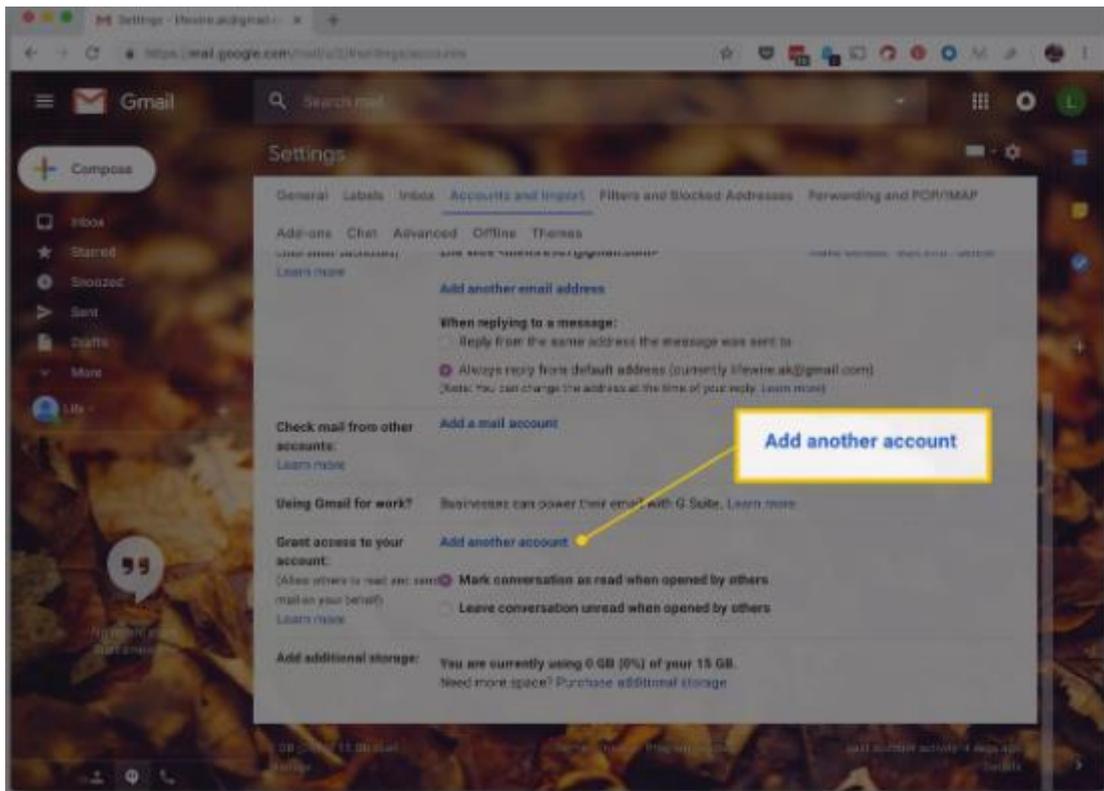
right corner of the Gmail screen. It looks like this

Select **Settings** from the menu that appears.



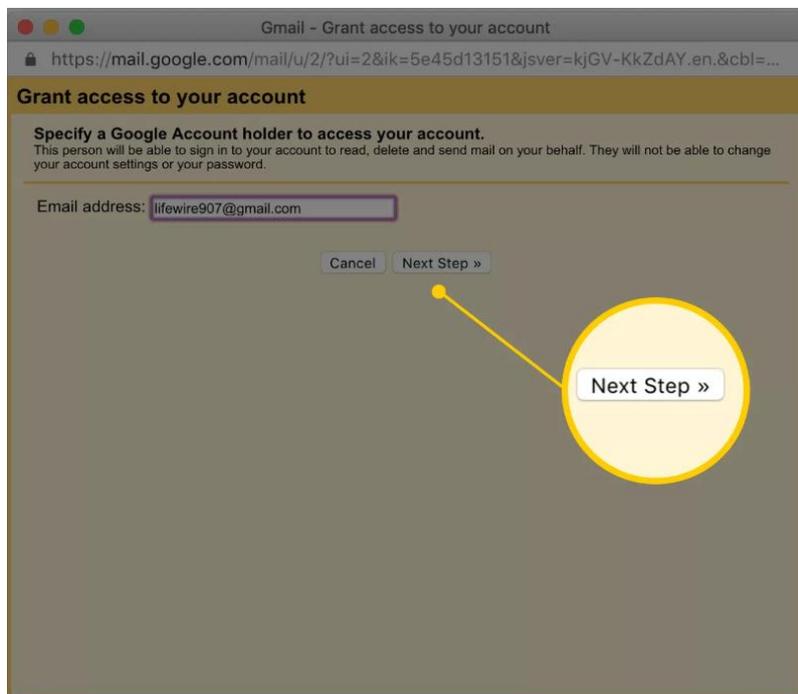
Click or tap the **Accounts and Import** tab.

