

that are used at the level of press, radio, films, and TV. A review of the Anonymity section in the Policy Digest part of the *Al-Anon/Alateen Service Manual* is also advised.

Information on our Web sites is to let people know how to get in touch with us. At the same time, in order to preserve personal anonymity, full names are not given. The WSO phone number, address, e-mail address, and Web site address may be posted as a source of additional information.

**8. Q. Will Al-Anon's World Service Office approve local Web sites?**

A. There is no central authority in Al-Anon. The WSO is available to share collected experience on any subject, including Web sites. The WSO hyperlinks to GSO and Area Web sites and includes a disclaimer when a visitor is leaving the WSO site. The WSO reviews any AIS Web sites that ask to be listed in *Getting in Touch* on the WSO Web site. These are only checked for copyright and trademark adherence.



**9. Q. What can be found on the WSO's Web site, <http://www.al-anon.alateen.org>?**

A. In keeping with our Twelve Traditions and viewing the Internet as a form of public and electronic media, the WSO's Web site is currently set up as a Public Information tool. Available in English, French, and Spanish, it provides accurate and consistent information about Al-Anon and Alateen for the general public, media, and professionals and includes:

- *Getting in Touch with Al-Anon/Alateen* (S-23)
- Professional resources
- Al-Anon's Twelve Steps, Twelve Traditions, and Twelve Concepts of Service
- *Al-Anon Faces Alcoholism* magazine
- Alateen information
- Catalog of Al-Anon Conference Approved Literature and ordering instructions
- Al-Anon's Statement of Purpose
- Media Center

**10. Q. Where can we find existing Al-Anon/Alateen Web sites?**

A. The Meeting Info (*Getting in Touch*) section of the WSO Web site,

<http://al-anon.org/local-meetings>

gives Web site addresses of Al-Anon information services in the United States, Canada, and around the world. You can also use one of the many search engines on the Web for references to Al-Anon and Alateen.



**11. Q. Is having an Al-Anon/Alateen Web site considered promotion rather than attraction?**

A. No, our *2010-2013 Al-Anon/Alateen Service Manual* says on page 107:

"Al-Anon is *attracting* when it tells people why we are, what we are, what we do and how; we let them know that we are available *if* and *when* help is needed. We state the facts, which are communicated via the press, radio, films, and TV, always stressing anonymity at the public level.

Al-Anon is *cooperating* when it works with others, rather than alone. In working with others, our scope and contacts are broadened and we reach many more of those in need."

**Remember:** All decisions will reflect the needs and experiences of members in each area, large or small, urban or rural. If there are further questions, please contact the WSO.

Al-Anon's Frequently Asked Questions are adapted from Alcoholics Anonymous' Web site with permission of Alcoholics Anonymous World Services, Inc.



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*Frequently  
Asked  
Questions  
about Creating and Maintaining*  
**AL-ANON/ALATEEN  
WEB SITES**

**1. Q. How do we start to set up a local Al-Anon Web site?**

A. Decisions in Al-Anon are usually made through an informed group conscience and the decision to post a Web page is no different. Whether group, district, information service, or Area, Al-Anon experience suggests forming a committee to discuss all aspects of setting up a Web site, including all possible concerns about the Traditions.



Early on, it is important to agree upon a method for gathering the group conscience of the local Al-Anon community, and to inform local groups, districts, information services, and the Area about the committee's progress. When the committee has reached a consensus, its findings are shared with the whole group (district, Area, etc.) and a decision is made through an informed group conscience vote. It is then that the actual work on the Web site can begin. It is helpful to remember that there is no need to let the speed of this technology dictate the speed of our actions. Technical questions regarding this communication method will need to be answered by experts in that field.

**2. Q. How do we select a domain name for our Web site?**

A. There are a number of domain name registration companies on the Internet. Check with an Internet Service Provider (ISP) for ideas on how to register the domain name. The WSO has registered the [www.al-anon.alateen.org](http://www.al-anon.alateen.org), [www.al-anon.org](http://www.al-anon.org), [www.Al-anon.ca](http://www.Al-anon.ca), [www.alateen.org](http://www.alateen.org), and [www.al-anon-alateen.ca](http://www.al-anon-alateen.ca) domain names. As a non-profit organization, the WSO uses the ".org" designation.

