

Area 47 Webmanual

******DRAFT******

Table of Contents

GUIDELINES.....	3
TWELVE TRADITIONS AND CONCEPTS	3
GSO INTERNET GUIDELINES.....	3
AREA 47 GUIDELINES	3
TERMS AND ABBREVIATIONS	3
POLICIES.....	3
ACCESS	3
TRAINING	3
ROTATION	4
ANONYMITY.....	4
LINKS.....	4
REDUNDANCY.....	4
INFORMATIONAL ONLY.....	4
DUTIES.....	4
WEB CHAIR.....	5
WEBSITE ADMINISTRATOR.....	5
WEBSITE DESIGNER.....	5
WEBSITE EMAIL.....	5
WEBSITE TEAM.....	6
AT ROTATION	6
ADMINISTRATIVE SETUP.....	6
DOMAIN.....	7
HOST.....	7
OWNERS.....	7
BILLING.....	7
EMAIL.....	7
ADDRESSES.....	8
ACCESS TO EMAIL.....	8
EMAIL SERVICE TYPE.....	8
PASSWORDS.....	8
DISTRIBUTION LISTS.....	9
EVENTS POSTING.....	9
FILE NAMES.....	9
HOW TO UPLOAD THE FILE.....	10
HOW TO UPDATE THE EVENT.....	10
MINUTES POSTING.....	10
FILE NAMES.....	10
HOW TO UPLOAD THE FILE.....	10
How to link the file.....	10
EDITING WEBSITE	11
Adding password protection	11
UPDATING MANUAL	12

Guidelines

Twelve Traditions and Concepts

The 12 traditions and 12 concepts are our first and foremost guideline. Anonymity at the public level probably being the one principle the webteam needs to keep most in mind.

GSO Internet Guidelines

Area 47 webteam also follows the suggestions found in GSO's internet guidelines. (http://www.aa.org/lang/en/en_pdfs/mg-18_internet.pdf) The most important of these probably being not to perpetuate redundancy on the internet and that we be informational only.

Area 47 Guidelines

The conscience of Area 47 is for the website to follow AA principles and GSO guidelines. Additionally, web policies and implementation should facilitate rotation, focus on Area 47 information, and display good internet manners.

Terms and Abbreviations

- Webchair – Area 47 website committee chairperson, appointed by Area 47 chairperson, 2 year term rotating with other area chairs & officers, full access rights
- Webteam – Area 47 website committee, volunteer, current no access rights
- Webadmin – website administrator, appointed by webchair, serves as alternate for webchair, 2 year term, rotation the same as other area chairs & officers, full access rights
- Webdesign – website designer, appointed by webchair, flexible term from 1 to 4 years, full access rights
- Webmail – website email and distribution list administrator, appointed by webchair, one year term, partial access rights
- Webmanual – the manual or handbook, as maintained by the Area 47 website committee

Policies

Access

Full access to the website will be given to 4 people; webchair, webadmin, webdesign, and an area officer selected by the Area Chairperson. (presently it is the Treasurer). Full access means a username and password with the highest level of security. At this time with iPower there is only one username and password, so this is currently being shared by all 4 people.

Currently partial access can be given to a member of the webteam willing to be in charge of email addresses and distribution lists. (With a different host provider more responsibilities can be shared once multiple user ID's and security levels are available.)

Training

The webchair and the webadmin shall be fully trained on all tasks for the website so if the webchair were to be unavailable, the webadmin could fulfill the webchair's duties. The webadmin can serve as an alternate to the area committee meeting and/or the assembly if the webchair is unavailable.

Rotation

To facilitate rotation we currently use the design software offered by our website host provider. In this way we do not need to purchase licensed software nor keep track of who has the installation. Additionally, we can more easily find a new webchair, webadmin, and webdesign to rotate into the positions since we will not need to find experts in certain designer software.

Anonymity

The website is at the public level and therefore we do not post last names nor pictures of AA members on our website. Careful thought is put into all postings, even those which are password protected.

From the G.S.O. Guidelines: **Anonymity**—As anonymity is the “spiritual foundation of all our Traditions,” we practice anonymity on public A.A. Web sites at all times. Unless password-protected, an A.A. Web site is a public medium, and, therefore, requires the same safeguards that we use at the level of press, radio and film. In simplest form, this means that A.A.s do not identify themselves as A.A. members using their full names and/or fullface photos.

Links

We do not knowingly link to any websites which are not following AA traditions and concepts or GSO internet guidelines. We hope to use a disclosure window when the user is leaving the website using a link to another site for which the Area 47 webteam is not responsible. Currently the area conscience is to link only to sites which are about Area 47 or frequently used by Area 47.

Redundancy

Whenever possible, rather than post a document, we link to the source document. We try not to duplicate work.

