

# Christian Congregation of Jehovah's Witnesses



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CDA:CDD January 25, 2017

TO ALL BODIES OF ELDERS

Re: Guidelines for jw.org

Dear Brothers:

This letter replaces our letter to all bodies of elders dated March 31, 2015, which should be removed from the congregation file and destroyed.

We trust that the following guidelines for the correct use of jw.org will prove helpful in administering congregation domains. In addition, we encourage all domain administrators to be familiar with the letter to all bodies of elders dated July 12, 2014, regarding Use of jw.org, and the *jw.org Roles* (S-135) form.

**Linking Users to Branch Person Records:** To maintain the security of the website, it is important for a user to be linked to his branch person record. In addition, features like the inbox may not work for a user who is not linked. Domain administrators should check regularly for user accounts not linked. To do this, go to the "Administration" tab, and click "Link User" under the "Manage Users" section. If a user is shown as not being linked to a branch person record, one of the following scenarios may apply:

- **The name of the user appears in the "Users Not Yet Linked" list and the "Branch Person Records Not Yet Linked" list. When selecting the user's name in both lists:**
  - **the details are exactly the same.** In this case, please link the records.
  - **there are minor differences in some of the details.** In this case, make a note of the differences and link the user. If the user is an appointed brother or regular pioneer, check with him, or his *Congregation Publisher Record* (S-21) card, and amend any incorrect information in his branch person record. To do this, go to the "Congregation" tab and under the "Members" section click "Elders and Servants" or "Regular Pioneers" and select the user's name.
  - **there are significant differences in some of the details.** In this case, please explain in the box that will appear underneath the person's details, the reasons why you believe that the two different records are the same person; including the correct details in your explanation and then submit the link for the branch to review.
- **The name of the user appears only in the "Users Not Yet Linked" list.** Many users in this scenario have duplicate accounts or different accounts on different domains. The following section "One User, One Account" will likely assist you in resolving this.

**One User, One Account:** The majority of users should only have one account. Any user requiring more than one account will have been informed by the branch how this should be set up.

If a user has created a second account, (1) ask him to use the "Forgot your user name or password?" link on the log in page to restore his *original* account, (2) once his original account has been successfully restored, add this to the domain, (3) remove his second account from the domain, (4) ask the user to delete his second account by logging in and selecting "Delete My Account" in "My User Profile" under the "My Preferences" section of the "Administration" tab.

If after following these steps a user still cannot regain access to his original account, please phone the branch.

**Use of Inbox for Correspondence:** A variety of inboxes have been created for contacting the various departments at the branch. **It is important to send correspondence to the correct inbox.** To determine which inbox to use, please select the “Contact Us” link at the bottom of any page once you are logged in to jw.org. Whenever possible, correspondence should be sent using this facility, rather than by postal mail.

No doubt, like you, we eagerly wait to see how Jehovah’s organization continues to develop and use this tool to further Kingdom interests!

We take this opportunity to send our warm Christian love and best wishes.

Your brothers,  
*Christian Congregation  
of Jehovah’s Witnesses*

c: Assembly overseers  
Circuit overseers  
Construction Group overseers  
Hospital Liaison 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 overseers, Circuit overseers, Construction Group overseers, Hospital Liaison Committees and Regional Convention Committees:

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