



# WATCH TOWER

BIBLE AND TRACT SOCIETY OF BRITAIN

THE RIDGEWAY LONDON NW7 1RN

TELEPHONE 020 8906 2211

CDA:CSA September 6, 2010

TO ALL BODIES OF ELDERS

Re: Account management enhancements to the jw.org website

Dear Brothers:

We are pleased to inform you of some upcoming enhancements that will take effect from October 21, 2010, 5:00 p.m. GMT on the jw.org website. These improvements will simplify the login process and enhance the security of the site. These changes will require some adjustment on your part. To help the transition go more smoothly, please provide a copy of this letter to all individuals in your congregation who currently have an account on the site and also all new users.

Account administrators, now to be known as local domain administrators, should especially take note of these changes since they will need to authorize new accounts, as well as update their own account. A domain is an area of the site assigned to a specific group or entity. Congregations, Regional Building Committees, Hospital Liaison Committees, Assembly Hall Committees, travelling overseers and Convention Committees are all different domains.

## Existing users

The first time you log in after 5:00 p.m. on October 21, 2010, you will be prompted to update your account. You will only be allowed to log in once without updating your account details. However, the second time you log in you must update your account before you can access any secure features on the site.

To update your account, you will need to follow the steps listed below;

1. *Link accounts:* (If you only have a congregation domain account then skip this step.) For users that are members of more than one domain, there is now an opportunity to link these together. To link all your accounts, enter the account ID, user name, and password for any additional accounts, at this point. After completing steps 2-6 below, your updated account will give you access to features for every domain you are authorized to use, for example a brother may have a congregation account and an RBC account, these can now be linked. Therefore, you will no longer log in using a separate account ID, user name, and password for each domain you access.
2. *Enter your full name, date of birth, and date of baptism.* If your name is entered using non-Roman characters, such as Asian or Cyrillic characters, you will be prompted to also enter a transliteration of your name.
3. *Enter a personal email address.* All users are now required to enter a personal email address. **If you do not already have a personal email account, you should create one as soon as possible** (a free online email provider, such as Gmail or Yahoo! may be used). This personal email address will be used to confirm that your account was created and to allow you to reset a forgotten password if needed. Please note that the email account should not be accessible to others.

4. *Select a new, permanent user name from the displayed list.* User names are comprised of only Roman characters, and cannot be changed later.
5. *Enter your password.* You can retain your previous password or choose a new one. Please ensure you can remember your user name and password.
6. In your personal email account, you will receive an email from “no-reply@uk.jw.org” with a confirmation code for you to enter on the site. After this stage you should have access to the secure areas of the site as before.

### **New users**

Starting October 21, 2010, at 5:00 p.m., each new user must initiate the process to create his own account. To create a new account you will need to do the following:

1. *On the “Log In” screen, click on the “Create New Account” link.*
2. *Enter a personal email address.* See point 3 under “Existing users.”
3. *Select a new, permanent user name from the displayed list.* User names are comprised of only Roman characters, and cannot be changed later.
4. *Enter a password.* Please ensure you can remember your user name and password.
5. You will receive an email from “no-reply@uk.jw.org” with a confirmation code for you to enter on the site. Log in to the site.
6. *Make a note of your unique user code after you log in.* This code is found at the bottom of all pages on the site, next to the copyright statement. (Note: The user code is different from the account ID, email confirmation code or the user name. The user code may change periodically.)
7. *Give this unique user code to your local domain administrator.* The local domain administrator (formerly known as the “account administrator”) will use this user code to add your user account to the *domain* and assign you the needed features. (Note: Local domain administrators should review the *Add User* section of the online *Help* text on jw.org.)
8. *Log in using your user name and password.* When logged in, you will have access to features for each domain you are authorized to use.

### **Adjustments affecting all users**

Starting October 21, 2010, at 5:00 p.m. the following adjustments will affect all users:

- *Password changes or resets:* A user may change his own password at any time without access to secure features of the site being affected. However, if he forgets his password and uses the feature on the *Log In* page to reset it, he will temporarily lose access to secure features of the site. The local domain administrator will need to grant him access to the domain again as if he were a new user.
- *Local domain administrators:* For security reasons, the branch office will generally not add new or suspended users to a domain. Only local domain administrators are authorized to do so because they know the user and can verify his identity. For this reason, *two* congregation elders should be assigned to serve as domain administrators. If

one domain administrator forgets his password and has to reset it, the other administrator can use the *Add User* option to add him back to the domain.

- *Accounts for travelling overseers:* Travelling overseers also need to update their user accounts in the same way as congregation users, using the instructions above. However, the branch office will administer these accounts. Should a travelling overseer forget his password, he should use the feature on the *Log In* page to reset it, and then contact the branch office Computer Help Desk.

**Each existing user should log in to the site between 5:00 p.m. on October 21, and December 1, 2010,** to update his account. Starting December 1, 2010, only users with updated accounts will be able to log in and access all their features without interruption. Users who fail to update their existing account before December 1, 2010, will have to create a new account as described above.

Please encourage all users with accounts on your domain to consult the online *Help* text or an experienced local user for any assistance that might be required. Should they be unable to help, then please call the branch office on 020 8906 2211 and request assistance from the Computer Department Help Desk.

We trust that the changes outlined above will prove beneficial. Please accept an expression of our warm love and greetings.

You brothers,

*Watch Tower B. & J. Society*  
OF BRITAIN

cc: Assembly Hall Committees  
Convention Committees  
Hospital Liaison Committees  
Regional Building Committees  
Travelling overseers

PS to the secretary:

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