


09-19-11: Updated version of this document

09-14-11:  Has been available since 04-19-2008. On that date we established e-mail id's under the orangecountyna.org domain for the following Orange County Area Trusted Servants:

ASC-Chair, ASC-vChair, ASC-Secretary, ASC-RCM (Regional Committee Member), ASC-RAR (Regional Activities Representative), ASC-Treasurer, ASC-vTreasurer, ASC-APP (Area Packet Person)

AND

...-Chair, ...-vChair, ...-Secretary, ...-Treasurer, and ...-vTreasurer where ... is a 2 or 3 character designation for each Area Sub-committee. The two or three character designations are: ACT (Activities), ASO (Area Service Office), D2C (Dare to Care), HI (Hospitals & Institutions), PL (Phone Lines), and PR (Public Relations).

Subcommittees can request e-mail ids (in addition to these pre-defined e-mail ids) for other trusted servant designations. This has been done for ASC-APP (The area packet person) and for ACT-Flyers (The Activities Subcommittee member responsible for production of activities flyers).

Some of these e-mail ids are no longer "Fully Active" because I have trouble keeping up – or catching up with all of the trusted servants within the area. I no longer have valid personal e-mail ids from some of our area trusted servants.

I am currently missing valid e-mail ids for all of the following (All missing ids route to Chair if I have one for the Chair or to the ASC-vChair if I don't):

ASC-Secretary

ACT-Chair ACT-vChair ACT-Secretary ACT-Treasurer ACT-vTreasurer ACT-Flyers

ASO-vChair ASO-Treasurer ASO-vTreasurer

D2C-Chair D2C-vChair

PL-Chair PL-vChair

PR-Secretary

**If you have valid email ids for any of these trusted servants please send them via email to your friendly [WebServant@OrangeCountyNA.org](mailto:WebServant@OrangeCountyNA.org).**

There are 3 reasons for using the orangecountyna.org e-mail ids instead of personal email ids for any NA related email correspondence.

1. Contacting any O.C. Area trusted servant by e-mail requires that you first have an in person or telephone contact with them to obtain their e-mail address (assuming they have one.) Setting up an OrangeCountyNA.org e-mail does require a contact between the WebServant and each O.C. Area trusted servant – but it only needs to happen one

time (when O.C. Area Trusted Servants change or when an incumbent O.C. Area trusted servant changes their personal e-mail id.)

2. The use of personal e-mail addresses is always a minor break in anonymity and for people who use e-mail ids that are based on their names and/or are under the domain of their employer it is a major anonymity break.
3. Some of the e-mail communications of NA Members is with individuals who are not NA members which becomes a minor or major traditions violation (again depending upon how much personal identification is supplied in the e-mail id itself.) Further, future e-mails from individuals that NA Members have corresponded with often come to them concerning the trusted servant position they held in the past but may no longer hold. While I'm sure that we would all like to believe that any NA Member who receives e-mail correspondence, that would be of interest or concern to the person in a trusted servant position they no longer hold, will dutifully forward the information (in a timely manner) to the person who DOES hold the position a "**reality check**" would reveal a flaw in this belief. For one thing, in order to do this, a person needs to have an e-mail id for everyone holding a position they have previously held.

If everyone who holds an area level (includes sub-committee members) trusted servant position were to embrace a strict personal discipline of using a trusted servant position related e-mail id (e-mail ids ending with @OrangeCountyNA.org) for all e-mail they originate there is no question in my mind that the effectiveness (and efficiency) of our Area related communication would improve. Further I would be willing to give odds on any bet (if I was a person who gambled) that we would be collectively amazed by how much.

It would result in improvement because communications is a "System" and building consistency into any "system" generally will improve the system.

I could go on endlessly, trying to give everyone case-in-point examples and arguing with a "case-study" approach to prove my premise, or I could ask everyone to take a leap of faith and try it for 1 year.

Please think back and ask yourself if you have experienced the communications breakdown I describe in reason 3 or if you have experienced concern or thoughts about what I described in reason 1 or 2. I know I sure have! It's the reason I began pursuing the communications "Systems" change I'm "pressing for" in the first place.

What do you need to do put the change I'm asking for into place?

1. Make sure that the WebServant gets an e-mail address for anyone who takes an area trusted servant position as soon as possible after any trusted servant position is filled.


