

Instructions for Congregation Use of JW.ORG

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LOCAL DOMAIN ADMINISTRATORS

1. The coordinator of the body of elders and the secretary normally serve as the jw.org local domain administrators and are automatically granted the “Manage Users” role. However, if one of them is unable to serve as a local domain administrator, then the Congregation Service Committee can select an additional elder to receive the “Manage Users” role. Only local domain administrators should have the “Manage Users” role. Ministerial servants are not allowed to serve as local domain administrators. While most of the tasks described in this document will be cared for by the secretary, the other domain administrator may care for the tasks as needed.

CONGREGATION PERSONS FEATURE

2. The Congregation Persons feature should contain records for elders, ministerial servants, regular pioneers, and special full-time servants as well as for other baptized publishers in the congregation who wish to submit online applications for special privileges of service. **The feature should not be used to maintain records of all publishers.**

3. Congregation person records should be kept up-to-date. This includes updating whether the publisher is allowed to submit applications, updating personal information, such as his marital status, and indicating that the publisher has died. When the “Allowed to Submit Applications” option in a record is changed to “No,” any existing applications on file with the branch office will automatically be marked with a stop date. If the publisher becomes qualified to submit applications in the future, this option should be set to “Yes” so that new applications can be submitted.

4. Some information contained in records that are managed by the branch office cannot be adjusted by the congregation. If such information needs to be updated or if a record is mistakenly marked as “deceased,” contact the Service Department.

5. To add a new person record, select “Records,” and then select “Add Person.” Keep the following in mind:

- (1) It is best to use the name that the publisher is commonly known by in the congregation. It is not necessary to enter the full legal name.
- (2) Other identifying information, such as the person’s gender, birth date, baptism date, and hope, should match the information on the *Congregation’s Publisher Record* (S-21).
- (3) Enter a spouse’s name only if there is a record for the spouse.

- (4) Once a new record has been added, it may be necessary to wait up to two hours for the entry to be processed before you will be able to link a user's jw.org account to the record.

APPLICATIONS

6. The My Profile and My Applications features are the primary means for exemplary baptized publishers to submit applications for regular pioneer service, assisting with theocratic construction projects and disaster relief, Bethel service, or attending the School for Kingdom Evangelizers. Where possible, it is preferred that publishers who have access to the Internet use the online application features. However, publishers may still apply using printed applications if they choose to do so.

7. If a publisher wishes to submit an online application and does not already have access to the My Profile and My Applications features, the secretary should consult with the other members of the Congregation Service Committee to determine whether the person is considered exemplary. (*sfl* chap. 2 par. 4) If the person is considered exemplary, the secretary should provide the publisher with *Instructions for Accessing My Profile and My Applications Features on JW.ORG* (S-131). Of course, if the publisher is already serving in a capacity that requires that he be exemplary, there is no need to consult with the other members of the service committee.

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

- (1) Add a new congregation person record if one does not exist for the publisher.—See [paragraph 5](#).
- (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 in *Instructions for Accessing My Profile and My Applications Features on JW.ORG*. 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.
- (5) Do not retain a copy of the publisher's jw.org user code.

9. The Congregation Service Committee should regularly check the Review Applications feature so that applications can be reviewed and processed in a timely manner. Submitted applications will be visible to all elders. The circuit overseer will automatically be notified of any application submitted by a publisher that has not been processed within 30 days.

ELDERS AND MINISTERIAL SERVANTS

10. Each elder and ministerial servant who has access to the Internet should create an account on jw.org if he does not have one. If the brother has created a new jw.org account, one of the local domain administrators should add him to the congregation's domain by selecting "Add User" under the heading "Manage Users" on the "Administration" tab. Thereafter, link the user's account to the matching person record by selecting "Link User" under the heading "Manage Users" on the "Administration" tab. Elders should check for updated documents on jw.org at least once each week.

11. A recommendation for the appointment of a new elder or a ministerial servant can be submitted using the Recommendations (S-62) feature on jw.org only for a brother for whom there is a congregation person record. If a congregation person record does not exist for

such a brother, add a new person record in the Congregation Persons feature. (See [paragraph 5](#).) It may take up to two hours for a newly added congregation person to appear in the Recommendations (S-62) feature.

TRANSFERS

12. When a person with a congregation person record moves to another congregation, transfer the person record using the Congregation Persons feature at the same time the letter of introduction and *Congregation's Publisher Records* (S-21) are sent to the new congregation. In rare situations, the letter and *Congregation's Publisher Records* will be sent to a branch office rather than to a specific congregation. In such cases, generate a transfer code and include that code in the letter. Transfer codes expire 30 days after being created.

13. The transfer of a congregation person record is not complete until the secretary of the new congregation accepts the transfer action in the Congregation Persons feature. Pending transfers into and out of your congregation will display on the "Transfers" tab. For records being transferred into your congregation, the jw.org e-mail address of the brother who initiated the transfer will be shown so that any questions regarding the pending transfer can be resolved.

14. If a person with a congregation person record moves to your congregation from another branch territory, his person record will transfer to your congregation, but his jw.org account will not transfer to your congregation domain. The publisher will need to delete his previous jw.org account and go through the process of creating a new account. Since active applications will not automatically transfer, he should resubmit any previous applications. Encourage him to reestablish any recurring donations. If there are any questions regarding this process, contact the jw.org Help Desk at your branch office.

ASSIGNING ROLES

15. Default roles are automatically assigned by the branch office to elders and ministerial servants. Extended roles may be assigned by one of the local domain administrators in harmony with the following chart. One of the local domain administrators should regularly verify that no ministerial servants have roles that they have not been approved to have by the Congregation Service Committee.

Role	Assign to
Manage Users	Local domain administrators
Enter Person Information	At least two elders
Enter Reports and Profile Request Literature Request Periodicals Search for Additional Congregation Meeting Places Transfer Congregation Funds	Any ministerial servants assigned by the Congregation Service Committee

PROVIDING ASSISTANCE

16. When a new user is added to the congregation's domain, one of the local domain administrators should arrange for training on the use of jw.org, as needed. All users should be reminded that passwords should be kept confidential. Brothers should not share their password with anyone else. If anyone has reason to believe that his password has become known, it should be changed immediately. Users should not post or write down a password anywhere that would be visible to others.

17. All users should be encouraged to consult the online help text or an experienced local user for assistance. If an elder has questions that cannot be answered by local brothers, he

may call the branch office. When logged in, the phone number for the jw.org Help Desk can be found by clicking on the “Contact Us” link.

VIEWING SUPPLIER ARRANGEMENTS

18. If users are approved to view supplier arrangements, the local domain administrator should remind them that the details of such arrangements are confidential. The pricing from these suppliers should not be used to pressure other suppliers for a better discount. All purchases should have sufficient prior approvals and should be submitted only by a brother authorized by the body of elders. Suppliers should be paid promptly for the goods and services they provide according to the terms outlined on jw.org. These arrangements are not for personal use.

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