

A Serenity Place (ASP)
Greeter Training Document
31 May 2017

Contents

1. Instructions for Accessing ASP Greeter Mailbox.....	3
2. How do Requests to Join ASP Reach ASP Greeters.....	4
3. New Member Inquiry and Greeter’s Inquiry Response	4
4. Request that the New Member be Added to ASP Mailing List	4
5. Welcome New Member to ASP	5
6. Send Email to ASP Group (asp@asp-afg.org) Welcoming New Member	5
7. Move Messages regarding New Member from Pending to Completed	5
Figure 1: Inquiry Response.....	6
Figure 2: Welcome to ASP.....	8
Figure 3: Please Welcome “New Member” to ASP.....	11
Figure 4: Create Mail Folders	12
Figure 5: Create a Mail Filter to Re-direct Email.....	14

1. Instructions for Accessing ASP Greeter Mailbox

Your greeter mail account can be accessed by going to the ASP mail server at <http://asp-afg.org/webmail> and entering your username@asp-afg.org and password information. (See below.)

Your username and password will have been provided to you by the ASP List Administrator (list_administrator@asp-afg.org). If you forget these, just send our List Administrator an email requesting both or either.



The image shows a screenshot of the Roundcube webmail login interface. The interface is dark-themed with a light gray border. At the top left, the word "roundcube" is written in a light gray font, followed by a blue cube icon with a white sphere on top. Below the logo, there are two input fields. The first is labeled "Username" and contains the text "arlene@asp-afg.org". The second is labeled "Password" and contains a series of black dots. Below the input fields is a "Login" button with a light gray background and dark text.

2. How do Requests to Join ASP Reach ASP Greeters

1. Requests to join ASP are submitted to greeters@asp-afg.org. This is an email “alias” that redirects the request to all current ASP greeter inboxes. The Greeter whose day it is for responding will respond. **Note: Greeter days are from midnight to midnight EDST. Greeters typically log in two to three times on their greeting day(s) and periodically afterwards to check for messages replying to the new member inquiry response.**

3. New Member Inquiry and Greeter’s Inquiry Response

1. “New Member Request” is submitted to greeters@asp-afg.org. This is an email alias that redirects mail to each Greeters’ inbox.
2. The Greeter whose day it is for responding will respond. *Note: Greeter days are from midnight to midnight EDST. Greeters typically log in two to three times on their greeting day(s) and periodically afterwards to check for messages replying to the new member inquiry.*
 - a. *To keep your Inbox to a manageable size, you may wish to create a Mail Folder called “NotMyInquiries” and move all the messages that are for other greeters (i.e. not your assigned day) into this folder.*
3. Log into <http://asp-afg.org/webmail> with your_username@asp-afg.org and your_password.
4. Review the member request.
5. Press “Reply”.
6. Select “Responses”. *See Figure 1.*
7. Select “Inquiry Response”. *See Figure 1.* This will put the Inquiry Response into the body of your email.
8. Change subject to “Inquiry to ASP – Firstname”, i.e. Inquiry to ASP – Kathy.
9. Enter inquirer’s first name after Dear, i.e. Dear Kathy.
10. Cc yourself.
11. Press send.
12. Move the original email and your cc copy to the Folder called “Pending”. (See Figure 4 for Folder Creation.)

4. Request that the New Member be Added to ASP Mailing List

1. Response is received to above.
2. **Review the response to ensure that Tradition 3 is met, i.e. the person has been affected by someone else’s drinking.**
3. Once it is clear that Tradition 3 has been met (i.e. the person has been affected by someone else’s drinking), “compose” an email to list_administrator@asp-afg.org and choose the Response of “Subscription Request to List Admin”. This message should contain only the new members email address so it is easy for List Administrator to copy and paste it into our ASP mailing list.

Subject: Please Add “Firstname”

In the body of the message, just insert the new members email address. If you have several to be added, you can include all in one message. Just place each email address on a separate line.

4. Cc yourself
5. Press Send
6. Move your cc copy to the Folder called "Pending". (See Figure 4 for Folder Creation.)

5. Welcome New Member to ASP

1. List Administrator responds with "Added" notification.
2. Select "Compose"
3. Select "Responses". (See Figure 2.)
4. Select "Welcome to ASP" response. (See Figure 2.)
5. Change Subject to "Welcome to ASP – Firstname". (See Figure 2.)
6. Change Dear to Dear Firstname. (See Figure 2.)
7. Enter Firstname within the Cyberhug brackets. (See Figure 2.)
8. Cc yourself.
9. Press Send.
10. Move your copy into Pending mail folder.

