

STANDARD OPERATING PROCEDURES MANUAL

BALTIMORE AREA INTERGROUP of OVEREATERS ANONYMOUS

(IG #09088)

Updated September 5, 2021

This is the Standard Operating Procedures Manual of the Baltimore Area Intergroup of Overeaters Anonymous. It is a support document to the Baltimore Area Intergroup Bylaws and is intended to provide procedures and resources to members performing various services. Keeping this document up to date is the responsibility of the entire Intergroup. The Secretary maintains the most current version.

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Section 1 Officers

There are a host of resources for Intergroup officers:

- The OA Handbook for Members, Groups, and Intergroups
- Baltimore Area Intergroup website: <http://oabaltimore.org>
- Overeaters Anonymous website: <http://oa.org>
- OA Guidelines: <http://www.oa.org/membersgroups/oa-guidelines/>
- OA Meeting Support: <http://www.oa.org/membersgroups/group-support/>
- OA Service Body Support: <http://www.oa.org/membersgroups/service-body-support/>

Chair

The Chair position and duties are described in the Baltimore Area Intergroup Bylaws, Article VII.D at <http://oabaltimore.org/intergroup/bylaws/>.

Presides Over Intergroup Meetings

- Thank everyone for their participation at the beginning of the meeting, with a special welcome to any new attendees.
- Use the Serenity Prayer and a meditation moment if the meeting is contentious.
- The Chair has the right to move or postpone items in the agenda as time requires.
- Use a break period in the meeting, if needed.
 - Thank everyone for their participation and for coming. Encourage everyone to bring a friend.
- If possible, occasional workshops and giveaways make the meetings fun.
- Offer the vice chair a chance to run parts or all of a meeting to gain experience in that skill, as needed.
- In coordination with the Vice Chair, attend meetings to promote intergroup.
- Meeting Agenda Preparation
 - Create and distribute an agenda for each Intergroup meeting with input from officers, Region 7 rep(s), WSBC delegate(s), and committee chairs including asking for their written reports.
 - Send a reminder to the BAIG email loop 2-5 days before the next Intergroup meeting.
 - Ask everyone to announce the next Intergroup meeting at their meetings.

Presides Over Board Meetings

- Meetings usually are quarterly – January, April, July, and September
- Set the Agenda to discuss overarching goals, meeting or member concerns, and topics that help steer Intergroup services.
- Board Meetings can be conducted in person or by phone.

To Start the year, the following actions are suggested:

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- Review past year's meeting minutes, activities and goals to determine what to continue and what's left to do.
- Review committee activities and participation. What can be done to make them better and more useful? What would the Board like to see done in them?
- Set new goals, as desired.

Vice Chair

The Vice Chair position and duties are described in the Baltimore Area Intergroup Bylaws, Article VII.D at <http://oabaltimore.org/intergroup/bylaws/>. Among them:

The Vice Chair regularly contacts all groups within Intergroup to assist with problems if necessary and also to determine any contact changes for the Directory.

- Contact two to three groups each month and each group will be contacted at least once a year
- The OA Meetings page at <http://www.oa.org/meetings/> will help determine if the meetings are valid meetings.

The Vice Chair also maintains the intergroup's meeting directory (group meeting contacts).

- Meeting registrations, cancellations, and updates - including day, time, location, focus, and contact people - are done online at <http://www.oa.org/find-a-meeting-maintenance/>.

At the request of the Chair, run parts or all of a meeting to gain experience in that skill, as needed, and fill in for the Chair in his or her absence.

Secretary

The Secretary position and duties are described in the Baltimore Area Intergroup Bylaws, Article VII.D at <http://oabaltimore.org/intergroup/bylaws/>. Among them:

The Secretary, on a monthly basis:

- keeps the monthly Intergroup meeting and all Board meeting minutes,
 - posts minutes to the Google Drive,
 - solicits comments from those in attendance at BAIG meetings,
 - and asks the webmaster to post the final version of the minutes to the OA Baltimore Intergroup Meeting Minutes page (if that's the practice at the time)
- <http://oabaltimore.org/intergroup/meeting-minutes/>.

The Secretary, on an ongoing basis:

- maintains the intergroup's email address,
- answers or forwards incoming email,
- maintains the most current version of the SOP,
- and maintains the Google Drive document storage and the Google Group (the email loop communication) tool.

E-mail address: oabaltimoremail@gmail.com

Access it at: <http://google.com>

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Account Sign On: (Ask the Secretary for the sign-on and password)

On the oabaltimoremail Account Page, the Secretary uses the following apps:

- Mail - to view the emails and reply to inquiries
- Drive - to view and update the files and documents stored there.
- ~~Groups – to view and manage the Google Group~~ (January 17, 2021 - this task has been taken by the Communications Committee - E-mail Group Coordinator)

Treasurer

The Treasurer position and duties are described in the Baltimore Area Intergroup Bylaws, Article VII.D at <http://oabaltimore.org/intergroup/bylaws/>.

