

Diocesan emails: Q&A for clergy & congregations



Who's getting a new diocesan email address?

Each congregation is getting three email addresses: one for the incumbent or priest-in-charge, one for the churchwardens and one for the parish administrator. They'll look like this:

allsaintskingsway@toronto.anglican.ca
priest-allsaintskingsway@toronto.anglican.ca
cw-allsaintskingsway@toronto.anglican.ca

The email addresses will use your congregation's legal name (i.e. St. Matthew, First Avenue rather than St. Matthew's Riverdale).

What about other clergy?

Associate priests, assistant curates, honorary assistants, retired clergy and others won't be affected. They will continue to use non-diocesan email addresses.

Why are we doing this?

We're doing this to better support our church leaders, particularly those who don't currently have a reliable email provider.

Security: Right now, some congregations are using free email providers (Gmail, Yahoo) or accounts included with phone and internet plans (Rogers, Bell) for diocesan business that involves sensitive information. These accounts can be easy to hack. Diocesan emails can end up in spam folders, and incoming emails have been blocked by the Diocese's spam filter. Using a diocesan email address will give everyone much higher levels of security and will make sure everyone's emails are delivered.

Legal protection: Separating church business from personal accounts will help minimize personal liabilities associated with being a church leader.

Confidentiality: At the moment, sensitive information is being sent to personal email addresses because some congregations, churchwardens and clergy don't have access to a church account. This will let parish administrators, churchwardens and priests-in-charge conduct diocesan business with a diocesan email address, separate from personal correspondence.

Consistency: The diocesan email addresses are predictable and will always be up-to-date. Staff will always know that they're accurate, and it will be clear which St. Paul's is emailing them.

Continuity: When church leaders leave, the email address won't leave with them, and the congregation won't lose access to the account. Congregations also won't have to change their email addresses if they change internet service providers.

What will the new email addresses be used for?

Most importantly, emails on matters of property, finance, HR and other sensitive and confidential matters will go to the new email addresses. There's going to be a transition period, but we hope that in time most emails to and from the Diocese will go to these addresses.

Do we have to use the new email addresses?

Every congregation will be given these three email addresses, and we strongly encourage you to use them. There's going to be a transition period, both for you and for the Diocese, during which emails may go to both the old and new addresses, to let everyone get used to the new system. We're not going to suddenly cut off everyone's old email addresses. Our goal is that by Sept. 30, all official diocesan correspondence will be sent only to the new email addresses. At that point, you could run the risk of not receiving important emails if you don't check your diocesan accounts.

If you initiate an email conversation using your existing email address, diocesan staff will, of course, respond. If they need to follow up with confidential or sensitive information, they may switch to the diocesan email address and let you know that's where you can find their reply.

Will this replace our existing email addresses?

It's up to you whether you want to keep any existing email addresses. If you don't like your current set-up, you can decide to use these diocesan email addresses for communication with parishioners, the public, other clergy, etc.

If you already have church-branded email addresses (e.g. priest@stswithuns.ca) that you're happy with, you can continue to use them for your other communication needs.

We don't have a parish administrator; who will check the congregation email address?

Each congregation can decide for itself who will be granted access. You can choose a churchwarden, treasurer or another appropriate volunteer to be responsible for the email account.

How do I set up email access on my phone?

You can download Microsoft Outlook for free on an Android or Apple device. Enter your email address and password to connect.

Who's providing technical support?

Quartet IT Services will provide support for technical issues. If you're having a problem, get in touch with Tracey Gordon at tgordon@toronto.anglican.ca. She'll be able to put you in touch with the right person.

When is this happening?

We hope to send out instructions for logging in and creating passwords in late May.

Who at the Diocese should I contact with questions?

Get in touch with Tracey Gordon at tgordon@toronto.anglican.ca with your questions.