

Christian Congregation of Jehovah's Witnesses



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

November 20, 2013

TO ALL BODIES OF ELDERS

Re: Roles, email addresses and telephone numbers on jw.org

Dear Brothers:

We are writing further to the letter dated September 1, 2013, regarding the jw.org website. We are sure you were pleased to learn of the new Inbox feature, enabling the body of elders to write to the branch office through the website. In connection with jw.org accounts, we would like to provide some important reminders.

From time to time we are informed by elders that the email address we have for them in our files is incorrect. Kindly note that it is the responsibility of each elder to ensure the accuracy of his own email address and telephone numbers on jw.org and in our files, using the "Administration" tab and clicking "My User Profile." By entering changes here he will be updating his contact details in our files. Therefore, whenever an elder with a jw.org account changes his email address or telephone numbers, he should remember to update jw.org. When you next visit the jw.org website, please take the time to check your user profile and update it if necessary.

The September 1, 2013, letter said: "Ministerial servants are not allowed to serve as local domain administrators and thus should not have the 'Manage Users' role. Ministerial servants should not be given the 'View Forms—Restricted' role or any 'Letters' role. 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." The following instruction appears on page 3 of the letter: "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.'" **Please can we ask you to give this immediate attention.**

When writing to the branch office via the jw.org Inbox, it is good to bear in mind that you are writing to Jehovah's organization. This will help keep correspondence respectful and prevent the use of overly informal or undignified language that can be characteristic of emails. Please also follow carefully the proper protocols for correspondence, such as those set out in the September 1, 2013, letter. For example, you must show the names of the brothers who read and approved sending the correspondence at the bottom of the letter or on the form. Generally, matters should be discussed by the body of elders before writing.—*ks10* chap. 2 par 4.

Thank you for noting these reminders as we make good use of this new feature to assist in communication between congregations and the branch office. Please be assured of our warm brotherly love and best wishes.

Your brothers,

*Christian Congregation
of Jehovah's Witnesses*