Christian Congregation of Jehovah's Witnesses

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September 6, 2010

TO ALL BODIES OF ELDERS

Re: Account management enhancements to the jw.org Web site

Dear Brothers:

We are pleased to inform you of some upcoming enhancements that will soon be made to the jw.org Web site. These improvements will simplify the login process and enhance security of the site. To help the transition go more smoothly, please provide a copy of this letter to all individuals in your congregation who have an account on the site, including special pioneers and missionaries. It should also be provided to users who create new accounts. Please encourage all users to consult the online *Help* text or an experienced local user before calling the branch office's Computer Help Desk at 905-873-4556 for assistance.

Existing users: The first time you log in on or after October 21, 2010, you will be prompted to update your account. You will need a personal e-mail address. **If you do not already have one, you should establish one as soon as possible.** A free online e-mail provider, such as Gmail or Yahoo!, may be used. (You will be allowed to log in one time without updating your account. However, the second time you log in you will be required to 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. *If you have multiple accounts on the site, link all your accounts by entering the account ID, user name, and password for any additional accounts.* After you have completed all the steps below, your updated account will give you access to features for every *domain* you are authorized to use. A *domain* is the area of the site assigned to a specific entity, such as a congregation, a Regional Building Committee (RBC), or a Hospital Liaison Committee (HLC). 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 nonroman characters, such as Asian or Cyrillic characters, you will be prompted to also enter a transliteration of your name.

3. *Enter a personal e-mail address.* This e-mail address will be used to confirm that your account was created and to allow you to reset a forgotten password. You will receive an e-mail containing a code that you will need to enter to confirm the e-mail address you provided. The sender of the e-mail will be shown as "no-reply@jw.org."

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.

New users: Starting October 21, 2010, 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.* Follow the online instructions to enter your personal details, choose a user name, and enter a password. Thereafter, you will receive an e-mail from "no-reply@jw.org" with a confirmation code for you to enter on the site.

2. *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 or the user name. The user code may change periodically.)

3. *Give this 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. A *domain* is the area of the site assigned to a specific entity, such as a congregation, an RBC, or an HLC. (Note: Domain administrators should review the *Add User* section of the online *Help* text.)

4. *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, 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 field instructors, missionaries, special pioneers, and traveling overseers:* The arrangement for updating user accounts is the same for field instructors, missionaries, special pioneers, and traveling overseers as it is for congregation users. However, the branch office administers accounts used by those in such forms of special full-time service. If these users have an additional account, such as one for the congregation, they should first log in using their volunteer account to begin the update process. They can contact the branch office if they need assistance.

Each existing user should log in to the site before 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 and then have the local domain administrator grant them access as described above.

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

Your brothers,

*Christian Congregation
of Jehovah's Witnesses*

cc: Assembly Hall Committees
        District Convention Committees
        Hospital Liaison Committees
        Regional Building Committees
        Traveling overseers

PS to secretary:

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

PS to circuit overseer:

Please provide a copy of this letter to each assembly overseer, assistant assembly overseer, and accounts overseer in your circuit.