

To: All Intergroup & Regional ECLOs

Copy: All Intergroup & Regional Secretaries

From: Trustee, Electronic Communications Sub Committee

Date: January, 2018

This is a newsletter to inform you of progress in several areas since the last newsletter in September 2017.

## 1. ECLO Seminar, August 2017

A few items left hanging after the seminar and not completed at the date of the previous newsletter:

- ECLO Job Description

A summary of the discussion is on the website at:

[aa-gb.org/Members/Service/Disciplines/Electronic-Communications/ECLO-~job-description](http://aa-gb.org/Members/Service/Disciplines/Electronic-Communications/ECLO-~job-description)

Please remember that this summary is not intended as a replacement for any part of Chapter 3 of the Service Handbook. It was a note of various jobs done by some ECLOs. There was no suggestion that all of this work should be done by all ECLOs.

- Handbooks

Please note that the Service Handbook (2017) and Structure Handbook (2017) were printed early in that year. They were subsequently amended by Conference 2017. **In particular, Chapter 3 –Electronic Communications – was substantially revised.** A new **printed** version will not be available for some time – for the most up-to-date versions, look online at:

[aa-gb.org/download/1/Library/Documents/Handbooks/AA%20Service%20Handbook%20revised%20April%202017.pdf](http://aa-gb.org/download/1/Library/Documents/Handbooks/AA%20Service%20Handbook%20revised%20April%202017.pdf)

[aa-gb.org/download/1/Library/Documents/Handbooks/AA%20Structure%20Handbook%20revised%20April%202017.pdf](http://aa-gb.org/download/1/Library/Documents/Handbooks/AA%20Structure%20Handbook%20revised%20April%202017.pdf)

- Disabled access on the website's Meeting Finder  

A wheelchair symbol now appears in the meeting finder whenever the current group information shows that wheelchair access is available. A hearing aid symbol appears whenever group information indicates Facilities for Deaf *or* Hard of Hearing/Sign Language interpreter *or* Loop for hearing aid users are available. In future, it may be possible to distinguish between these categories.

These symbols also appear in the meeting-list PDFs downloadable from Intergroup Microsites.

If you know of meetings for which these symbols are appropriate, but they are not shown, then please suggest that the group updates its information by completing a new Pink Form. The online version is here:

[aa-gb.org/AA-Meetings/Submit-Your-Meeting-Information-\(Pink-Form\)](http://aa-gb.org/AA-Meetings/Submit-Your-Meeting-Information-(Pink-Form))

- 'Near Me' function: using the website Meeting Finder on smartphones

Smartphone users may have an instant 'Where to Find' of all meetings in GB within 15 miles of the current location. This function was one of the most-used features of our website. However, it had stopped working for some users – particularly those who had recently upgraded smartphone hardware or software. The problem has been traced and we believe that it should now work as intended. (Please note that on some models of iPhone –perhaps on others too - it was necessary for the user to reset "Location and Privacy" in General Settings).

Please let us know immediately if it ever stops working again, and we will do our best to get it back up as soon as possible.

- **Microsite User Guide**

It was promised that a revised edition would be produced. Alan H of Southdown Intergroup was good enough to start the ball rolling with a fully re-written version 2. Revised by the ECSC, it may now be downloaded from the microsite logon page:

[aa-gb.org/Members/Logons/Microsite-Editor](http://aa-gb.org/Members/Logons/Microsite-Editor)

## **2. Other items which may be of interest:**

- **ORS**

This continues to operate well. Regular statistics can be seen at:

[aa-gb.org/Members/Service/Disciplines/Electronic-Communications/Online-Responder-Service](http://aa-gb.org/Members/Service/Disciplines/Electronic-Communications/Online-Responder-Service)

The administrator of ORS asks all microsite editors to consider putting the ORS Helpline address [help@aamail.org](mailto:help@aamail.org) alongside any use of the Telephone Helpline number 0800 9177 650. This request also applies to any leaflets or posters which may be produced locally.