General Treasurer Information. See Section 3 of this manual for more details on Treasurer duties.

- Check Writing - checks are written as needed and as requested.
- PayPal-we have a PayPal account that distributes to our checking account.
- Debit Card-this is typically used for ongoing, but rare expenses such as website security.
- The prudent reserve for BAIG is \$1,500.
- Standing Approvals
 - Disbursing funds requires approval by the Board or vote at an Intergroup meeting. However, approval does not need to be made each time a check is written.
 - Once BAIG approves the budget and/or an expense, the Treasurer may pay it without further notification. Others in BAIG are able review the amount of expenses in the monthly treasurer's reports.
 - For the following expenses the Treasurer has blanket authority to pay when due.
 - Rent
 - Post Office Box
 - Newsletter Printing
 - Office Supplies and Copying
 - Services such as, but not limited to:
 - Insurance
 - Website Expenses
 - Zoom
- Documentation - All disbursements to outside parties require a receipt. Exceptions are Rent and Contribution to WSO and Region 7, which should comply with the instructions in the Key Information section.
- Checks - BAIG has a checking account with Truist and a checkbook for the account. Checks may be disbursed at any time upon presentation of a proper receipt. The checks are two copy checks and the duplicate remains in the checkbook for later recording. See monthly procedures below.
- Prepare Budget - Before the beginning of the next year, present the budget to BAIG for approval. This is usually done in December, but can be done in November.

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Region 7 Representative

The Region 7 Representative position and duties are described in the Baltimore Area Intergroup Bylaws, Article VIII at <http://oabaltimore.org/intergroup/bylaws/>.

Region 7 is one of ten Regions worldwide, consisting of the U.S. states of Pennsylvania, New Jersey, Maryland, Delaware, Virginia, and West Virginia, and the District of Columbia. Coincidentally, Region 7 is by far the geographically smallest region, as regions encompass multiple U.S. states, nations, and even continents. To keep the membership informed of Region 7 activities and to be familiar with intergroup concerns and issues, it is important to attend as many intergroup meetings and board meetings as possible.

Region 7 holds business assemblies somewhere in the region twice a year. Region 7 representatives gather to consider business motions that affect the region and the over 20 intergroups it serves, as well as meet in several committees to discuss and disseminate ideas in increasing service effectiveness at the intergroup and group levels.

World Service Business Conference Delegate

The World Service Business Conference Delegate position and duties are described in the Baltimore Area Intergroup Bylaws, Section IX at <http://oabaltimore.org/intergroup/bylaws/>.

To keep the membership informed of World Service Business Conference activities and to be familiar with intergroup concerns and issues, it is important to attend as many intergroup meetings and board meetings as possible.

Once per year, the World Service Business Conference (WSBC) meets in Albuquerque, New Mexico, USA. WSBC serves as the collective conscience of the Fellowship of Overeaters Anonymous. Held annually in April or May, this week-long meeting is attended by delegates representing OA service bodies around the world. It is held to elect trustees, amend bylaws, adopt new business policies and provide information to delegates through presentations and workshops on issues that affect OA as a whole.

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Section 2

Committees

The committees work towards specific, measurable, attainable, and time-bound goals. Goals can be set even if there are no members available for that action, if desired, but the committee and Intergroup would then want to talk to members to ask them to become involved in those specific tasks, even if they are unable to commit to committee membership.

Communications Committee

The Communications Committee is responsible for a suite of activities performed by BAIG that include maintaining the website and producing the Stepping Stone newsletter. The committee membership will determine their activities as membership and resources allow. Should the committee be composed of just the chair, they may perform all of the tasks below. However, the duties are meant to be shared across multiple members.

Website

The Baltimore Area Intergroup has a website that provides information about the 12 Step program of recovery, meetings, events, and intergroup activities.

The webmaster position has the following requirements and duties as follows:

- a. Shall have basic writing, editing, and computer skills, with a willingness to learn any additional skills required to maintain the website.
- b. Maintains a current and informative website that includes current OA meeting and events information.
- c. Receives input, requests and updates through the website and either responds or forwards this info to appropriate members.
- d. Supports BAIG in making materials available in a timely manner on the website materials and information.
- e. Maintains records of and current status of web domain and web hosting.

Newsletter

The Steppingstone is the bi-monthly newsletter (six times per year) of the Baltimore Area Intergroup. In the newsletter, in publication since at least the late 1980s, are articles of experience, strength, and hope in recovery written for and by OA members. Also included are events, a meeting list, and contact information for the Intergroup. The newsletter editor will publish and arrange the posting of each issue, and can obtain help from others as needed to complete this task.

The newsletter editor position has the following requirements and duties as follows:

- a. Moderate computer, writing, and editing skills.
- b. Solicits submissions, compiles, edits, has printed, and distributes a regularly scheduled newsletter reflecting BAIG membership, adheres to the 12 steps and traditions, is uplifting to readership, and represents OA as a whole.
- c. Fields inquiries about the newsletter.

