

Orange County Area Internet Use Policy and Guidelines

Notes: This Policy and Guidelines Document replaces the existing Orange County Area Web Site Policy and Guidelines, which were the basis of Sections 1 – 6 of these guidelines. It reflects changes in practice that have occurred since the Web Site Policy was last reviewed and changes deemed necessary as a result of moving the Site onto the Southern California Regional Server on April 28, 2008.

The policy recognizes that the orangecountyna.org website is only one application of the Internet as a tool of the Orange County Area Service Structure and is consistent with the guidance provided by the Public Relations Service Handbook – Chapter 10 – Internet. Text in blue is explanatory and will not appear in the guidelines when approved.

Introduction

The following outlines policy and guidelines for the use of the Internet as a tool that allows the Orange County Area service structure to more effectively carry the NA Message of recovery outside of the NA Group environment. The Orange County Area Public Information Subcommittee is delegated the responsibility for maintenance of these guidelines on behalf of the general ASC.

In addition to defining policy and guidelines for use of the Internet by the Orange County Area the following also outlines policy and guidelines for the web site www.orangecountyna.org, a service provided by the Public Information Subcommittee of the Orange County Area. The existing “Web Site Guidelines” – Last Updated 2005 are superseded by these guidelines.

These guidelines are derived from the decisions and policies created by Orange County Public Information and by the Southern California Web Site Committee. In addition, they reflect policies and guidelines that are pertinent to the Orange County Area Service Committee and Narcotics Anonymous as a whole

The guidelines for the use of the Internet and the Orange County Area Web Site will evolve as needed, and Orange County Public Information is tasked with generation of all major changes, but as stated in the 2nd Concept, final responsibility and authority for NA Services rests with the NA groups. The guidelines represent both procedure and policy. They will not be reviewed annually as are most other guidelines, but will be submitted to the general membership of the Public Information Subcommittee when the Functional Coordinator (Internet), another Statutory Voting Member (Chair, Vice Chair, Secretary or another Functional Coordinator), a majority of the eligible voting members of the Public Information Subcommittee, or another subcommittee within the Orange County Area determines a periodic review is necessary. At the completion of a periodic review, they will be submitted to the Orange County ASC for general review and approval by the ASC. Further, when the Internet Guidelines come under review by the Public Information Subcommittee, advanced draft copies will be sent to the Orange County ASC Vice Chair, and made available on the Web Site; so that any concerns that the Executive Body of the ASC and other subcommittees feel should be addressed, can be handled while the guidelines are still under review in the Public Information Subcommittee.

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Section 1: Web Site - Purpose, Name and Accountability

- 1) The purpose of the Orange County Area Web Site is to further the NA groups' primary purpose of carrying the message to the addict who still suffers by providing easily, accessible information about Narcotics Anonymous and The Narcotics Anonymous Orange County Area.
- 2) The Orange County Public Information Subcommittee is responsible for publishing (maintaining) the Orange County Area Web Site.
- 3) The Uniform Resource Locator (URL) for this site is <http://www.orangecountyna.org>.
- 4) The Public Information Subcommittee Functional Coordinator (Internet)/Web Coordinator aka Web Servant is accountable to Orange County Public Information, and the Orange County Public Information Chair is responsible as the single point of accountability to the Orange County Area Service Committee for matters involving the web site. To prevent constant repetition of Functional Coordinator (Internet)/Web Site Coordinator all references from here on will simply be to Web Servant or Functional Coordinator (Internet).

Normally the Functional Coordinator (Internet) will also have the Computer Technical background necessary to maintain the Web Site, and an individual who maintains a Web Site is called the Webmaster; however in recognition of the way NA Manages day-to-day Service functions, the title Web Servant seems more appropriate. In addition it is possible that an NA member with both the technical expertise to act as a Web Servant, and the NA experience and clean time necessary to serve as the trusted servant responsible for managing this media resource is not available. In such a case the Public Information Subcommittee would resolve the problem by splitting the commitment into a Functional Coordinator (Internet) AND a Web Servant position. The Functional Coordinator (Internet) would be responsible for the "Content" of the media published on the Web Site, and the effective use of the Internet as a Media Resource; and the Web servant would actually publish it under direct supervision of the Functional Coordinator (Internet). During the Next Public Information Subcommittee Guidelines review, it is likely that the function will be defined as two separate positions, with a provision under each description that encourages election of one individual to fill both positions. This is essentially the way the Regional Website Committee resolved the problem, except in their case (since they are a committee) they have a Chair, who does not need to have a heavy technical background, and two Technical Coordinators who do need it. One of The Technical Coordinators also acts as the committee vice chair.