Send an email to  [WebServant@OrangeCountyNA.org](mailto:WebServant@OrangeCountyNA.org)

2. Learn how to send e-mail from an @OrangeCountyNA.org e-mail id using the WebMail function on the Internet. If you are on the OrangeCountyNA.org website there is a



button on the Home Page of both the "Public Version" of our Web Site and the NA Members Version. It executes the Internet Explorer command

<http://webmail.orangecountyna.org> (so if you don't want to go through the process of

entering the website and using the  button.) Just go into Internet Explorer and type the access command in just like you would type a website address. Note that it is

Webmail dot not webmail@ A sample Webmail session is included at the end of this document.

3. The e-mail system has been set up so that any e-mail that comes into a .... @OrangeCountyNA.org e-mail id automatically forwards to an individuals personal e-mail id. It also remains in the WebMail Inbox. This means you don't need to sign in the WebMail system to "Check" to see if you have NA oriented e-mail you will know; however you shouldn't respond to it using the copy received under a personal id because **a.** It compromises your personal id (Anonymity/Traditions Issues) and **b.** more importantly doesn't leave a record of your response in a "**Sent**" folder that the person who eventually replaces you in your trusted servant position will have instant access to.

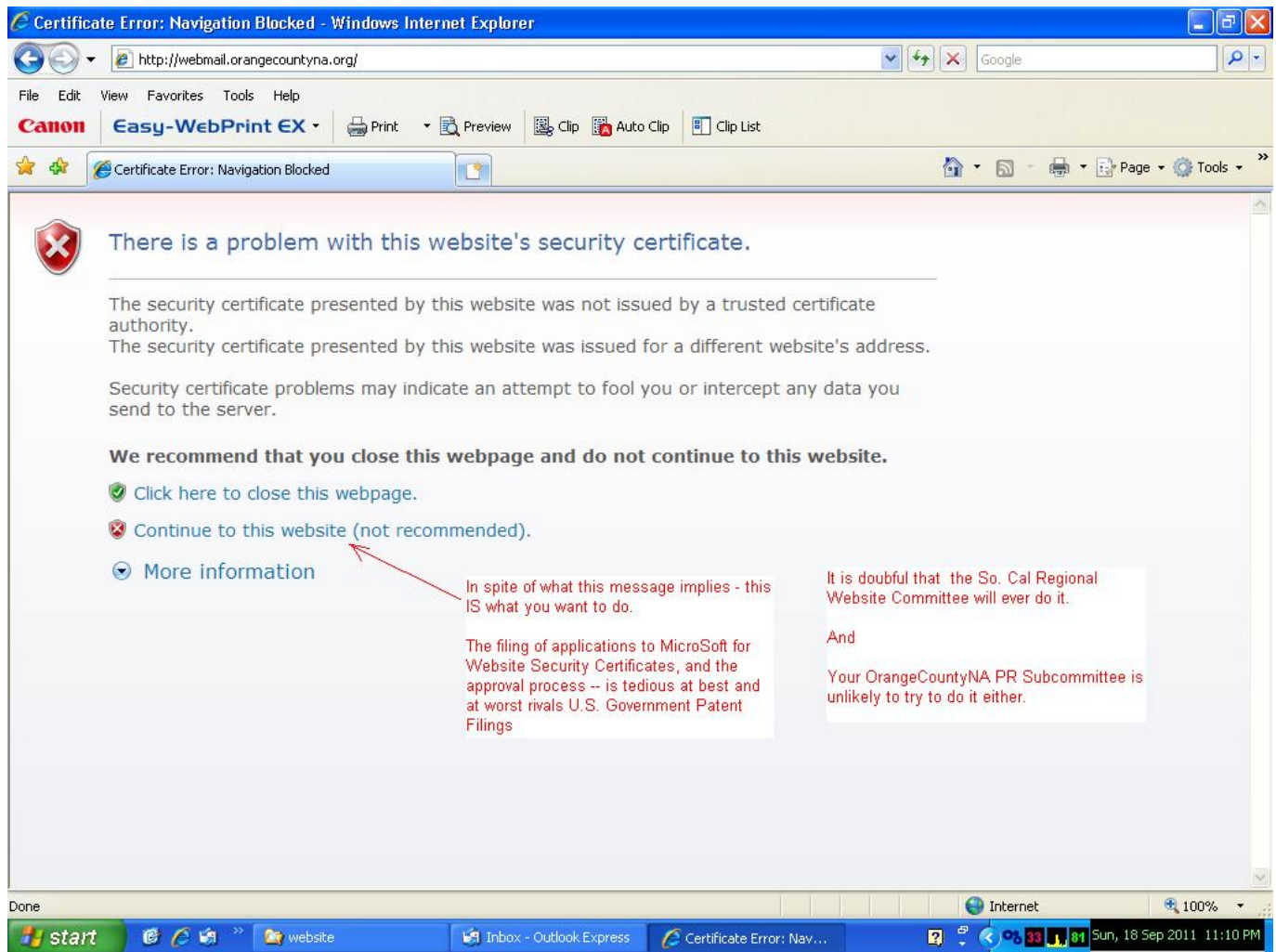
The incoming e-mail to your personal id becomes a notice that you should log onto WebMail and respond from there. Taking time to learn the File-Sub-file hierarchy allows you to create an organized correspondence record of your tenure in a Trusted Servant position that will pass on to your successor.