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Email Group

The Baltimore Area Intergroup maintains an email group to communicate events, meeting information, and other items pertinent to OA members. Google Groups is currently used. Anyone can request to join the list and receive mailings. Only Intergroup officers and committee members are considered Group Managers and are able to update memberships and post mailings to the list.

Online Resources

- The Steppingstone - <http://oabaltimore.org/resources/steppingstone-newsletter/>
- Overeaters Anonymous – Locally Produced Literature - <https://oa.org/guidelines-meetings/locally-produced-literature/>
- Overeaters Anonymous – Copyright Requests - <http://www.oa.org/membersgroups/copyright-requests>
- Overeaters Anonymous - Document Library - <https://oa.org/document-library/>
- OA Region 7 – Resource page - <http://oaregion7.org/resources/>

Finance Committee

The Finance committee is chaired by the BAIG Treasurer and oversees the books and makes recommendations to keep BAIG solvent. The committee membership will determine their activities as membership and resources allow. Some online resources:

- Overeaters Anonymous - Document Library - <https://oa.org/document-library/>
- OA Region 7 – Resource page - <http://oaregion7.org/resources/>

Public Information & Professional Outreach (PI/PO) Committee

The PI/PO committee carries the OA message to the still suffering compulsive overeater via mass media, speaker's programs for local organizations, always in accordance with Tradition Eleven. An answering service is provided for those who seek information about OA. The committee membership will determine their activities as membership and resources allow. Some online resources:

- Overeaters Anonymous – Guidelines - <https://oa.org/guidelines/public-information-events/>
- Overeaters Anonymous - Document Library - <https://oa.org/document-library/>
- OA Region 7 – Resource page - <http://oaregion7.org/resources/>
- See below for Telephone / Google Voice outreach information and access.

Twelfth Step Within & Special Events Committee

The Twelfth Step Within Committee provides outreach to new or struggling groups, and to members in outlying areas. They shall maintain a list of OA members who are willing to speak at OA meetings.

The committee membership will determine their activities as membership and resources allow. Some online resources:

- Overeaters Anonymous – Guidelines - <https://oa.org/guidelines/oa-events/>
- Overeaters Anonymous - Document Library - <https://oa.org/document-library/>

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- Overeaters Anonymous – Copyright Requests - <http://www.oa.org/membersgroups/copyright-requests/>
- OA Region 7 – Resource page - <http://oaregion7.org/resources/>

Telephone – Google Voice

Google Voice (GV) is the free phone messaging system used for prospective members to call to obtain information about Overeaters Anonymous.

Google Voice Phone Number	443-475-0443
Google Account E-mail Address:	oabaltimoremail@gmail.com
User name (Google Voice and Mail):	(ask the Hotline rep for the user name and password)
Password (Google Voice and Mail):	

Sign In:

1. Type into browser: www.google.com/voice
2. Enter username: (ask the Hotline rep for the user name and password)
3. Enter password:

Note: If you already have another Google account open, go to the upper right hand corner and click on your username for that account. In the drop-down box click “Add Account” and add this account. If this doesn’t work, you may have to sign-out and close out of all open Google accounts and log in again.

To use the system

- One or more persons will be selected as the Contacts to receive phone calls made to the GV number.
- When a prospective member calls, the Contact Person’s phone will ring. The number shown on caller ID will be the GV number.
- If any of the contact persons answers the phone, she or he can talk directly with the caller. The other phones will then not be able to answer.
- If no contact person answers, the call will be forwarded to the GV inbox. The caller will hear the Google Voice message.
- The message will not be recorded in the Contact Person’s inbox.
- The Contact Person will receive a text informing them that there is a message for them in the GV inbox and give them the phone number of the caller.

There are many other options and features that can be set up if anyone wants to explore.

To Change Settings

1. Click on the machine gear item in the upper right corner of the GV screen.
2. Right click on “settings”.
3. A screen will come up with various tabs.
4. To change the people who can receive calls, go to the “Phones” tab,
5. To change Voicemail Options, go to the “Voicemail & Text” tab.

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6. To change how calls are handled, go to the “Calls” tab.

To Update Numbers

If the phone number for GV is changed, the following cites must be updated:

- BAIG Website – go to OABaltimore.org and e-mail webmaster
- Region 7 Website – go to OARregion7.org and e-mail webmaster
- World Service Office - go to OA.org/Contact and e-mail webmaster

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Additional Detail, Information, Services, and Resources

