

Christian Congregation of Jehovah's Witnesses



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July 12, 2014

TO ALL BODIES OF ELDERS

Re: Use of jw.org

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Dear Brothers:

1. This letter replaces the letter dated September 1, 2013, to all bodies of elders regarding use of jw.org. That letter should be removed from the congregation permanent file of policy letters and should be destroyed. Paragraph 8 of this letter contains new direction on use of the jw.org Inbox feature, including a **recent adjustment involving two-way communication between elders and their circuit overseer and between elders and the branch office.**

2. **Local domain administrators:** Only selected elders should have the “Manage Users” role. The brothers with this role are referred to as local domain administrators. A local domain administrator has the ability to add or remove roles of users. **Two elders, preferably the coordinator of the body of elders and another member of the Congregation Service Committee, should serve as local domain administrators.** Ministerial servants are not allowed to serve as local domain administrators and thus should not have the “Manage Users” role. However, if you do not have an elder who can serve as a local domain administrator without help, a ministerial servant can be used to provide technical assistance. The elder would log in to the site, and while the elder is still present, the ministerial servant would provide assistance in navigating through the site and making user account adjustments. The ministerial servant should not be given the local domain administrator’s password or the password of any other brother, including temporary reset passwords. Neither should he be able to view the local domain administrator’s password when it is entered.

3. To keep the site secure, elders or ministerial servants who are deleted or who move to other congregations should be removed from the congregation’s domain immediately by the local domain administrator. If an elder who has access to a computer and the Internet moves into the congregation with a favorable letter of recommendation, he should be added to the new congregation’s domain without waiting for his official reappointment to be received. All passwords

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should be kept confidential. Brothers should not share their login name or password with anyone else. If anyone has reason to believe that his password has become known, it should be changed immediately. Please do not post or write down a password anywhere that would be visible to others. Each brother with a password should be personally responsible to keep the site secure.

4. **Creating new accounts:** Each elder who has access to a computer and the Internet but does not currently have an account on the site should create one by following the instructions on the “Log In” page of the site.

5. **Viewing forms and letters:** The “View Forms—General,” “View Forms—Restricted,” “View Letters—General,” and “View Letters—Restricted” roles should be given to all elders who have access to a computer and the Internet. The “View Forms—General” role may also be given to ministerial servants assigned by the Congregation Service Committee to print forms from the site. However, ministerial servants should not be given the “View Forms—Restricted” role or any “View Letters” role.

6. **Personal inbox:** Each jw.org user has a personal inbox. Since convention assignments and other important information will be sent using the Inbox feature, elders should check their personal inbox each week, if possible. Items sent to this inbox will be retained there for a maximum of 45 days.

7. **Congregation inbox:** In addition to the personal jw.org inbox for an individual user, there is one inbox for each congregation domain. **Two elders, preferably the coordinator of the body of elders and another member of the Congregation Service Committee, should be assigned the “Manage Domain Inbox” role.** Ministerial servants should not be assigned this role. One of the brothers with the “Manage Domain Inbox” role should check the congregation’s inbox at least once each week. Thereafter, the coordinator of the body of elders should handle the item as usual. Since items sent to this inbox will be retained there for a maximum of 45 days, certain correspondence will need to be printed for the congregation file.

8. **Use of inbox to send correspondence:** We are pleased to inform you that the jw.org Inbox feature now supports two-way communication between elders and their circuit overseer and between individual elders and the branch office. Whenever possible, correspondence and forms should be sent to the branch office using jw.org rather than postal mail. Please note the following regarding the use of this feature:

- All jw.org users in the same domain, such as elders and ministerial servants in the same congregation, can send and receive messages among themselves using the Inbox feature.
- The congregation inbox and the personal inbox of elders may be used to correspond with their circuit overseer and with the branch office. Circuit overseers will likewise be able to send correspondence to individual elders in their circuit and to the inboxes of all congregations in their circuit. However, an elder will be able to correspond with his circuit overseer or with the branch office only if the elder’s user account is matched to the correct person record on file with the branch office.