To preserve Al-Anon's trademarks, individuals may not use the *Al-Anon*, *Alateen*, and *AFG* names in their Web site domain names. The Al-Anon service arms (groups, districts, Areas, AISs, GSOs) may use the *Al-Anon*, *Alateen*, and *AFG* names in their domain names without permission.

**3. Q. Who is responsible for a Web site?**

A. A thoughtful and informed group conscience of the Al-Anon entity creating the site is responsible for deciding the contents, policies, and procedures involved in setting up and maintaining the Web site. It has been suggested that a "Web master" (chairperson/ coordinator) be appointed or elected to serve as a trusted servant, responsible to the committee/groups they serve. As our Fourth Concept of Service suggests, it can be helpful to have a committee of people to create the content and maintain the Web site.



**4. Q. What Al-Anon information is appropriate for a Web site?**


A. Again, the group conscience will determine the contents. All Al-Anon literature is protected by copyright. There are restrictions on use that apply to Al-Anon material displayed on the Web site.

To include items on a Web site that now appear on the WSO's site, it is suggested to hyperlink to the appropriate page of the WSO site.

The Al-Anon Web site has lists of materials that can be posted on Web sites without getting express written permission from the WSO. The most recent versions of this material may be posted. These lists may be found on the Members Web site at:

- [www.al-anon.alateen.org/members/outreachpost.php](http://www.al-anon.alateen.org/members/outreachpost.php)
- [www.al-anon.alateen.org/members/download.php](http://www.al-anon.alateen.org/members/download.php)
- [www.al-anon.alateen.org/members/forum.php](http://www.al-anon.alateen.org/members/forum.php)

Postings of this material need to acknowledge a credit line as follows: "Reprinted with permission of Al-Anon Family Group Headquarters, Inc., Virginia Beach, VA." Compliance with Al-Anon Family Group Headquarters, Inc.'s copyrights and trademarks is required.

Groups, districts, Areas, AISs, and GSOs may use, without permission from the WSO, the Al-Anon logo  and the material listed on the WSO Web site.

Written permission must be obtained before using the Steps, Traditions, and Concepts of Service on Web sites. At this time, permission to use the Legacies is given one year at a time.

**Note:** Individuals may not use the three trademarked Al-Anon logos (shown in the *Al-Anon/Alateen Service Manual*), the Steps, the Traditions, or the Concepts of Service on their Web sites. Individuals may use the materials that can be posted on Web sites without express written permission, but they must use the proper credit line given above. Individuals wishing to use other Al-Anon material not listed for posting on the WSO Web site have to request written permission from the WSO before posting it.

**5. Q. Who pays for the site?**

A. In keeping with our Seventh Tradition, the Al-Anon service arm creating the site pays the expenses for developing and maintaining the site.

**6. Q. Should we link to other sites?**

A. Linking to other Al-Anon Web sites will often have the positive effect of significantly broadening the scope of your site. Information contained on these sites becomes instantly available to those visiting your site. However, since each Al-Anon service arm is

autonomous and has its own group conscience, a site to which you have linked may start to display information which your group conscience finds objectionable; and there is no way to know when this might occur or to prevent it from happening.

Linking to sites other than Al-Anon is problematic, as it may imply endorsement, if not affiliation, regardless of the contents. In the final analysis, experience strongly suggests that when considering linking to another site, one must proceed with caution.



**7. Q. What about anonymity?**

A. Please observe all Al-Anon's principles and Traditions on Web sites. As "anonymity is the spiritual foundation of all our Traditions," personal anonymity is maintained on Al-Anon Web sites at all times. An Al-Anon Web site is a public medium that has the potential for reaching the broadest possible audience, and therefore, requires the same safeguards