ACMS

ADVENTIST CHURCH MANAGEMENT SYSTEM

Quick Start Manual
Local Church Edition

General Conference of Seventh-day Adventists

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**1 - Expanded explanation*

2 - Minor text changes

3 - Minor text changes

4 - Updated image

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1. INTRODUCTION

This edition of the Quick Start Manual focuses on the most basic tasks of the local church clerk within the Adventist Church Management System (ACMS). As you practice the tasks outlined in this guide, you will notice additional menu options on your computer screen that are not covered here. Try those features as well to see the additional capabilities available to you as a local church clerk. Be sure, particularly, to go to the Reports section and experiment with the options provided.

If you need assistance with the ACMS program, contact your local ACMS support team at **876 656-7828** 0r **876 656-7800** extension **4596**. You may also contact the support team via email at **acms@westjamaica.org**

2. LOGIN

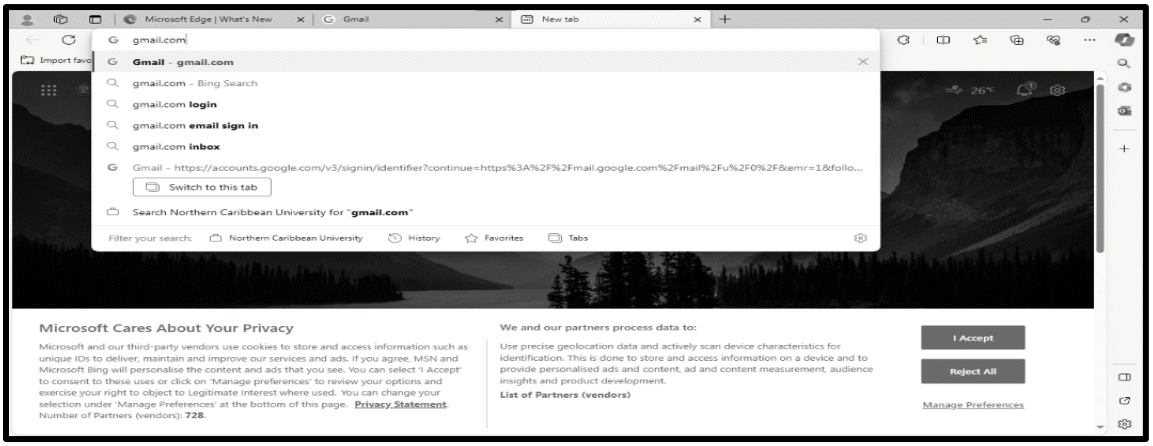
Your local ACMS support team will begin the process to set up a user account for you. You will receive an email message with instructions to register your account (be sure to check your spam/junk folders if you do not see the message). Once your account is registered, go to http://www.acmsnet.org to log in to use the program. NOTE: Your account may automatically take you to the practice portion of the program. Once you have finished your training, your user administrator may issue you a new account for managing your church's actual membership records.

Each clerk is provisioned with a West Jamaica Conference email account that will be link your ACMS account. This email account will be active while you are duly elected clerk or assistant clerk of your church. One you demit office you will not the account will be suspended.

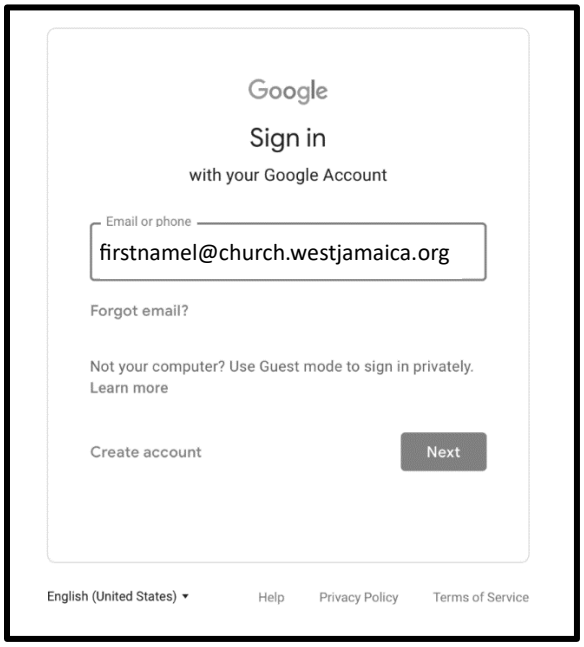
Regarding the ACMS access you will only be able to use the system for your tenure as church clerk or assistant. Once a new clerk or assistant has been elected your access will be terminated.

2.1 LOG INTO YOUR EMAIL

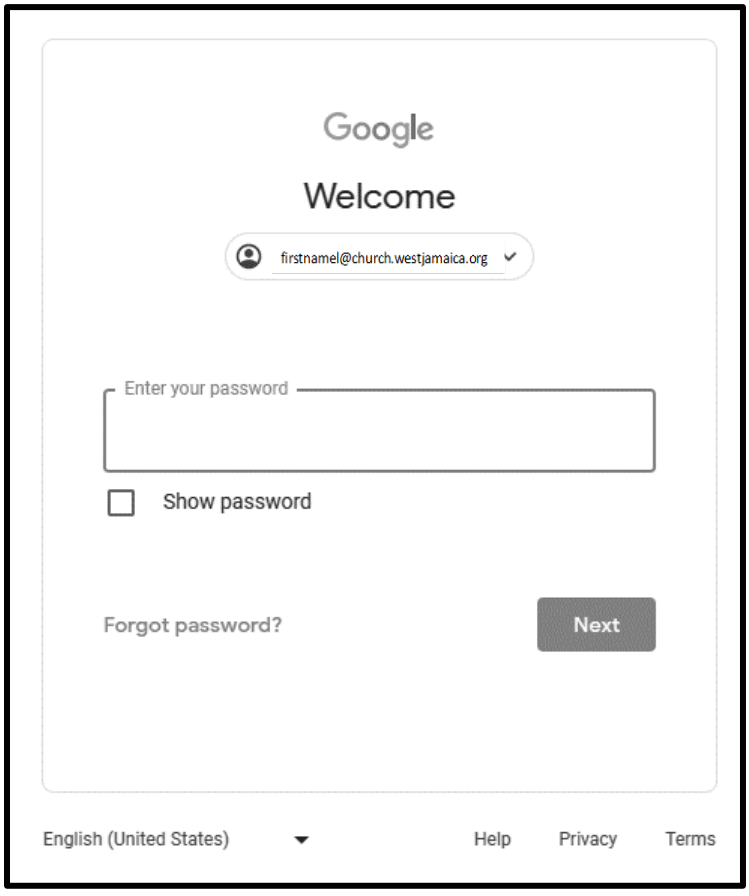
Open your web browser (Chrome, Edge, or Firefox) and enter www.gmail.com in the address bar.



From Gmail's landing page proceed to enter your WJC provisioned username or email address and then click the **NEXT** button.

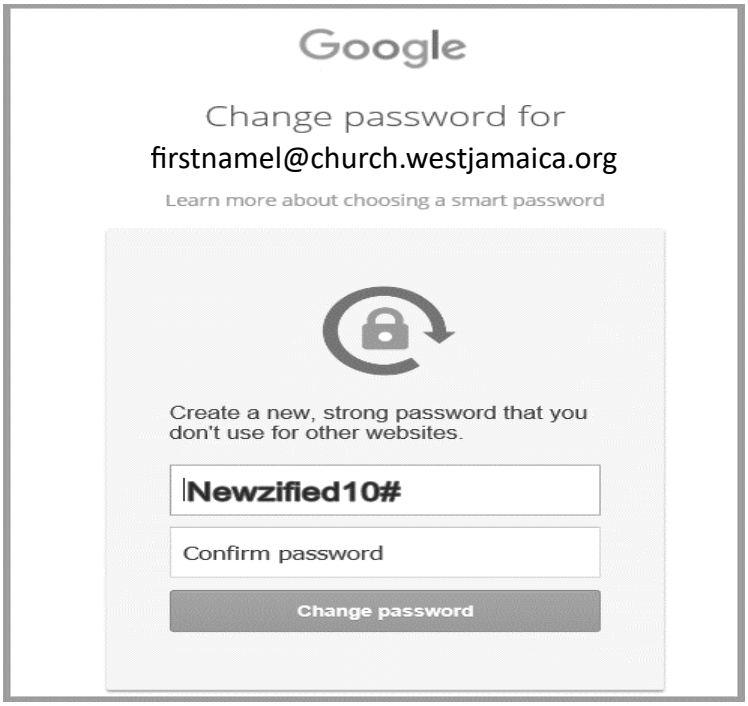


Enter the default password that was given to you. Click on the **NEXT** button.



If necessary, click the **I UNDERSTAND** button below the Welcome Message from Google.

At this point you are required to create a password for your WJC provisioned email account. Proceed to enter a password of your choice. The password must be at least 8 characters in length and should be a secure password – easy to remember but hard to guess.

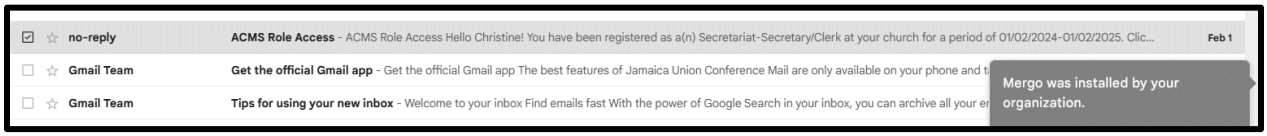


Type the same password in the confirm password box. Click the **CHANGE PASSWORD** button.

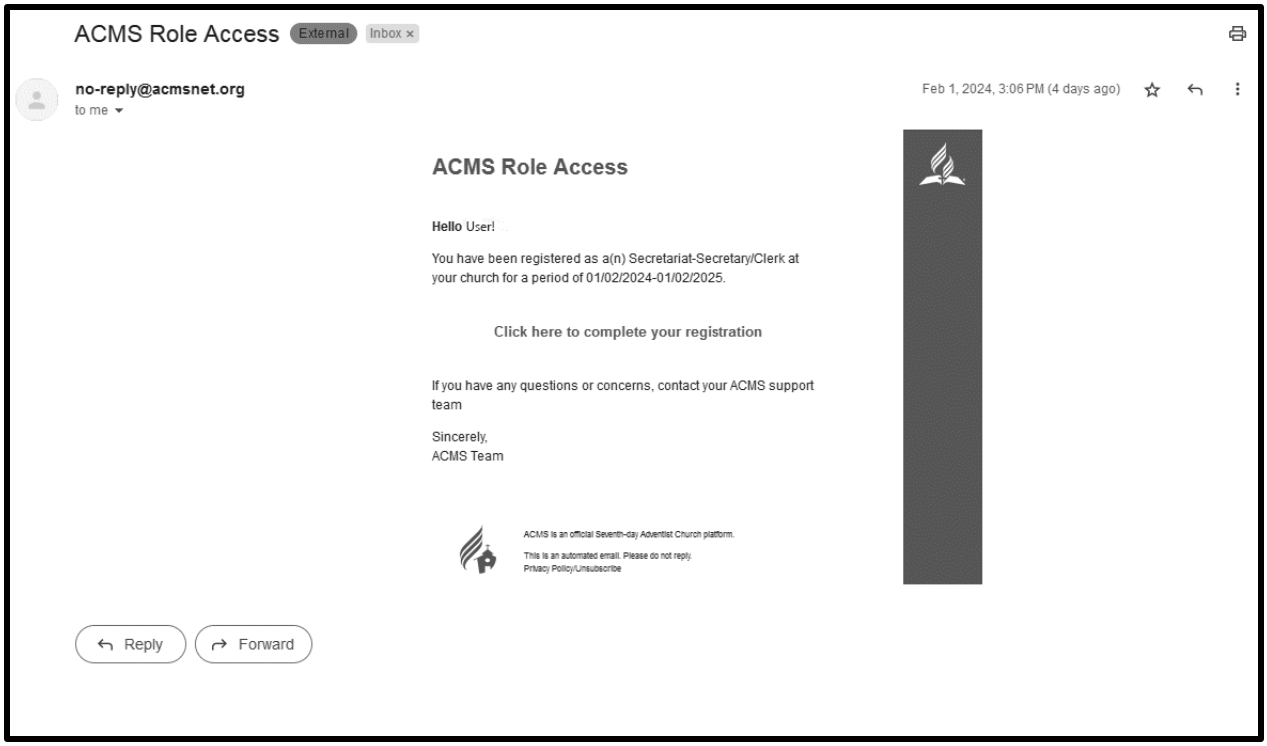
Click the **GET STARTED** button to experience a tour of Gmail interface. You are now able to use your Conference provisioned email account. Kindly note that this account is to be used **ONLY** for church-related purposes. *Please see Addendum 1 for Email Use Policy*.