- **New correspondence to the branch office on behalf of the congregation should be sent from the *congregation inbox*** by a brother having the “Manage Domain Inbox” role. As noted above, this would usually be 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 personal inbox. Confidential messages and correspondence should *never* be sent or stored electronically outside of jw.org.
- Correspondence sent to the branch office should be legible, good quality, and preferably in a commonly used format, such as Microsoft *Word* (files ending in “.doc” or “.docx”) or Adobe *Acrobat* (files ending in “.pdf”). Whenever possible, the *original electronic document* should be sent as an attachment rather than attaching a document that has been printed and then scanned. For routine matters, such as an inquiry on the status of a literature request, the text may be typed directly into the body of the message rather than attaching a separate document.
- Unless instructed otherwise, there is no need to sign correspondence or forms sent using the inbox, but 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 sections on the “Congregation” tab of jw.org to submit information such as field service reports, follow-up requests, and literature and magazine requests.

9. **Viewing supplier arrangements:** The “View Supplier Arrangements—General” and “View Supplier Arrangements—Restricted” roles should be given to all elders who have access to a computer and the Internet. The “View Supplier Arrangements—General” role may also be given to ministerial servants assigned by the Congregation Service Committee. Ministerial servants should not be given the “View Supplier Arrangements—Restricted” role.

10. The details of these arrangements are confidential. Therefore, please do not use the pricing from these suppliers to pressure other suppliers for a better discount. All purchases should have sufficient prior approvals and should be submitted only by a brother authorized by your body of elders. Please make sure the suppliers are paid promptly for the goods and services they provide according to the terms outlined on jw.org. These arrangements are not for personal use.

11. **Viewing *Our Kingdom Ministry*:** The “Download *Our Kingdom Ministry*” role should be given to all users with an account in the congregation domain. Files for *Our Kingdom Ministry* are available on the “Documents” tab. The elders may arrange for *Our Kingdom Ministry* to be distributed by e-mail to publishers and other interested persons in the local congregation who qualify to receive *Our Kingdom Ministry*. (*km 2/87* Question Box) However, *Our Kingdom Ministry* should not be redistributed by means of any other Web site. Publishers should not use e-mail for mass redistribution of these files.

12. **Viewing other features on the site:** Besides the roles noted above, any elder who requests it may be granted the “Search for Additional Congregation Meeting Places” and “Search for Contacts” roles. Beyond that, the Congregation Service Committee will determine which specific roles should be assigned to an elder or ministerial servant in connection with his congregation assignments.

13. **Regular review of jw.org roles:** The *jw.org Roles* (S-135) form has been provided to assist you in keeping track of the various roles available on jw.org and to assist you to remember which brothers are authorized to receive specific roles. It is available in the “Forms” section on the “Documents” tab of jw.org and will be updated as needed. **One of the local domain administrators should regularly consult the *jw.org Roles* form and verify that only elders have roles such as “Manage Users,” “Manage Domain Inbox,” any “View Letters” role, and “View Forms—Restricted.”** Also, local domain administrators should regularly use the Match Users to Persons feature on the “Administration” tab to make sure that all jw.org users are matched to a person record on file at the branch office. This assists the branch office in managing jw.org accounts and is necessary for some features to work properly.

14. **Providing assistance:** One of the local domain administrators should confirm that all users in the domain know how to use the roles they have been given. He or a brother assigned by him should provide personal assistance as needed in setting up accounts and answering questions with regard to use of the various jw.org features. Please encourage all users to consult the online help text or an experienced local user. If an elder has questions that cannot be answered by a local brother, he may call the branch office for assistance. When logged in, the phone number for the jw.org Help Desk can be found by clicking on the “Contact Us” link in the upper right-hand corner of the screen.

15. Please accept an expression of our warm Christian love.

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

c: Traveling overseers

PS to secretary:

This letter should be retained in the congregation permanent file of policy letters. You may wish to update the congregation copy of *Index to Letters for Bodies of Elders* (S-22) at this time as well.