



nightlineassociation
SUPPORTING, PROMOTING AND DEVELOPING NIGHTLINES

**INFORMATION &
RESOURCES**

nightline-association.github.io

Anonymous Email NLA IT Q&A 1



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Key Dates



27 January

No new accounts created.

28 February

No new emails accepted:
auto-response sent to
callers.

30 June

Full closure: no
auto-response sent.

You could consider...



OPTION 1

Closing your email service

- Across all Nightlines with an email service, they've responded to on average 1.7 emails since September.



OPTION 2

Removing the anonymity of your service

- ! **This will probably require changes to your policies.**
- You could ask your parent body for a non-anonymous account to respond from.

PUBLICITY

You will may also need to update your advertising

OPTION 1

Closing your email service



Discussion points

IN SUPPORT

- Provides callers alternative contact methods.
- Asynchronous - potentially better for international students.

AGAINST

- Email contact volume is declining.
- Volunteer training tradeoff.
- Extremely low proportion of contacts.



OPTION 2

Removing the anonymity of your service



You will need to think about...

- ❑ Changing your policies
 - Most currently inform callers of their anonymity.
- ❑ Data protection
 - Your policies / parent body policies may prevent you from using an external service.
 - Some providers will not provide confidentiality (or may use emails to train AI models).
 - Security: shared passwords and unmonitored accounts.
- ❑ **Please don't consider using outdated software (like the old osTicket)**





Finding an alternative provider

- ❑ **Free email providers may not be compliant.**
- ❑ You will probably need to sacrifice caller anonymity.
- ❑ Speak to your parent body.
 - They may be able to provide you with a suitably protected and compliant account.
 - You can also talk to them about providing your own domain (e.g. supernightline.org.uk).

NO PARENT BODY?

- ❑ Registered charities can use Google Workspace or Microsoft 365 for free.



Actions

1. Consider your options.

- ✦ **OPTION 1** Closing your email service.
- ✦ **OPTION 2** Removing the anonymity.

OPTION 1

2. Set an auto-response on your anonymous email service (or we will set one on 28 February).

OPTION 2

2. Speak to your parent body about creating a listening email account.
3. Change your current auto-response to point callers to your new listening address.

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