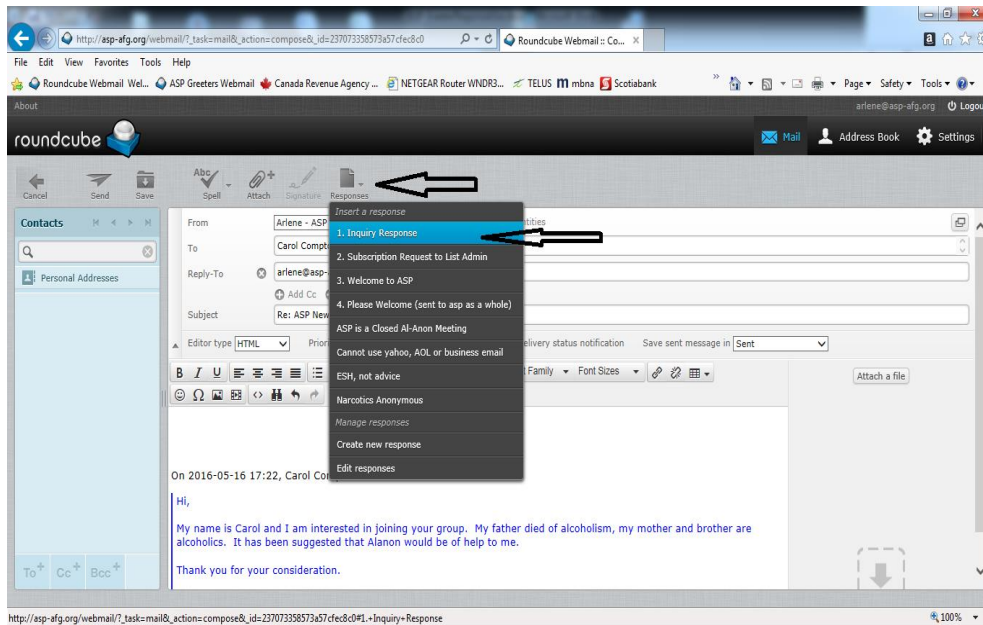
6. Send Email to ASP Group (asp@asp-afg.org) Welcoming New Member

1. Select Compose. *The To field should be addressed to asp@asp-afg.org.*
2. *Do NOT cc yourself as the message will be bounced by the mail server.*
3. Select "Responses".
4. Select "Please Welcome" response. (See Figure 3.)
5. Enter Subject of "ASP – Please Welcome FirstName to ASP"
6. Add new member's firstname and email address to the Welcome Response. (See Figure 3.)
7. Press Send.

7. Move Messages regarding New Member from Pending to Completed

This now completes the new member registration process. Move the New Member Messages to your Completed Folder, including those in your Pending File. (See Figure 4 for Folder Creation.)

Figure 1: Inquiry Response



Below is what Response 1: Inquiry to ASP contains.

Dear

Thank you for inquiring about A Serenity Place (ASP) online AI-Anon meeting.

ASP is an email based forum that is available 24 hours a day, seven days a week. ASP meetings are sent via e-mail by the chair of the day. It is not uncommon to receive 35 or more emails per day sharing experience, strength and hope (ESH). We recommend creating an account just for your ASP mail, or create a mail rule in your existing mail account to filter all ASP mail into an ASP folder. You are under no obligation to read every email or share on every topic. As we say in AI-Anon, Keep It Simple and Keep Coming Back!

Please read our web page at <http://www.asp-afg.org/> and our Founding Statement and Policies at <http://asp-afg.org/founding-statement/>

If you have been affected by another person's drinking and this looks like your kind of AI-Anon meeting, then send us a note telling us:

1. You would like to join A Serenity Place.

2. That you have read our web page for our Founding Statement and Policies for A Serenity Place.
3. Note (in a very general way) saying how you are or have been affected by someone else's drinking.
4. Your name, as you want to be called by our members.

After receiving your reply, I will send you an email describing in more detail how A Serenity Place meetings are conducted and how to share.

