To: All Intergroup & Regional ECLOs
Copy: All Intergroup & Regional Secretaries
From: Trustee, Electronic Communications Sub Committee

Date: April, 2017

This is a newsletter to inform you of progress in several areas since the last newsletter in September 2016.

ECLO seminar

As announced in the last letter, there will be a seminar in York on Saturday 5 August 2017. All ECLOs will be invited to attend - GSO will send the invitations early in June. Please respond quickly.

It is expected that the meeting will be in the Park Inn, York from 9am to 3pm. There will be a number of talks/demonstrations, each followed by a Q/A session. If time permits, the last hour will be an 'open workshop' session where groups of attendees will be able to get together to discuss in more detail some of the points arising during the day.

RECLO meeting

Again, as announced in the last letter, this year's RECLO meeting will be a curtailed one, on the evening before the seminar i.e. Friday 4 August. It will take place in GSO from 5.00pm - 7.45pm. Invitations to go out in early June.

Because of the shortness of time, please consider sending a written Regional report (to the ECSC Helpline at: aa-gb.org/Members/Service/Helpdesk.) This is particularly requested if your Region wishes to have a matter raised during the Saturday seminar.

Email update

All existing old-style addresses xxx@aa-email.org.uk have been migrated to the new system position.servicebody@aamail.org. All officers have been invited to apply for new addresses, and to date about 500 are active.

It was intended to switch off the old system around the end of May 2017, but it has been drawn to our attention that some officers still list old-style addresses in the 2017/18 Confidential Directory which is about to be published. At the moment, this does not matter, because there is a forwarder from the old address to the new. But it may create difficulties if the old system is simply switched off. So it is likely that there will be one final mass email asking for a response **only if** the old address appears in a current publication. These addresses will be left in place for a time; but all others will be closed.

Please look at your Region/Intergroup page in the Confidential Directory and ask your Secretary to inform GSO if any old-style addresses should be updated, or if they should be discarded.

Routine administration of the new email system was passed over to GSO in February and everything appears to be going smoothly. Technical problems will still be addressed by ECSC.

Online Response Service

A report was presented to ECSC in March. It may be read at:

aa-gb.org/Members/Service/Disciplines/Electronic-Communications/Online-Responder-Service

The most recent collation of statistics may be found in the same place.

Training of new Responders has been placed on hold for the moment, as there are enough to cover all shifts. New applicants will be told that their names will be held in reserve, and that they will be informed when training will resume.

Chat Now

Since our last letter, Chat Now has 'gone live'. It is accessed through a button on the Home page of the website. It says:

Newcomers click here

and takes you to this page: aa-gb.org/About-AA/Newcomers/Get-help-now

There you will find a yellow pop-up button through which all Chat Now communications are conducted. Please **do not** use it experimentally - it is designed for newcomers - but please do make sure that your Groups, Intergroups and Regions know about this page.

A report was presented to ECSC in March. It may be read at:

aa-gb.org/Members/Service/Disciplines/Electronic-Communications/Chat-Now-Service

Some statistics may also be found in the same place.

New applications from members interested in becoming Chat Now responders are welcome.

Website

For some time, there has been an intermittent problem with the Meeting Finder. Every so often, it would stop calculating distances. This led to problems in listing nearby meetings. For example, it could find meetings in Richmond only if the group used 'Richmond' as a word in their entry; and it could not find meetings close to Richmond's postal centre. It took our software suppliers a long time to trace the source of this problem, but we think it is now solved. There have been no complaints since January - please tell us if you know differently!

As ECLOs, you will probably be familiar with the login procedures for three very different areas of electronic communication: Email, File Storage and Microsite Editing. Until recently, only File Storage had a website page from which you could be directed to the correct login address: aa-gb.org/Members/Filestore. We then added a login redirection to the page about the new email system: aa-gb.org/Members/Email-System. Finally, we have come to realize that there is no reason to have these three procedures each on a separate page (and at the moment, the Microsite Editor is not given a page on our website anyway!). We are still rewriting the common page, but eventually all three areas will have a single launching point. Watch out for it.

Microsites

We previously appealed to you to check the website, and your microsites in particular, for entries mentioning the old telephone number. Please still be vigilant and inform us if changes must be made. But in addition, please be on the lookout for any mentions of

old-style email addresses.

And finally, the technical bit. Some of you, in editing microsites, have been annoyed that "£" signs do not display correctly. We enquired about updating the editing tools, but the complications and costs seemed prohibitive. So one of our colleagues wrote a 'fix' for the £-sign. Here it is:

To get a pound sign you need to go to edit the page on microsite.

Select the "Source" Tab at the bottom of the page

For the text needed use the pound sign code ￡ instead of the pound sign.

For example:

<p>The Price of entry is ￡ 10</p>

Displays as:

The Price of entry is £ 10

Hope this helps.

Service with Electronic Communications

All vacancies with the ECSC are described on this Service page:

aa-gb.org/Members/Service/Vacancies/Electronic-Communications-Sub~committee

Summary:

Webmaster

The current holder of this post rotates out in November, and we are looking for a replacement.

Members of the Sub Committee

We are still short of the number of members we can have in the Committee.

Online Response Service

This is well-staffed at the moment, but anyone expressing an interest will be notified when training of new responders will resume.

Chat Now Responder

New recruits are needed to fill the hours to be covered.

Please read the Service page and bring it to the attention of any member of AA who, in your opinion, might be able to fill one of these roles.

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

In Service
James K
Trustee ECSC