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Section 2: Finances and Ownership

- 1) Costs for the web hosting, domain registration and associated publishing software (web site maintenance software) are the responsibility of the Orange County Area Service Committee. Costs for Computer Equipment and Internet access by the Web Servant are not included as a budgeted item. Because of the general utility nature of a Computer and Internet Access to the Web Servant it is expected that an individual taking this service commitment will provide them at their own expense. Exceptions may be requested for any computer equipment and/or software that is required for the sole purpose of maintaining the website. As of this date, the only item that has fit this exception rule is a Software Product known as Dream Weaver. At the end of the service commitment, the Web Servant is responsible for returning any hardware and/or the Original Manufactures Installation Disks for any such exception items purchased by the OC ASC, to the Public Information Subcommittee for use by the successor.
- 2) Some expenses such as Web Site Hosting, are billed directly to the Orange County Area Service Committee and are paid from invoice upon receipt by the ASC Treasurer. The Public Information Chair will notify the Treasurer of any changes in direct billing or when the ASC should not pay such reoccurring invoices upon receipt, when a change of service has occurred or because we will be disputing an invoice. In these cases the Orange County ASC Treasurer should not pay them, but instead refer a copy of incoming invoices back to the Public Information Subcommittee Chair for disposition.

The Orange County Area Service Committee is the actual owner of the domain name www.orangecountyna.org; however the Orange County Area Service Office has been listed as the Legal Owner of the domain.

To ensure continuity of domain registrations, the email address orangecountyna@gmail.com will be used as the email contact address for all domain registrations. To ensure the password to orangecountyna@gmail.com can be easily recovered it will always be set to the same password as the one used for "Control Panel" level access to web site characteristics. The secondary email for the account will be set to the Webservant@OrangeCountyNA.org Email account. The Web Servant is responsible for logging into the orangecountyna@gmail.com account at least once every 90 days so that it remains active. [The 2005 Web Site Guidelines states that the Web Master (Web Servant) is responsible for maintaining the ownership of the domain name for the Orange County Area Service Committee, and must submit a written record of all key ownership registration information to the Public Information Subcommittee whenever anything is changed. Upon approval of these guidelines, the Ownership will be changed to the Orange County Area Service Office (a 501c3 Corporation). This is in response to technical/legal issues involved. The Internet domain registry requires that all domains be owned by a legal identity (e.g. an individual who has and provides a Social Security Number or an Organization or Corporation which has a Federal Tax Id Number). Once vested in an identity, they have the legal right to refuse to surrender the domain. The bottom line here is that this should probably never be an individual.]

- 3) Orange County Public Information is responsible for investigating and choosing a vendor for hosting www.orangecountyna.org. Final responsibility rests with the Orange County Area Service Committee for distribution of funds. Orange County Public Information, with the concurrence of the Orange County Area Service Committee decided to move the Orange County Web Site to the dedicated server provided by the Southern California Region (for hosting at no charge to the Orange County Area) in January 2008. However in the interest of maintaining our autonomy as an Area, we reserve the right to choose an

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alternative vendor at a future date should we determine it to be in the best interest of our area. This also the reason we want to retain control of the OrangeCountyNA.org within the area.

- 4) All budget considerations will be addressed as outlined in the Orange County Area Service Committee's own policy.

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Section 3: General Web Site Guidelines and Policies

www.orangecountyna.org must always follow the 12 Traditions and 12 Concepts

The Web site is comprised of two sections the Internet (Public Section) and the Intranet (NA Members Information Section):

