

CONGREGATION PERSONS JW.ORG FEATURE —INSTRUCTIONS FOR CONGREGATION SECRETARIES

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1. **Verification of Records:** To setup the new “Congregation Persons” feature, you and any assisting you will need to perform a one-time verification of existing congregation person records. This verification process will ensure that those listed are currently persons in your congregation.

2. The verification process will begin on **Monday, July 15, 2019**, and must be completed by **Monday, August 12, 2019**.

3. To begin the verification process, follow these steps:

- a. Access the “Congregation Persons” feature by logging in to **my.jw.org** using your [username]@jwpub.org and jw.org password. The “Congregation Persons” feature will open in a self-guided, verification mode.
- b. **Verify and Update Each Person Listed:** Verify that each person listed is currently a publisher in your congregation. Check that key identifying information, such as name, gender, birth date, baptism date, and hope, matches the *Congregation’s Publisher Record* (S-21). Update the information as necessary.
- c. Please keep the following points in mind when verifying persons:
 - (1) **Names:** When updating names, it is not necessary to enter the full legal name of the publisher. Rather, it would be best to use the name that the publisher is commonly known by in the congregation.
 - (2) **Spouse:** Only update the spouse information if the spouse is already listed in “Congregation Persons.”
 - (3) **“Allowed to Submit Applications”:** Consider whether the Congregation Service Committee would have given the publisher a printed application to complete if he requested one. Does he spiritually qualify to submit applications for special privileges of service?
 - (4) **No Longer Associated or Duplicate:** If a record appears for a publisher who is no longer associated with your congregation or is a duplicate record, answer “No” to the question: “Is this person in your congregation?” and choose the appropriate reason when prompted.
 - (5) **No Longer One of Jehovah’s Witnesses:** If a record appears for someone who is no longer one of Jehovah’s Witnesses, contact the Service Department via jw.org e-mail.
 - (6) **Unbaptized Publishers:** If an unbaptized publisher is listed, answer “No” to the question: “Is this person in your congregation?” and choose “No Record of this Person” as the reason when prompted. Unbaptized publishers should generally not be entered in the “Congregation Persons” feature.
 - (7) **Baptized Minors:** If a baptized minor is listed in “Congregation Persons” due to making himself available for expanded service, enter the name of his legal guardian.

If the legal guardian is not one of Jehovah’s Witnesses, contact the Service Department via jw.org e-mail.

(8) **Branch-Managed Records:** Certain details in the records of elders, ministerial servants, regular pioneers, and those in full-time or volunteer service are managed by the branch office. Verify the accuracy of these records and update them to the extent possible. However, changes to certain details are not permissible and these must be communicated to the Service Department via jw.org e-mail.

(9) **Discrepancies:** Contact the Service Department via jw.org e-mail for direction on any discrepancies that you are unable to correct.

d. **Finish Verifying:** After you have verified whether or not each person listed is a publisher in your congregation, click the “Finish Verifying” button.

4. During this verification period, it is important to adhere to the following requirements:

a. **Regular Pioneers:** New appointments, deletions, or transfers of regular pioneers should not be entered on jw.org until after you have completed the verification process. New pioneers should then be added to “Congregation Persons.” Once added, they should be appointed using the existing “Regular Pioneer” feature on jw.org.

b. **Publisher Transfers:** If a publisher listed in “Congregation Persons” moves to another congregation before you have completed the verification process, you should first verify that he is a publisher in your congregation. Once you have completed the verification process, enter a transfer to move his congregation person record to his new congregation.

c. **Elders and Ministerial Servants:** Recommendations for appointment of elders and ministerial servants should not be submitted until after you have completed the verification process. Any brother being recommended should then be added to “Congregation Persons.” Once added, the recommendation should be entered using the existing “Elders and Servants” feature on jw.org.

5. **Maintenance Mode:** Once you have completed the verification process, the “Congregation Persons” feature will switch permanently to maintenance mode. In the maintenance mode, you will be able to edit the personal information and spiritual status of congregation person records at any time. This includes changing the marital status and hope and indicating that a publisher is allowed to submit applications. (Such adjustments are not applicable to branch-managed records, such as elders, ministerial servants, regular pioneers, special full-time servants, and so forth.)

6. **Do not use “Congregation Persons” to track all publishers in a congregation.** Rather, this feature is designed to identify those who wish to offer themselves willingly by submitting applications for expanded service.

