



October 8, 2017

TO ALL BODIES OF ELDERS IN THE AUSTRALASIA BRANCH TERRITORY

Re: New JW.ORG E-Mail

Dear Brothers:

This letter replaces paragraphs 6-8 of the July 12, 2014, letter to all bodies of elders regarding the use of jw.org. It has been added to the list of policy letters that will be cited in *Index to Letters for Bodies of Elders (S-22)*.

We are pleased to inform you that a new arrangement for jw.org e-mail will be available on August 28, 2017. This will replace the jw.org Inbox feature. Please share the information found in paragraphs 3, 4, and 9 of this letter with any ministerial servants or others who have been added to the congregation jw.org domain. Since those serving only as regular pioneers or local construction volunteers will not have a jw.org inbox, it will not be necessary to share this information with them. Neither will it be necessary to share this information with special full-time servants, such as special pioneers and field missionaries, since they will receive a separate letter. The following direction applies to all jw.org domains, including convention, circuit, Hospital Liaison Committee, and so forth.

This new arrangement will make use of Microsoft *Office 365*. When you log in to jw.org and click the “Inbox” tab, a welcome screen will appear and provide you with instructions on how to connect to *Office 365*. Helpful training videos will also be provided. To ensure that no e-mails were lost during the transition to the new arrangement, e-mails you received since July 14, 2017, were forwarded to your new *Office 365* inbox. Therefore, any e-mails you deleted from your jw.org inbox since this date will appear in your new inbox as unread and may need to be deleted again.

You will notice that *Office 365* includes a number of other applications. In due course, you will receive further direction regarding the use of these applications. In the meantime, please do not explore or make use of any other *Office 365* applications to which you may have access unless you have permission from the branch office to do so. Activity on the *Office 365* site is monitored by the branch office, and any content posted becomes the property of the organization and may be deleted.

Personal Contacts and Inbox: The following chart lists the specific contacts that will be added automatically to each user’s contact list, based on his organizational roles.

Roles	Contacts
Elder	<ul style="list-style-type: none"> • All elders in his congregation (listed individually and as a distribution list) • All ministerial servants in his congregation (listed individually) • Assigned circuit overseer • HLC members for his congregation’s assigned HLC (listed as a distribution list) • Branch inboxes
Ministerial servant	<ul style="list-style-type: none"> • All elders and ministerial servants in his congregation (listed individually) • Branch inboxes

Assembly Hall overseer Assistant Assembly Hall overseer	<ul style="list-style-type: none"> Assembly Hall overseer and assistant Assembly Hall overseer(s) assigned to the Assembly Hall (listed individually and as a distribution list) All circuit overseers, assembly overseers, and assistant assembly overseers from circuits assigned to the Assembly Hall (listed individually)
Assembly overseer Assistant assembly overseer	<ul style="list-style-type: none"> Assembly Hall overseer and assistant Assembly Hall overseer(s) for his circuit's assigned Assembly Hall (listed individually and as a distribution list) All other assembly overseers and assistant assembly overseers in the circuit (listed individually)
Circuit overseer	<ul style="list-style-type: none"> Assembly Hall overseer and assistant Assembly Hall overseer(s) assigned to the Assembly Hall used by congregations in his circuit (listed individually and as a distribution list) All elders in his circuit Bodies of elders of all congregations in his circuit (listed as a distribution list) Branch inboxes
Convention Committee member	<ul style="list-style-type: none"> Other members of his assigned Convention Committee and the convention chairman (listed individually and as a distribution list)
Disaster Relief Committee (DRC) member	<ul style="list-style-type: none"> Other members of his DRC (listed individually) All circuit overseers of congregations assigned to the DRC (listed individually)
Hospital Liaison Committee (HLC) member	<ul style="list-style-type: none"> Other members of his HLC (listed individually)
Local Design/Construction (LDC) field members	<ul style="list-style-type: none"> Other members assigned to his LDC entity Bodies of elders assigned to his LDC entity (listed as a distribution list)

Each user also will be able to add other contacts if he knows their jw.org e-mail addresses. The Contact Search feature on jw.org can be used to look up additional contacts. To ensure security, e-mails can be sent only to other jw.org inboxes and not to outside e-mail providers, such as Google and Yahoo! In addition, users will now be able to receive e-mail notifications on mobile devices without logging in to jw.org. Since e-mails will be retained in the user's jw.org inbox for a maximum of 45 days, correspondence that needs to be kept longer will need to be saved on a local device or be printed.

Distribution Lists: Shared domain inboxes that were previously monitored by two elders will be replaced with distribution lists. By means of these distribution lists, e-mails will be automatically forwarded to the appropriate recipients. For example, e-mails sent to a congregation will be forwarded automatically to all the elders in that congregation. E-mails sent to a Hospital Liaison Committee will be forwarded to all the members of that committee. When writing to a congregation, users should send correspondence to the congregation e-mail address rather than to the address of a specific elder. Now that most e-mails will be sent to all elders on the body, good communication is even more important so that it is clear who will follow through on certain matters.

Since access to domain inboxes will be removed and any existing e-mail messages deleted on August 28, 2017, it is important for one of the domain administrators to review all the messages currently in the domain inbox. Any e-mail messages that are no longer needed should be deleted. Messages that should not yet be deleted should be forwarded to the appropriate brother(s) for handling.

Use of E-Mail to Send Correspondence: You will be able to use jw.org e-mail for two-way communication with the branch office, the circuit overseer, individual elders, or other jw.org e-mail users within the branch territory. In the future, jw.org e-mail will be expanded to allow two-way communication between jw.org e-mail users globally. As a reminder, use of jw.org e-mail is governed by the “Terms of Use” policy available on jw.org.

Whenever possible, correspondence and forms should be sent to the branch office using jw.org rather than postal mail. Please note the following points regarding the use of jw.org e-mail:

- An individual will be able to use jw.org e-mail only if he has been (1) added to a jw.org domain and (2) linked to the correct person record on file at the branch office.
- Although e-mails to the congregation will be distributed automatically to all elders, responses or new correspondence to the branch office on behalf of the congregation should be sent by the coordinator of the body of elders or another member of the Congregation Service Committee.
- Confidential reports, such as the *Notification of Disfellowshipping or Disassociation* (S-77) form, may be sent directly to the branch office from an elder’s jw.org e-mail address. Confidential e-mails should never be sent outside of jw.org. Letters of introduction and *Congregation’s Publisher Record* (S-21) cards may be sent using jw.org e-mail.
- Correspondence sent as an attachment to the branch office should be legible, of good quality, and preferably in a commonly used format, such as one of those used by Microsoft *Word* (files ending in “.doc” or “.docx”) or Adobe *Acrobat* (files ending in “.pdf”). Whenever possible, send the original electronic document as an attachment rather than sending a link to a document or sending a document that has been printed and then scanned. For routine matters, such as an inquiry on the status of a literature request, attaching a separate document is not necessary. Rather, the message may be typed directly into the body of the e-mail.
- Unless instructed otherwise, there is no need to sign correspondence or forms sent using jw.org e-mail. However, the names of the brothers who read and approved sending the correspondence should be clearly legible at the bottom of the letter or on the form.
- Please continue to use the appropriate sections on the “Congregation” tab of jw.org to submit information such as field service reports, follow-up requests, and literature and magazine requests.

We send our warm Christian love and best wishes.

Your brothers,

Watchtower B. & J. Society
OF AUSTRALIA

c: Circuit overseers