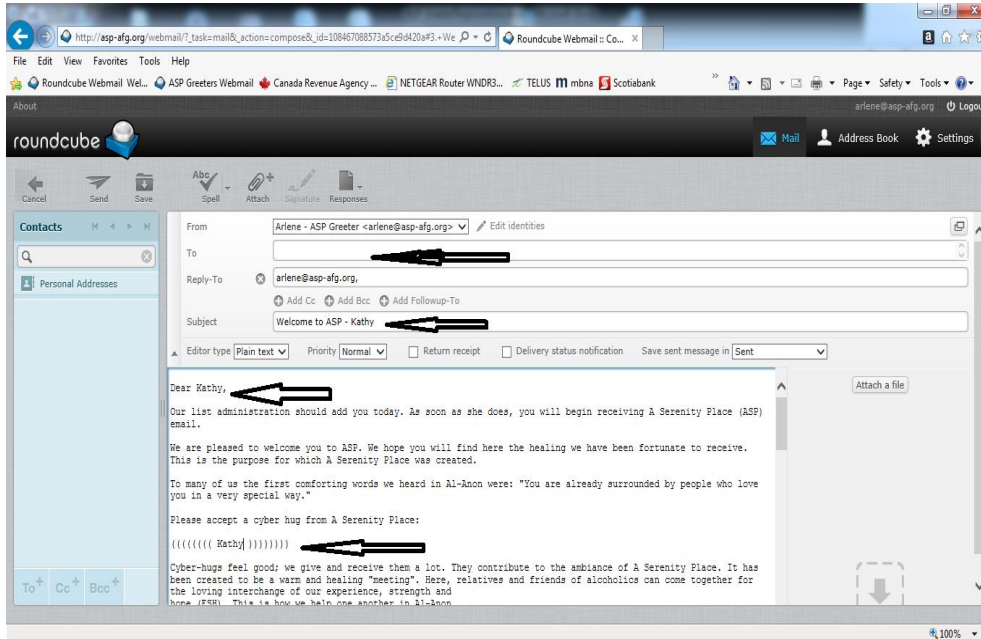
It is important to Al-Anon and this group as a whole that we keep the focus on those who have been affected by "alcohol". If your loved one is experiencing drug addiction issues, you may wish to look at the resources available at: <http://www.nar-anon.org/> or join the on-line forum at: <http://www.naranon.com/forum>.

Please note: We ask that you do not sign up with a work email address. Al-Anon is an anonymous fellowship and work email addresses are often open to non-Al-Anon server owners. If you inquired from a work address, please include an alternate email address when you reply to this email.

Love and hugs,

ASP Greeting Committee

Figure 2: Welcome to ASP



Below is what Response 3: Welcome to ASP contains

Dear

We are pleased to welcome you to ASP. We hope you will find here the healing we have been fortunate to receive. This is the purpose for which A Serenity Place was created.

To many of us the first comforting words we heard in Al-Anon were: "You are already surrounded by people who love you in a very special way."

Please accept a cyber hug from A Serenity Place:

((((((()))))))

Cyber-hugs feel good; we give and receive them a lot. They contribute to the ambiance of A Serenity Place. It has been created to be a warm and healing "meeting". Here, relatives and friends of alcoholics

can come together for the loving interchange of our experience, strength and hope (ESH). This is how we help one another in Al-Anon.

Different people have different needs for anonymity. Some are comfortable with very little while others need the most anonymity that they can get. A Serenity Place is devoted to maintaining personal anonymity and in line with this we follow certain policies:

1. Members are asked NOT to repeat (copy) any part of another members' shares to anyone outside ASP at any time or to quote personal shares publicly within the group.
2. Fingering (tracing an e-mail user to their source), and use of any other similar technologies to identify a member, are unacceptable at A Serenity Place.
3. To "flame" is to make critical, ridiculing or antagonistic remarks to others. To do this at A Serenity Place is to deny the very things our Al-Anon program fosters. If you receive such mail, please notify the List Administrator or any member of the Steering Committee.
4. In Al-Anon we help each other by sharing our experience, strength and hope and refrain from giving advice.
5. At A Serenity Place we use ONLY Al-Anon Conference Approved Literature (CAL) and refrain from discussion of therapy or other 12-step groups. Please remember that jokes, poems, inspirational writings, etc. are not CAL and should NOT sent to the meeting. Exceptions are brief references to the AA Big Book and things you have written yourself.

While these are some of the group's policies, online Al-Anon is particularly vulnerable to enforcing the unenforceable. If you have a particular need for anonymity, you may want to discuss it further with your service provider or our Greeting Committee or the List Administrator.

In order to share with all the members group:

1. Send message To: asp@asp-afg.org

Note: If you put any additional addresses in the To: or CC: fields, your message will be rejected by the system.