- 1) External hyperlinks in the Internet Section will connect only to official Narcotics Anonymous web sites. Orange County Public Information will evaluate these web sites for upholding the 12 Traditions and 12 Concepts before making a hyperlink to that web site. In the Intranet Section external hyperlinks to all relevant web sites will be available (including any official Narcotics Anonymous web site without regard to what we think about how they uphold the 12 Traditions and 12 Concepts, or whether or not their meeting directory pages or downloadable directories conform to the OC ASC Guidelines on directories.)
- 2) Meeting directory pages should be updated concurrent with the issue of each new Orange County Area meeting directory and will conform to the Orange County ASC/ASO Guidelines on directories.
- 3) Each Orange County Area service committee may request the posting of information concerning local area activities, subcommittee meeting information, meeting times, and other Narcotics Anonymous related information in the public area of the web site or in the NA OC ASC Intranet areas; NA Members and/Secured Data Areas (NA Trusted Servants only area's) of the web site. If the Web Servant is given information by a subcommittee that appears to be inappropriate, and the matter cannot be resolved in discussion between the Web Servant and the subcommittee, it will be referred to the general membership of the Orange County Public Information Committee, and as required, to the Area Service Committee for a final decision.
- 4) Newsletters or other similar content concerning personal recovery will never be posted in the public area of www.orangecountyna.org. Because the web site is open to the public's scrutiny, opinions presented may confuse readers as being the opinion of Narcotics Anonymous as a whole; however the password protected NA Orange County Area Intranet CAN be used for this purpose.
- 5) Images of any identifiable person, whether a Narcotics Anonymous member or not, are never to be used, in either area of the web site.

Personal contact information consisting of First Name, Last Initial and personal phone number of NA Members may be included in material that will be posted on the web site with the NA Member's permission. Note: Publication of a printed flyer with this information constitutes granting permission to publish on the web site as well. *The rationale at work here is that flyers are distributed at open NA Meetings, and through this process have been made available to people who are NOT NA Members. The same rule applies to directories.*

- 6) Downloadable fellowship approved literature will only be made available for online viewing through direct links to the material on the Narcotics Anonymous World Services website www.na.org.
- 7) Copyrighted material other than NA Material will not be used in the Intranet Area of the web site without specific permission from the owner of the material. Material that is not authored by an NA Member or the Fellowship will not be used in the Public Version of the Web Site.

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- 8) Orange County Public Information or the Orange County Area Service Committee must approve all new types of information posted on the public area of the web site. [This approval function should be considerably easier with the Intranet area available. The approval process can now be accomplished by making changes that require approval to the NA Members Area first – naming them as new pages, and after review and approval moving them to the public area.](#)
- 9) Chapter 10 of the Public Relations Handbook and Chapter 10 Resource Material is incorporated into this guideline as additional governing guidelines. When a guideline line item specifically listed in the OC Area Internet Use Guidelines conflicts with a Chapter 10 guideline the OC Area Internet Use Guideline item will prevail.
- 10) The Southern California Regional Website Committee Guidelines (Current Approved Version and any interim changes that have been approved by the RSC) are incorporated into this guideline as additional governing guidelines. When a guideline line item specifically listed in The Southern California Regional Web Committee guidelines conflicts with a Chapter 10 guideline The Southern California Regional Web Committee Guidelines item will prevail. When a guideline line item specifically listed in the OC Area Internet Use Guidelines conflicts with a The Southern California Regional Web Committee Guidelines the OC Area Internet Use Guidelines item will prevail.

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Section 4: OrangeCountyNA.org domain Intranet Component

- A.** The Primary purpose of the Intranet Version of the Web Site is to facilitate the exchange of written communication within the Orange County Service structure at a reduced cost compared to distributing printed material. The Intranet component will include what is known as the “namembers” site and eventually a “BBS” (service-related Discussion Forum). Together they serve as an inward-facing website for addicts who are members of the NA fellowship, providing them with, but not limited to, the following:
1. Guidelines: Downloadable copies of the Orange County Area Service Committee Guidelines, as well as guidelines of all OCASC standing committees and subcommittees.
 2. OCASC: Monthly agendas, minutes, rosters, and documents related to regular and special meetings of the Orange County Area Service Committee. Current and Previous documents (Archive Documents) will be available for download and review.
 3. Documents: Maintain an archive of various service-related documents ready for on-line viewing or download in either MS Word or PDF format.
 4. Multimedia: NA Logo's, images, audio and video files for or from service-related committees, meetings, conventions, etc.
 5. A message board to communicate information regarding NA service-related issues and concepts.
- B.** Information that is considered internal to subcommittees (anything they do not routinely supply to the ASC for review) will be posted in the namembers section only at the request of the subcommittee. Further, individual subcommittees may request a further sectioning of the namembers area that restricts certain information to individual namembers they supply with a subcommittee user id and password. *The reason for this option is as follows. The user name and password for the namembers area is expected to have a wide distribution, particularly since the public area publishes a way that an individual who knows very little about NA (e.g. a newcomer) may deduce the id and password. Basically if we make the process simple enough for a newcomer, it is simple enough for anyone, NA member or not, to come up with. An example of a document that a subcommittee might want to restrict is H&I's Jail Clearance & Speaker list which contains personal phone numbers of NA Members who have expressed a desire to be contacted to speak on panels. These members have provided H&I with their phone numbers with the expectation that the ONLY reason they will be contacted by other NA members, is when they are being asked to speak on panels. They do not expect that the speaker list will be used as a Global Meeting Phone list. Members choose to be listed on meeting phone lists on a meeting-by-meeting basis.*
- C.** All Intranet sections shall include notice of privacy protection, stating that they are open to the NA fellowship only and should not be linked to by any open-facing public website.
- D.** The Intranet component shall deploy security features, as deemed necessary, to protect against access of its content by individuals or groups outside the NA fellowship. While reasonable efforts will be made to protect the information on this Intranet, be advised that it is possible that any information placed on this Intranet is subject viewing, interception or eavesdropping by unknown third parties. A disclaimer stating this caution will be placed on the Intranet site.

