

## **Reasons why you may not be receiving UTL email messages:**

### **Reasons one may not receive email communications from United Teachers of Lowell:**

#### **Member has shared a school email address**

*To ensure privacy, our policy is to use personal email addresses only.*

#### **Member has not yet signed up for email communications through our email census, i.e., members must opt-in to our email list.**

*Each Building Rep is collecting personal email addresses for members who wish to opt-in. If you decide to opt-in AFTER your Building Census has been completed, you may of course request to be put on our email list.*

*A full member may do that by emailing [utl495communications@gmail.com](mailto:utl495communications@gmail.com) from a PERSONAL email address. Tell us your full name, UTL unit, school and the address to which you wish email messages to be sent. Your request must include the following OPT-IN wording which gives us permission to add you to the list:*

***By providing my personal email address and/or cellphone number, I agree to receive email messages and/or text messages from United Teachers of Lowell 495, AFT-MA, AFT, or AFL-CIO. I understand that I may unsubscribe at any time.***

#### **Member is new to UTL495 and has not yet been verified.**

*Five for Friday and GetActive communications are available as a benefit only to full dues-paying members. Before adding a name to our email list, we verify that the member has completed a UTL Membership Application and is on the dues paying list.*

#### **“Invalid” Recipient or Non-existent Address.**

*If changing an email provider triggers an email address change (example from @comcast.net to @verizon.net), or if the personal email address that was shared with us was abandoned, please be sure to update UTL495 with a new email address for our list.*

#### **Full Email Mailbox**

*If a member’s email mailbox is full, our messages will bounce back to our email list service and your email address is put on a “Master Block List.” The member will no longer receive email messages from the UTL until (at the member’s request), we ask our list provider, [ActionNetwork.org](http://ActionNetwork.org), to remove the address from the block list. Before we contact ActionNetwork, we’d ask that members make sure that their email folders (inbox, sent, junk/spam, etc.) are cleared of unneeded messages so that messaging is successful.*

## **SPAM Reporting**

*Members whose email addresses bounce **or** who report our email as spam to their email service provider will be automatically **unsubscribed** from our email list. Members who bounce or mark a message as spam are also put on a global block list our email deliverability provider maintains. We cannot resubscribe you unless and until we formally contact our email provider to remove the member's email address from the Block List.*

*If a member has personally reported a message as spam, however, our provider requires that the member email ActionNetwork.org directly with a message indicating the member understands what they did and pledging to never mark email as spam again. Only then can ActionNetwork remove the member's address from the block list. The form is found here: <https://actionnetwork.org/forms/remove-yourself-from-the-global-block-list/>. After 1 business day, we will be allowed to resubscribe the member to our list.*

## **Unsubscribed Members**

*Once a member unsubscribes we cannot resubscribe the member. Doing so jeopardizes our privileges to send any bulk email messages through ActionNetwork. If you have unsubscribed and have changed your mind, please email [utl495communications@gmail.com](mailto:utl495communications@gmail.com) and we will put you in touch with the list account administrators who may be able to assist you.*

## **Finally.....**

We'd like to remind everyone that our messages are for the benefit of full members of the United Teachers of Lowell and **ARE NOT TO BE SHARED VIA EMAIL OR ELECTRONICALLY** in part or in whole without explicit consent of the United Teachers of Lowell 495.

Our members who have shared email addresses have done so explicitly with UTL495, AFT-MA, AFT, and AFL-CIO. We are working on creating targeted lists for each school that would enable school-specific and/or unit-specific email messages for our union members and sent via our email list provider. Details will follow in November.