

## Trail Life Troop KS-1199 Email Setup and Communication Policies

Our Troop sends most of its member communications via [Trail Life Connect](#), the official portal of Trail Life USA. This document is designed to help parents optimally set up accounts to receive these important emails. **Trailmen may miss interesting events and opportunities due to missed or ignored emails.**

### Basics

1. Trail Life Connect sends emails from [noreply@traillifeconnect.com](mailto:noreply@traillifeconnect.com). Consider whitelisting or adding this email address to your address book to reduce risk of spam filtering issues.
2. If you select the opt-out or unsubscribe feature of **any** Trail Life email, it will impact your ability to receive communications.
3. Trail Life Connect has features which are limited when your registration is not current.

### Types of Emails

There are different types of messages sent by the Troop:

- Messages sent to groups of parents;
- Messages sent to groups of youth (Navigator/Adventurer level); or
- RSVP invitations for specific events (will include youth and adults).

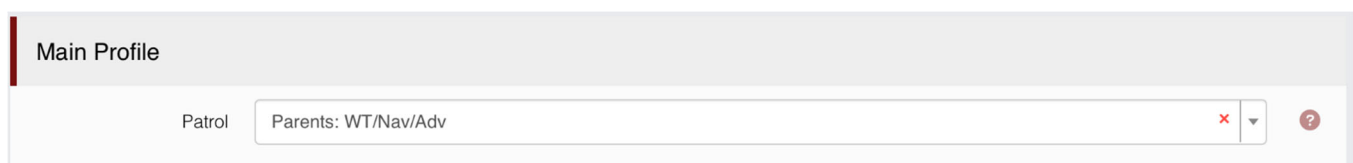
Per the design of Trail Life Connect, every time we send an email to a youth member, a copy of the email is sent to one or both parents. This system can be highly effective, but can be sensitive to misconfiguration or duplication of emails. At this time, RSVP emails do not permit us to screen out / reduce the number of emails a family receives.

### Parent-directed Emails

We send periodic email to all parents, all Woodlands Trail (K-5) parents, or all Nav/Adv (6-12) parents. To receive these emails, a parent must have a profile on Trail Life Connect, have a valid email address, and be listed in the correct “patrol” group. This will be either:

- Parents: WT
- Parents: Nav
- Parents: Adv
- Parents: Nav/Adv (for families with boys in both programs)
- Parents: WT/Nav/Adv (for families with boys in multiple programs)

If a *parent* is listed in an age group patrol (e.g., Fox, Hawk, Navigator) the parent will miss emails. An adult’s patrol can be viewed by clicking “Update Profile” on the parent’s profile.



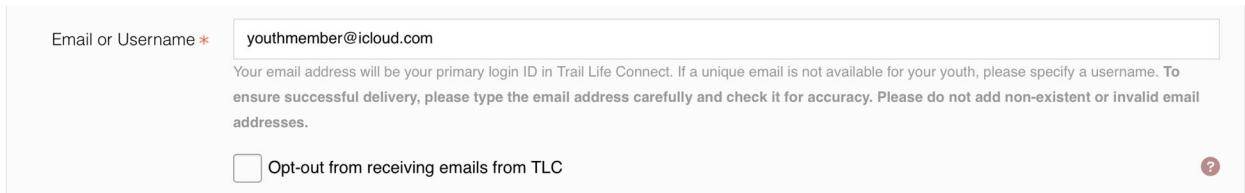
The screenshot shows a web interface for a user profile. At the top, there is a header labeled "Main Profile". Below this, there is a form field for "Patrol" with a dropdown menu. The dropdown menu is currently open, showing the selected option "Parents: WT/Nav/Adv". To the right of the dropdown menu, there is a red "x" icon and a question mark icon.

## Age-group Emails

Our Troop as a general rule does not send email messages for Woodlands Trail Trailmen due to age. However, if we need to communicate with a specific program level such as Foxes (K-1), we rely on the parent carbon copy feature of Trail Life Connect to get email to parents. Unfortunately, that can result in two copies of the same message. While you can opt-out of email for the Trailman only, we do not recommend this because of the potential for missed communications.

In Trail Life Connect, after a parent selects *view profile* for his or her own profile, a household list linking each member's profile is provided. By selecting the boy's profile and selecting "Update Profile", one will see **three** email fields:

1. The **Email or Username** field, which is the *boy's* username or email. For older boys with an email account, we encourage parents to provide his email so he can practice keeping up with the announcements and information shared about his group (parents will always get a copy). Please, do not use a parent email here which will cause unexpected issues.

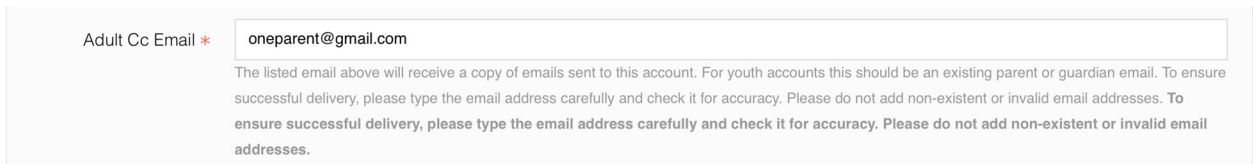


Email or Username \* youthmember@icloud.com

Your email address will be your primary login ID in Trail Life Connect. If a unique email is not available for your youth, please specify a username. To ensure successful delivery, please type the email address carefully and check it for accuracy. Please do not add non-existent or invalid email addresses.

Opt-out from receiving emails from TLC

2. The **Adult Cc Email** field, which is a required field for a parent email address.



Adult Cc Email \* oneparent@gmail.com

The listed email above will receive a copy of emails sent to this account. For youth accounts this should be an existing parent or guardian email. To ensure successful delivery, please type the email address carefully and check it for accuracy. Please do not add non-existent or invalid email addresses. To ensure successful delivery, please type the email address carefully and check it for accuracy. Please do not add non-existent or invalid email addresses.

3. The **Second Adult Cc Email** field, which is option to support a second parent or guardian's email address. Our Troop prefers that a second parent (e.g., Mom) create their own unique registration in Trail Life Connect as a member of the household. This allows us better tracking and direct communication. We will attempt to establish direct registration whenever we notice this field is completed.



Second Adult Cc Email  
(For correspondence only) anotherparent@gmail.com

These fields should never have the same address in them. The Email or Username field must be unique in Trail Life Connect.

If you have **multiple sons**, you will need to set the Adult Cc Emails on the profile of each son.

## **FAQs**

### **How much email does the troop send?**

Troop emails come out a few times a month.

### **I receive multiple copies of some emails. How do I stop that?**

Unfortunately, Trail Life Connect does not de-duplicate emails between household members. For the technically inclined, this is due to each email running through a personalization filter even if there's no personalization set on the particular message. We attempt to send Troop-wide emails to the parent list only to reduce this problem as much as possible.

### **Why do both parents receive RSVPs for camping/other events?**

As noted above, this is a current technical limitation. It is beneficial for both parents to be aware of all events that are occurring, but note that for Overnight Camping, RSVPs as “accepted/going” should apply only to the adult male in the household. If an event is considered a Family event, the Troop will make this clear across all communication platforms.

### **I don't use email. Can you call or text me announcements?**

We are always building our capacity for duplicate methods of Troop communication (e.g. Group Text, Facebook), however email is still our primary method of communication. Some individuals have found it helpful to buddy up with another family who might be able to help keep you up-to-date.