2. Precede Subject with ASP.

Subject lines preceded with the abbreviation ASP identify them as A Serenity Place mail, and then can be identified by topic, general share, request for experiences, strength and hope (ESH) or as business items, eg.:

ASP TOPIC - Trust

ASP SHARE - Gratitude

ASP REQUEST - ESH Needed

When you receive email from ASP, if you wish to reply to the sender, just choose "reply" and it will go only to the original sender. If you wish to send a reply to the entire group, you will need to delete the original sender's name from the "to" and paste in asp@asp-afg.org

Sometimes members use acronyms in their shares. We have an acronym dictionary on the ASP members only web page. We encourage all our members to visit the Members only web page often for general updates, business updates or to volunteer for a service position (please do not give this address out; it is only for members of A Serenity Place):

<http://www.asp-afg.org/ASP/MembersOnly/index.htm>

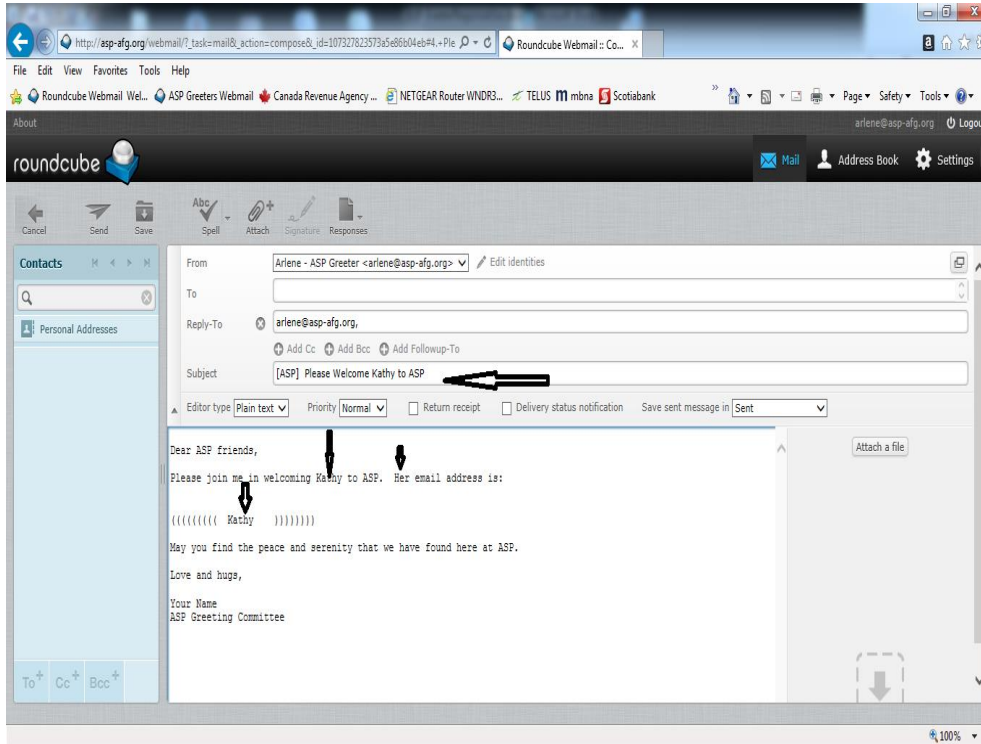
If you have any questions at all, please don't hesitate to ask any of us on the Greeting Committee.

Again, welcome to A Serenity Place. We hope you find the comfort here that we have.

Love & Hugs,

ASP Greeting Committee

Figure 3: Please Welcome “New Member” to ASP



Below is what Response 4: Please Welcome to ASP contains

Dear ASP friends,

Please join me in welcoming to ASP. Her email address is:

(((((((()))))))))

