

# e-Communities Member Reference Guide

## Signing in:

Go to the “Sign In” page at <http://ecomm.al-anon.org/communities>

\* Please note: if you have accessed e-Communities or the Al-Anon on-line store in the past, continue using the same username and password.

1. Select “Sign In” from the upper right menu bar.
  2. Type in your username.
  3. Type in your password.
  4. Click on the “Sign In” button and that will take you to your Communities page.
- **If your sign-in was successful, you will see your full name displayed on the upper right menu bar next to the “Sign Out” button. If you are unable to sign in, refer to the instructions below to reset your username and/or password.**

## What if I don’t remember my username?

1. Go to the “Sign In” page
2. Click **Forgot my Username** link.
3. Enter your e-mail address and submit.
4. Open your e-mail Inbox (also check Spam folder) and find the message from [custserv@al-anon.org](mailto:custserv@al-anon.org) entitled “AFG Username information request”
5. Click the link in the e-mail message.
6. Copy your username and paste it into the “Sign In” page.

## What if I don’t remember my password?

1. Go to the “Sign In” page
2. Enter your username.
3. Click **Forgot my password** link.
4. Enter your e-mail address and submit.
5. Open your e-mail Inbox (also check Spam folder) and retrieve the message from [custserv@al-anon.org](mailto:custserv@al-anon.org) entitled “AFG Password reset request”.
6. Click the link in the e-mail message.
7. Enter new password, confirm, and then submit.

## **How do I open/save documents?**

After logging in:

1. Select and click on the community you wish to view. Documents are stored in the “Resource Library.”
  2. Select the file you wish to view under “Resource Library” and click on it.
  3. Click on “**Download**” to open and/or save (the command will appear in the upper navigation bar).
- **All documents that were on the “old” e-Communities have been transferred to the “Resource Library.” If you don’t see a particular document, please click on the “View Archived Documents” link located below the Resource Library box outline.**

## **How do I participate in Discussions?**

1. Select “Discussions.”
2. Select a topic.
3. Select a post within that topic.
4. Scroll down and click on “Leave a Reply.”
5. Type your reply and click on “Save.”
6. You may select “Edit” or “Delete” to make changes or delete your reply.

## **How do I update my contact information or change my password?**

1. Click on your name at the top of the page next to the “Sign Out” button.
2. Then click on the “pencil” graphic to edit your information.
3. Change the information or/and your password then click on “Save.”

**If you encounter any problems or have any questions, please contact the WSO for assistance.**