Christian Congregation
of Jehovah's Witnesses

The Ridgeway, London, NW7 1RN   Telephone: 020 8906 2211

July 7, 2014

TO ALL BODIES OF ELDERS

Re: Guidelines for jw.org

Dear Brothers:

This letter supplements the letter dated September 1, 2013, to all bodies of elders regarding the use of jw.org and provides guidance for the proper use of jw.org accounts and the inbox feature. This replaces our letters to all bodies of elders dated November 1, 2013, regarding the new inbox feature on jw.org, January 9, 2012, regarding the jw.org *Inbox* feature, July 7, 2011, regarding matching jw.org users to branch-office records, and December 16, 2010, regarding jw.org website documentation. These letters should be removed from the "jw.org website" section of the congregation file and be destroyed.

We encourage all **local domain administrators to refer regularly** to the September 1, 2013, letter and the *jw.org Roles* (S-135) form that was provided along with it, and make sure that the domain meets the standards set. For the branch to manage accounts in all different domains, good cooperation from congregations is needed. Therefore, we would like to provide some reminders.

Local domain administrators: There are many domains that have less than two elders as local administrators, whereas other domains have the whole body of elders as administrators. The September 1, 2013, letter and the S-135 form direct that **two elders, preferably the coordinator of the body of elders and another member of the Congregation Service Committee, have access to the "Manage Users" and the "Manage Domain Inbox" roles.**

Unmatched users: There are many users that are unmatched to their domains. **It is very important for users to be matched otherwise features like the inbox will not work.** This will also contribute to the website being kept in a tidy and clean condition. The administrators should check regularly, at least once a month, for unmatched users. To do this, go to the "Administration" tab and under "Manage Users" click the "Match Users to Persons" link and follow the instructions there. If there are differences in details highlighted in red, please include the correct details in your "Congregation's Explanation for the Match." We recommend that you always refer to the help text that is available on jw.org.

One user one account: Please note that users appearing as unmatched may have duplicate accounts or different accounts on different domains. Any user should have **only one account.** If a brother needs to have access to more than one domain, his existing account must be added to those domains. In order to do that, an administrator should go to the "Administration" tab and under "Manage Users" click the "Add User" link. If you need help on performing this task, please click on the "Help" button on the top right of the screen. If a brother has two different accounts, please phone the branch. If a brother forgets his user name or password, **he must not create a new account.** Rather, he should reset it by clicking the "Forgot your user name or password?" link.

Review users: Administrators should regularly check the status of accounts for which they are responsible. To do this, go to the "Administration" tab and under "Manage Users" click the "Change User" link. They should be aware of accounts that appear with notes like the following:

- <u>Inactive</u>: That means that the brother has not accessed the domain for a long time. Please check if the brother really needs access to this domain. If he does not, remove the account from the domain.

- Suspended: A suspended account means that the user lost his access to the domain because he reset his password. For the user to regain access, the administrator needs to get the brother's User Code and add him to the domain.
- Pending Acceptance: This means that the brother needs to accept the request to join the domain. To do this, he needs to go to the "Administration" tab and under "My Preferences" click the "My User Profile" link and accept the invitation to join the domain.

Editing personal details: We receive many requests to edit personal details of brothers. Please note that all users can change their telephone numbers and email address in "My User Profile." If a user wants to change or correct his name, date of birth or date of baptism, he should contact a local domain administrator. If the coordinator of the body of elders or the secretary wants to change their addresses that appear on the "Look Up" tab, "Contacts" link, then the *Coordinator of the Body of Elders/Secretary Change of Address* (S-29) form must be submitted to the Service Department.

Editing congregation details: If a complete change of a Kingdom Hall address is required, please fill in the *Congregation Meeting Information* (S-5) form and submit it to the Service Department using the congregation inbox. If minor changes or corrections to the Kingdom Hall address are required, please contact the Local Design/Construction Department using the congregation inbox.

Assistance and support: Please review the explanation of the purpose of each department inbox on page 4 of this letter. **Note that the "jw.org Technical Support" inbox is for technical issues and queries only.** Although we are very happy to provide assistance and support with any questions or problems with the functionality of the jw.org website, **many of the enquiries we receive could be addressed before contacting the branch.**

- Local domain administrators should first check the help file on the web page if they are not sure on how to proceed or what to do (e.g. how to add a user in a domain).
- Users should consult local domain administrators.
- Users with questions or problems of a technical nature should first seek the help of a local elder who has experience and is skilled with computers and tablets. Alternatively, before asking for the assistance of another brother, please refer to the second paragraph in the September 1, 2013, letter.

Permissions and roles: A very important issue that must be addressed has to do with the permission levels of the different users in a domain. There are users that have access to features of jw.org that they should not (e.g. ministerial servants having access to "View Letters—General," "View Letters—Restricted" and "View Forms—Restricted" roles). **Administrators should review regularly the roles assigned to all users in their domain to make sure they comply with the S-135 form.** If any exception should be made, please contact the Service Department.

Use of inbox for correspondence: A variety of inboxes have been set up for various types of correspondence. Please take careful note of the chart on page 4 of this letter. Whenever possible, correspondence should be sent using this facility, rather than postal mail.

By carefully following the guidance in the September 1, 2013, letter and using the appropriate inbox according to the chart provided below, it is quite straightforward to send correspondence to the correct Bethel department. In most cases, you will select just one inbox. This will prevent unnecessary duplication of work. The same guidance can be applied by various committees and by individual special full-time servants in field assignments.

Generally, congregation matters should be discussed by the body of elders before writing. (*ks10* chap. 2 par. 4) They would first of all "keep searching for" understanding and discernment through

research. (Prov. 2:1-4) Many questions can be answered by good use of *"Shepherd the Flock of God"* and *Index to Letters*. After this, if the elders need the assistance of the branch office, they would arrange for a letter to be sent through the inbox feature. The names of the brothers who read and approved sending the correspondence must be shown at the bottom of the letter or on the form. Usually, this should not be just one elder, but would be at least three elders, such as the Congregation Service Committee.

Take care to follow closely the standards for sending correspondence to the branch office as set out on page 2 of the September 1, 2013, letter. For example, send attachments in Microsoft *Word* or Adobe *Acrobat* formats. Anything other than a routine enquiry, especially when spiritual matters are involved, should be in an attached letter, rather than just an email-style message.

Since important information is sent using the *Inbox* feature, elders should check their inbox each week. Bear in mind that all items will be retained for a maximum of 45 days. Therefore, any user needing to retain a message longer than this period should print out the information, including the attachments.

We are all very excited to have such a practical tool as the jw.org website to help us with our assignments and responsibilities in Jehovah's organization. For this tool to be as effective as possible, good cooperation is needed. In order for all things to "take place decently and by arrangement" we appreciate your efforts to apply the direction given. (1 Cor. 14:40) Please accept our warm Christian love and best wishes.

Your brothers,

Christian Congregation of Jehovah's Witnesses

cc: Assembly Hall Committees
        Assembly overseers
        Assistant assembly overseers
        Circuit overseers
        Disaster Relief Committees
        Hospital Liaison Committees
        Regional Building Committees
        Regional Convention Committees

PS to the secretary:

This letter should be retained in the congregation file with other material related to the jw.org website.

PS to Assembly Hall Committees, assembly overseers, assistant assembly overseers, Disaster Relief Committees, Hospital Liaison Committees, Regional Building Committees, and Regional Convention Committees:

Although this letter focuses on the congregation use of jw.org, the principles in the letter apply to all domains.