In the **Grant access to your account** section, click or tap **Add another account**.

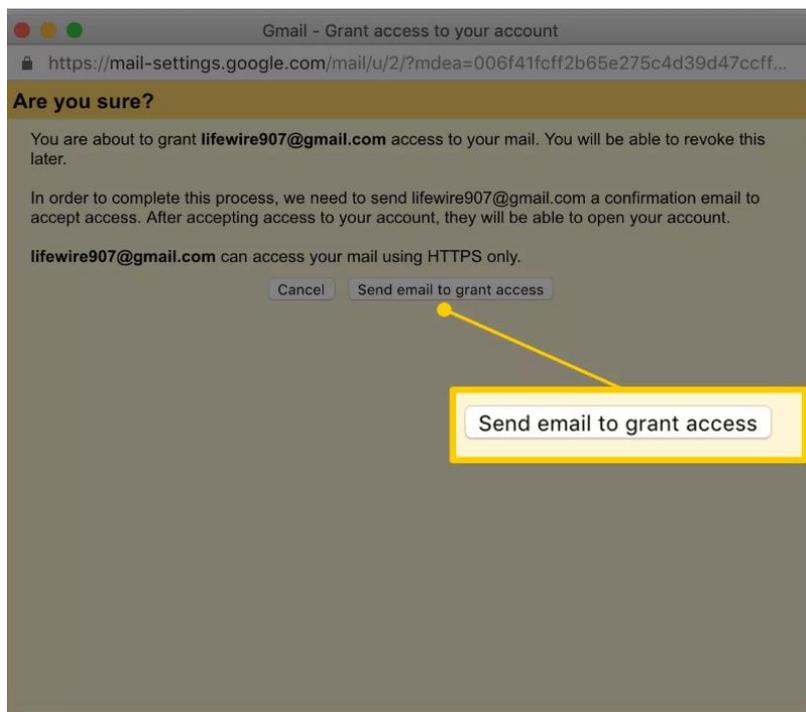


Enter the email address of the person you are sharing the village hall email account with in the **Email address** field. (This must be a Gmail account.)

Click or tap **Next Step**.



Click or tap **Send email to grant access**.

