

Christian Congregation of Jehovah's Witnesses



2821 Route 22, Patterson, NY 12563-2237 Phone: (845) 306-1100

November 1, 2010

TO ALL BODIES OF ELDERS

Re: Local assistance for users of the jw.org Web site

Dear Brothers:

Our September 6, 2010, letter announced a new account arrangement for the jw.org Web site and provided instructions on updating user accounts. The branch office's Computer Help Desk has received a large number of calls from brothers seeking help in updating their accounts. To ensure that adequate assistance is given to brothers needing help and to reduce unnecessary calls to the branch office, please do the following:

- Give a copy of the September 6, 2010, letter to each brother in the congregation who has a user account on the site if you have not already done so. Encourage users who have not yet updated their accounts to read the letter carefully before doing so.
- Assign one or two brothers who are experienced computer users and who have already updated their accounts to approach all account holders and offer any assistance that may be needed. A few brothers may also need help in setting up an e-mail account to use in connection with the site. Ensure that all brothers with active accounts on the site update them before December 1, 2010.
- Remind all brothers with accounts to read the online *Help* text and seek assistance from a capable local brother before calling the branch office's Computer Help Desk for assistance. Make it known to them which local brothers can be called upon to provide assistance. If the problem is one that cannot be handled locally, have one of your more experienced computer users call the branch office's Computer Help Desk.
- Ensure that at least two congregation elders are assigned as local domain administrators and given the *Manage Users* role.
- When a brother is given a new assignment that requires use of the site, have a capable brother provide thorough training on how to use the features that he will need for his assignment.

We trust that this arrangement for assistance will enhance the usefulness of the site in supporting the activity of the congregation. Please accept an expression of our warm Christian love and greetings.

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

cc: Traveling overseers