2.2 ACTIVITING YOUR ACMS ACCOUNT

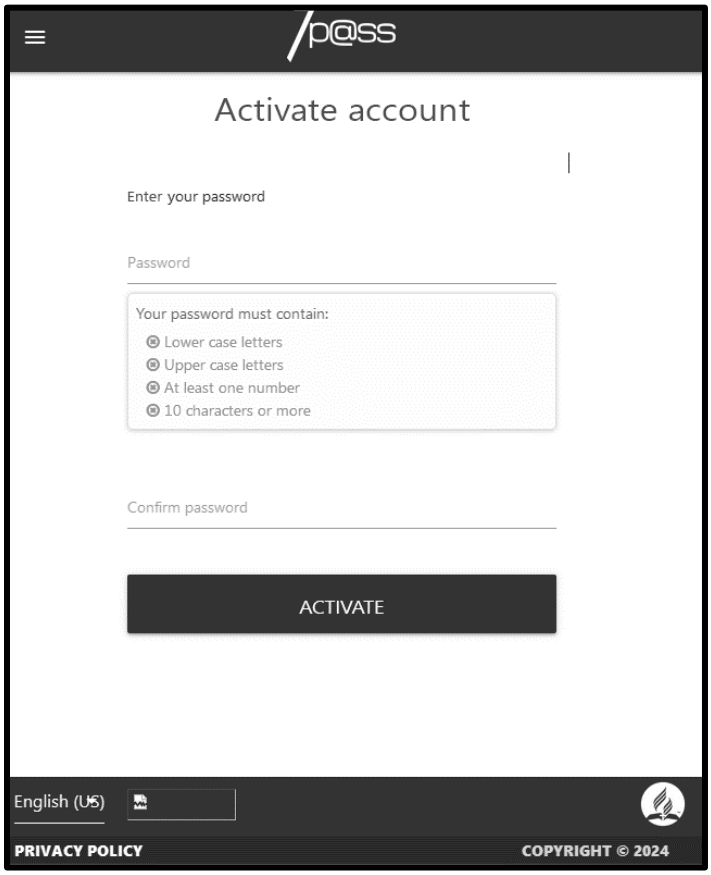
Before you can login to ACMS your account must be activated. The activation of your account is managed by the ACMS administrator and/or the Secretariat office at the local conference. The activation process begins with you being assigned an ACMS role for example a clerk, assistant clerk, membership coordinator, pastor, elder to name a few. As the clerk (the primary user of the system) you will notice a mail in your WJC provisioned email account from ***no-reply*** under the subject ***ACMS Role access***.



Proceed to identify that email and click to open the mail.



From the opened mail, click on the link Click here to complete your registration.

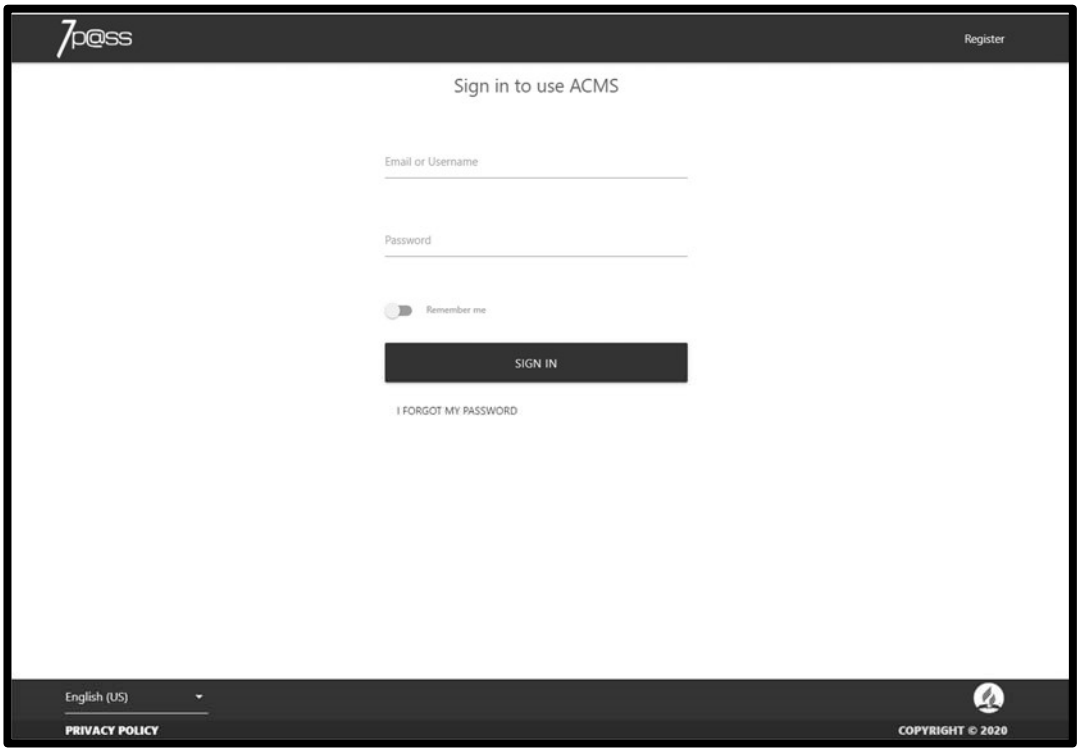


Enter the password for ACMS. Please note that password must contain: a Capital letter, a number, common letters and should be 10 characters or more. Enter the same password in the Confirm Password button and click the Activate button.

You will then receive a confirmation message and be given the opportunity to log into ACMS.
Proceed to enter your WJC email address along with the password you just created.

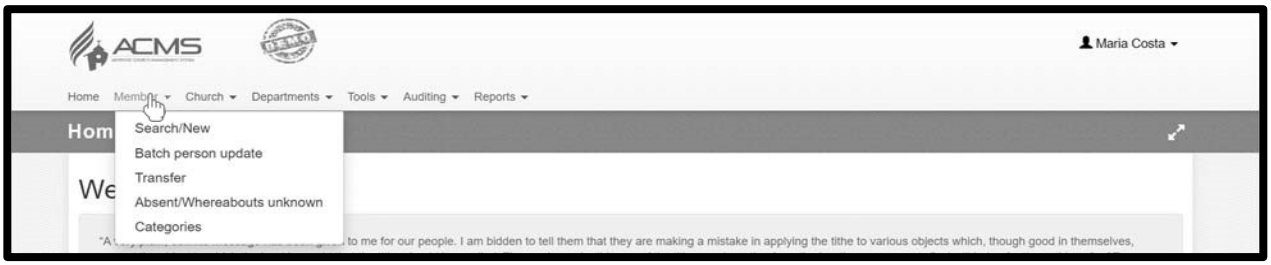
2.3 Log in to ACMS

At the Sign In page, enter your username and password and click the Sign In button to login to ACMS:



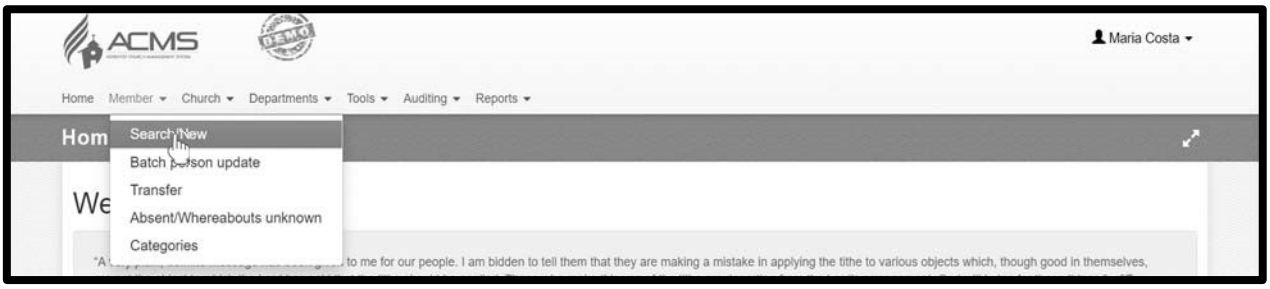
3. MEMBERSHIP MANAGEMENT

The ACMS system has been designed to facilitate the organization and management of Adventist church members at the local church. All of the primary member functions can be found on the Member menu:

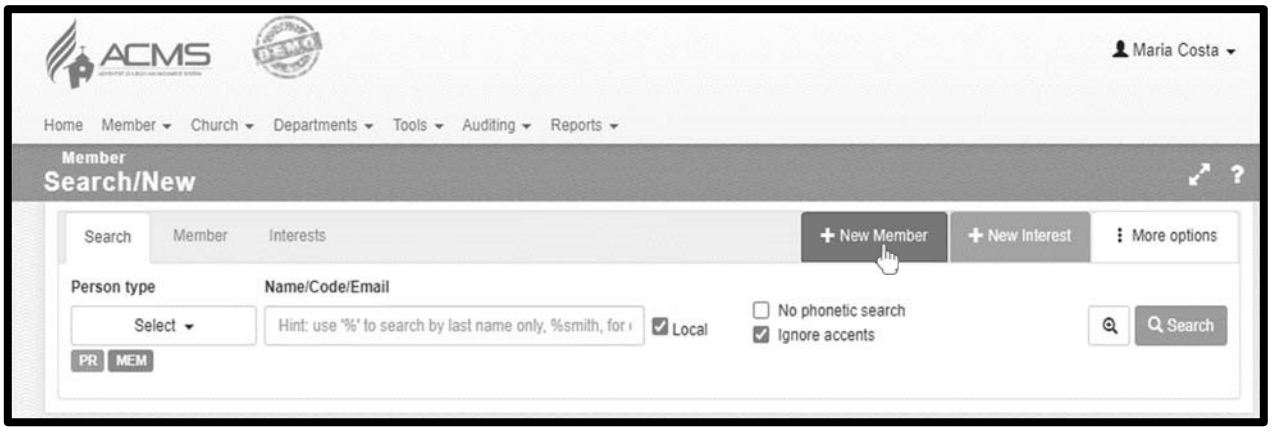


3.1 New Member

Add a new member by clicking the **Search/New** option in the main **Member** menu:

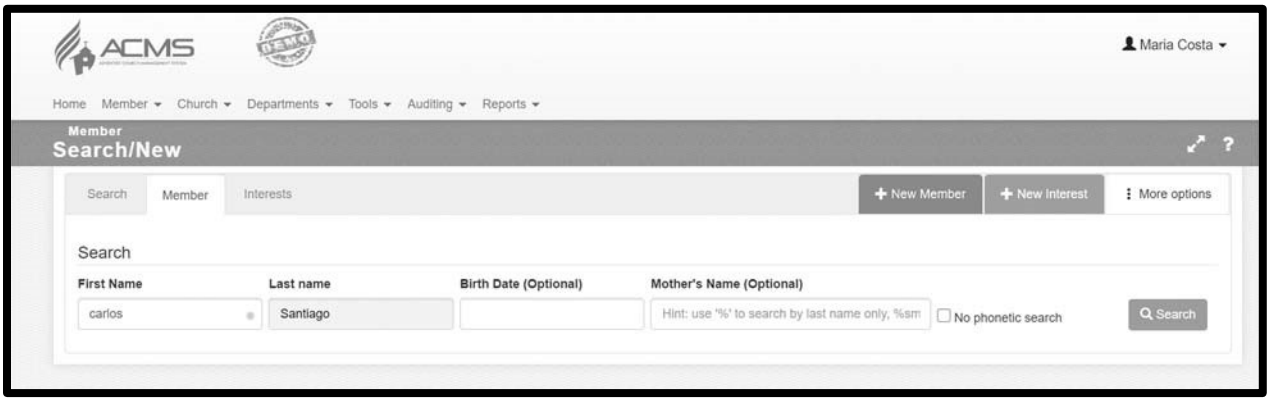


Then, click the **New Member** button on the top right side of the screen:



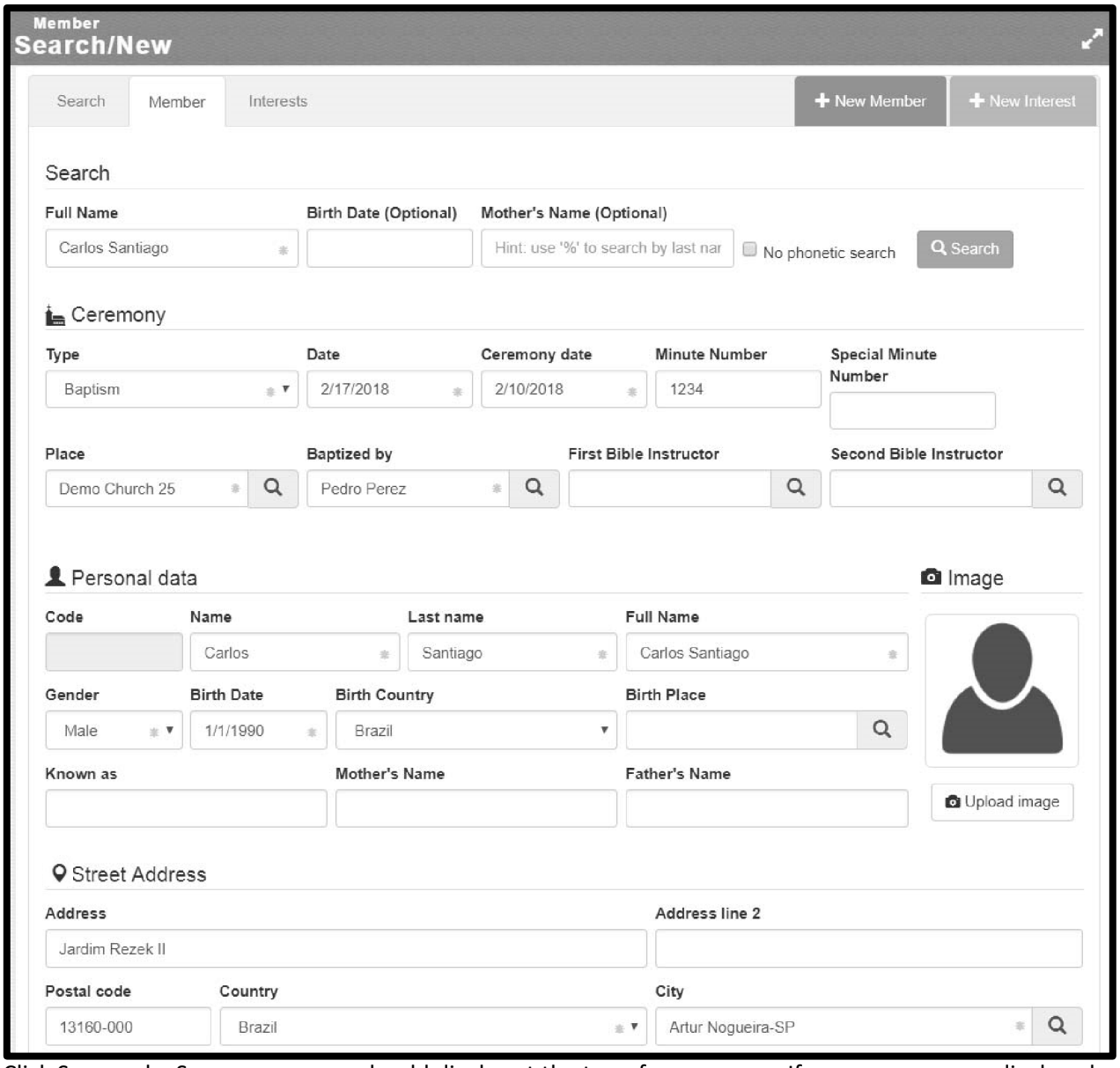
Notice that, before we actually create the new member, the first step is to perform a **Search** to ensure that this member is not already a member of another congregation.

The **No phonetic search** option allows the search to run a little faster, in the event you know EXACTLY how the member's name is spelled. This might be the preferred way of searching for names with non-Latin characters (e.g. 黃健興). In the example below, we are searching for Carlos Santiago:

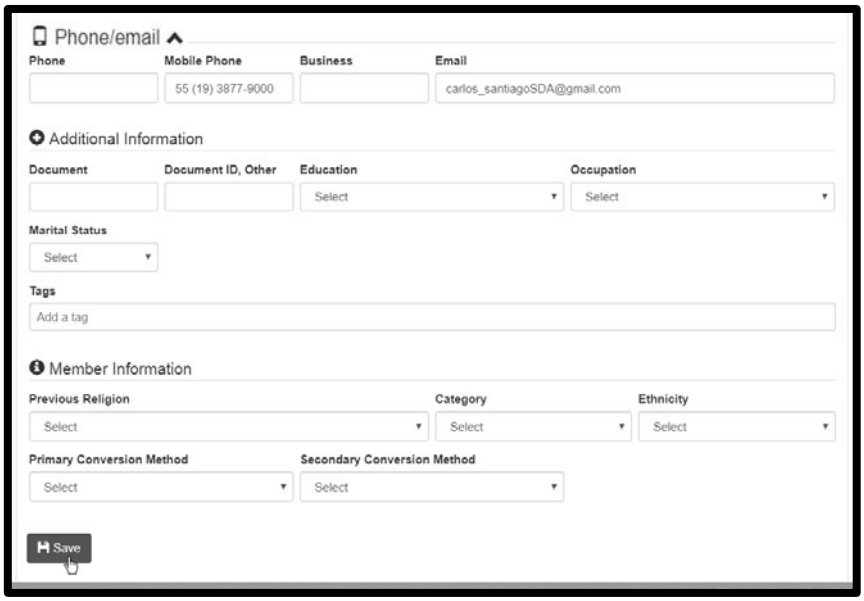


After clicking Search, a list will display of potential matches for the person you were searching for. If the person is in the displayed list—and is a member, as shown by the MEM indicator--you will need to investigate further and talk with the member, pastor, or conference/mission office to determine how to handle the situation since the individual is already a church member. If the person is not in the displayed list, then click the Not Found button. NOTE: If you are practicing and entering a name used by other people practicing as well, such as Carlos Santiago, you will probably see several entries in this window. For practice purposes, go ahead and click the Not Found button to proceed with the training exercises:

After clicking Not Found, the program will display a member profile page with several sections and fields based on the configurations for your conference/mission. Only a few fields are required (indicated by *). However, fill in all of the information as completely as possible, recognizing that the more complete the information is, the more helpful the ACMS system will be in your membership ministry. For each Ceremony Type there are two dates. Ceremony date is when the ceremony took place. Date is when the congregation voted the person in a member:



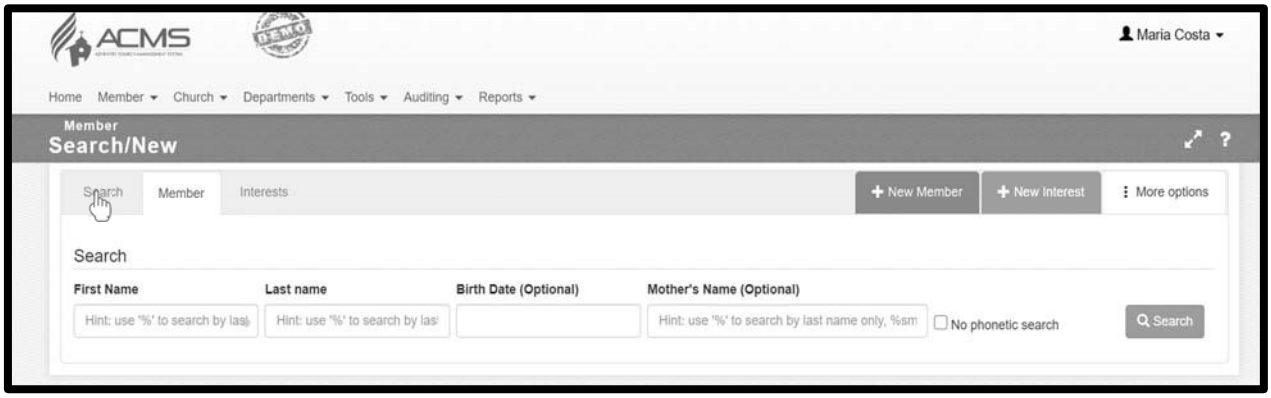
Click Save and a Success message should display at the top of your screen. If an error message displayed, make the needed corrections and click Save again to see if the error was resolved:



3.2. Search

Church clerks can search the member list to find a specific person. Select the Search/New option from the Member menu:

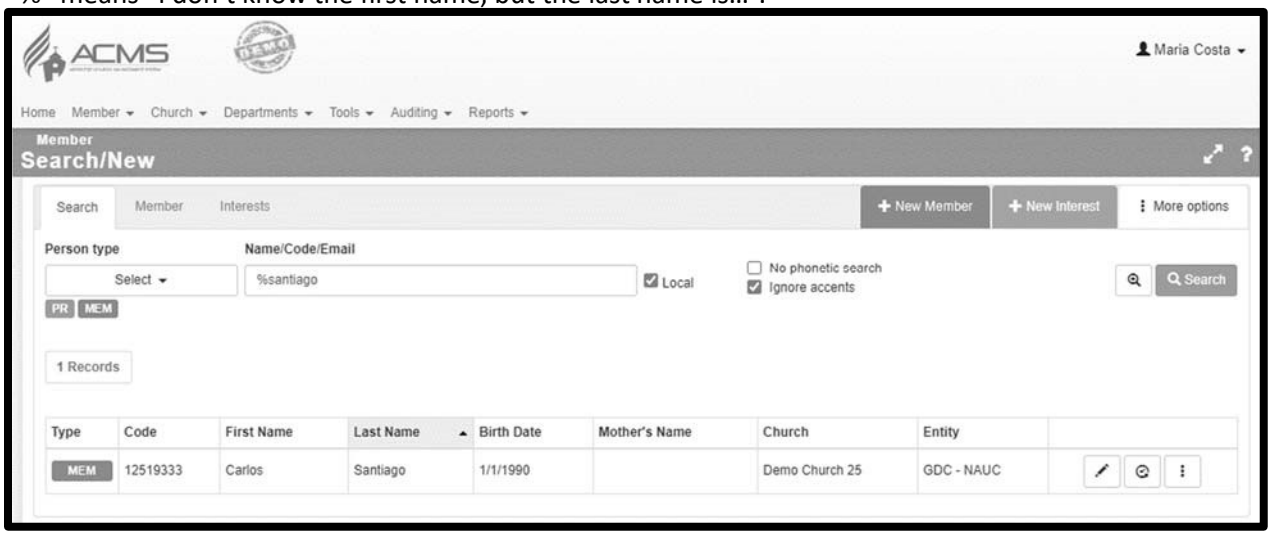
The Search/New screen will display (NOTE: if you have been adding new members, the Member tab may be highlighted; click the Search tab to highlight it):



