



Councillor Email Guide

Version Control

Version	Date Approved	Minute Reference	Website Updated	Next Review
Ver 1	19.01.2026	146/26b	22.01.2026	March 2027

1) Executive Summary

General Data Protection Regulations (GDPR) and National Association of Local Councils (NALC) guidance recommend that Councillors operate a separate email service from their personal emails to ensure there is clarity as to when they are “acting as a councillor”.

Crondall Parish Council (CPC) sets up emails for each councillor to use. These should be set up on your computer and/or phone and used when you are acting in this capacity, ie on behalf of the parish council. The use of emails for CPC business raises difficult issues with GDPR compliance and the Freedom of Information Act (FOIA).

2) Purpose and Scope

This procedure outlines the setting-up of emails for official CPC business and should be read in conjunction with CPC’s Cyber Security policy as well as Social Media and Electronic Communications policy.

3) Requirements

i) Set-up and Use

On joining the council, all councillors are provided with their CPC email details and should set-up their email system to access the server. Detailed instructions can be found under Appendix A.

This should be used for email traffic immediately and all distribution lists updated.

Councillor emails will usually be allocated in the form:

“<forename>.<surname>@crondall-pc.gov.uk

Forenames will be shortened to the common form unless requested otherwise.

ii) Email Footer

Most email systems allow a footer to be added to out-going emails. Councillors are recommended to use the following text, amended where necessary to personalise the message:

Cllr <Name> - optional
<Role> - optional
<Contact details> - optional

This email and any attachments to it may be confidential and are intended solely for the use of the individual to whom it is addressed. If you are not the intended recipient of this email, you must neither take any action based upon its contents, nor copy or show it to anyone. Please contact the sender if you believe you have received this email in error.

Please visit our website www.crondall-pc.gov.uk for more details on our Privacy Policy and other information

Appendix A: Detailed Set-Up Instructions

Setting	Value
Username	forename.surname@crondall-pc.gov.uk
Password	<i>provided by Clerk at set up</i>
Incoming Server	imap.stackmail.com (for POP3 use pop3.stackmail.com)
IMAP Port	993 (143 for non-SSL)
POP3 Port	995 (110 for non-SSL)
Outgoing Server	smtp.stackmail.com
SMTP Port	465 (25 or 587 for non-SSL)
Authentication is required for IMAP, POP3, and SMTP.	

On joining the parish council, councillors will be provided with these account details to aid in the setting up of their CPC email.

Specific instructions on how to setup the mail using either Outlook or MacMail:

Outlook (Windows or Mac)

1. **Open Outlook** and go to **File > Add Account**.
2. Enter your **Email Address** and click **Connect**.
3. Select **IMAP** as the account type.
4. Fill in the **Incoming Mail Server** settings:
 - o Host Name: imap.stackmail.com
 - o Port: 993
 - o Encryption: **SSL/TLS**
 - o Username: Your **full email address**
 - o Password: Your **email password**
5. Fill in the **Outgoing Mail Server (SMTP)** settings:
 - o Host Name: smtp.stackmail.com
 - o Port: 465
 - o Encryption: **SSL/TLS**
 - o Username: Your **full email address**
 - o Password: Your **email password**
6. Click **Next** and let Outlook test the settings. If successful, click **Finish** to complete the setup.

Outlook (Windows or Mac)

1. **Open Outlook** and go to **File > Add Account**.
2. Enter your **Email Address** and click **Connect**.
3. Select **IMAP** as the account type.
4. Fill in the **Incoming Mail Server** settings:
 - Host Name: **imap.stackmail.com**
 - Port: **993**
 - Encryption: **SSL/TLS**
 - Username: Your **full email address**
 - Password: Your **email password**
5. Fill in the **Outgoing Mail Server (SMTP)** settings:
 - Host Name: **smtp.stackmail.com**
 - Port: **465**
 - Encryption: **SSL/TLS**
 - Username: Your **full email address**
 - Password: Your **email password**
6. Click **Next** and let Outlook test the settings. If successful, click **Finish** to complete the setup.

MacMail (Apple Mail on macOS)

1. Open **MacMail** and go to **Mail > Add Account**.
2. Select **Other Mail Account** and click **Continue**.
3. Enter your **Name, Email Address**, and **Password**, then click **Sign In**.
4. Choose **IMAP** as the account type.
5. Fill in the **Incoming Mail Server** settings:
 - Host Name: **imap.stackmail.com**
 - Port: **993**
 - Encryption: **SSL**
 - Username: Your **full email address**
 - Password: Your **email password**
6. Fill in the **Outgoing Mail Server (SMTP)** settings:
 - Host Name: **smtp.stackmail.com**
 - Port: **465**
 - Encryption: **SSL**
 - Username: Your **full email address** (even if marked "optional")
 - Password: Your **email password** (even if marked "optional")
7. Click **Sign In** and **Done** to complete the setup.

Note for Apple Users: Ensure you fill in both the username and password for outgoing settings, even if marked as "optional." If issues arise, delete the account and repeat the setup with all fields filled.