- **Chat Now**

This too continues to operate well, although there was a brief break just before New Year. This was caused by a PureChat system upgrade which brought about a coding incompatibility with our server, but was soon fixed. Regular statistics can be seen at:

[aa-gb.org/Members/Service/Disciplines/Electronic-Communications/Chat-Now-Service](http://aa-gb.org/Members/Service/Disciplines/Electronic-Communications/Chat-Now-Service)

Chat Now continues to look for new responders. Please look at this page for details:

[aa-gb.org/Members/Service/Vacancies/Electronic-Communications-Sub-committee](http://aa-gb.org/Members/Service/Vacancies/Electronic-Communications-Sub-committee)

- **Email**

All old email mailboxes ([aa-email.org.uk](http://aa-email.org.uk)) have been deleted. Forwarders from the old addresses still work; but these too will be deleted after the next publication of the Confidential Directory.

Some members requested that the limit on size of attachments be raised from 10 Mb. It is now 100 Mb.

There were reports that many emails were 'bouncing'. When the Postmaster followed up on these complaints, he found that some people were giving out their addresses as [aamail.org.uk](http://aamail.org.uk). It should, of course, be just [aamail.org](http://aamail.org).

- **Filestore**

There was a brief problem with the Filestore just before New Year. It has been sorted and is functioning as normal.

Our Filestore will soon be migrating to a new server. When we know more, we will keep all users informed – but it looks as if the transition may be fairly straightforward.

- **Website monitoring**

**Old Helpline number.** There are still reports of some microsites containing the 0845 number. A member of ECSC will be contacting ECLOs concerned. If there is no ECLO, then contact will be with Chair/Secretary.

**Worldwide contacts.** Some members have reported that the information at:

[aa-gb.org/AA-Worldwide](http://aa-gb.org/AA-Worldwide)

is not always up to date. These contact numbers and addresses are being audited by a member of ECSC and will be amended as necessary. If you hear of any out-of-date contact details, please let us know.

**The Document Library** can be difficult to navigate. For most purposes, links can be provided to the relevant documents, but there will always be reasons to look in the Library for a particular item. A member of ECSC is looking at ways to simplify the search process, and we will keep you informed.

### **3. Meetings in 2018**

The annual RECLO meeting will be on 3/4 August. This is an opportunity for the Fellowship to feed concerns about ecomms to ECSC. If you have anything you want raised during that meeting, please brief your RECLO.

Following on from an ORS seminar in 2016 and an ECLO seminar in 2017, the Board has decided to fund a Chat Now workshop. The provisional date is 19/20 October, and it will probably be open only to those then serving as Chat Now responders, but we will keep all parties informed.

### **4. ECSC Membership**

Since the last newsletter, Jim F (Webmaster) has rotated out. Greg W has been appointed Webmaster in his place. In addition, Caspar F., John McL. and Allen A. have been appointed to the ECSC. It is good to see so many bodies around the table.

This will (probably) be my last newsletter. I rotate out at Conference 2018. Jonathan P. (Wales & Borders Region) and Sandi A. (South Midlands Region) have been appointed as shadow Trustees to take over from me in April. I hope that their time with this Service is as enjoyable as I have found my time with you all.

### **5. Pink Form**

One last reminder – the website can only be as accurate as the information which arrives at GSO. This requires groups to complete Pink Forms – on paper or online. But if a Group does not do so, then please let us know, especially in the event of closures. Here is a heartfelt email received by ORS:

AA [redacted] Saturday night not on walked around for ages. What on earth is area playing out, update the helpline your playing with peoples recovery's not having meetings on and your not informing anyone. It cost me a fortune in a cab and there's no meeting on. I called [redacted] who gave me [redacted] - local helpline - useless. Your killing people off here and need to wake up it's not on. If it's happened to me and I'm 27 Years in then god only knows for the newcomer it's fair to say I've copted a right resentment. This is not nice.  
[redacted] needs to get a fully up-to date meetings and put in the we're to find and keep it updated. This is a joke. Its -4 outside.

It looks as if the local telephone service is getting the blame; but they rely on the website. Ultimately, the website relies on us.

### **6. Point of Contact**

Remember that you can always get through to a member of ECSC by using the website's Helpdesk:

[aa-gb.org/Members/Service/Helpdesk](http://aa-gb.org/Members/Service/Helpdesk)

In Service  
James K  
Trustee ECSC