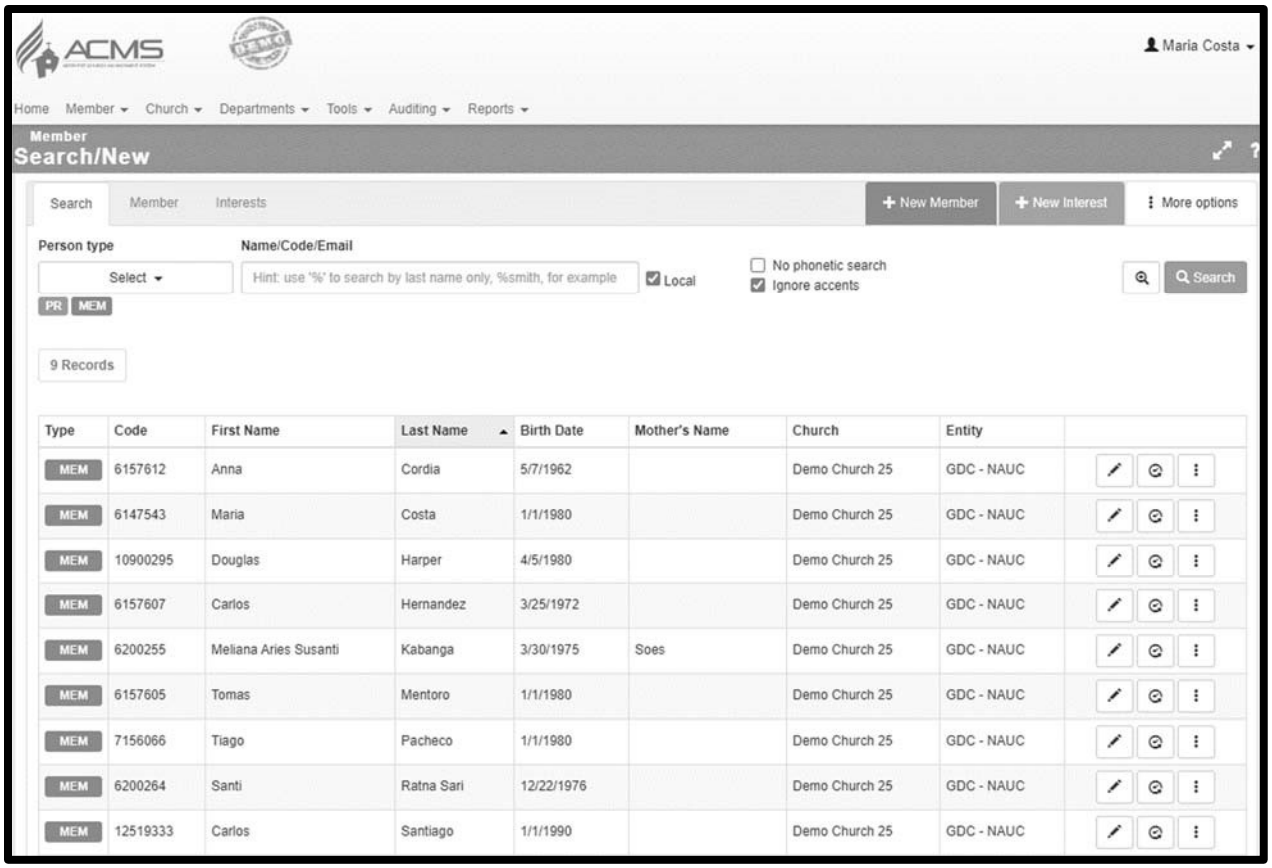
Most often, you will be searching for active members within your own local congregation. However, if you click in the Person type box you can select options that will allow you to search for interests and individuals who are no longer members of the church.

NOTE: In some conferences and missions, members are not considered Active until the conference or mission has approved the baptism the church clerk entered. So, if you are practicing in the demo site and have just added some new members and they are not showing up in your Active Member list, ask your conference/mission clerk to approve those new baptisms so they will show in the search results and other examples on the following pages.

Searches can be done by the exact name or by using just a portion of the name. For example, “Carlos Santiago”, “Carlos”, and “%Santiago” will all find the member “Carlos Santiago”. In the last example, the “%” means “I don’t know the first name, but the last name is…”.

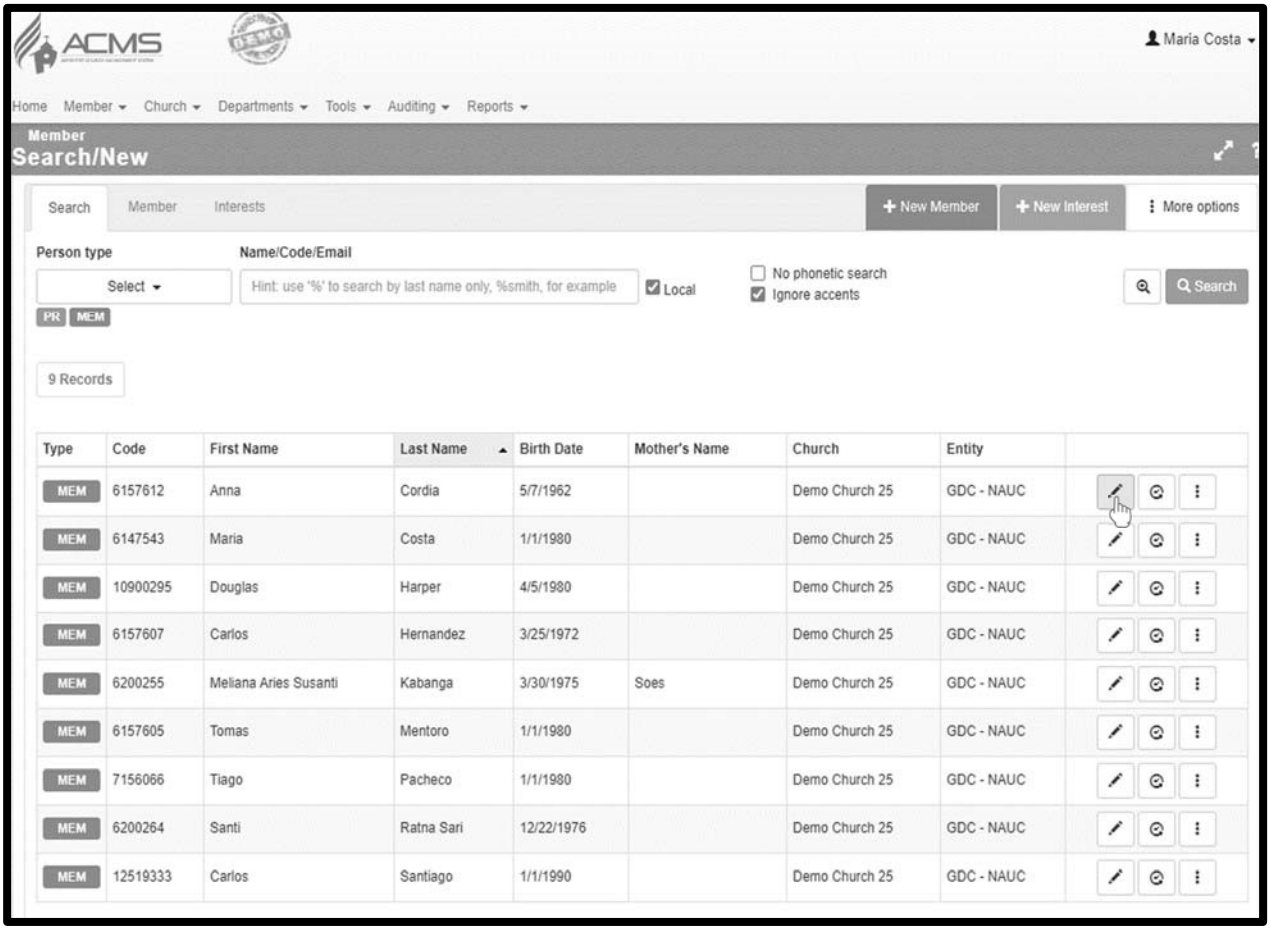


NOTE: To get a list of all of your church members, do not enter a name. Just click the Search button and all of your members will display. The example below has all nine church members in our sample church. (Tip: In lists like the one below, the column headings can be clicked to sort on that particular column).



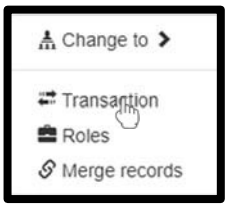
3.3. Update Member Profile

When you receive corrections to a member's profile information, such as an updated email address, street address, or you have a picture you would like to include, click the beside their name in the search results and their profile information will display. Enter the new information on the profile page and click the Save button:

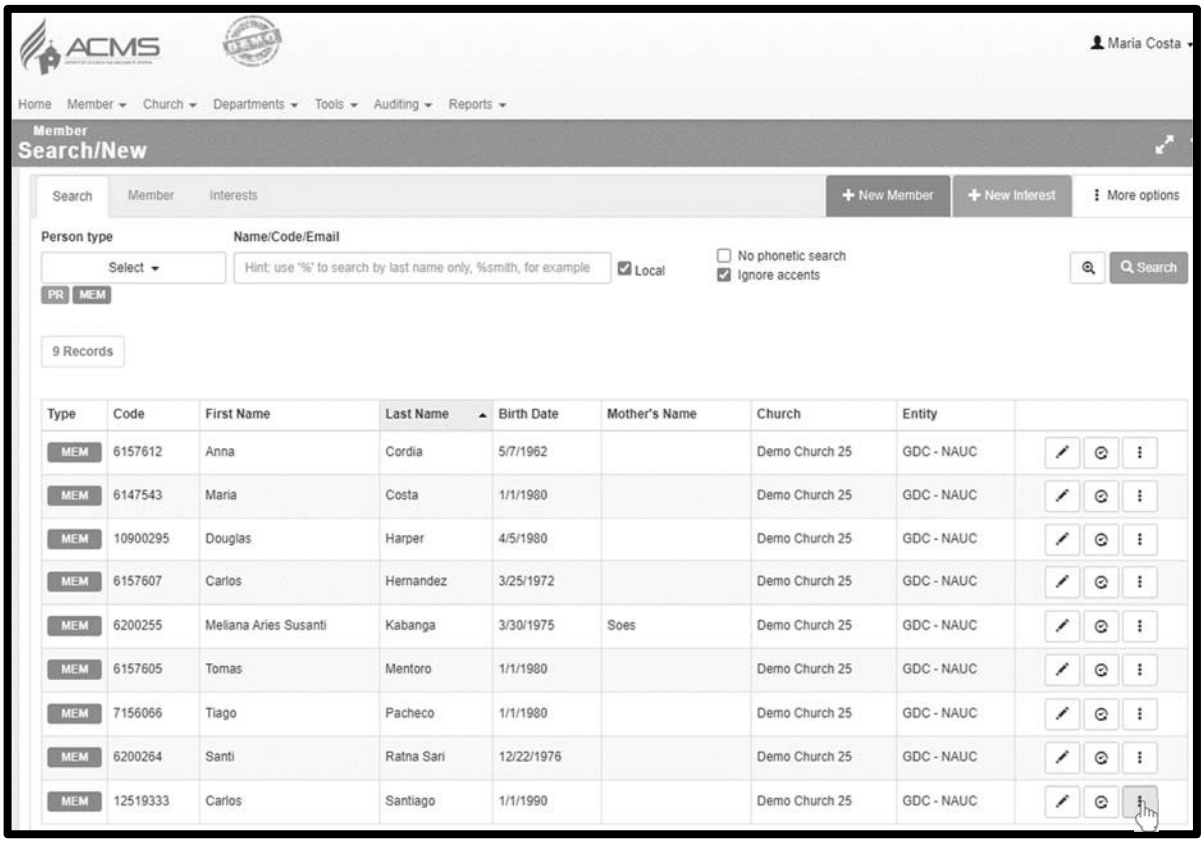


Tip: To encourage members to provide up-to-date information, print out the “Registration Forms” for your church and distribute to each member and ask that they return it with corrections. This form can be found at Reports Member Member Registration Form.

