

#### **The Purpose of this Document**

This document is intended to help members in their early use of CONTRIBUTIONS ONLINE. It provides a general overview of the most significant features of CONTRIBUTIONS ONLINE as well as tips that members using it for the first time will find helpful.

A two-part streaming web video tutorial illustrating actual usage of CONTRIBUTIONS ONLINE is also available at the web address shown below. It is highly recommended that members view the video tutorials prior to using CONTRIBUTIONS ONLINE for the first time. When connecting to the video, members will need to enter the password: "ctb042010". The video may be accessed at: <http://www.screencast.com/t/OTFkNjUyNGEt>

#### **Introducing CONTRIBUTIONS ONLINE**

CONTRIBUTIONS ONLINE is an internet / web application that allows A.A. members to make contributions to the U.S./Canada General Service Board of Alcoholics Anonymous. A contribution through CONTRIBUTIONS ONLINE may be done using either of two methods of payment- credit card or "E-Check". An "E-Check" is a form of payment in which funds are electronically transferred from the contributor's checking account to the checking account of the General Service Board. (Due to banking regulations the E-Check option may only be used for funds drawn on accounts in U.S. banks.) Both of these methods have become widely accepted forms of payment and may be familiar to anyone who has made an online purchase from an Internet merchant.

#### **CONTRIBUTIONS ONLINE Security Measures**

For maximum protection of confidential member information and financial transaction security Alcoholics Anonymous World Services, Inc. (A.A.W.S. Inc.) has purchased an extended validation certificate from VeriSign. This certificate ensures that all information sent between member's computers and the CONTRIBUTIONS ONLINE website is protected by very strong encryption technology. A.A.W.S. Inc. also utilizes the services of Security Metrics to verify that the CONTRIBUTIONS ONLINE Website is in compliance with security industry best practices by periodically scanning the CONTRIBUTIONS ONLINE website for vulnerabilities.

**Public Computers - Internet Security and Privacy Considerations**

Because of the precautions mentioned above members may use CONTRIBUTIONS ONLINE with confidence from a personal computer they own. However, entering personal and/or financial information on a public or shared computer can pose security risks including the possibility of fraud and theft of identity. The term Public or Shared Computer refers to computers in libraries, hotel business centers, internet cafés and even computers owned by friends or acquaintances. Furthermore, workplace computers though safe may be subject to employer monitoring and recording of computer usage.

The General Service Office (G.S.O.) does NOT recommend accessing CONTRIBUTIONS ONLINE from a public or workplace computer and suggests instead that members using computers in such locations continue to make their contributions to the G.S.O. through the traditional telephone or postal mail methods.

For members who still elect to use a public computer, tips about viewing the Content and Privacy settings for most of the major web browsers in use today are available by clicking the link that reads "[Security and Privacy Considerations](#)" located on the CONTRIBUTIONS ONLINE home page.

**Initial Availability in English Only**

Initially, CONTRIBUTIONS ONLINE is available in English only. The factors that influenced the G.S.O.'s decision to go forward without the availability of French and Spanish were: 1) The commitment to make CONTRIBUTIONS ONLINE available for member use as quickly as possible and 2) The realization that changes may be necessary as we gather sharing from the early experiences of members using CONTRIBUTIONS ONLINE. Postponing the French and Spanish translation for a short time may significantly reduce the overall cost of the final translations.

**An Overview of Using CONTRIBUTIONS ONLINE**

- 1) Before using CONTRIBUTIONS ONLINE to make a contribution, each member must create a confidential “User Profile”. A User Profile is where each member establishes the name and password they want to use to login to CONTRIBUTIONS ONLINE. An example of this process is shown on pages 4 and 5 of this document.
- 2) After a User Profile has been created members login to CONTRIBUTIONS ONLINE using their chosen Login Name and Password. To access CONTRIBUTIONS ONLINE, members may click on the “CONTRIBUTIONS ONLINE” icon which can be found on the home page of the [www.aa.org](http://www.aa.org) website, or enter the following address into their favorite web browser: <https://ctb.aaws.org>.
- 3) Making a contribution involves three (3) steps listed below and shown in image format with explanatory notes on pages 6 through 9 of this document. As previously stated it is highly recommended that members view the online tutorial videos mentioned on page 1 of this document prior to using CONTRIBUTIONS ONLINE for the first time.