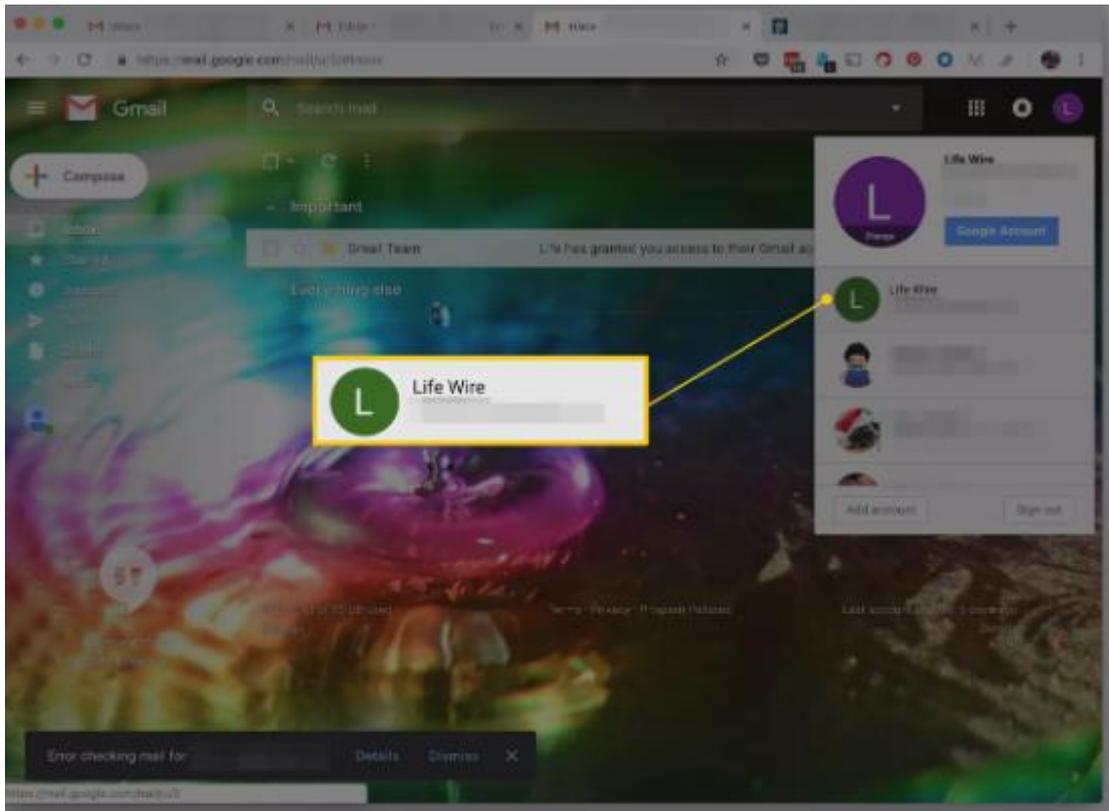


Wait for the recipient to accept the request. The recipient must accept your request before functioning as your email delegate.

Logging in to a Gmail Account as a Delegate

To open a Gmail account to which you've been assigned a delegate:

1. Open your Gmail account. It would be a good idea to have a separate Gmail account for village hall business, both to ring-fence village hall data and because if you reply to a village hall email, your own Gmail account will show up in your reply.
2. Click or tap your **profile** icon in the upper right corner of the Gmail screen.
3. Select the desired account under **Delegated accounts**.



The owner and any other delegates who have access can read mail simultaneously through the delegated Gmail account BUT any emails delegates send will show their own Gmail accounts, not the village hall account address. That is why it is a good idea to have a separate Gmail email account for everything you do relating to the village hall.

What a Gmail Delegate Can and Can't Do

An assigned delegate to a Gmail account can read emails sent to the village hall, send emails, and reply to emails that have been sent to the village hall. BUT when a delegate emails through the account, however, THEIR OWN Gmail email address is shown as the sender.

A delegate may delete messages sent to the village hall and can also access and manage the village hall Gmail contacts.

A Gmail delegate may not chat with anyone for the village hall, nor are they able to change the village hall Gmail password (unless the person who set up the village hall Gmail account has shared the password).

Revoking Delegate Access to a Gmail Account

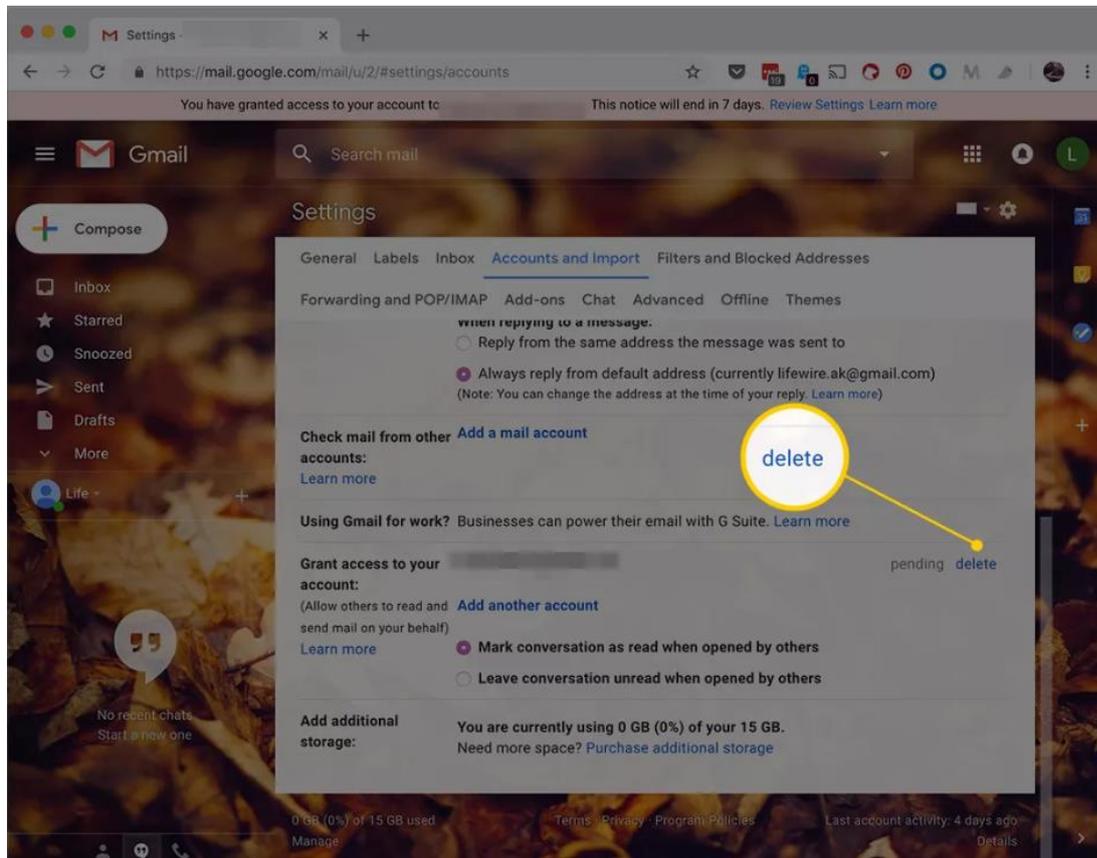
To remove a person from the list of delegates who have access to your Gmail account:

Click or tap the **Settings** icon in the upper right corner of the Gmail screen.

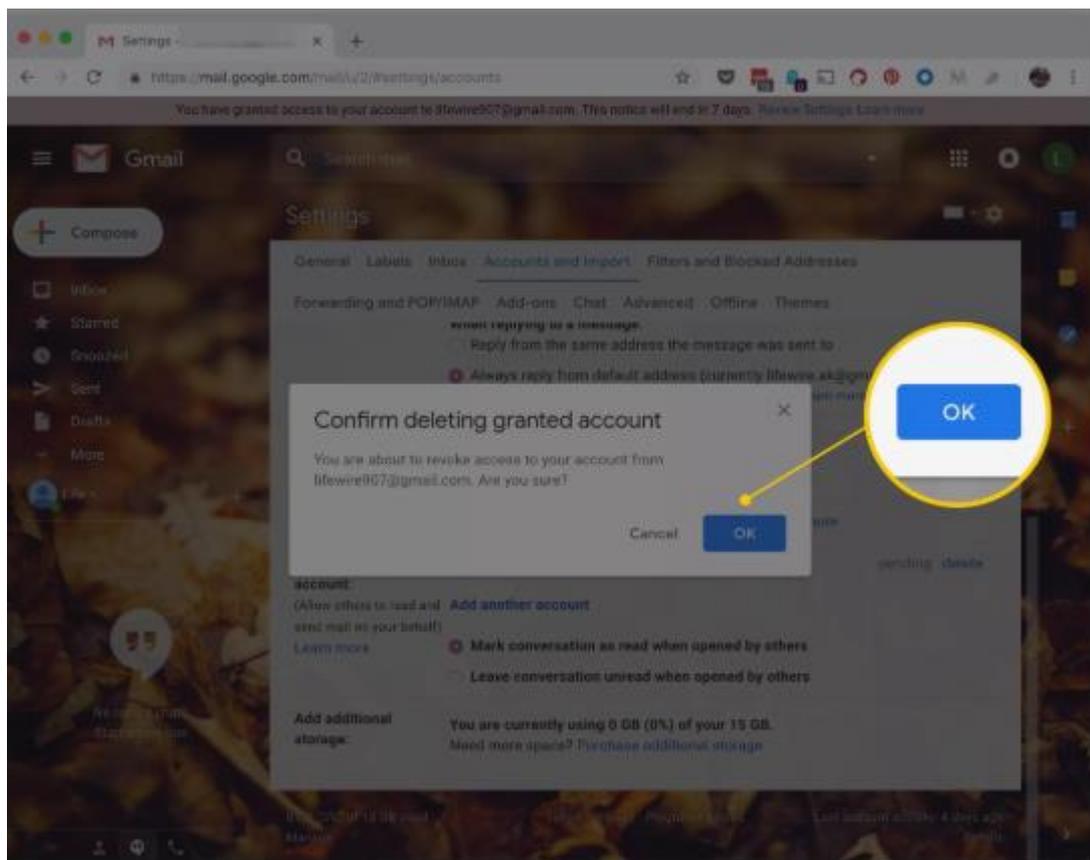
Select **Settings** from the menu.

Click the **Accounts and Import** tab.

Under **Grant access to your account**, click or tap **delete** next to the email address of the delegate for whom you want to revoke access.



Click or tap **OK**.



Any delegate who is accessing the village hall Gmail account when you remove that person's delegate status can perform actions until they close their Gmail session.

If you have shared the password for the village hall account with the delegate you are removing, you will need to change the password when you have removed the delegate.

Note: Since Gmail is designed for individual email use, if you allow many users to access the account often and from different locations, these actions can cause an account to be locked by Google.