

To: All Intergroup & Regional ECLOs

Copy: All Intergroup & Regional Secretaries

From: Trustee, Electronic Communications Sub Committee

Date: September, 2017

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

RECLO annual meeting

This took place on Friday 4 August, with about 12 Regions represented. The minutes are available in the Document Library:

aa-gb.org/download/1/Library/Documents/ECSC/RECLO%20minutes%20August%202017.pdf

Brief summary

- Conference 2017 updated Chapter 3 of the Service Handbook, and Conference 2018 will be asked to approve a section describing the Chat Now Service.
- Email, Microsite Editor and Filestore can all now be launched from within the website.
- Website is 'responsive' (no need for separate mobile website).
- Notes have been added to the online 'Pink Form' page.
- A 'FAQ' section has been added to the Members' pages.
- Shortened URLs for microsites are available.
- Filestore access levels are explained on the login page.
- Email administration has been handed over to GSO. Technical queries will still be handled by ECSC.
- ORS report and stats are on the website: members/service/disciplines ...
- Chat Now – same as above. We need more responders.
- RECLOs – most of those present gave a report of matters arising in their Regions.

ECLO seminar

This was held in the Park Inn on 5 August from 10am to 4pm. As well as the RECLOs from the previous night, there were approximately 30 ECLOs who attended. The format was of a series of presentations, each followed by a Q & A session.

- Website. An extensive review of some well-known and some less well-known features.
- Email. A description of the processes involved in setting up new addresses, and a discussion of the advantages.
- ORS. An inside look at what this service looks like from the point of view of the responder.
- Chat Now. A demonstration, including a training video, of what this service looks like from the point of view of the responder.
- ECLO job description. Some tasks undertaken by some ECLOs were outlined and questions discussed as to how far they defined the role of the ECLO. ECSC undertook to produce a paper* describing these tasks, but without suggesting that each ECLO should undertake them all.
- Live Demos. The final session was of self-selecting groupings, each requesting details and demonstrations of some specific items which arose during the day.

* This paper will be placed on the ECLO page of the Members/Service/Disciplines ... section.

Website

Since the seminar, our software suppliers have carried out the following work which was requested:

- **Group Reference Numbers** are now available from intergroup microsities. This number (also known as UID) is printed on the envelopes addressed to groups when GSO sends out a general mailshot e.g. AASN. They are not, however, well known but they can be useful to office staff when calling up group records. On any intergroup microsite there is an option to "Download Meetings List in PDF Format". On this list, each group's UID is shown.
- **In the Document Library**, **SOME** folders are now shown with the most recent item first. Previously, **ALL** folders had items listed alphanumerically. E.g. in the AA Service News folder, the issue for Autumn 2017 is now top of the list, when it had been bottom.
- **The responsive website** has been tweaked. At some resolutions, the home page was not displaying the Helpline telephone number and the ORS email address. This has now been fixed. Also, some members reported a 'ghost image' on mobile phones which obscured parts of the home page. It is hoped that this tweak has eliminated the ghost – but if you still see it, please let us know.

In addition, our suppliers are still working on the following item:

- When you are filling out a Pink Form, you will be asked if your meeting has:
 - Full Wheelchair Access
 - Facilities for Deaf/Hard of Hearing
 - Sign language interpreter
 - Loop for hearing aid users

At present, any ticks in these boxes are **NOT** reported in the website's Meeting Finder, although a text report is given in the "View Details" option following each group's entry. We are looking at ways to incorporate symbols in the Meeting Finder itself to represent these items.

To begin with, we may start with symbols for Wheelchair Access and work towards displaying all options. We also hope to make it possible to search for meetings which have a particular aid available.

Online Response Service, Chat Now Service

These services have their own entries within the Members/Service/Disciplines/Electronic Communications ... folder. The most recent reports and statistics can be read here.

Vacancies

From time to time, opportunities arise for service with the ECSC, ORS or Chat Now. Please read the Members/Service/Vacancies/Electronic Communications ... folder and ask yourself if you - or anyone in your Group, Intergroup or Region - can offer to help.

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