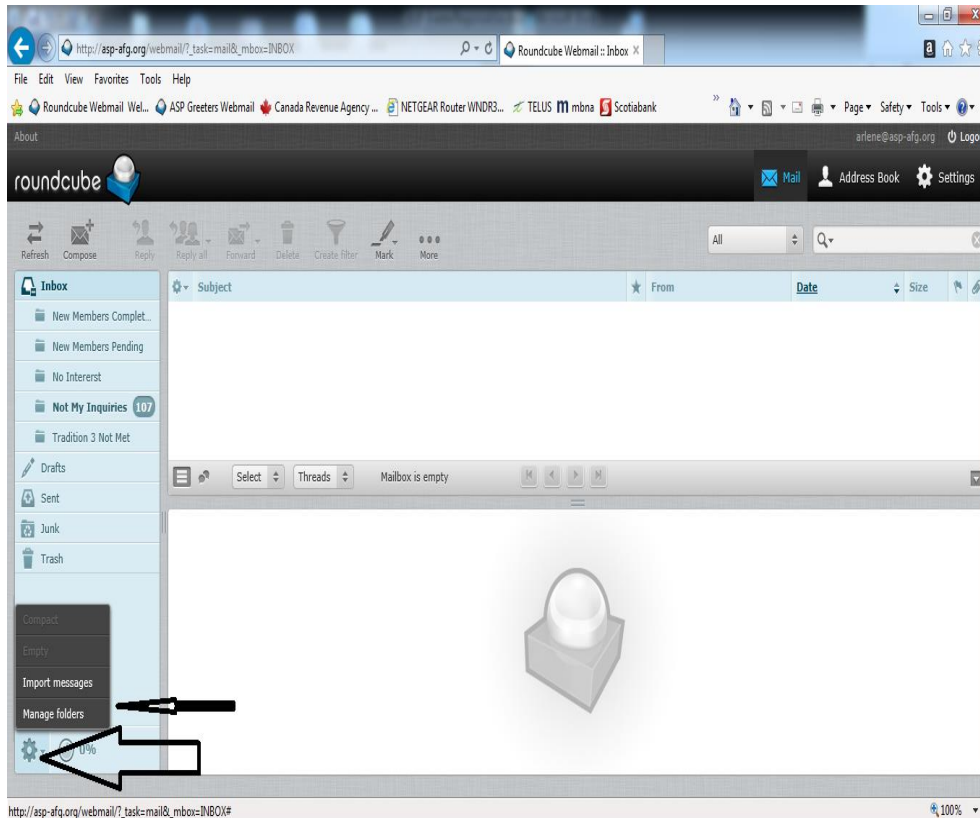
May you find the peace and serenity that we have found here at ASP.

Love and hugs,

ASP Greeting Committee

Figure 4: Create Mail Folders

1. Select the Widget located at the bottom of the left panel menu.
2. A pop up will appear. Select Manage Folders.
3. Select the Plus Symbol at the bottom of the Folder Menu.
4. Enter the Folder Name
5. Press Save



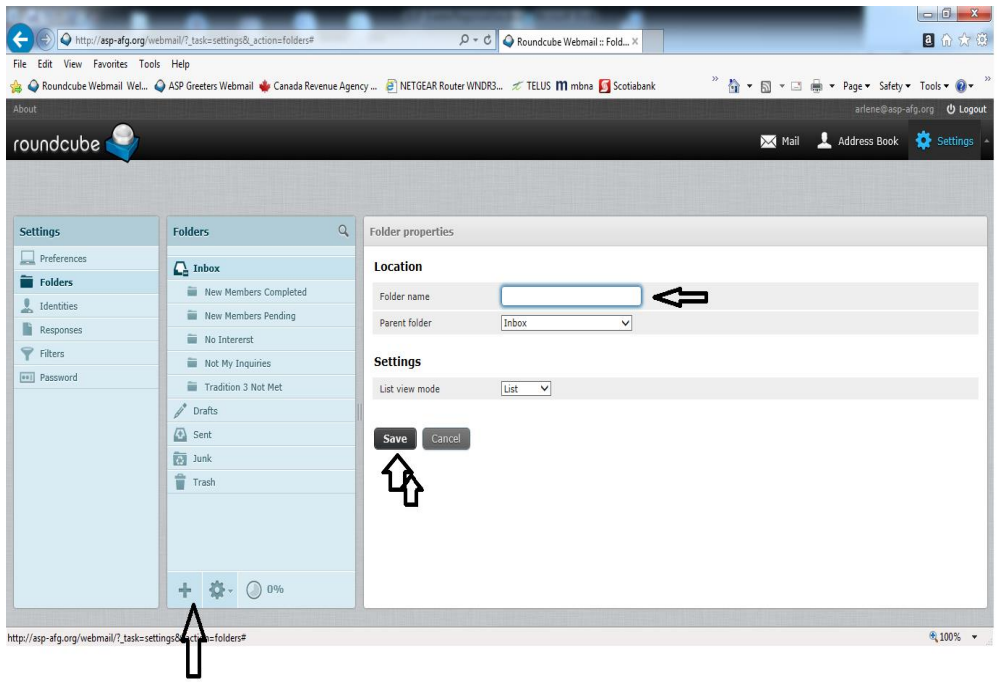


Figure 5: Create a Mail Filter to Re-direct Email

I created a mail filter that redirects mail sent directly to me (i.e. arlene@asp-afg.org) to my personal mail. Rationale: new members to whom I have responded will likely reply to arlene@asp-afg.org and I will receive their response almost instantly, rather than only when I log into ASP webmail to check. You must, however, log into ASP webmail on your assigned greeter day as this filter will only work once you have responded to new member requests.