BAIG CALENDAR

January	<ul style="list-style-type: none">- Updates are done to the website, e-mail group, and Google Drive access to include new board members and remove those who have rotated out.- In Google account, change the recovery e-mail and telephone numbers as needed to ensure Chair, Secretary, and Communications chair have access- E-mail forwarding is set up to new officers and position holders- WSBC Motion Review items are discussed.- Quarterly Board Meeting is held.
February	WSBC Motion Review response to World Service is due.
March	Region 7 Assembly – Spring.
April	<ul style="list-style-type: none">- Quarterly Board Meeting is held.- World Service Business Conference occurs.- BAIG initiates bylaws review-immediate past Chair (or anyone) can lead this.
May	Any needed ongoing or new business.
June	Any needed ongoing or new business.
July	<ul style="list-style-type: none">- Quarterly Board Meeting is held.- BAIG decides whether and how much Region 7 Convention scholarship funding to offer members.
August	Chair appoints Nominating Committee to seek officer candidates for the next year.
September	If it is BAIG's turn to do so, the Twelfth Step Within and Events Committee to arrange IDEA Day in November.
October	<ul style="list-style-type: none">- Region 7 Assembly – Fall.- BAIG holds WSBC delegate and alternate delegate elections.- Quarterly Board Meeting is held.- BAIG decides upon a meeting time and place for the upcoming year.
November	<ul style="list-style-type: none">- BAIG determines to send either one or two delegates to the WSBC.- BAIG and Twelfth Step Within and Events committee to decide whether or not to host Unity Day in February.
December	<ul style="list-style-type: none">- Follow up with committees on their activities before the Intergroup meeting.- Preside over officer and Region 7 rep elections.- BAIG sets meeting dates for next year.

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Treasurer Monthly Procedures

- Pick Up Mail.
- Reconcile Bank Statement.
- Record Checks
- Make bank deposit
- Prepare and Distribute Monthly Report

Mailbox Details:

- Visit the mailbox at the post office.
- Directions - Follow 695 to Cromwell Valley Road. Turn right at exit (toward city) take first right (immediately after hotel on right). Go 300 yards, the post office is on your left.

Box Number: PO Box 20013
Address: Loch Raven Branch Post Office
808 Glen Eagles Ct., Ste. 1
Baltimore, MD 21284/049998

BAIG Mailing Address: BAIG Meeting contributions and other mail should be addressed to:

Baltimore Area Intergroup
P. O. Box 20013
Baltimore, MD 21284

Recurring Expenses

- World Service Delegate
- Region 7 Delegate
- P.O. Box
- Website Expenses
- Region 7 Convention Scholarships
- Office Supplies/Copying
- Workshops and Events

World Service Business Conference - Delegate Expenses

- Amount: Pay the amount of receipts submitted by member.
- Estimated Amount: \$2,000 per attendee
- When to Pay: Upon presentation of receipts by member
- Payable to: Member

World Service delegates are reimbursed for registration fee, room and board and travel (usually airfare).

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Region 7 Assembly - Delegate Expenses

Amount: Pay the amount of receipts submitted by member.
Estimated amount: \$400 per person per business meeting.

Note: Region 7 delegates are reimbursed for registration fee, room and board and travel. Mileage is reimbursed at the IRS charity rate of \$ 0.14/mile (as of 2020).

Post Office Box Expense

Box Number: P O Box 20013
Name on Account: Overeaters Anonymous
(Mail can also be addressed to "BAIG", although the official name on the account is Overeaters Anonymous.)
Amount: ~\$170 per year
When to Pay: February for the upcoming year beginning April 1
Payable to: Payee on Invoice from Post Office
Address: as Indicated on Invoice from Post Office
Phone: 410-828-1430

Note: The post office will put an invoice in our PO Box in February or March of each year. If we do not pay they will cancel the box. If we have not received the invoice by March 15, we should contact the Post Office and tell them you want to pay the bill.

Region 7 Convention Scholarships

- For registration fee and conference supplied meals, pay to the Treasurer of Region 7, indicating the name of the person for whom it is being paid.
- For the hotel, write a check payable to the hotel and mail or give to the member. If the check is made out to the member, the member must provide a receipt. It may be necessary to make the check out to the member or the member may not have a receipt. If this happens, just make sure the amount requested is the same as the standard double occupancy rate for the hotel.

Year-End Closing Procedures

1. Reconcile bank statement for November
2. Record checks
3. Make final bank deposit
4. Pay and record contributions to WSO and Region 7 if approved by BAIG for that year (see below)
5. Prepare, review, and print final Year-end Reports (as of December 31)

Year-End Contributions (if applicable)

World Service Office (WSO)

Amount: 30% of Net Income for the Year (before deducting WSO or Reg 7 contributions)
When to Pay: December
Payable to: Overeaters Anonymous
Address: Overeaters Anonymous

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P O Box 44727
Rio Rancho, NM 87174-4727

Contributions (if applicable) – Region 7

Amount: 10% of annual Net Income (before deducting WSO or Region 7 contributions)
When to Pay: December
Payable to: Region 7, Inc.
Address: Check Region 7 website for the current address

Region 7 Convention Scholarship Policy

Members of the BAIG have two possible scholarships that they can receive:

1. Region 7 Scholarship – covers Registrations and Two Meals
2. BAIG Scholarship
 - a. Covers Registration and Two Meals - if the person does not have a Region 7 Scholarship
 - b. Covers Hotel Room (double occupancy) – if the person has a Region 7 scholarship

Awarding the Scholarship

Scholarships are awarded by vote at an Intergroup meeting in August or September, at which the total amount allocated to all recipients; e.g. \$500 is approved.