3.4. Removal of Members



If someone has died, or the church has voted censure or removal, click the **More options** button beside their name and then click **Transaction**. Below, we are going to remove Carlos Santiago:



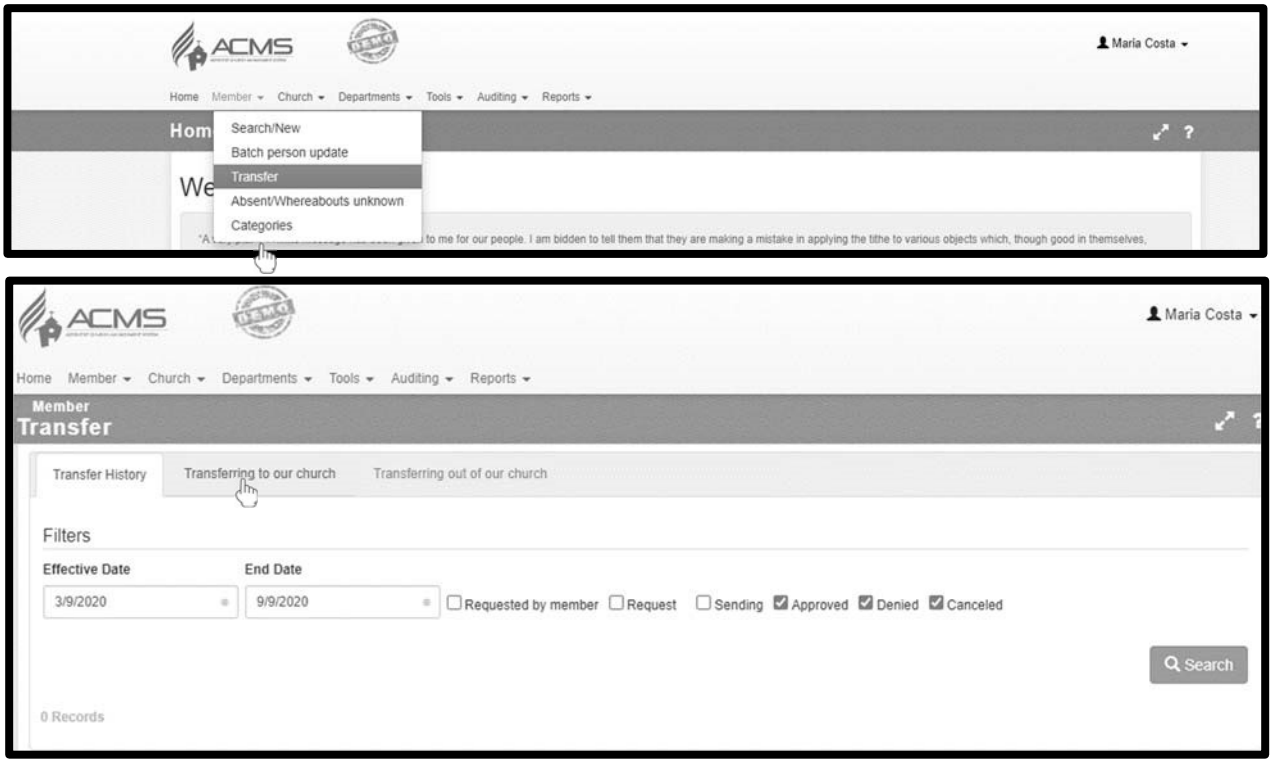
After we click Transaction, another screen displays summary information about the member and gives the available transaction options:

Death – When a member has died, clicking on Death will allow the clerk to enter the date of death.
Censure and Removal – Follows the guidelines set forth by Chapter 7 of the Adventist Church Manual.

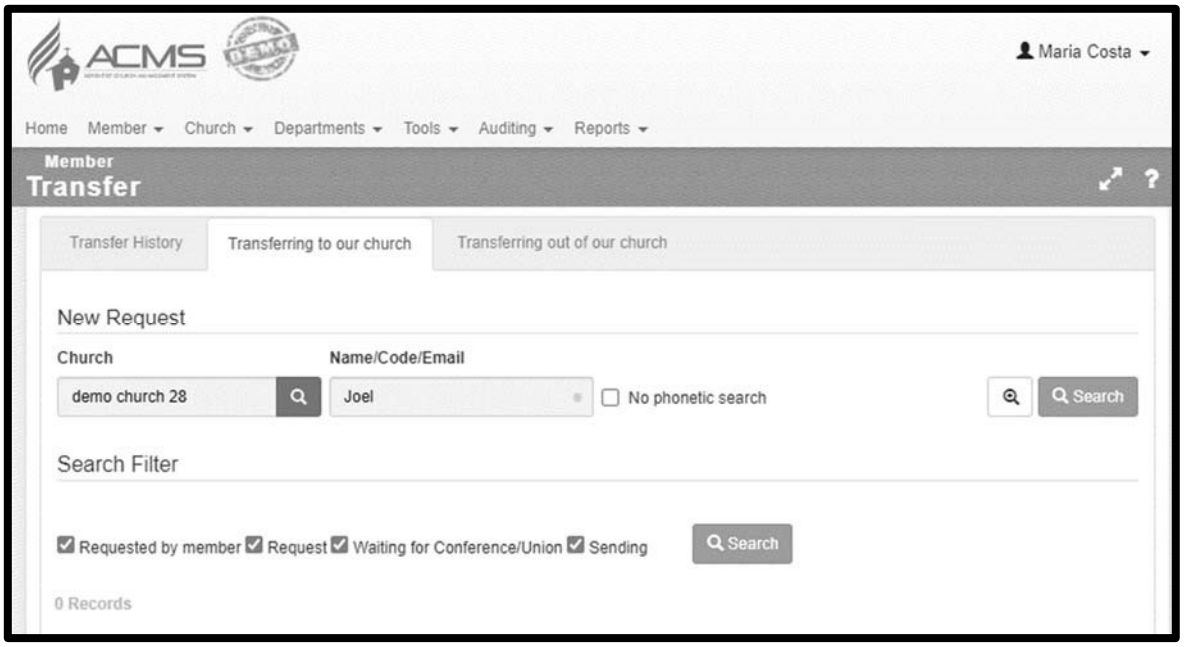
Absent/Whereabouts unknown – Used to start the Missing process. Allows the church to exercise the due diligence recommended in Chapters 6 and 7 of the Adventist Church Manual regarding missing members. See Section 3.6 for more information on this process.

3.5. Transfers

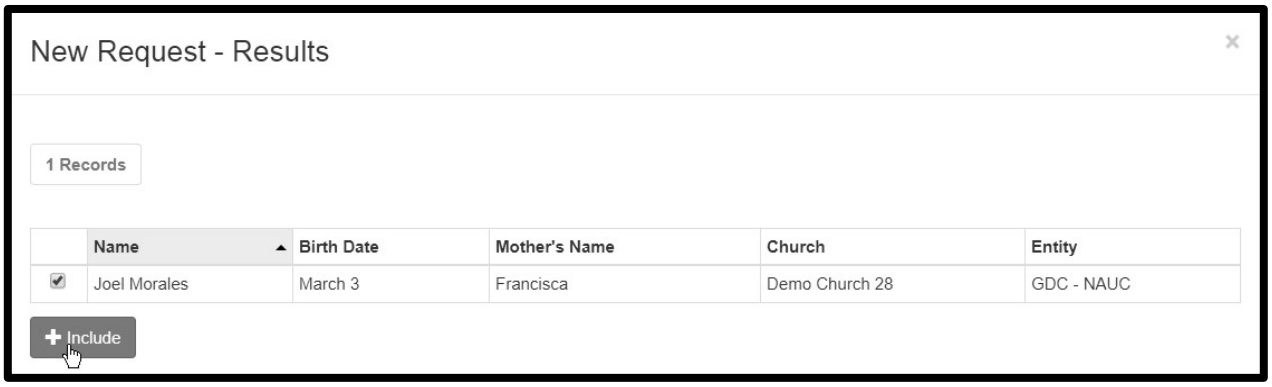
Typically, the process starts when the member has decided on a new church and has spoken with its clerk. You, as that receiving clerk, go into the Transfer section of the Member menu and, if necessary, click on Transferring to our church to start the process to have the new member join your church:



On the Transferring to our church tab, enter the member's home church in the Church field and click the icon. This will bring up a separate screen where you can click Select next to the member's church. Then, enter the member's name and click Search:

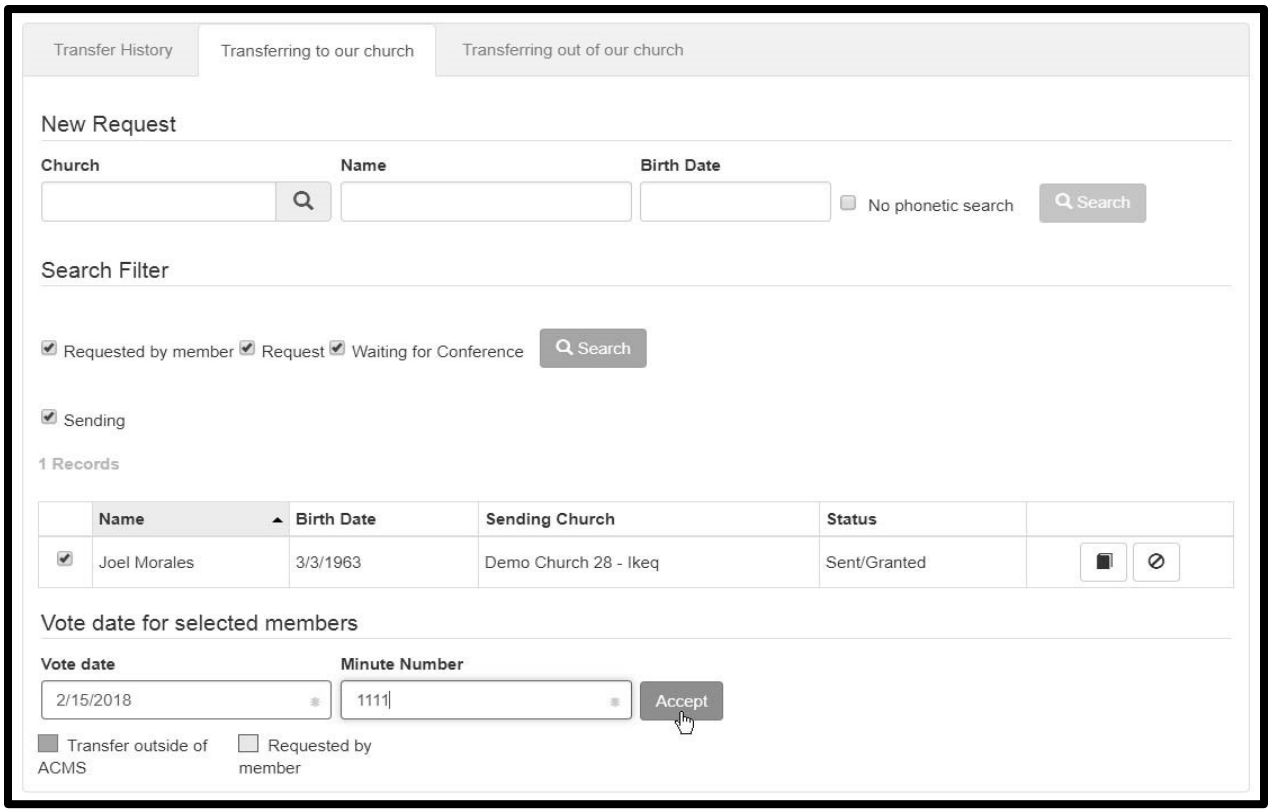


Clicking in the box to the left of the correct member and clicking Include starts the transfer process by sending a request for membership to the appropriate church:



The sending church will receive an email notification of the request and will need to approve the transfer. They will login to ACMS and go to the Transferring out of our church section. They will select the approved transfer requests, enter the vote date and minute number, and click Send.

Your church, the receiving church, will receive an email notification that the member has been approved to transfer to your church and you must now vote the individual into church fellowship. Your Transferring to our church tab will show all transfers ready for acceptance with a status of Sent/Granted. After your church has completed the necessary voting, check the box by the member's name, enter the vote date and minute number and click Accept:



A Success message will display at the top of your screen if the member has been successfully transferred. If you get an error message, follow the instructions or contact your ACMS support staff for assistance.

