

Christian Congregation of Jehovah's Witnesses



The Ridgeway, London, NW7 1RN Telephone: 020 8906 2211

April 30, 2013

TO ALL FIELD MISSIONARIES, SPECIAL PIONEERS, AND TEMPORARY SPECIAL PIONEERS

Re: Use of jw.org website

Dear Brothers:

We are pleased to inform you of an arrangement being made that will allow field missionaries, special pioneers, and temporary special pioneers to communicate more easily with the branch office. If it is possible for you to use a computer with Internet access, we encourage each of you (both husband and wife, if married, and if both are field missionaries, special pioneers, or temporary special pioneers) to set up a personal jw.org website account and make use of it as soon as possible. In time, this will make it easier for you to report information to the branch office and will allow us to provide information to you more readily.

Getting started: Please follow the steps listed below. If you already have a jw.org account, skip to step 8.

1. Load the jw.org site by typing <http://www.jw.org> in the address field of your Internet browser.
2. Click on the “Log In” link, which is at the top right portion of the screen.
3. You may change the language in which the site displays by using the “Site Language” dropdown menu at the top right portion of the screen.
4. Click on the “Help” link, which is below the “Site Language” menu.
5. If you do not already have a jw.org user account, select the “Create a New Account” link from the top of the list on the left side of the page. If you already have a jw.org user account, go to step 8.
6. Click the “Print this page” link on the right side of the help screen so that you can print out the instructions to make the set-up easier.
7. Follow the printed instructions to create an account.
8. Log in to your account.
9. Call the Computer Help Desk at the branch office on 020 8906 2211. The help desk is available Monday to Friday, 8:00 a.m. to 5:00 p.m. Explain to the technician that you are a field missionary, special pioneer, or temporary special pioneer and you are calling to be added to the jw.org domain for field members. You will need your name, identification number, date of birth, and date of baptism. Also, be prepared to give the technician your unique user code. This code is found at the bottom of all pages on the site, next to the words “Privacy Policy.” (Note: The user code is different from the user name. The user code may change periodically.)

Reporting field service time: Please follow the steps listed below to enter your field service report. (To switch between the field member domain and any other domain of which you are a member, you will need to click on the “Change Domain” button at the top right of the page.)

1. Click on the “Member” tab.
2. Under the heading “Enter Reports,” click on the “Field Service” link.

3. On the “Edit” screen, enter all the field service figures for you and your mate (if married, and if your mate is a field missionary, special pioneer, or temporary special pioneer).
4. Review your entries on the screen, then click the “Next” button. The “Confirm” screen will now appear.
5. Ensure that your report is entered correctly, then click the “Submit” button.

When submitting your field service report to the branch office, we request that you make limited use of the “Additional Comments” field found on the web page because the field has a size constraint. You may enter brief information in this field pertaining to circumstances that prevented you from reaching your hour requirement during the month.

If for any reason you are unable to submit your field service report using the jw.org website, or there are other matters requiring a letter to the Service Department, please continue to send this information to the branch office by postal mail. For the present time, if you need to make requests or change the information regarding your Automobile Expense Account, inform the branch office about changes to your address, or about personal time away or sick time you have taken, you may email the new *Field Missionary/Special Pioneer Report* (S-212) to the branch office at InboxSRVField.gb@jw.org. If you find it necessary to send a *Field Missionary/Special Pioneer Report* to the branch office and you have already submitted your report via the jw.org website, please leave the field service report portion of the form blank.

Viewing forms and letters: Under the “Documents” tab of the site, selected forms will be available for downloading and printing. Likewise, any letters to all field missionaries, special pioneers, or temporary special pioneers (including the biannual *Safe Driving for Special Full-Time Servants* and *Health Care Support Member Newsletter*) will be posted here for your use. (Please note that the arrangement to send an annual encouragement letter to all special pioneers has been discontinued.) Thus, you should regularly check this area for new items. If you need a supply of forms, such as the *Field Missionary/Special Pioneer Report* (S-212), *Request for Change in Reimbursement* (S-213), or *Personal Expense Account Requisition* (TO-4), and are not able to access them on the jw.org website, you may contact the Shipping Department via email at maglitqueries.gb@jw.org or by telephone on 020 8906 2211. The automatic annual mailing of such forms has been discontinued.

Secure messaging: While letters addressed to *all* field missionaries, special pioneers, or temporary special pioneers will be posted under the “Documents” tab, secure messages intended for selected individuals will appear under the “Inbox” tab of the site. All items will be retained in the inbox for a maximum of 45 days after being sent. After the 45-day retention period, they will be deleted automatically. With this in mind, any user receiving a message in his inbox should print out the information, including the attachments. At this time there is no provision for sending a message or replying to a message using the secure messaging feature on the site.

We hope these new arrangements will help you to submit reports and obtain other needed information more readily. We take this opportunity to express our appreciation for all of your hard work, and send you our warm love and Christian greetings.

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

cc: Travelling overseers