

RISE Delaware Update for Monday, March 10, 2023

RISE Delaware pulls back the curtain and reveals everything you need to know about RISE Delaware communications...

OK, you may know this but I'm sending it anyway! We are constantly getting new people on the email list and it's important that they understand how our communications systems work.

Item 1: RISE Delaware uses a commercial bulk email service called [Sender.net](#). Why is this important? Commercial email services, unless you want to pay through the nose, send bulk messages that do not include attachments.

In the good old days (that would be prior to October 19, 2022 when we received the ruling from Judge Scott), we used a Gmail account and we could send attachments. This Gmail account was started about 3 hours before John Kowalko, Connie Merlet, and I went to the information session in August about the Medicare Advantage Plan at the Riverfront Conference Center. It worked really well for a couple of months. But, as it turned out, we were the victim of our own success and our numbers increased so rapidly after October 19 that Google shut down the Gmail account temporarily.

We refer to this historic event in the RISE timeline as "The Day We Broke the Gmail Account." We didn't actually break it, but we did have to search for a system that would allow us to send lots of people email messages at once. Fun fact: If you have a personal Gmail account you can store about 500 addresses and send about 1000 email messages a day before Google gets cranky with you. Yeah, we didn't know that either...

Because we are all old and don't understand technology, it took us some time to research bulk email services and settle on the [Sender.net](#) system. That's why you didn't hear from us for a while via email. So now, instead of attachments, we will direct you to the documents posted on our website.

Item 2: www.risede.com is our website address. RISE Volunteer Denise Tuck adeptly handles the website and posts all kinds of important information on it. Think of our website as the RISE Delaware library and archive rolled into one. Denise and a friend even figured out how to link the email list sign up on the website to the [Sender.net](#) system so I don't have manually add addresses any longer. Yay! This is one of the many, many issues that Denise has resolved for us. Before we refer you to a document in an email message, Denise has posted it on the website. This is a great cost-saving measure now that our email list is over 1300 addresses. Please check out Denise's fine work!

Item 3: If you have a specific question, please email me (Lisa Diller) at this address: risedelaware@gmail.com

We use the Gmail address for lots of things and I check it several times a day. Also, I have vision issues and I have the Gmail account page set up so I can easily read messages. Unfortunately, we just can't email 1300 people from this email address. You know that ship has sailed...

Item 4: We have two Facebook Pages. The first is the Facebook Group which is moderated by AnRea McDonald. AnRea is the extrovert of our little group and she is also great at social media. Some of us don't even know what social media is... The Facebook Page is handled by John Kowalko III who jumped in to help us promote RISE. The links are below:

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<https://www.facebook.com/groups/1131036457767524>

<https://www.facebook.com/RiseDelaware>

Item 5: If you are reading this, you probably don't need to—but trust me, you have a friend or colleague who needs the information below. Every couple of days I hear from someone who hasn't received RISE emails in months and they can't figure out why. OK, one more time...

The email systems that we all use are good at spotting bulk emails and not sending them to your inbox. Your system assumes that you don't want to read them. Most of the time you don't. So, to signal to your system that you want to hear from our system, add elisa.diller@risede.com to your list of contacts. Usually, this fixes the problem but you should still check your spam and trash folders every once in a while, to see if RISE email messages are ending up there.

Now, the bad news is that I found out that there are email systems that actually block RISE Delaware messages completely! The horror! I did a little experiment with someone who works at a university in the region who contacted me because he stopped receiving our messages. We found out that the university system was blocking the messages. The only way that we could figure out for him to get our messages was to use a Gmail account. So, if someone isn't getting messages on a work email system, let them know this story and try to get the person to sign up to receive messages to a personal email address. That's the best we can do...

Item 6: When do we send out RISE updates? We send out updates when we have something that needs to be communicated to the whole group. Or, like today when I save up a number of pieces of information that seem useful and put them together in a long message. AnRea usually posts on the Facebook Group more quickly than I can get an email message out to you. Part of the reason is that the [Sender.net](#) system is more like a publishing program and you have to go through multiple steps to send the bulk email message. You can't just type and press send to 1300 people. Life was so simple before October 19 (see above point 1)

Apologies for the length of this message but I know that there are people still out there who don't understand why they aren't hearing from us. Please pass pertinent information along to help spread the word about RISE Delaware!

Thanks,
Lisa Diller
RISE Communications Volunteer

RISE Delaware: Retirees Investing in Social Equity Delaware

<https://www.facebook.com/groups/1131036457767524>

<https://www.facebook.com/RiseDelaware>

www.gofundme.com/f/rise-delaware-round-2-legal-and-other-costs

Our Website: www.risede.com