NOTE: This process works for churches that use ACMS. For churches that don't use the ACMS software, consult your ACMS support person for help with initiating the transfer process for members outside of ACMS. This is covered in section 6, Off-System Transfers (with Non-ACMS Churches).

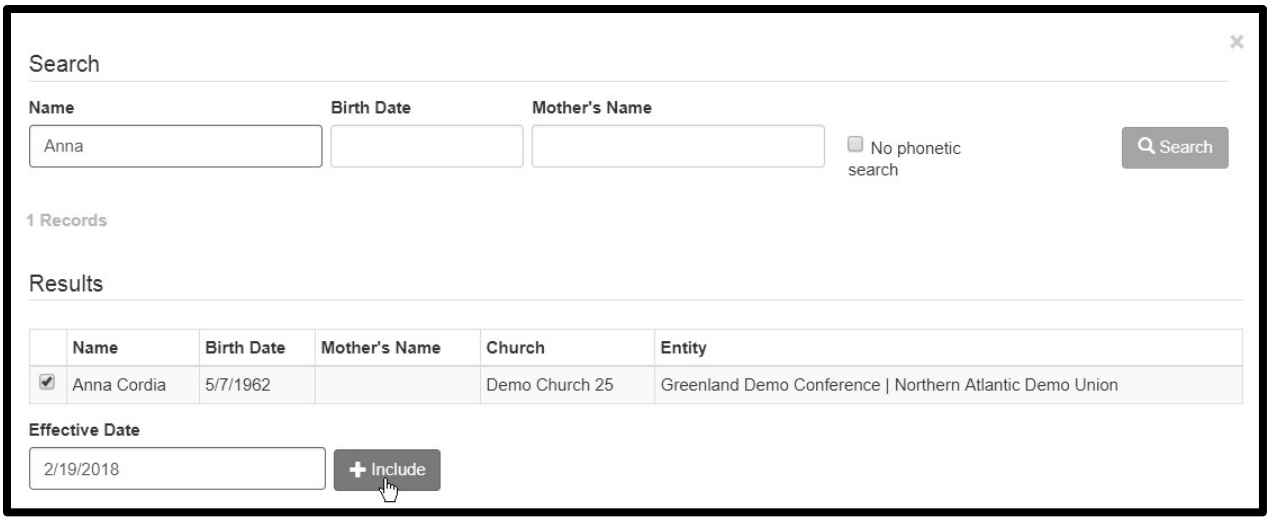
3.6. Missing

ACMS can facilitate the task of finding absent members. By allowing church clerks to indicate members they can't find, other clerks can help locate them. To indicate that you are looking for one of your members, add that member to the "Absent Member List" to give others the opportunity to let you know where they might be. Go to the Absent/Whereabouts unknown section of the Member menu:

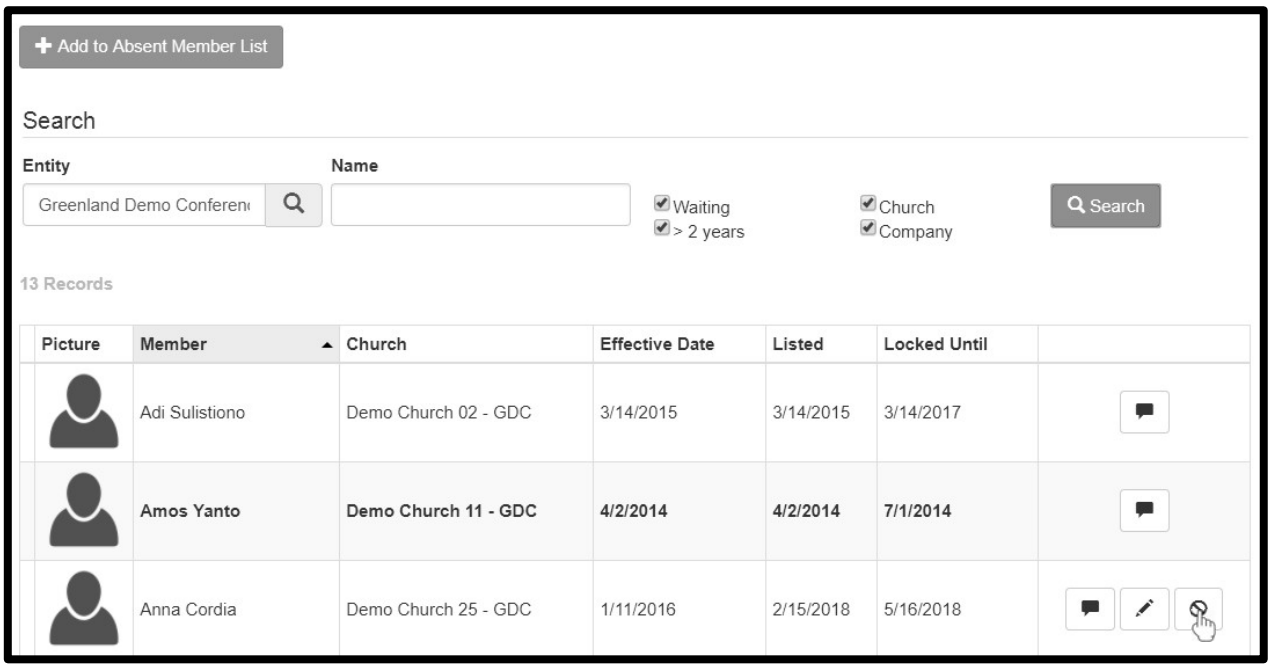
Click the Add to Absent Member List:

Enter the member's name and click **Search**:

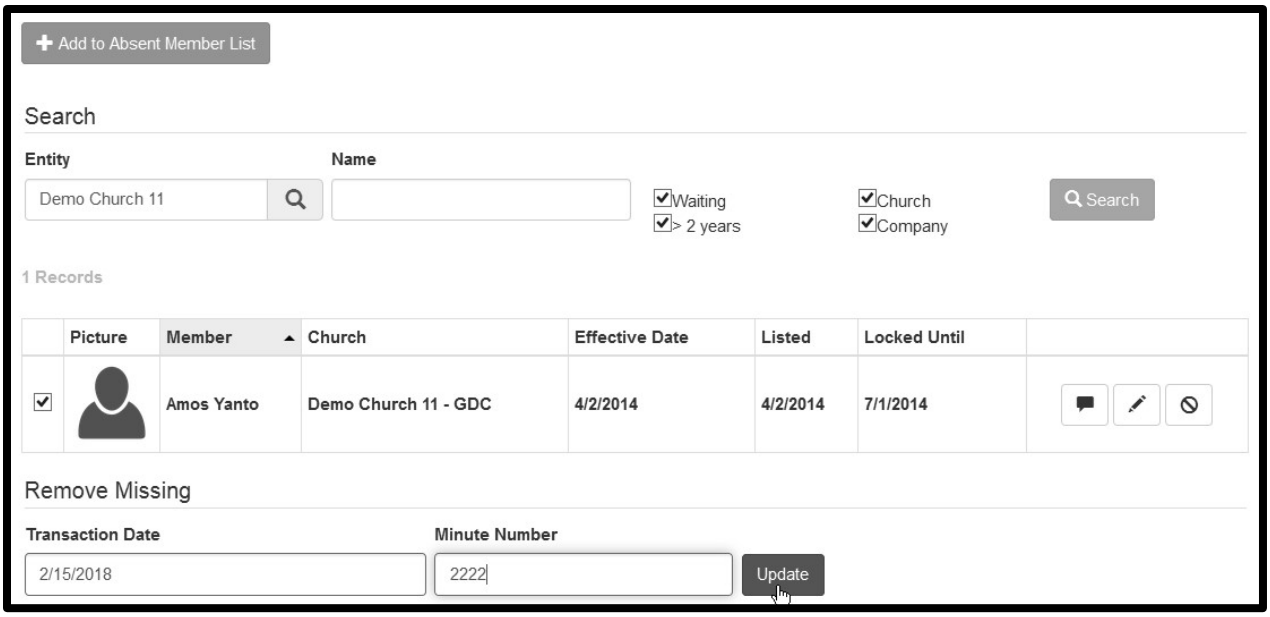
Check the box next to the correct member name and enter the date your church initially started looking for this member as the Effective Date (this date may be the current date or you may have started looking prior to adding them to this list) and then click Include. The Church Manual requires that churches attempt to find members for two years prior to removing them from membership. Even if your church began looking for the member two or more years ago, ACMS requires that the member be on the absent member list for a minimum of 90 days.



Other church clerks within your local field, with the goal of helping to find the absent member, can add notes by clicking on the icon next to the listed name. If your member's name is in **bold** text, someone has posted a comment which you can view by clicking the same icon. When your members are found, delete them from the list by clicking :



If two years have passed since your church started looking for the member (the Effective Date), and they have been included in the Absent Member List for at least 90 days, your church can vote that the individual be removed as Missing. Once that vote has taken place, you can check the box that will be displayed next to the person's name on this page and enter the transaction date and minute number of the vote at the bottom of the screen and click Update:



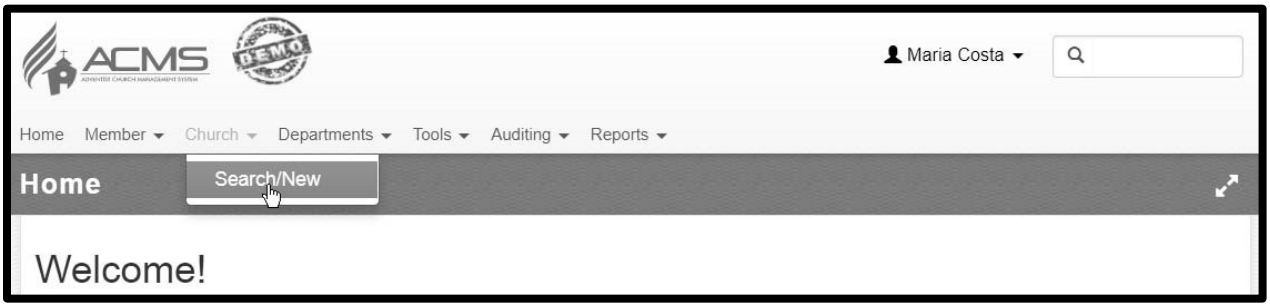
Tip: Another way to add someone to the Absent Member List is to click the **More options** icon next to their name in a member search and then click the button. Then, click on the **Absent/Missing** button as shown in Section 3.4.

3.7. Duplicate Members

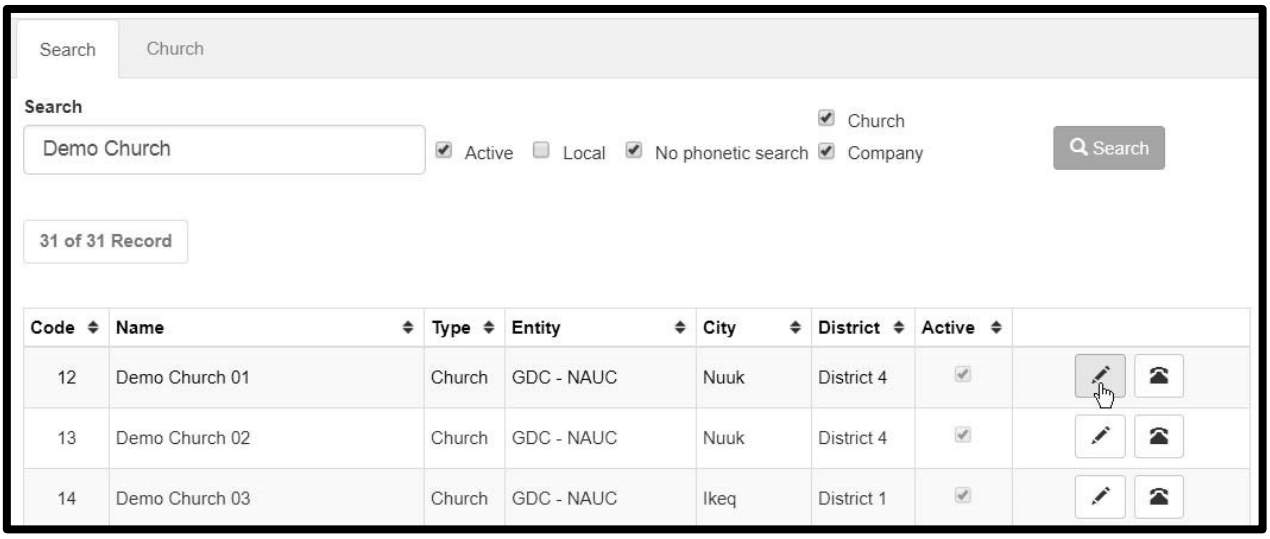
If you notice you have a member in your records twice, either because your church records were imported into ACMS with the duplication or you accidentally created a duplicate after starting to use ACMS, talk with your ACMS support person. They will review the situation and determine the best resolution. Do not be embarrassed; it is much better to report the duplicate and get it resolved than having inaccurate membership counts.