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Section 5: Web Site Contingency Plan

- 1) Both The Orange County Area Service Committee (ASC Vice Chair) and Orange County Public Information Chair must have a copy of the software, images, and files used to create the web site.
- 2) Both The Orange County Area Service Committee (ASC Vice Chair) and Orange County Public Information Chair must have a copy of all domain management and Web Site management access information including domain ownership records.
- 3) Both The Orange County Area Service Committee (ASC Vice Chair) and Orange County Public Information Chair must be able to fully operate the web site in case the Web Servant fails to do so.
- 4) If the Web Servant should relapse, they must immediately give notification to Orange County Public Information, and hand over any materials related to the maintenance of the Orange County Area Web Site and Orange County Public Information.
- 5) If the Web Servant resigns or is removed from their position then final responsibility is passed to the Orange County Public Information Chairperson. If the Orange County Public Information Chairperson is unable to fulfill the commitment then final responsibility rests within the Orange County Area Service Committee specifically with the Orange County Area Vice Chair in accordance with the Orange County Area Guidelines (***4. Duties of the Vice Chairperson – Item C - May fill any subcommittee chair position in the absence of the subcommittee Chair in the event that their position has been vacated before their term is complete or a new officer elected.***) It is for this reason that both are individuals designated to receive the contingency backups described in Item #6.
- 6) When Major web site changes are made, all data from the entire web site must be copied and given to both the Orange County Area Public Information Chair and the Orange County Area Service Committee Vice Chair. In addition when ever backups of this nature are done the backups will include an installable copy of Dream Weaver itself AND all Web Site Administrative material. The key set of passwords that allows the material to be used will be transmitted to these two trusted servants as a separate file at the beginning of the backup CD whenever any change occurs. The two identified trusted servants are encouraged to periodically install these backups and bring up Dream Weaver to look at what is there. Doing so will independently validate that the contingency plan is workable. However; they should not actually upload anything to the Web Site, unless they are doing so, because the Web Servant has been removed or is incapacitated. All of the documentation presumes single user write access. Multi-user access for update requires check-in/check-out for update protocol. Something checked out and not checked back in freezes all affected pages of the web site, and even though the freeze can be bypassed, bypassing frozen pages totally defeats the reason for check-in check-out; that is, so that changes by one person do not step on changes in process by someone else.

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Section 6: Qualifications and Responsibilities for the Web Servant (Functional Coordinator (Internet))