Doing the same thing with the Address Book under Webmail would also be useful.

\*\* I think that this is one place where the adoption of a "Systems Change" that ties e-mail to a Trusted Servant position really pays off. Regardless of how organized you keep "Paper Files", keeping an electronic archive is potentially better. If your response or other action on incoming correspondence only involves other NA members, and you choose to respond from a personal e-mail id simply include your @OrangeCounty.org user id in the distribution list as an additional CC, and the next time you enter WebMail receive it (open it in WebMail) and then move it to the sent items file.

A Sample WebMail Session Follows:

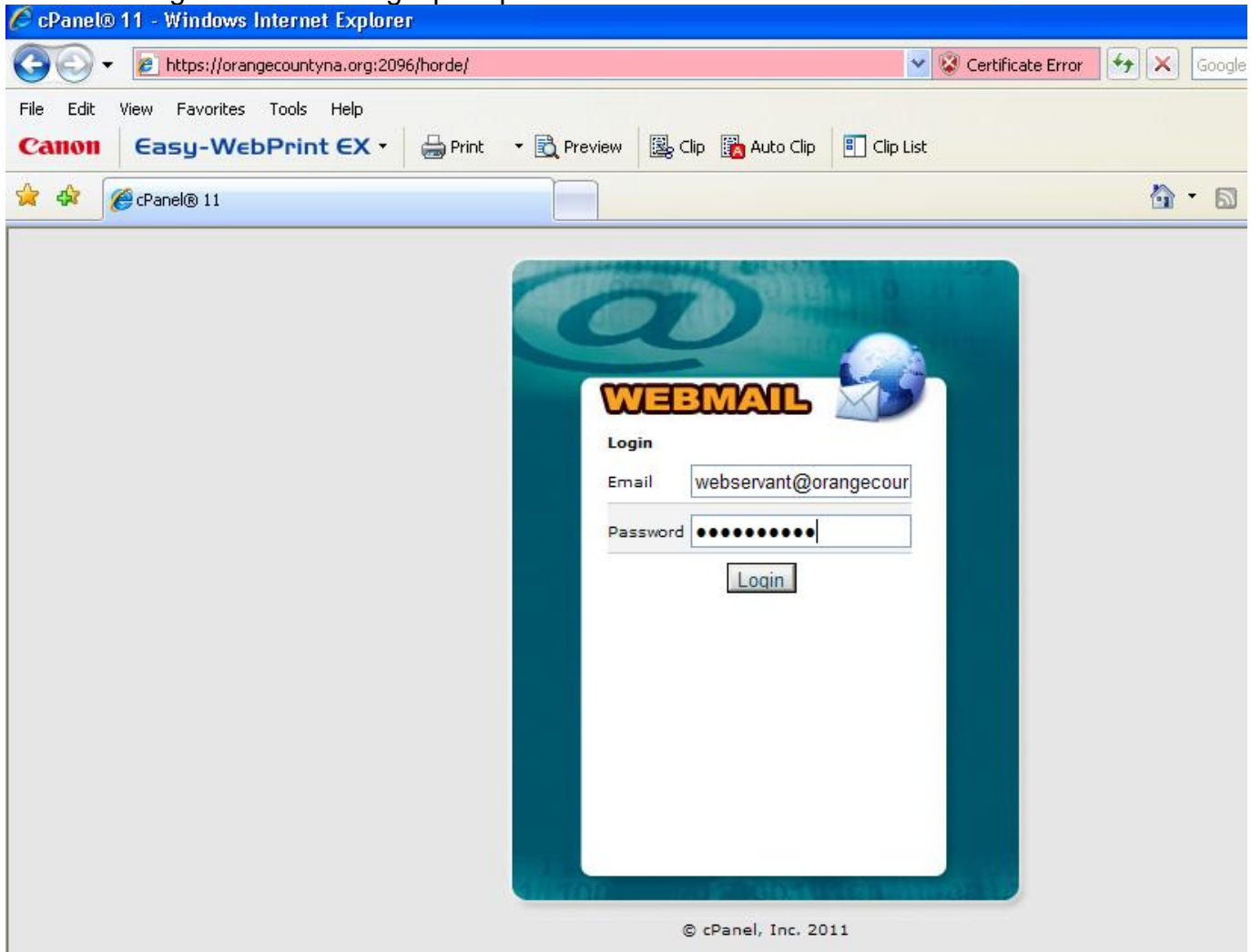
## Sample WebMail Session



Expect this page to appear in response to your <http://webmail.orangecountyna.org>. Command (even if issued for you by our website) It displays because our Regional WebSite people did not submit a "Certification Filing" to Microsoft.

Click Continue to this website

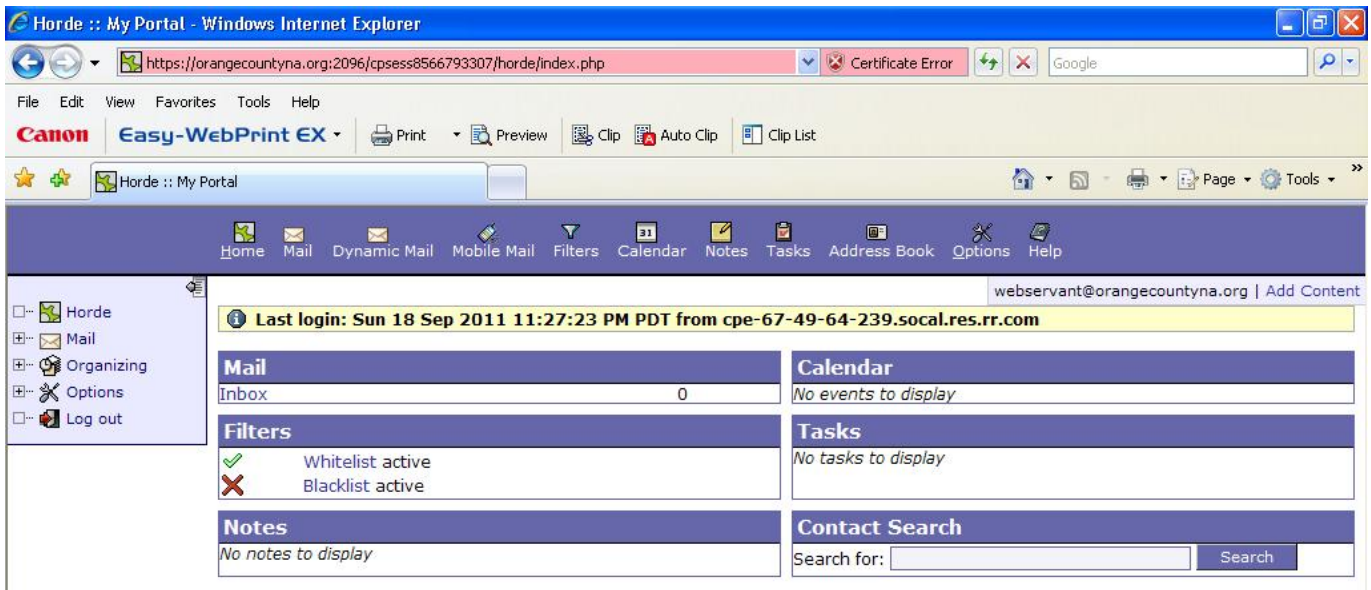
You will first get a WebMail login prompt:



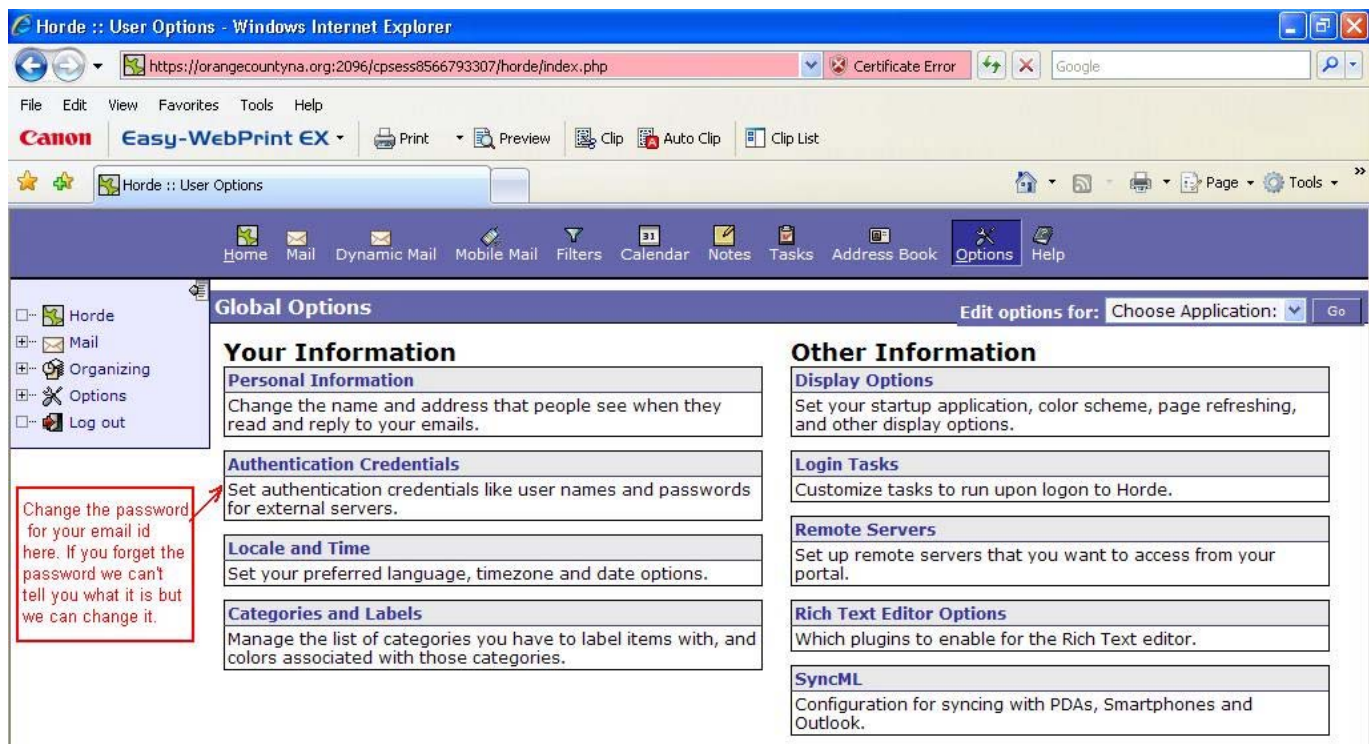
Followed by a Horde "Splash Screen":



When you login to WebMail it displays the following:



When you login to WebMail you can change your password by clicking on “Options”.



“Set Authentication Credentials” is Geek Speak for change your password.

There is one "objection" I've heard from those who have experimented with e-mail in the @OrangeCountyNA.org domain and that objection is that @OrangeCountyNA.org makes e-mail Id's unbearably long. Since I happen to agree with this assessment, I bought the shortest Domain Name I could get, that seemed to work to identify our Area. I control @OC-NA.org, OC-NA.com, and OC-NA.net. Domain names are fairly inexpensive when you purchase them through "GoDaddy", so we could afford to cut over to @OC-NA.org and put an automatic re-redirect on OrangeCountyNA.org for several years.

A redirect is like a telephone referral when a phone number changes except better, you see a referral screen that tells you a website name has changed then it takes you there.

These issues and several others need to be "staffed" in the Public Relations committee as I phase out of the WebServant position and Cameron phases in.

R.J.