Solicitation and Selection of Recipients

Recipients are notified of the availability of the scholarships by announcements at meetings, on the flyer for the convention and on the Internet. They apply separately for each scholarship by replying to the contacts on the flyer.

Region 7 handles the selection recipients of the Region 7 Scholarships.

For the BAIG scholarship, first the number of scholarships is determined by dividing the total award by the highest possible scholarship per person. For example:

- Total Award: \$ 500
- Cost of Registration and Two Meals: \$ 85.00
- Cost of Hotel: \$ 81.77
- # of Scholarships: $\$500/\85 5.88 rounded down to 5

If there is money left over from the rounding, the Board may approve additional scholarships. Once the number of BAIG Scholarships is determined, the Scholarship Coordinator randomly selects the recipients on or after the cutoff date. In 2013 the cutoff date was the same as the last day of early registration for the conference.

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Notification and Payment

The BAIG Scholarship Coordinator notifies the recipients, obtains their addresses and determines the type of scholarship they are receiving by contacting the recipient or Region 7, and notifies the Treasurer who makes payment:

- For BAIG scholarships which cover registration and two meals, payment is made to the Treasurer of Region 7, with a note indicating the people for whom the scholarship applies.
- For BAIG scholarships which cover hotel costs, the Treasurer makes out a check to the hotel and mails the check to the recipient.

The recipient is responsible for registering with and paying the hotel. Recipients are responsible for finding roommates.

REGION 7 REPRESENTATIVE

Before Assembly

- ☐ Talk with your Intergroup's previous Region Rep and/or a Region 7 Board member about region service. Ask about what to expect, committee work, and benefits of region service.
- ☐ Join the Region 7 e-mail loop at <http://oaregion7.org/forms/request-google-group-access/> and read recent posts.
- ☐ Register and select your committee participation preferences before the registration deadline, usually 60 days before each Assembly.
- ☐ The pre-Assembly packets will be made available on the Region 7 website.
- ☐ Finish outstanding committee follow-up work.
- ☐ Discuss any issues with BAIG that they would like for you to bring to the Assembly. See if the Intergroup needs assistance of any sort with which the Region can help.

After and Between Assemblies

- ☐ Attend monthly BAIG meetings
- ☐ Give a written and/or oral report to BAIG about the Assembly – what workshop material can be applied to intergroup activities, results of the Business Meetings and how these will affect your Intergroup, and what you learned as a rep. For reps rotating out of Assembly service:
 - If there is not a new rep identified, help the Intergroup recruit a new rep.
 - Give your Region binder to the Intergroup to give to the new rep.
 - Consider running for an officer or trustee position in the future.
- ☐ Talk about your Region service experience with other members and at meetings. Encourage others to become involved in Region service as a rep or otherwise.
- ☐ Keep in contact with your committee and other reps to perform your committee assignments. Occasionally, the Region 7 Board of Directors may need assistance from your committee between Assemblies on new matters, so be open to helping as you can. Also,

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involve your sponsees and local members in your committee work where you can. This may entice them to participate in Region service in the future.

Resources

- OA Region 7 - <http://oaregion7.org/>
- OA Region 7 Assemblies - <http://oaregion7.org/assemblies/>
- OA Region 7 Committees and Board - <http://oaregion7.org/board/>
- OA Region 7 Service Resources - <http://oaregion7.org/resources/>

World Service Business Conference Delegate

Before Conference

- ☐ If new, talk with your Intergroup's previous delegate and/or Region 7 Trustee about WSBC service. Ask about what to expect, committee work, and benefits of WSBC service.
- ☐ If returning, complete outstanding committee follow-up work.
- ☐ Register and select your committee participation preferences before the registration deadline, usually the end of December.
- ☐ Ensure the intergroup participates in the WSBC Agenda Questionnaire process. Responses are usually due the last week of February.
- ☐ Reserve your hotel room at least 120 days in advance.
- ☐ The WSBC packets will be made available on the OA website. The packet will be provided in a binder in your conference packet.

After and Between Conferences

- ☐ Give a written and/or oral report to BAIG about the WSBC – what workshop material can be applied to intergroup activities, results of the Business Meetings and how these will affect your Intergroup, and what you learned.
- ☐ For delegates rotating out of WSBC service:
 - If there is not a new delegate identified, help the Intergroup recruit a new delegate.
 - Consider running for a trustee position in the future.
- ☐ Talk about your WSBC service experience with other members and at meetings. Encourage others to become involved in World service as a delegate or otherwise.
- ☐ Keep in contact with your committee and other reps to perform your committee assignments.

Resources

- OA World Service Business Conference - <http://www.oa.org/world-service-events/world-service-business-conference/>.