- 1) Two years of continuous clean time and six months of Public Information experience.
- 2) Access to a computer capable of holding the necessary material for maintenance of the Orange County Area Web Site.
- 3) Detailed working knowledge of the 12 Steps, Traditions, and Concepts.
- 4) Updates the Orange County Area, Southern California Regional, and NA World Web Site Meetings databases on a timely (at least monthly) basis.
- 5) By approving these guidelines the Orange County Area Service Committee requests that both the Southern California Regional Website Administrator and the Narcotics Anonymous World Website Administrator honor requests that originate by e-mail from user id WebServant@OrangeCountyNA.org , for trusted servant access to their website meeting data bases that will allow add/change/delete of all Orange County Area Meeting information.
- 6) Maintains detail procedures for setting up the various options that pertain to E-mail access.
- 7) Maintains sufficient documentation to allow a successor, the Public Information Chair, or the ASC Vice Chair to recover the Web Site in accordance with the Web Site Contingency Plan defined in Section 5. It is presumed that a successor would be able to do so based on their own technical expertise and the documentation; and that the PI Chair or ASC Chair would be able to do so with the documentation and limited assistance and technical support from the regional web site committee.
- 8) Reports all significant correspondence including E-mail at the monthly Orange County Public Information Subcommittee meeting. The Web Servant will submit an oral report to Orange County Public Information at each monthly meeting. This report communicates all financial, technical and correspondence related to the operation of the web site. The Public Information Chair will communicate this information to the ASC as a section in the Monthly Subcommittee report. The Web Servant is required to attend every Orange County Area Public Information Subcommittee meeting as well as every Regional Web Committee meeting (excluding Quarterlies not held at the Regional Headquarters).
- 9) Reviews and keeps record of any requested subcommittee meeting minutes posted on the web site. The Web Servant will also edit out any personal contact information that appears in subcommittee material before posting in the NA Members Intranet area and will post un-edited versions in the Subcommittee Secured Data Area's.
- 10) Produces and creates the necessary posters and flyers for Orange County Public Information.
- 11) The Web Servant position is presumed to be a 2-year commitment, and may have unlimited subsequent one year terms, unless another NA member wishes to fill the position. **However the Functional Coordinator (Internet)/Webmaster position within PI is defined as single year term. This guideline inconsistency was introduced when the Public Information Guidelines were reviewed and changed in 2007 – This discrepancy should be reviewed and carefully re-considered. The reason the Web Servant position was defined as a 2-year commitment with unlimited subsequent terms is that web site maintenance as required could have a significant learning curve for anyone who is not already familiar with the Dream Weaver product even if**

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they are familiar with other web site maintenance software (actually especially if they are) since the web site was completely implemented using ONLY client side support (this is NOT how websites have been built during the last 5 to 10 years – it is not only the hard way but precludes the use (among other things) of database technology, the advantage to using only Client Side Dream Weaver features is that we can live with the Obsolete version of Dream Weaver we have. But what this means to OC is that we will not ever be able to integrate with or utilize the new meeting data base the Region has under development, unless we update our website and begin using ‘server side’ technology. It also means that we would need to upgrade to a newer version of Dream Weaver or replace it entirely. Without belaboring the point much further, the difficulty in using server side technology for databases is not accessing data, but rather defining workable databases in the first place – once the data base structure is defined it can pretty much be left alone.

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Section 7: E-Mail

- 1) The Web Servant is responsible for downloading and distributing E-mail originated on the web site. E-mails will be distributed to the proper trusted servant or service committee. It is the responsibility of the trusted servant or service committee to designate their point(s) for distribution. It is also the responsibility of the trusted servant or service committee, to work out such details with the Web Servant.
- 2) As necessary the Web Servant will monitor all e-mail received addressed directly to any OrangeCountyNA.org E-mail Id by adding webservant@orangecountyna.org as an additional forwarding id to ensure that improperly addressed E-mail is routed to the correct trusted servant within the Orange County ASC. The monitoring function will be coordinated with the various subcommittee chairs, and periodically started and stopped for each E-mail address (when trusted servants change) additional details of how E-mail will be handled is the subject of Section 8 of this document.
- 3) Personal e-mail addresses are not to be used on www.orangecountyna.org so that official Narcotics Anonymous communications are processed properly and appropriately. It is up to the trusted servant or service committee to decide whether to use their own personal e-mail to reply to communications, use an @orangecountyna.org domain E-mail id, or have the Web Servant relay e-mails through the webservant@orangecountyna.org E-mail id; however all e-mail sent to anyone who is NOT a NA Member should originate from an @orangecounyna.org domain E-mail id.
- 4) E-mail communications should not break the anonymity of NA members. In order to facilitate this requirement and insure continuity of response E-mail user id's under the orangecountyna.org domain have been setup for key Trusted Servant Positions in the Orange County Area service structure. E-Mail user ids exist in 3 basic flavors:
 - a. They may simply re-direct (auto-forward) incoming E-mail on to the personal E-Mail id of one or more NA Members.
 - b. They may represent a "Real" mailbox that retains E-Mail on our server. Real mailboxes can be accessed with "Web Mail" (Web Mail is accessed through Internet Explorer like hotmail, yahoo, or gmail). It can also be accessed with an E-Mail Client like Ms Outlook, or Ms Outlook Express. A "Real" mailbox is required when a user needs to originate an E-mail or provide a reply to an E-mail that will come from an E-Mail id with a @orangecountyna.org domain.
 - c. They may BOTH re-direct (auto-forward) AND serve as a "Real" mailbox. The primary reason for setting up an E-mail id that does both is to accommodate users that DO Not use an E-mail client. E-mails would be forwarded to E-mail ids of the hotmail, yahoo, and gmail ilk) that users check routinely so they would not need to check the OrangeCountyNA.org web mail function frequently. Receiving a forwarded E-Mail would act as a trigger telling them they needed to access our web mail. For the un-initiated hotmail, yahoo, and gmail all allow incoming E-mail to be handled by an E-Mail client, and use of an E-Mail client that can process E-Mail for multiple domains is probably a much better solution than dealing with E-Mail using multiple Web Mail products.