The steps are:

1. Identify the type of contribution. CONTRIBUTIONS ONLINE allows two types of contributions to be made: Individual and Group.
2. Enter the information required to complete the contribution transaction and payment: Contribution Amount (Minimum \$2.00), Credit Card or Checking Account information, billing / contact address, and preferred method for receiving the Contribution Acknowledgement.
3. Confirm that all of the information entered is correct.

The following pages illustrate steps just mentioned.

The screenshot shows the homepage for A.A. Member Contributions Online. At the top left, it says "Welcome to ALCOHOLICS ANONYMOUS A.A. Member Contributions Online". To the right is a blue silhouette of a diverse group of people, including one person in a wheelchair. Below this is a quote: "The A.A. groups themselves ought to be fully supported by the voluntary contributions of their own members. —from the Long Form of Tradition Seven". A "Read more..." link is provided. Below the quote, it states: "In keeping with Tradition Seven, you must be an A.A. Member to make a contribution" and "We can be contacted at (212) 870-3400 or by email at Cont...@aa.org". On the right side, there is a yellow "Log In" box with fields for "User ID:" and "Password:", a "Log In" button, and links for "Forgot your password?" and "Security and Privacy Considerations". Below the main content is a blue bar with the text "Create a confidential User Profile". Underneath, there are two radio button options: "I acknowledge that I am an A.A. member" (which is selected) and "I am not an A.A. member". A "Create Profile" button is located below the first option. At the bottom of the page, there is a copyright notice for 2009, a disclaimer about digital delivery, and logos for Authorize.Net, SecurityMetrics Credit Card SAFE, and VeriSign Secured.

**CONTRIBUTIONS ONLINE Home Page:** To use CONTRIBUTIONS ONLINE members must first create a confidential User Profile. A user profile allows each member to define a UserID and Password of their choice which will be used to login to CONTRIBUTIONS ONLINE. Creating a user profile is done by clicking the check box next to the text that reads: "I acknowledge that I am an A.A. member", and then clicking the "Create Profile" button. On subsequent visits to the CONTRIBUTIONS ONLINE site, members log in by entering their User ID and Password and clicking the "Log In" button. This can be seen in the Yellow "Log In" Window above.

Welcome to  
**ALCOHOLICS ANONYMOUS**  
A.A. Member Contributions Online



### Create a User Profile

Please read these considerations before creating your profile  
[Security and Privacy Considerations](#)

User IDs must be between 6 and 60 characters.  
You may use your Email Address as your User ID or you may choose another unique identifier.

User ID:

My User ID is my Email Address

Email Address:  (Your Email Address is optional)

Confirm Email:  (Required if Email Address is entered above or used as User ID)

Passwords must be between 6 and 20 characters, and contain at least one letter and one number.

Password:

Confirm Password:

The Security Question and Answer are used to retrieve your password, should you forget it.  
Choose a question and answer that only you would know.

Security Question:

Security Answer:

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Do you want your profile to automatically fill in the details of your last contribution?  
This includes the contribution type, group number, and acknowledgment type (email or letter).

Yes  No

Do you want your profile to automatically fill in your personal information?  
For credit card contributions, this includes your card type and billing address.  
For e-check contributions, this includes your bank name, bank routing number (not account number), and contact address.

Yes  No

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To protect our database from unsolicited entries, please enter the words you see below with a space between them in the box. If the words are unclear, make your best guess.