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Email List

Joining the List

To join, visit the [OA Baltimore group email list webpage](#) then take one of these steps:

If someone has a Gmail address or Google account with an e-mail address other than Gmail, select the "Ask to Join" button in the upper right of the page.

If someone does not have a Gmail address or Google account with an email address other than Gmail, they will have to first establish a Google account using their own email address (which does not have to be a Gmail address).

- Visit the Create your Google Account page to set up an account and follow the instructions for using an alternate email address.
- Once the account is established, visit the OA Baltimore group email list webpage and select the "Ask to Join" button in the upper right of the page.

Group Management

Group managers can view details of the group. The menu is displayed on the left side of the group page.

- **Conversations** - also known as posts or messages. Group managers can choose to moderate incoming messages or let them post without moderation.
- **Members** - group managers can view a list of members, pending members and banned users. Pending members are those requesting to join the list, which group managers can approve.
- **Group Settings** - group managers can change various settings, such as the group description, who can see the group, creating custom roles, and what privileges members and group managers have.

Adding Members to the List

Group managers can add or delete email addresses from the list.

- **Direct Add** - go to the People section. Near the top of the list is an Add Members button. Add the email address into one of three areas:
 - Group members - for everyone
 - Group managers - Intergroup officers/committee chairs
 - Group owners - typically those responsible for maintaining the list - either someone in a service position specifically to manage the list and/or Intergroup offices/committee chairs.
- **Pending Members** - review and approve anyone requesting membership. The "pending members" section under "People" will display a number of those seeking membership.

How to Send an E-mail to the List

The Intergroup officers and committee chairs have access to send an e-mail to the list. Simply send an e-mail to the address oa-baltimore-intergroup-list@googlegroups.com.

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(IG #09088)

Updated September 5, 2021

Moderating the List

The list can be set to require moderation of membership or posts.

- **Membership** - those seeking to join the list are asked to answer a question on why they want to join the list.
- **Posts** - also called "Messages," can be moderated. Multiple messages on the same thread is called a "Conversation." Go to "Group Settings" and scroll to "Message moderation" to select the desired moderation.

Resources

- Google Groups - <http://groups.google.com>
- Baltimore Area Intergroup Google Group - <https://groups.google.com/g/oa-baltimore-intergroup-list>
- Request to Join the E-mail List - <http://oabaltimore.org/intergroup/join-the-e-mail-list/>

Google Account

The Secretary is responsible for maintaining access to the Google account. The Intergroup Chair and Communications Committee chair serve as backups to the Secretary. All will have access to updating the account.

Access

- Go to google.com on any computer.
- Sign in to the Google account at oabaltimoremail@gmail.com
- Click on the account icon on the upper right, which will open a box. Select "Manage Your Google Account," which will take the viewer to the Google Account page.
- On the left menu bar, select "Personal Info."
- In "Contact Info," one can update email addresses and telephone numbers for verification.
 - Select the right arrow in the "EMAIL" section. Various access options exist to allow account recovery, alternate e-mails to sign in, and contact e-mail. Follow the prompts to add the account password. One can replace the current alternate or contact e-mail address or add another.
 - Recovery email is set to chair@oabaltimore.org
 - Contact email is set to secretary@oabaltimore.org
 - Alternate email for sign-in is communications@oabaltimore.org.
 - The "oabaltimore" addresses are automatically forwarded to the current member holding those positions.
 - Select the right arrow in the "PHONE" section
 - The telephone numbers listed are the OA Baltimore Hotline, and the telephone numbers for the current Chair, Secretary, and Communications Committee chair. These will need to be changed as members rotate in and out of these positions.

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- The Communications Committee chair telephone number is currently the “Account security and password reset” number, though this task can be transferred to the Chair and Secretary as needed.
- To change or add a telephone number:
 - Select any of the telephone numbers
 - Select the “pencil” to edit. In the box that pops up, select, “Update Number.”
 - In the “Update Number” box, select “Use another number.” Select “Next.”
 - In the “Update number” box, replace the number with the new number. Keep the “+1” as that’s the country code for the United States and select “Next.”
 - The box will state that Google will send a verification code to the new number by text. Get the verification code from the number’s owner and select “Get Code.”
 - Enter the code and follow the box’s instructions. The number will be added.

Resources

- Google Groups - <http://groups.google.com>
- Baltimore Area Intergroup Google Group - <https://groups.google.com/g/oa-baltimore-intergroup-list>
- Request to Join the E-mail List - <http://oabaltimore.org/intergroup/join-the-e-mail-list/>

Webmaster

Glossary (from Wikipedia and other sources)

- **BlueHost** - this company hosts the OABaltimore.org. website. Websites must be hosted by a webhost. BlueHost is one of the most popular web hosts around. Visit BlueHost.com for information.
- **Domain Name** – is the name of the website, in this case “oabaltimore.org”. A group must buy and periodically renew the rights to the domain name.
- **E-mail Forwarder** – the process within the webhost that allows e-mails sent to intergroup e-mail addresses for various officers and other servants directly to the office holder’s or servant’s e-mail address of his or her choice.
- **E-mail Server** – A mail server (also known as a mail transfer agent or MTA, a mail transport agent, a mail router or an Internet mailer) is an application that receives incoming e-mail from local users (people within the same domain) and remote senders and forwards outgoing e-mail for delivery.
- **FTP** – The File Transfer Protocol (FTP) is a standard network protocol used to transfer computer files from one host to another host over a TCP-based network, such as the Internet. FTP is built on a client-server architecture and uses separate control and data connections between the client and the server.