Informational only

Area 47 website is informational only. We facilitate the distribution of information. Care is taken not to provide forums for building a group conscience. We believe a group conscience should be formed in the presence of all members, not just those with internet and email access. Therefore we have currently chosen not to provide a bulletin board or other discussion type forum.

Duties

Website chair – appointed by the area chair and approved by Area 47

The webchair:

- serves the same 2 year term as other committee and officers of Area 47
- attend the area committee meeting and area assembly regularly
- pass information back and forth between the webteam and the area committee
- give a report during area assembly and submit it in writing to the area secretary for area assembly minutes
- keep minutes of webteam meetings
- review website content for anonymity, concepts or tradition breaks
- build and revise the webmanual
- be able to assign email addresses, manage distribution lists, post events and minutes, and update web pages
- attend the area convention and display the website
- attend the NYSIW (and NERAASA if possible) to communicate with and learn from other area website chairmen
- be the primary person responsible for distributing and uploading area assembly minutes
- be the primary person responsible for maintaining the content of the area assembly and area committee pages
- chair the webteam committee meeting during area assembly

Website administrator – appointed by the website chair and approved by the webteam

The webadmin servant:

- serves a 2 year term which coincides with the rotation of the webchair
- cover for the webchair when needed
- be able to assign email addresses, manage distribution lists, post events and minutes, and update web pages
- be the primary person responsible for event posting
- attend area assembly regularly
- be the primary person responsible for maintaining the content of the DCM pages
- with their training, hopefully be in a position to make themselves available as a candidate for Website Chairperson on the next rotation

Website designer – appointed by the webchair and approved by the webteam

The webdesign servant:

- serve a 1 year term renewable up to 4 years by the webchair and webteam
- learn the ins and outs of the host provider's design software
- be able to assign email addresses, manage distribution lists, post events and minutes, and update web pages
- be the primary person responsible for designing the website
- be the primary person responsible for maintaining the content of the remaining pages such as home, resources, contacts, links, webmail, etc.
- attend area assembly regularly

Website email – appointed by the webchair and approved by the webteam

The webmail servant:

- serve a 1 year renewable term
- keep Area 47 email addresses and distribution lists current
- keep track of email address start dates in database
- create new addresses as requested including those obtain and passed along by the Area 47 registrar
- once a year send out a "form email" requesting confirmation of recipient's desire to be on Servants distribution list.

Website team

The members of the webteam:

- become a voting member of the webteam after attending 3 committee meetings as per AA committee conventions with approval by the webchair and webteam
- can take on research tasks, page designing,
- can help AA members use webmail
- can help at conventions with displays
- can help make policy decisions

At Rotation

On the first day of the month of area rotation, all officer and committee email addresses will be changed over to the new servant name. A new address will be created for the immediate past delegate. Distribution lists will be updated. Whoever is Webchair prior to rotation is responsible for making sure this update is completed.

DCMs and GSRs will be contacted and asked to tell us if they are still serving in the position or to give us the email address of their replacement. Email address for DCMs or GSRs which are vacant will be deleted at the end of March after rotation.

Empty positions for officers or committee chairs will drop the forward and include an auto response which tells the sender no one is serving in the position and if he needs help the sender can contact the area chairperson.

Things to change after rotation

- change forward for webadmin@aacny.org and webmail@aacny.org and website@aacny.org
- change information in "Change Account Info"
- change information in "Manage Subscriptions"
- change billing information in "Update Credit Card" - card number, name, mailing address so that the annual fees as described above can be charged on 1/26 and have area treasurer send check to credit card holder for reimbursement
- change forwards in "Change Email Addresses"

Administrative Setup

Domain

Our domain name is www.aacny.org and was originally purchased through xxx. That company was purchased by iPower and we are now connected through their registration department. The domain name is renewed in January and supposed to happen automatically although for the last 2 years that has not happened. If you go to Domain Central you can verify to see if it is set up to renew automatically. This is a separate setup from the hosting renewal. On Jan 26, make sure there is a specific fee for domain name renewal around \$12 or \$14. If it is not there, call iPower immediately and make sure it is renewed. It will expire on Feb 9 if the payment is not received. Domain privacy was and can be purchased with the renewal for approximately \$10.00. [Domain Privacy](#) service allows you to hide your personal domain information in order to protect you from receiving unwanted communications from spammers, solicitors and the general public.

Host

Our host provider is iPower at www.ipower.com . We are currently on an annual plan renewable on Jan 22th at a rate of about \$120 a year. Check before the 22nd of Jan to see if the renewal is going to go through. It is charged to a credit card and then the bill can be reimbursed by Area 47. There is also a site backup and restore fee of about \$17 charged in Jan. If you go to Account Information/Account renewal, you can verify to see if it is set up to renew automatically. This is a separate setup from the domain name renewal. Go to Billing Central to see if payments have been processed correctly.