Type the two words:

**CONTRIBUTIONS ONLINE Create Profile page:** On this page A.A. members define their User ID and Password. An email address is not required to use CONTRIBUTIONS ONLINE but if the member has one, it may be designated as their User ID on CONTRIBUTIONS ONLINE. The Security Question and Answer is an additional security measure which is used if the member forgets their password. Finally, to prevent automated agents from maliciously generating user profiles, randomly generated word-pairs are rendered and displayed in a distorted manner in the box just above the “Create Profile” button. The member must type in the words as shown as the final step in the profile creation process.

Welcome to  
**ALCOHOLICS ANONYMOUS**  
A.A. Member Contributions Online

1. Contribution Type 2. Contribution Information 3. Confirm Information 4. Contribution Complete

**Contribution Type**

Make an Individual Contribution

Make a Group Contribution

By Group Service Number

By Group Name and Location

[Need help entering your Group? Show Details...](#)

Group Country:

State/Province:

City Where Group Meets:

Group Name:

chasshell is logged in  
[Logout](#)

YTD Contributions

Date	Amount	Service #
You		
4/18/2010	\$2.00	109490
Total:		\$2.00
Sat Night Alive Again Step Gp		
5/22/2010	\$2.10	134966
5/22/2010	\$2.11	134966
5/23/2010	\$2.12	134966
Total:		\$8.33

[View Contribution History](#)  
[Edit Your Profile](#)

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securityMETRICS  
Credit Card  
SAFE

VeriSign  
Secured  
VERIFY  
ABOUT SSL CERTIFICATES

**CONTRIBUTIONS ONLINE Contribution Type page:** This is step 1 of the process of making a contribution. The check boxes are used to identify the contribution as either an “Individual” or “Group” contribution. For Group contributions or when an Individual contribution is credited to a member’s group, additional visual mechanisms will be displayed to help the member locate their group.

The Yellow window at the center right side of the page shows a summary of previous contributions that have been made. Clicking on the link “View Contribution History” displays a more comprehensive view of previous contributions. The most recent 24 months of contributions history will be kept available member viewing.

Welcome to  
**ALCOHOLICS ANONYMOUS**  
**A.A. Member Contributions Online**



1. Contribution Type
2. Contribution Information
3. Confirm Information
4. Contribution Complete

**Contribution Type** [Go Back](#)

An Individual Contribution

**A Group Contribution**

Service #: **134965**  
 Group Name: **Sat Night Alive Again Step Gp**  
 City: **Sparta**  
 State/Province: **NEW JERSEY**  
 Country: **United States**

**Contribution Amount**

Amount: \$ (US)  (Individual contributions are limited to \$3000 per year)

**Payment Type**

Pay by Credit Card

**Pay by E-check (Electronic Transfer)**

Checks must be drawn on a U.S. bank

Bank Account Type:  (Bank where your account is held)

Bank Name:

Bank Routing Number:  [What is this?](#)

Confirm Routing Number:

Bank Account Number:

Confirm Account Number:

Account Name:  (The name on your checks)

**Contact Information**

Contact Address 1:  (Only used if there are questions about your contribution)

Address 2:

City:

Country:

State/Province:

Zip/Postal Code:

Phone Number:

**This charge will appear on your bank statement as:**  
**GSO Contributions Online**

**Contribution Acknowledgment**

A letter acknowledging your contribution, the amount, date, and any group designation will be sent as indicated below. If you choose email delivery, the letter will be sent as a PDF file.

**Send to an Email Address**

Email Address:  (The Acknowledgment letter will be sent as a PDF file)

Confirm Email:

Send to the above Contact Address

Send to the following Address

**chasshell is logged in**  
[Logout](#)

YTD Contributions


Date	Amount	Service #
<b>You</b>		
4/18/2010	\$2.00	109490
<b>Total:</b>		<b>\$2.00</b>
<b>Sat Night Alive Again Step Gp</b>		
5/22/2010	\$2.10	134965
5/22/2010	\$2.11	134965
5/23/2010	\$2.12	134965
<b>Total:</b>		<b>\$6.33</b>

[View Contribution History](#)  
[Edit Your Profile](#)

**CONTRIBUTIONS ONLINE Contribution Information page:** This is step 2 of the process of making a contribution. The Contribution amount, credit card and billing address or bank account and contact address must be entered along with the preferred method for delivery of the Contribution Acknowledgement from GSO.

