

# Web Chair Report – December 20, 2019

## Website Updates

- Completed configuration of e-ticket sales on the SGS site for the 2020 Unity Breakfast, and went live on November 21. To date 45 tickets sold. New this year: you can buy a reserved table of 10. See FAQ on back of this report for more info on e-tickets.
- Completed development of a forms based submission system for “Bridging the Gap” requests for the Treatment Committee. Continuing development of committee page.

## Online 7<sup>th</sup> Tradition Contributions

- \$300 in 7<sup>th</sup> Tradition contributions were made during the past month.
- Reminder that individuals and groups can make 7<sup>th</sup> Tradition contributions directly on our secured website using either a credit card, Pay Pal, or bank account.

## Email Communications

- Suffolk has access to the Area 49 database and now has the ability to import new members who provide an email address when they register. There are currently **267** members subscribed to the SGS email list.
- Please whitelist the sender Suffolk General Service [sgsmail@asuffolkgs-ny.org](mailto:sgsmail@asuffolkgs-ny.org) to ensure delivery and that messages don't end up in your junk or spam folders.
- Join the Suffolk County General Service mailing list tonight by visiting <https://asuffolkgs-ny.org/subscribe/> and entering 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://asuffolkgs-ny.org/unsubscribe/>.

# Frequently Asked Questions (FAQ)

## Online eTickets

### **1) Is the online eTicket 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 eTicket 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 simply enter your name for all attendees. **You can buy a block of 10 tickets to reserve a table for your group.**

### **4) How do I get the eTicket(s)?**

a. Once you complete your purchase, you will receive an email from tickets@asuffolks-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 eTickets 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 eTicket 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@asuffolks-ny.org and we will resend you the ticket link.

### **10) I am having problems purchasing or viewing eTickets, how do I get help?**

a. If you have additional questions, or need help with an online eTicket order, please send an email to [tickets@asuffolks-ny.org](mailto:tickets@asuffolks-ny.org) or to [web@asuffolks-ny.org](mailto:web@asuffolks-ny.org). Someone will get back to you as soon as possible!

\*This FAQ is on published on our website if you need to access these clickable links.