7. **“My Profile”:** Once publishers have been identified in “Congregation Persons,” they will be able to use their jw.org account to access their “My Profile” which will enable the local body of elders, the circuit overseer, the branch office, and world headquarters to be informed of their skills and availability.

8. Existing features on jw.org will be updated to work with the “Congregation Persons” feature. For instance, the “Elders and Servants” feature will only allow recommendations to be submitted for brothers who have been added as Persons in your congregation using the “Congregation Persons” feature. The “Regular Pioneers” feature will no longer allow pioneers to be transferred from other congregations. This will be done only through the “Congregation Persons” feature. Also, new

regular pioneer appointments will be allowed only for publishers who are already Persons in your congregation.

9. The following actions are now handled in the “Congregation Persons” feature:
 - a. **Add Persons:** “Congregation Persons” will become the only location on jw.org where a congregation person record can be added. A record should be entered in “Congregation Persons” when the body of elders recommends a brother to serve as an elder or ministerial servant, when a new regular pioneer application is received, and when an exemplary, baptized publisher indicates that he would like to expand his ministry. It may take up to two hours for newly added congregation Persons to appear in the “Regular Pioneer” or “Elders and Servants” features of jw.org.
 - b. **Transfers:** When a publisher moves from your congregation to another congregation in your branch territory, you should transfer the electronic congregation person record at the same time that you send the *Congregation’s Publisher Record* (S-21) and letter of introduction to his new congregation. There are two options for transferring the person records:
 - (1) You can click the “Transfer” button for the congregation person record. Enter the congregation, if known, as part of the transfer.
 - (2) You can generate a transfer code. You can inform the publisher who is moving of this transfer code. He can provide the code to the secretary of his new congregation so that the secretary can complete the transfer. Transfer codes expire 30 days after being created.

Pending transfers into and out of your congregation will display on the “Transfers” tab of “Congregation Persons.” The transfer of a congregation person record is not complete until the secretary of the new congregation *accepts* the transfer action in the “Congregation Persons” feature. The jwpub.org e-mail address of the brother who initiated the transfer will be shown so that any questions regarding the pending transfer can be resolved.
 - c. **Deceased:** If a publisher dies and there is a congregation person record, it should be updated by clicking the “Deceased” button and entering the appropriate date. If you mistakenly click the deceased button, it can be corrected by contacting the Service Department via jw.org e-mail.
 - d. **Publishers No Longer “Allowed to Submit Applications”:** If a publisher is inactive or no longer qualifies to submit applications because of wrongdoing, the “Allowed to Submit Applications” option on the “Spiritual Status” tab of “Congregation Persons” should be set to “No.” When this update is made, any existing applications on file with the branch office will be marked automatically with a stop date. In the future, if the publisher qualifies to submit applications again, this option should be set to “Yes,” and new applications should be submitted.

10. **JW.ORG Account Now Required With Specific Applications:** A jw.org account *is now required*, where possible, when a publisher desires to apply for the following: serving as a regular pioneer (S-205), assisting occasionally with the construction and maintenance of Kingdom Halls and Assembly Halls (DC-50), serving at Bethel or as a remote worker (A-8 or A-19), assisting on a large design/construction project (A-8 or A-19), and attending the School for Kingdom Evangelizers (G-8). *Before* providing him with the appropriate application, a publisher should be directed to create a jw.org account, if he has not already done so. (See par. 12.) After the publisher creates his account, provide the appropriate application to him to fill out and return to the Congregation Service Committee. It is preferred that the electronic PDF version of the application be used, where possible.

11. **Additional Requirement for A-8 and A-19 Applications:** A publisher should be directed *first* to view the six-minute video entitled *Be Honest in All Things* (Bethel/Construction Applicants) if he expresses his desire to fill out an *Application for Volunteer Program* (A-19) or the *Application to Become a Member of the Worldwide Order of Special Full-Time Servants of Jehovah's Witnesses* (A-8). If the publisher continues to qualify for expanded service after viewing the video, follow the direction in paragraph 10. As a reminder, along with the appropriate application (A-19 or A-8), he should be given the corresponding cover letter (A-9 or A-20) and the applicant letter regarding pornography (A-63).

12. **Instructions to Access “My Profile” on JW.ORG:** Please provide the publisher with an electronic or printed copy of *Instructions to Access “My Profile” on JW.ORG*. It will guide him through the steps. If a publisher needs help at any point, please ensure that he receives patient assistance. We encourage congregation secretaries and any brothers assisting the secretaries to become familiar with these instructions.