**CONTRIBUTIONS ONLINE Confirm Information page:** This is step 3 of the process of making a contribution. You are asked to review all of the information that has been entered. Corrections and changes can be made by pressing the “Go Back” button. To continue and finalize the contribution simply press the “I Authorize Payment” button at which time an electronic payment from your credit card or bank account will be processed. A printable receipt for the contribution is displayed after the transaction is approved.

Welcome to  
**ALCOHOLICS ANONYMOUS**  
**A.A. Member Contributions Online**



1. Contribution Type
2. Contribution Information
3. Confirm Information
4. Contribution Complete

Please ensure all the information below is correct

**Contribution Type**

An Individual Contribution  
 **A Group Contribution**

Service #: 134965  
 Group Name: **Sat Night Alive Again Step Gp**  
 City: ██████████  
 State/Province: **New Jersey**  
 Country: **United States**

**Contribution Amount**

Amount: **\$2.04**

**Payment Type**

Pay By Credit Card  
 **Pay By E-check**

Bank Account Type: **Business Checking**  
 Bank Name: ██████████  
 Bank Routing Number: ██████████  
 Bank Account Number: ██████████  
 Account Name: ██████████

**Contact Information**

Contact Name: ██████████  
 Contact Address 1: ██████████  
 Address 2: ██████████  
 City: ██████████  
 Country: **United States**  
 State/Province: **New Jersey**  
 Zip/Postal Code: ██████████  
 Phone Number: ██████████


**Contribution Acknowledgment**


Send to an Email Address  
 **Send to the above Contact Address**  
 Send to the following Address

**By clicking the I AUTHORIZE PAYMENT button below, I authorize The General Service Office to charge my business checking account on 6/2/2010 for the amount of \$2.04 for this contribution to the General Service Board of A.A.**

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EMAIL US: [Confrm@aa.org](mailto:Confrm@aa.org)





**CONTRIBUTIONS ONLINE Contribution Complete page:** This is the final step of the process of making a contribution. This page serves as a transaction record for your contribution and may be printed for your records by clicking the PRINT button.

Welcome to  
**ALCOHOLICS ANONYMOUS**  
**A.A. Member Contributions Online**



1. Contribution Type   2. Contribution Information   3. Confirm Information   4. Contribution Complete

**Thank you for your contribution to the A.A. General Service Board**

Your contribution is gratefully received. Your contributions and others like it make it possible for your General Service Board to support the efforts of individual A.A. Members to carry the message of hope to those who still suffer.

In accordance with Internal Revenue Service regulations, we advise you that your General Service Board is a "qualified organization" - under Section 170 (c) of the 1986 Code, and, no goods or services were provided to the donor in return for the donor's contribution. As such, your contributions to the General Service Board are tax deductible in the United States.

You may print this page for your records

You made a Group Contribution to the Sat Night Alive Again Step Gp

Date: 6/2/2010  
 Account Type: Business Checking  
 Account Name: Pension Planning Associates  
 Bank Account Number: XXXXX9596  
 Amount: \$2.04

chasshell is logged in  
[Logout](#)



YTD Contributions

Date	Amount	Service #
You		
4/18/2010	\$2.00	109490
6/2/2010	\$2.03	134966
<b>Total:</b>	<b>\$4.03</b>	
Sat Night Alive Again Step Gp		
5/22/2010	\$2.10	134966
5/22/2010	\$2.11	134966
5/23/2010	\$2.12	134966
6/2/2010	\$2.01	134966
6/2/2010	\$2.02	134966
6/2/2010	\$2.04	134966
<b>Total:</b>	<b>\$12.40</b>	

[View Contribution History](#)  
[Edit Your Profile](#)

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