Owners

The Website is owned by Alcoholics Anonymous of Central New York Area 47.

Billing

As referred to under Domain and Host sections, there are 4 separate items billed each year on Jan 22nd. The hosting plan fee of about \$120, the site backup and restore fee of about \$13, the domain name fee of about \$10 or \$12 and the Domain privacy fee of \$10.00. These all need to be set to auto renewal and a valid credit card needs to be registered with iPower as per instructions in the Rotation section. You must review the settings and make sure all three charges occur. If you don't see them validated within a few days of Jan 22, call iPower and resolve the issue. (Note: even though they are on auto renewal you can go in ahead of time and renew these services.) If it isn't resolved by Feb 9 the domain goes into a redemption period, the website will go down, and it will cost \$160 to get it back. You can leave it down until March 22nd and re-purchase the domain name for \$12 if no one else has taken the name in the meantime, if you don't mind not having email for 2 months.

Email

Addresses

Every member of AA who attends Area 47 assembly can have an email address. The address will be formatted to reflect the service position. Addresses will not include names of persons or other entities in the same way a group is named as per our traditions. For example, dcm0680@aacny.org is fine but Zeb@aacny.org is not fine.

Access to email

Users can have their email forwarded to their personal email address, access email via webmail at www.aacny.org , or download into their personal email software such as Outlook. The webteam will set up the email address however the users request – the default setup will be to forward to a personal email. The Webteam will support email forward changes, etc. but cannot support technical issues in regard to downloading into a personal email software. There are too many different types of email software.

Email Service Type

Currently Webmail keeps a database listing all area email addresses with the service position, personal email address if any, first and last name of servant, start date of email box, and type of email service chosen (forward, webmail, download). Email and distributions lists on iPower are manipulated in Mail Central.

- The default mail setup is forwarding which does not need a password. Simply click on “Create Forward” in Mail Central and enter the personal email address for forwarding.
- Webmail is easy to setup too. Simply click “Create Mailbox” in Mail Central. Usually webmail is not forwarded since the user will be checking the mailbox regularly. Let the user know it is their responsibility to keep the mailbox from getting too full (25MB). (Note: In order to reduce storage space, one must purge the “trash folder” after one deletes emails.)
- Webmail can be setup as a mailbox with a forward to the mailbox holder. This setup allows the user to receive their mail and send replies from their personal email accounts. If they want to send emails with their service position heading, the emails need to be composed in their mailbox. This options does not relieve the box holder of the responsibility of managing their mailbox. If the mailbox becomes “over capacity” it will stop receiving emails.
- If a user wants to download email to Outlook or some other email software, simply set the box up as Webmail. Do not forward these setups otherwise the user gets 2 of everything. The user does not need to monitor this box through webmail and so it won't fill up either. Unfortunately because there are so many different email software programs available, we cannot provide technical support for this option.

Passwords

Passwords are not needed for email forwarding.

If a servant wishes to use the area webmail or download email, the default password will be the first 4 letters of the user's first name plus Area47. For example, Zebulon's password would

be ZebuArea47. Standard practice is to capitalize the first letter of the name and the first letter of "area". (A three letter first name will add the initial of the last name as the fourth letter, i.e. Don Handsome will be DonhArea47.) Webmail is accessed through the area website at www.aacny.org , then Member Resources or the user can click on the link of the homepage.

Distribution lists

The webmail will manage several distribution lists including the following:

- Officers (all current officers)
- Committees (includes standing committees and adhoc committees)
- Dcms
- Gsrs
- Pastdelegates
- Servants (past trusted servants and anyone else who wants area email and isn't already on a distribution list)

Currently iPower does not support nested distribution lists for forwarded email addresses. What this means is if an email address is a forward, then the distribution list needs to include the servants personal email address. If the area email is set up as a web mailbox, then the distribution list can forward to the web mailbox address only.

Example: Jezebel has Area 47 webmail and Lucretia has Area 47 forwarding. They are both DCMs. Edit dcms@aacny.org , and include Jezebel's Area 47 webmail address in the Mailbox Delivery section and Lucretia's personal email address in the Forwards section.

NOTE: If an email is sent to a distribution list it will be forwarded only once. Therefore if it is forwarded to a mailbox that has a forwarding personal email address, it will sit in the mailbox only, it will not be forwarded to the personal address.

Events Posting

It is the current conscience of Area 47 to only post events held in Area 47 or directly adjacent to Area 47 or directly pertaining to Area 47 like the NYS Informational Workshop. Service events hosted by an AA entity such as a group, district, area, or inter-group will be posted with a link to flyer, if available.

