What is Yap?

Yap is a helpline service made by addicts for NA so it's custom tailored for our needs and the capabilities are expandable as the fellowship grows and evolves. The Yap service pulls meeting info from the same root server that the BMLT (Basic Meeting List Toolbox - where meeting info is stored and meeting lists are created) stores meeting info on. So as soon as a meeting is added or updated through the BMLT, the changes are instantaneously reflected on Yap.

Some of the features that Yap includes are automated lookups with the BMLT, meeting info via SMS (text), advanced reporting, gender routing, and more.

Please visit this link [QR code below] (jump to 17 minutes in) for a workshop and demo on Yap and its capabilities from Florida Service Symposium 8 (there have been several added features since then)

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How do I access Yap?

Login address: https://bmlt.sezf.org/zonal-yap/admin/

The login credentials (username & password) will always be the same as the BMLT login credentials so get with your area's webservant (or whoever updates your BMLT) for this info. We can also reset it for you if you're not able to get it from your webservant just be advised that they would have to be alerted to the new login credentials.

Yap Powerpoint Presentation for Areas

- Powerpoint for how to set up Call Handling and Volunteers

How-to videos

- Call routing strategies: https://www.youtube.com/watch?v=qUfQedDegMs

- How to manage volunteers: https://www.youtube.com/watch?v=qScqR5bzpac

- How to set up Gender Routing: https://www.youtube.com/watch?v=e3hJ26n_upk

- Language Options/Routing (documentation only): https://github.com/bmlt-enabled/yap/wiki/Language-Options

- Option to play Just For Today: https://github.com/bmlt-enabled/yap/wiki/Playback-for-the-Just-For-Today-Meditation

- How Voicemail to SMS works : https://github.com/bmlt-enabled/yap/wiki/Voicemail

If you want a customized greeting: The MP3 file/s needs to be hosted. This will replace the option menu as well, so be sure to list the options in your recording. The preference is for an area to host its own files on its website, but we can host for you if we need to. We also have a general recording (with a human voice) available as well so if you'd like to use it, please reach out to us!

If you need to set advanced settings...
You can find full documentation here: https://github.com/bmlt-enabled/yap/wiki/
Please note, you cannot edit the config.php, however you can configure the similarly named setting from the Config menus.
How to access the Config menu and change settings: Go to Service Bodies from the top menu, and click the green configure button next to your area. Use the drop down menu to find the setting you want to change and hit the + button. A box will appear where you can change the setting, or hit the - button to revert back to the default setting. Be sure to hit Save Changes.

A lot of this can be overwhelming, especially if you're not the most tech savvy person. If you're having **any** issues or have questions, PLEASE DON'T HESITATE TO CONTACT US! We're here and happy to help; you don't have to figure this out alone!

In loving service,
Your regional Tech Resource Team
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