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- **IP address** - a unique string of numbers separated by periods that identifies each computer using the Internet Protocol to communicate over a network.
- **Name Server** - A nameserver is a computer that is permanently connected to the Internet and translates domain names into IP addresses (or vice versa), enabling you to enter www.example.com instead of 69.89.131.168 (which happens to be our webhost's IP address).
- **PHP** is a server-side scripting language designed for web development but also used as a general-purpose programming language.
- **Sitelock** is a website security company that provides various security services to keep a website from being hacked or overtaken by ransomware. Visit sitelock.com for information.
- **Web Hosting** - is the service providing space on the Internet for websites. When you make a website and want other people to see it, you will need to publish (or upload) it with a web hosting service (BlueHost is our web host, and it hosts and displays all of the pages of oabaltimore.org, the domain name of our website).
- **Website** - a location connected to the Internet that maintains one or more pages on the World Wide Web.
- **WHOIS** (pronounced as the phrase "who is") is a query and response protocol that is widely used for querying databases that store the registered users or assignees of an Internet resource, such as a domain name, an IP address block, or an autonomous system, but is also used for a wider range of other information. The "whois" information can be changed or updated on the BlueHost web host account.
- **WordPress** is a free online, open source website creation tool written in PHP (this is the program we use to create and update our webpages).

Suggested skills: experience with, willingness to learn, or understanding of website maintenance and creation, basic understanding of webhosting, and a willingness to learn new skills and information.

Resources

- Overeaters Anonymous – Technology Solutions - <http://www.oa.org/membersgroups/service-body-support/technology-solutions>

E-mail Forwarders

To protect the anonymity and the personal e-mail addresses of members serving in positions of responsibility, the Intergroup has employed E-mail Forwarders, the process within the webhost that allows e-mails sent to intergroup official e-mail addresses for various officers and other servants directly to the office holder's or servant's e-mail address of his or her choice.

On the Intergroup website's contact page at <http://oabaltimore.org/contact-us/>, a contact e-mail form is available to send e-mails to officers, committee members, and others through the form. The e-mail is sent to the official e-mail address for that position of responsibility (e.g. chair@oabaltimoremail.com), and BlueHost, our webhost automatically sends the e-mail to the position holder's personal e-mail address.

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E-mail forwarders can be updated at any time. These are the instructions:

1. Obtain the e-mail address to where the person in the position of responsibility would like to have e-mails forwarded.
2. Sign in to BlueHost.com using our sign-in information below.
3. In the main screen, on the menu bar on the left, select Advanced.
4. In the Email section, select Forwarders.
5. In the Forwarders screen, scroll down slightly and select a larger number in the Page Size on the lower right to show the entire list of forwarded addresses.
6. Note the various Forwarder options to see what officers and position holders receive forwarded e-mails.
7. Select the blue "Add Forwarder" button.
8. In the "Address to Forward:" section, add the address to which to forward, e.g. chair, vicechair, or whatever office or position will be forwarded.
9. In the "Forward to Email Address" field, add the e-mail address to where the person in the position of responsibility would like to have e-mails forwarded.
10. Select the blue "Add Forwarder" button.
11. If there is a former officer or position holder whose e-mails were forwarded who is no longer holding that position, select the "Delete" button on the line of that person's listing.
12. More than one address can receive forwarded e-mails. Simply repeat these steps to add a second or third person who should receive forwarded e-mails for that position.

SIGN IN TO WORDPRESS

Go to <http://oabaltimore.org/wp-admin>.

Sign-In: (Ask the webmaster for the sign-in and password)
Password:

An alternate way to access WordPress through the BlueHost web server account.

1. Visit <http://www.BlueHost.com>, sign in as oabaltimore.org, password [b4.OA,l8n8n8!](#)
2. Go to Hosting > cPanel > Site Builders > Simple Scripts
3. WordPress is installed in our BlueHost account. Under MyInstalls, select WordPress and the link underneath called Admin Login. You will be to the WordPress Login screen.
4. Sign in is oabaltimore.org, password [b4.OA,l8n8n8!](#)

SIGN IN TO SITELOCK

Go to <https://sitelock.com>

Sign-In: (Ask the webmaster for the sign-in and password)
Password:

Account ID: (ask the webmaster for the account)

(855) 378-6200 Tech Support

(844) 217-0577 Sales

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support@sitelock.com

Services purchased from Sitelock. Annual fees are charged yearly on June 28.