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- 12) Additional E-mail user ids can be requested via E-mail to the webservant@orangecountyna.org by anyone who holds a Chair or Vice Chair Trusted Servant position in the Orange County Service Structure provided they do it from an existing @orangecountyna.org domain based e-mail address.
- 13) Trusted servants and/or service committees receiving communications relayed from the Web Servant are responsible for acknowledging the communication and informing the Web Servant of the disposition of the communication.
- 14) The Web Servant is expected to be an experienced member of Orange County Public Information and is therefore delegated to answer basic questions about Narcotics Anonymous, such as "What are the 12 Steps" or "How do you get a sponsor?"
- 15) All e-mail communications must follow the 12 Traditions and 12 Concepts of Narcotics Anonymous.

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Section 8: Internet Privacy Policy

- 1) Our privacy policy on communications with the Narcotics Anonymous service structure is an important aspect of our Twelfth Tradition of anonymity.
- 2) Orange County Public Information will apply all the 12 Steps, Traditions, and Concepts when practicing our privacy policy.
- 3) The following is the current privacy policy:
 - a) Our Twelfth Tradition states, "Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities."
 - b) We believe in supporting the spirit of our tradition of personal anonymity on the Internet. We will not employ any technical means to track or identify any visitor to our web site, except for hit-counters, which will be used solely to monitor the success of the Orange County Area Web Site.
 - c) The only exception to b) is in a case where an Internet user either inadvertently or intentionally "hacks" our web site. In these cases we will use Internet trace tools to appropriately deal with such users.
 - d) Any communication submitted to www.orangecountyna.org will be treated with confidentiality and anonymity in mind.
 - e) Only telephone numbers of Regional and Area Service offices, their Phonelines, or other Narcotics Anonymous service offices will be included on any part of the public Orange County Area website. There is an exception: Printed Flyers may contain the First Name, Last Initial and personal phone numbers of NA Members with the permission of the individual NA Members, and copies of any Flyers distributed at the ASC meeting may be published on the web site without change.
 - f) All Email addresses will be separately maintained in accounts for Narcotics Anonymous and individual names will not be used. Email addresses will be assigned to the ASC, ASO, each Orange County Area Subcommittee, and individual trusted servants who are expected to be able to communicate with individuals who are NOT NA Members by e-mail as part of their duties and responsibilities.
 - g) All email communication with individuals who are NOT NA Members, in the course of service work of the Orange County Area, will originate from the appropriate email address @OrangeCountyNA.org, and will not disclose any individual names or personal email addresses in the To: header or CC: header. Instead, the appropriate title of the trusted servant will appear as the "name" of the sender in the To: header. No personal contact information of any kind will be disclosed in any email. It is acceptable to state your first name and last initial in the body of an email message. Exception to the personal contact information restriction may be made for communication with Organizations that are regulated by Government, and are required to verify the identity of individuals communicating by email. Three specific examples are:

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1. Jails, Prisons and other institutions that require personal identification to issue access clearances to NA Members.
 2. Financial and other Institutions (like insurance companies) that provide services to NA that involve signatures on financial instruments and contracts.
 3. Organizations must provide consumer fraud protection (examples Post Office for PO Boxes, the Internet Domain Registration Services, etc.)
- h) Alternative access to ALL @OrangeCountyNA.org email accounts is provided by the WebServant's technical ability to reset passwords; however the WebServant is specifically prohibited from doing so, unless they have received specific instructions by the current designated owner of the email id (trusted servant to which the id is assigned).