

Web Chair Report – May 2019

Website Updates

- Completed configuration of e-ticket sales for the AA Birthday Brunch on the SGS website. Tickets are now available for purchase online. See the back of this report for additional information on e-tickets.

2019 AA Technology Forum

- Thank you for providing the financial support so that I may be able to attend the National AA Technology Workshop September 20-22 in Bowling Green Kentucky. All travel arrangements have been completed.
- The purpose of the workshop is to provide a venue to encourage sharing our collective experience regarding technology as it relates to AA: to discover how other areas utilize technology to help carry AA's message of recovery, to network with others who are involved with technology, and to get ideas on how we can enhance our website.

Online 7th Tradition Contributions

- Reminder that individuals and groups can make 7th Tradition contributions directly on our secured website using either a credit card, Pay Pal, or bank account.

Email Communications

- Join the Suffolk County General Service mailing list by visiting <https://aasuffolkgs-ny.org/subscribe/> and enter your email address (required). You will receive an email to confirm your subscription to the list, and as a further security measure you will be asked to confirm your humanity by checking a box. Members can unsubscribe from the list by either clicking the appropriate "unsubscribe from this list" link at the bottom of any email received from Suffolk GS, or by visiting <https://aasuffolkgs-ny.org/unsubscribe/>.

Frequently Asked Questions (FAQ)

AA Birthday Brunch e-tickets

1) Is the online ticket purchase process safe?

a. Yes. Our payment processor (Stripe) meets all Payment Card Industry (PCI) security standards for accepting credit cards on a website. Your payment is secure, and no personal/confidential information (for example your credit card number) is stored on the Suffolk General Service website.

2) What credit cards do you accept for payment?

a. We accept Visa, MasterCard, American Express, Discover, JCB and Diners Club.

3) Can I purchase more than 1 ticket at a time?

a. Yes. You will be asked to provide the first name and last initial for each attendee. If you don't have the specific attendee names, enter in any information that will uniquely identify the ticket. Suggestion: you can input your group name in the first name field, and ticket # (for example ticket 1, 2, 3...) in the last name field, or enter your name.

4) How do I get the ticket(s)?

a. Once you complete your purchase, you will receive an email from tickets@asuffolkgs-ny.org with a link to your ticket(s). Click on the **download** link to view/print or save each ticket. Provide each attendee with their individual ticket.

5) What format are the e-tickets in?

a. Tickets are in standard PDF format (Portable Document Format). Most modern browsers are capable of opening and viewing PDF files, but if you have difficulties please see this [geeky article](#) or click [here](#) to get instructions on downloading a viewer.

6) Do I need to present a ticket for admission to the Event?

a. Yes. Every attendee must present their unique ticket for admission to the event.

7) I don't have a printer. Can I show the ticket on my phone?

a. You can, but the check in process will be smoother if you have it printed and ready for scanning. Each ticket will be scanned for entry into the event.

8) What will you use my email address for?

a. To send you a link to your ticket, to send you a receipt for your purchase, and to communicate any details on the check-in process for online tickets.

9) What if I delete the email that contains the link to my tickets?

a. Send an email to tickets@asuffolkgs-ny.org and we will resend you the ticket link.

10) I am having problems purchasing or viewing tickets, how do I get help?

a. If you have additional questions, or need help with an online ticket order, please send an email to tickets@asuffolkgs-ny.org or to web@asuffolkgs-ny.org. Someone will get back to you as soon as possible!