

Instructions for Accessing My Profile and My Applications Features on JW.ORG

Applicants should follow the steps below to access online application features. If assistance is needed with completing a step, applicants should contact the congregation secretary. Passwords should not be shared with anyone else. If anyone has reason to believe that his password has become known, it should be changed immediately. Passwords should not be posted or written down anywhere that would be visible to others.

1. **Create a jw.org account.** (If you already have a jw.org account, skip to Step 3.)

- (1) Go to jw.org.
- (2) Select “Log In.”
- (3) Select “Create New Account.”
- (4) Follow the self-guided screens and provide the requested information. Use the name that you are commonly known by in the congregation.

2. **Confirm your e-mail address.**

- (1) Within five minutes of creating your account, you will receive an e-mail containing an e-mail confirmation code.
- (2) Select “My User Profile” under “My Preferences.”
- (3) Enter the confirmation code.
- (4) Enter the additional personal information requested, select “Change,” and then select “Submit.”

3. **Provide your jw.org user code to the secretary.** (If you already have access to the congregation’s jw.org domain, skip to Step 5.)

- (1) While logged in to jw.org, locate the 6- to 8-character user code (not the e-mail confirmation code) that is located at the bottom of the webpage.
- (2) Inform the secretary of your user code and await further direction from him before proceeding to Step 4.

Note to the Congregation Secretary

When the publisher provides his jw.org user code, do the following:

- (1) If a congregation person record for the publisher does not exist, add one by selecting “Records” in the Congregation Persons feature and then selecting “Add Person.” Once a new record has been added, it may be necessary to wait up to two hours before continuing.—See paragraph 5 of *Instructions for Congregation Use of JW.ORG* (S-135) for further details.
- (2) If needed, add the user to the congregation’s domain. Select “Administration.” Then, under the heading “Manage Users,” select “Add User.”
- (3) Link the user’s account to the matching person record. Select “Administration.” Then, under the heading “Manage Users,” select “Link User.”
- (4) Inform the publisher that he should proceed to step 4 below. It may be necessary for the publisher to wait up to two hours for the secretary’s entries to be processed before the publisher can make use of the My Profile and My Applications features.

4. When prompted by the secretary, accept the request to join the congregation's jw.org domain. (If you had previously accepted the request, skip to Step 5.)

- (1) Log in to jw.org, using the username and password you selected when you created your account.
- (2) Select "Accept."
- (3) Select "Log Out."

5. Verify and update the information in the My Profile feature.

- (1) Log in to jw.org, using **[username]@jwpub.org** and your password.
- (2) Select "My Profile."
- (3) Follow the self-guided screens.

6. If desired, submit an application. (If an active application is listed in the My Applications feature, it is not necessary to resubmit the application until shortly before the indicated expiration date.)

- (1) While logged in to jw.org, select "My Applications."
- (2) The applications for which you are eligible will be listed. Select the desired application and follow the self-guided screens to submit the application to the Congregation Service Committee.