- Sitelock Trueshield Premium - \$525.00
- Sitelock Infinity - \$175.00

Visit <https://www.sitelock.com/products/web-application-firewall> for informatoin on Trueshield services. There are basic, professional, and premium levels.

Trueshield is a firewall that stops malware and other attacks, improves website performance, and is a content delivery network.

Per <https://www.sitelock.com/blog/infinity-2017-cloud-computing-excellence-award/>:

“INFINITY is a state of the art malware and vulnerability remediation service featuring unique, patent-pending technology. INFINITY combines deep website scanning and automatic malware removal with unrivaled accuracy and frequency. Designed to scan a website from the end-user’s point of view, it catches any trace of malware before the user does.”

April 12, 2021 - Mike Bernard, the OA Baltimore webmaster spoke with Nia in the SiteLock customer service office to explore if a less costly level of Trueshield would meet the needs of our web page security. Nia explained that the product has recently changed and the levels no longer exist.

Existing customers can keep the existing products. She explained our current arrangement is significantly discounted. TrueShield Premium is \$525 where it was normally \$719, and Infinity is \$175 where it was normally \$600, a total discount of \$619 per year.

She explained that there are bundled products now, one being Secure Speed Bundle at \$899 per year and Secure Site at \$499 per year, but scanning services in the cheaper version would be done just once daily instead of continually. She recommended that we keep a higher level of service if we have more than 2500 files in our site - we have almost 6000. Since we can keep the current arrangement, we will do so as that is less expensive than the currently offered products and will continue to be available.

BLUE HOST – WEBHOST INFORMATION

Sign In <https://bluehost.com>
Username: ask the Webmaster for this information
Password: ask the Webmaster for this information

Account Information – ask the Webmaster for this information

Domain: oabaltimore.org
Username:
Temporary URL:
Email Server:

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Name Server 1:

Name Server 2:

Your FTP Information:

Host:

FTP Username:

Web Directory:

PRODUCTS ON OUR [OABALTIMORE.ORG](http://oabaltimore.org) BLUEHOST ACCOUNT

- Domain Name Registration (rights to the web domain name "oabaltimore.org") - \$17.99/year paid through September 18, 2021
- Webhosting (on Bluehost.com, our webhost) - \$8.99/month when purchasing 36 months at one time (best price); paid through April 21, 2022. This is paid by BAIG debit card.
- CodeGuard Professional (daily website content backups on Bluehost, can revert to previous versions of the webpage) - \$59.95 per year, renewed every November 30. See <https://www.bluehost.com/codeguard> for information.

DOMAIN NAME INFORMATION

Websites have "domain names," and sometimes more than one which are purchased through web hosts and governed by ICANN (The Internet Corporation for Assigned Names and Numbers). Some domain name owners may buy multiple domain names and "point them" to a main website. The Baltimore Area Intergroup's only website domain is **oabaltimore.org**.

When we purchased the domain in 2013, we received this note from our webhost Bluehost.com:

Dear Admin of oabaltimore.org,

This message is a reminder to help you keep the contact data associated with your domain registration up-to-date. This is a requirement made by ICANN (The Internet Corporation for Assigned Names and Numbers) through the WDRP (Whois Data Reminder Policy).

Our records include the following information:

Domain: oabaltimore.org
Registered through: BlueHost.Com
(<http://www.bluehost.com/>)

Created on.....: 2000-09-19 01:32:34 GMT
Expires on.....: 2014-09-19 01:32:34 GMT
Last modified on.....: 2013-05-02 02:21:00 GMT

OA Baltimore Area Intergroup

[hidden]

[hidden]

[hidden]

United States

[hidden]

[hidden]

[hidden]

Last modified: 2013-05-02 02:08:14 GMT

Registrant Info: (FAST-19869442)

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Admin Info: (FAST-19869442)

OA Baltimore Area Intergroup

[hidden]

[hidden]

[hidden]

United States

[hidden]

Fax...: (none)

Email: [hidden]

Last modified: 2013-05-02 02:08:14 GMT

Bluehost Inc

1958 South 950 East

Provo, Utah 84606

United States

Phone: [+1.8017659400](tel:+18017659400)

Fax...: [+1.8017651992](tel:+18017651992)

Email: whois@bluehost.com

Last modified: 2012-06-11 19:06:42 GMT

Tech Info: (FAST-12785242)

Bluehost.com

Nameserver

Information: NS1.BLUEHOST.COM

NS2.BLUEHOST.COM

If any of the information above is inaccurate, you must correct it by visiting our website at www.bluehost.com. (If your review indicates that all of the information above is accurate, you do not need to take any action.) Please remember that under the terms of your registration agreement, the provision of false Whois information can be grounds for cancellation of your domain name registration.

If you have further questions, ICANN has provided a short FAQ about the WDRP which can be found at <http://www.icann.org/whois/wdrp-registrant-faq.htm>."