

**The Accessibilities Committee moves to rescind Assembly Action 2024.18, “Motion to Require NIA Trusted Servants to Use Designated Microsoft 365 Email Addresses for NIA Correspondence” and allow our trusted servants to choose between using an e-mail inbox or mail forwarding for their NIA20 email addresses.**

## **Background**

**Several Area trusted servants have expressed frustration with the NIA email accounts. They are operated through Microsoft Outlook and require a secondary Microsoft Authenticator App to login. Outlook has had issues this year with not delivering emails and keeping emails in the outbox without sending them. If you use the outlook app on a computer, it doesn’t always sync with the website based mailbox. Allowing our Area trusted servants to choose between having a mailbox or to have mail forwarding is better, to allow them to choose to use the email provider they are comfortable with.**

**If there are problems with email access that require the admin to resolve, there is currently only one admin and there have been times that they were not available to resolve the issues.**

**While having continuity of a mailbox to pass from one rotation to the next is good for the service work done by the Area trusted servants, being able to keep emails for continuity of personal communication and tasks is also important. Pertinent information can be shared and important emails can be forwarded from one rotation to the next for a service position. Some trusted servants have thousands of emails from their two year rotation that they want to keep access to, and the ones that need to be shared from one rotation to the next may only be a dozen.**