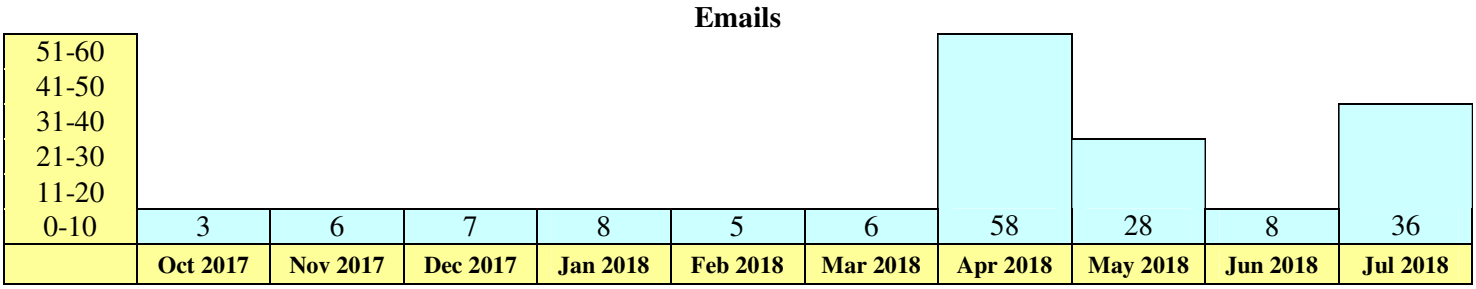
Acting Web Mail Correspondent's (WMC) Report – 7/11/18

Notice of Resignation. I believe in rotation of leadership. I have held the position of Web Mail Correspondent or acting WMC since June 2015. It isn't healthy for me or the Fellowship to continue on. Effective immediately, I resign.

Status. As acting WMC, I verified that all email going to all email accounts on the @clutterersanonymous.org domain were addressed. For each account, there is an archive folder of all correspondence. All WMC emails are up-to-date.

Email Statistics. The last report I wrote as acting CLA WSO WMC was in September 2017. That month we received 17 emails. Although I have been acting WMC since then, I have not been willing to write monthly reports. However, here are statistics since the last report:



Secure Contact Us Form. Due to our website being hacked in July 2016 and having no website administrator, we had no published email address or Contact Us form on ClutterersAnonymous.org. At the end of January 2018, CLA paid Vertical Axion $150 and immediately started using the secure Contact Us form on our website. (This is the date of Contact Us Form (CUF) email #1.) We now receive emails from around the globe, a blessing to international members who otherwise couldn't cost-effectively communicate with CLA WSO.

Resources. The *CLA Service Manual for Web Mail Correspondent (WMC)* and templates for the most common email responses and are up-to-date. They are archived here:
https://drive.google.com/drive/folders/0B4k70PKwmu7CV0FZMDU5bXctSXM

Training. In December 2017, potential WMCs Dody and Terri Ohio attended a training session. In February 2018, they attended three more. The trainees decided not to take on the WMC position at that time. No other volunteers have come forward.

info@clutterersanonymous.org. It is preferred that WMCs respond to emails from the info@ account instead of their private email addresses because it:

- Looks more official
- Allows for easy email archiving, auditing, and statistics gathering
- Provides some anonymity protection to the WMCs

The password for info@ was changed after the February 2018 training. CLA WSO Recording Secretary Audrey has the password.

Usernames and Passwords. CLA WSO Treasurer Martha has the usernames and passwords to all email accounts on the @clutterersanonymous.org domain. Email forwarding to my private email account is off.

Auto Response. Email that goes to info@, meetings@, and webmaster@clutterersanonymous.org gets an automatic response that says, "Your email has been received by *xxx*@clutterersanonymous.org, but CLA WSO currently has no Web Mail Correspondent to answer it. Consider volunteering. If you need a response, please leave a message at 866-402-6685."

Recommendations.

1. Change all the passwords for the @clutterersanonymous.org email accounts.
2. Encourage CLA trusted servants to serve as WMC or acting WMC.
3. Ask Vertical Axion to remove all or part of the secure Contact Us form until someone steps up as WMC.
4. When there is a new WMC or acting WMC, remove the auto response and consider establishing email forwarding.

Respectfully Submitted,
Judy K, Acting Web Mail Correspondent