AA members can click on the Workshops & Events page which brings up a page option allowing a link to a form for posting events. (Maybe Webdesign can combine these into one page somehow? That would free up another page that area could use for something else. Maybe a delegates page?)

File Names

The file must be named with letters and numbers without any spaces or any special characters. So we have used a name such as NYSIW09.pdf for the NYS Information Workshop registration form 2009. Save a copy on your hard drive for backup purposes.

How to upload an event file

1. From the control panel, enter the file manager.

2. Choose the folder in which you wish to store the document by checking the box to the right of it. Open the public_html folder and then the flyers folder.
3. Scroll down to the file manager tool box.
4. Type the name in the box next to upload or browse to find the file.
5. Click upload and upload the file. Scroll up to the folder to make sure it actually happened.

How to update the event

1. From the control panel, use IPower's Web Creator CM4all to edit the events page.
2. Choose the edit aacny.org and click on edit content.
3. Go to the events page.
4. If you use the add new paragraph tool you can get the gold or white font.
5. You can just hit return to add new lines.
6. Keep consistent with the Posting format and colors used to submit events.
7. To add a link, high light the letters or word then click on the link tool. Type in the link address such as <http://www.aacny.org/flyers/NYSIW09.pdf>
8. An email address can simply be typed in.
9. Save the page
10. Go to the publish tab and publish the updates.

Minutes Posting

File Names

We are using the naming convention of month, day, and year of area meeting. For example, if area met on February 8, 2008, we would name the file 020809.pdf. The file must be named with letters and numbers without any spaces or any special characters. Save a copy on your hard drive for backup purposes.

How to upload the file

1. From the control panel, enter the file manager.
2. Choose the folder in which you wish to store the document by checking the box to the right of it. Open the public_html folder and then the minutes folder.
3. Scroll down to the file manager tool box.
4. Type the name in the box next to upload or browse to find the file.
5. Click upload and upload the file. Scroll up to the folder to make sure it actually happened.

How to link the file to the minutes web page

1. Download and save public_html\minutes\minutes.htl file to your harddrive in case something goes wrong in the next few steps. Do this by clicking on the icon to the left of the file name which looks like a hard drive and has a down arrow on it.
2. Next, open the minutes file for editing. Do this by clicking on the icon to the left of the file name which looks like a document.
3. Add the new month's name and attach the link for the file. The easiest way to do this is to copy one of the previous months and then edit the file name in the link screen.
4. Save it and then re-publish the website.

Editing Website www.aacny.org

General Practice

Area 47 asked the webteam to keep the website non-graphic intensive so that it can be read from iPhones, Blackberries, and the like. With this in mind, we obtained permission to use the CNY Area 47 logo created for Liz Olmstead when she was delegate and we removed all graphic intensive items. Each page now has a simple white background and three types of fonts which are not color dependent (this is to accommodate color blind members).

Changing page content

1. From the control panel, enter Web Creator CM4all and click on the pencil for edit. Be careful NOT to click delete!
2. Each step of the web creator is really self explanatory but if you want to edit the content of a page, you click on the editing step which is currently #5.
3. Navigate your way to the page you want to update.
4. Click in the boxes and change or update the information, then save the page.
5. To update a link, highlight the word, click on the link icon which looks like a chain link, (depending on your browser and/or operating system you may need to click on the edit drop-down menu, than click on edit text.) enter the link address and choose open in a new page. This is a decision the webteam made so that the user would always have our window open no matter where they went afterward. (We need to figure out how to add a disclosure saying the user is leaving the AA CNY website.)
6. When everything is updated, go to and click on publish, which is currently step #7, click on publish again and the website will be updated.

Adding Password Protect to a section

Password Protection, please follow the steps given below:

1. Log into the control panel with your account username and password.
2. Click on '.htaccess Editor' under 'Website'.
3. Click on 'Password Protection'.
4. By default root directory will be selected. If you wish to change the folder for which you want to enable the Password Protection, click on the 'Change' button and select appropriate folder and click on 'Select'.
5. Under 'Password Protection Status', enter the 'Authorization Realm Name'.
6. Click on the 'Enable' button.
7. In the 'Manage Users' section, enter the username and password for your password protected area.
8. Click on the 'Add User' button.

9. Note: You can not review existing passwords (username yes), you must reset the same password if you do not want to change it.

Webmanual Updating

This manual contains information to allow for ease of rotation. A new Chairperson can reference the procedures here and be able to maintain the Website with a minimal amount of training. By necessity of changes in hosting platforms, operating systems and browsers, this manual will be update accordingly. Changes involving offerings on the website or new offerings will be presented to the Assembly for it's guidance and approval.