4. CHURCH MANAGEMENT

To look up another church's address, or to update information about your own church, go to the Search/New section in the Church menu:



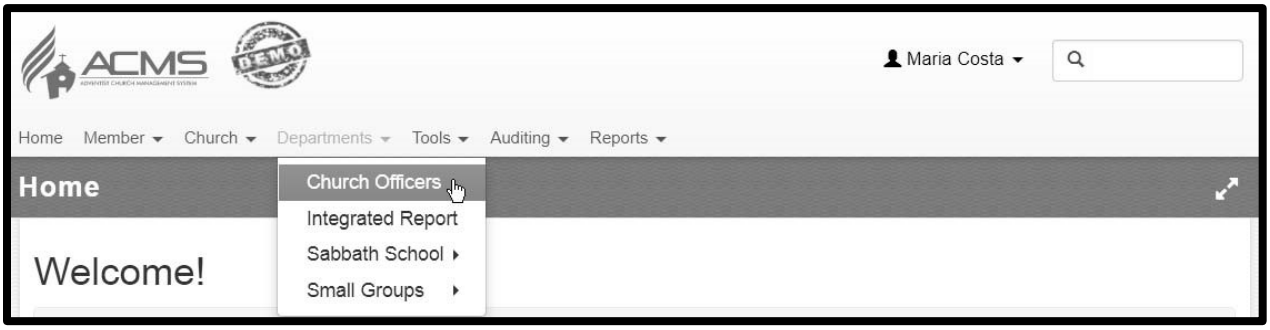
Enter a church name, or portion of its name, check or uncheck the appropriate filters, and click Search. Click the edit icon to view the information for other churches or to edit the information for your own church:



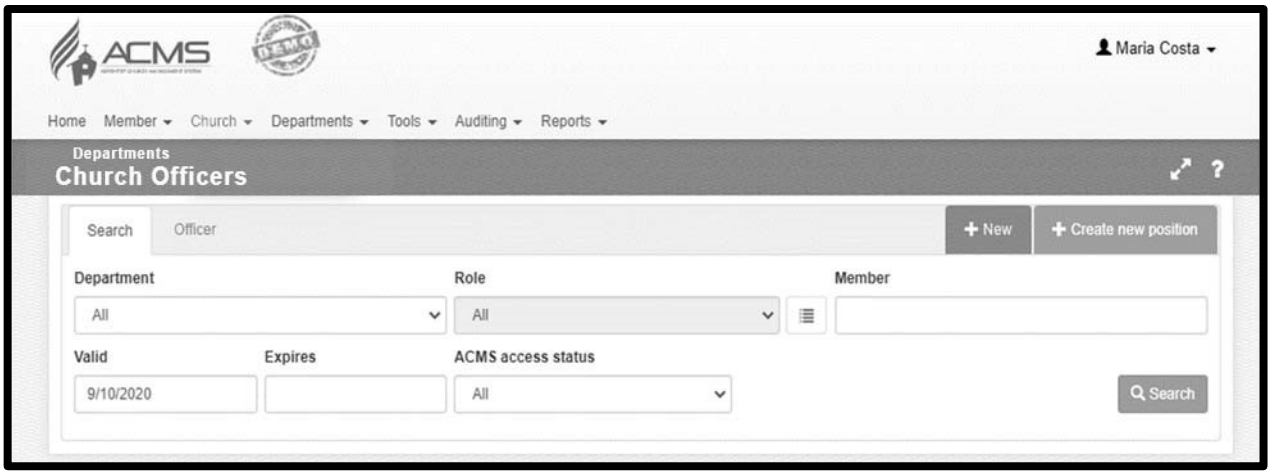
The church page allows you to view/edit a photo of the church, the district, ethnicity, address, contact info, service times, and more.

5. CHURCH OFFICERS

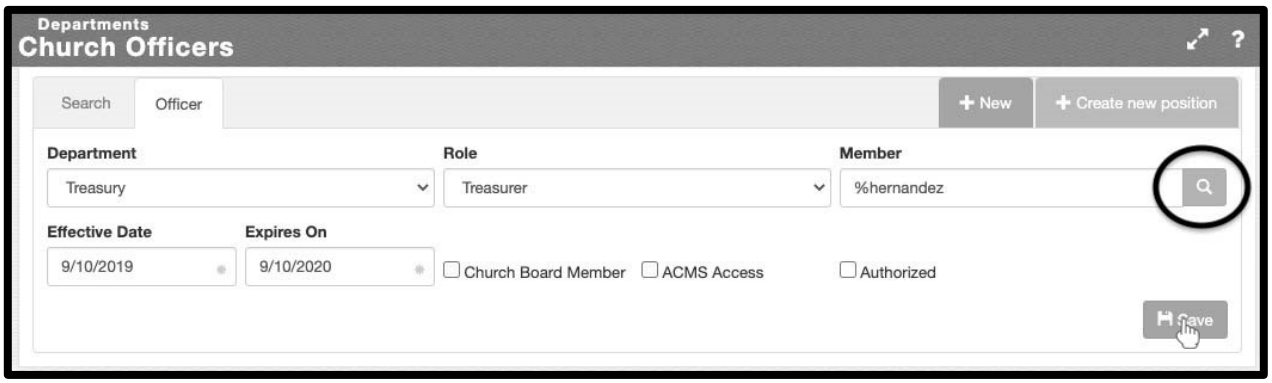
When we have a complete list of members in our congregation, it is easy to indicate the church officers. Go to the Departments section and click on Church Officers:



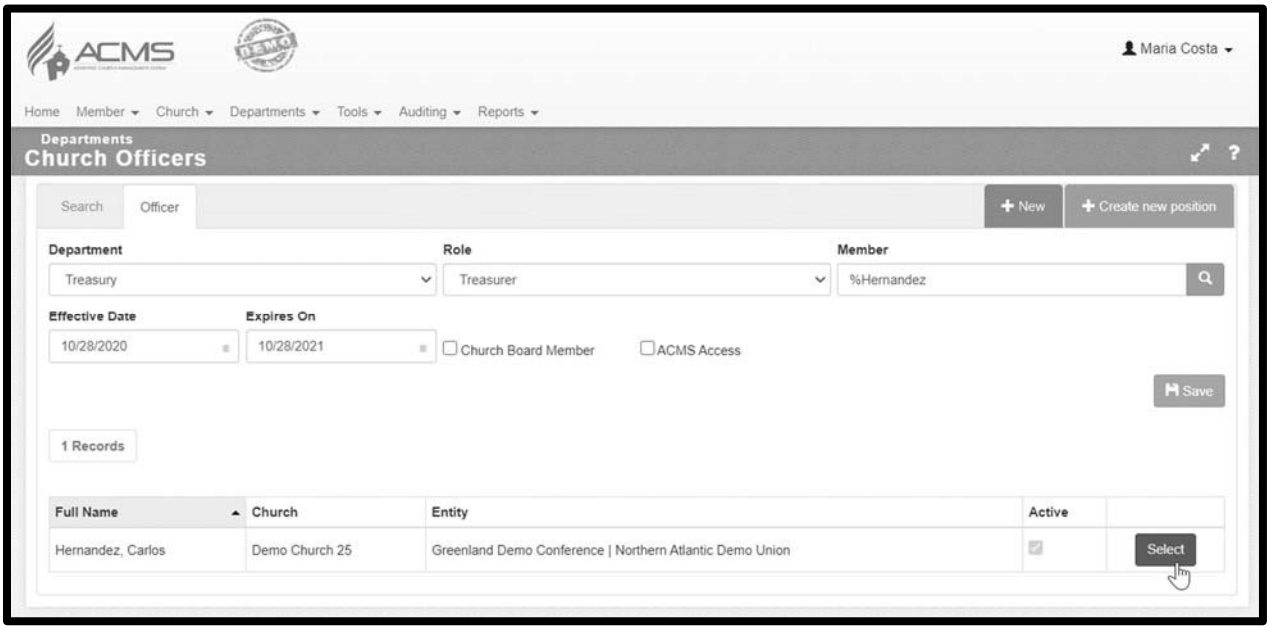
To add a new church officer, click the New button on the top right side of the screen:



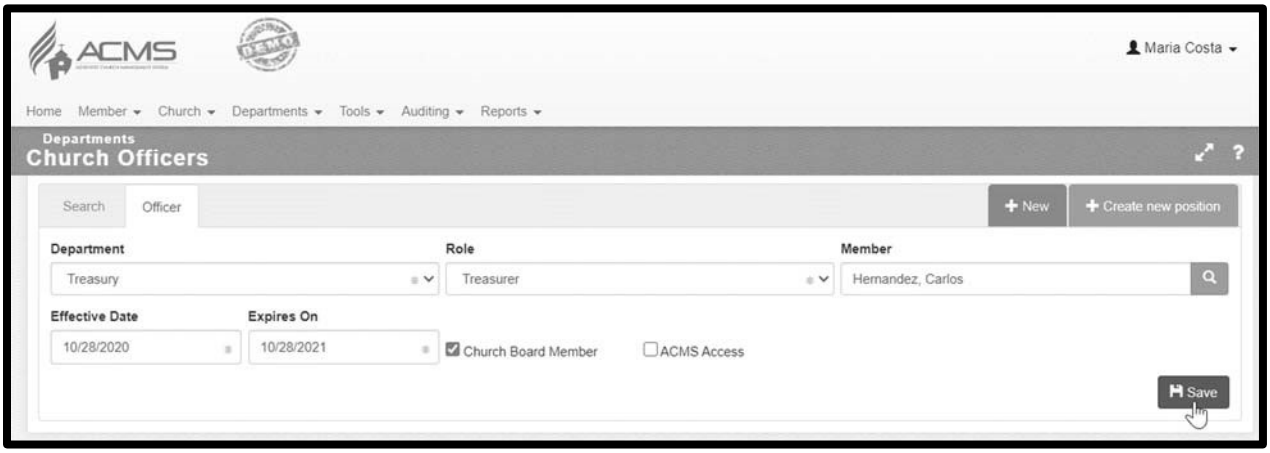
Select Department and Position, and enter part, or all, of the member's name and click the search icon:



Out of the list of people that matched your search, click the Select button next to the correct person:



Enter the effective date (starting date) and expiration date for this position, and check the ACMS Access box if this individual should have a user account and be able to use the online ACMS system as part of their responsibilities, and click Save:

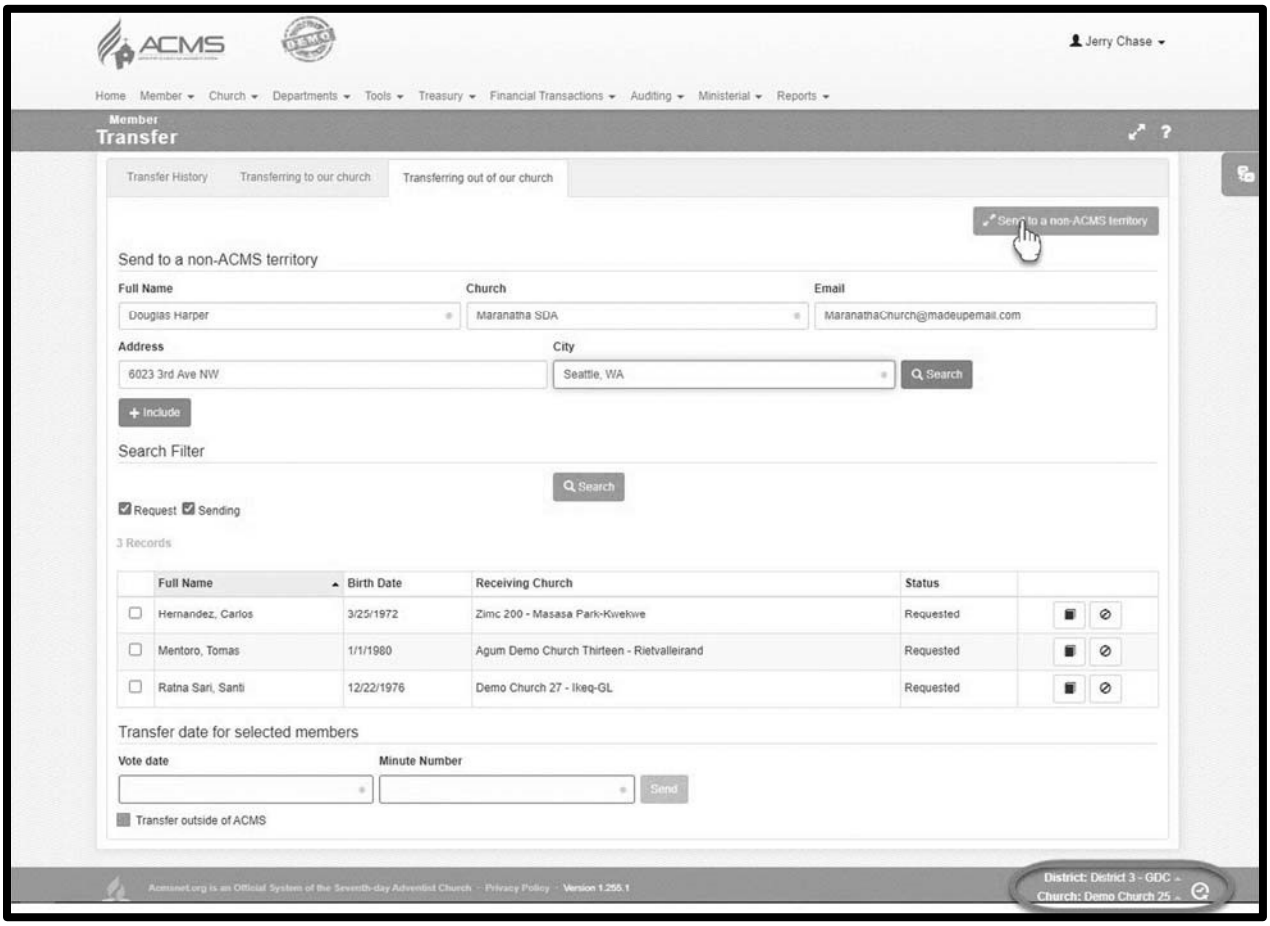


6. OFF-SYSTEM TRANSFERS (WITH NON-ACMS CHURCHES)

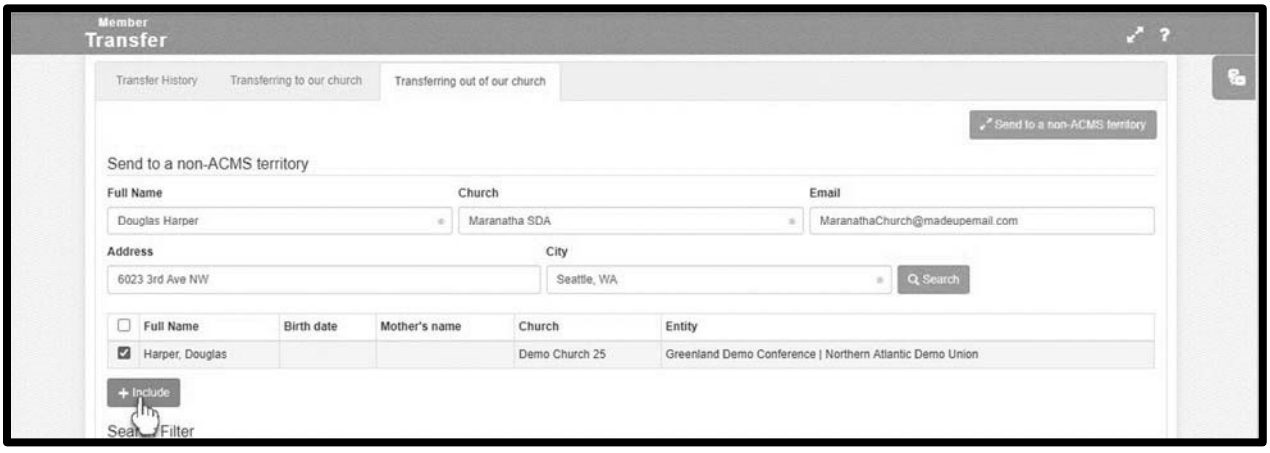
6.1. Transferring out of our church

Transfers with non-ACMS churches will need to be started by a conference/mission level membership clerk. Once the process has been started, the local church clerk will be notified and will then be able to complete the process.

The conference membership clerk will need to change entity levels to the local church where the transfer is to take place (see lower right corner), and in the case of a transfer out, choose the final tab, Transferring out of our church, and click the Send to a non-ACMS territory button on the top right corner:

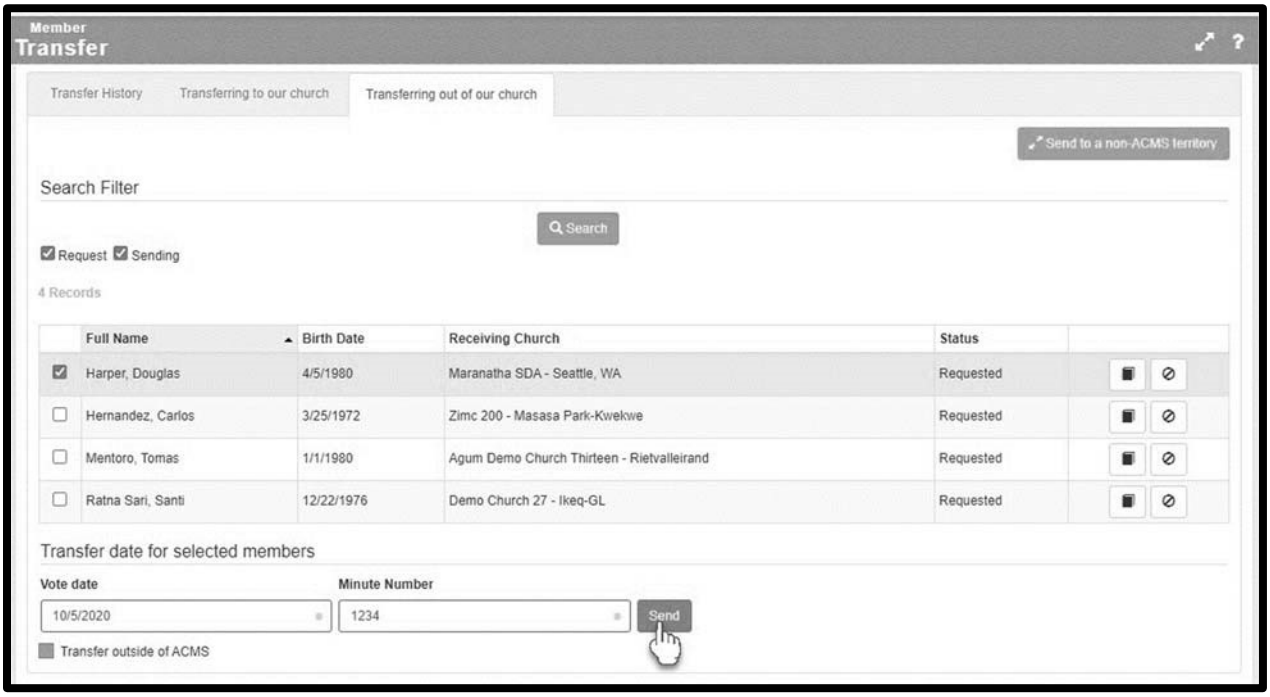


Fill in the information under the Send to a non-ACMS territory part of the form including the name of the church and the church's email and mailing address. Search for the member in ACMS and select the correct record which matches the member to be transferred out, and then click Include button:

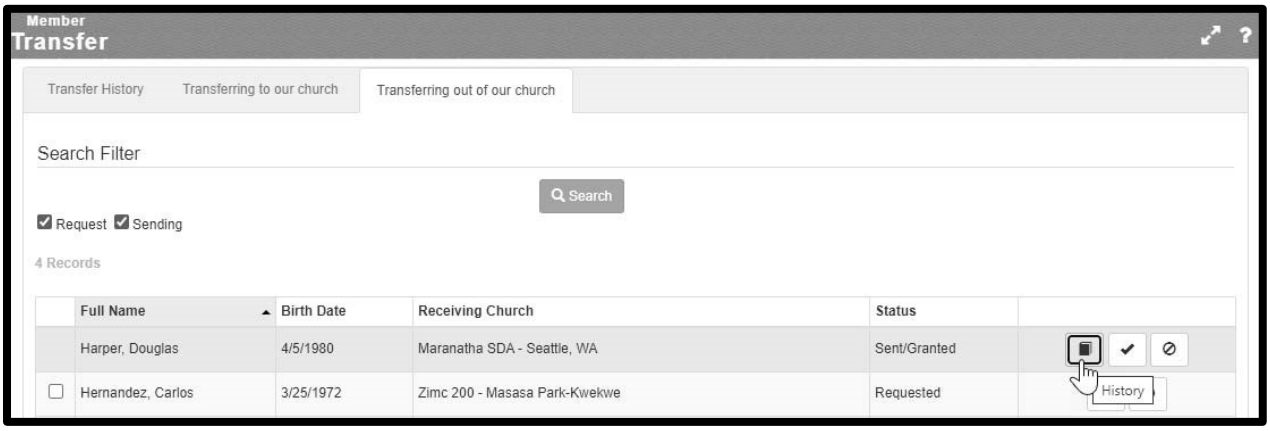


Notify the local clerk that the transfer has been started. From here on out, the local church clerk will be able to manage the subsequent steps for the transfer.

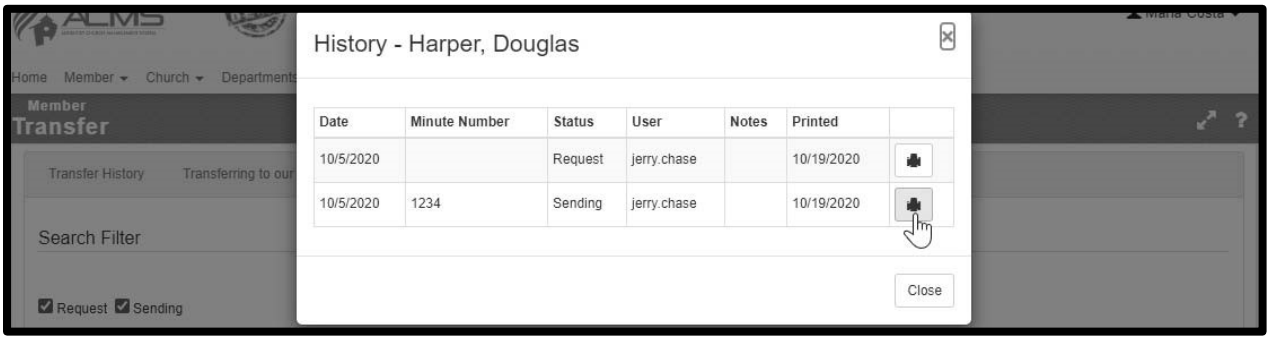
The local clerk will now be able to enter a Transfer date for selected members. Once the Vote date and Minute Number have been entered for the selected member, click the Send button:



ACMS provides a PDF document to send to the receiving church once the local sending church has voted the transfer out. Click the History button in order to access the Transfer Request form:

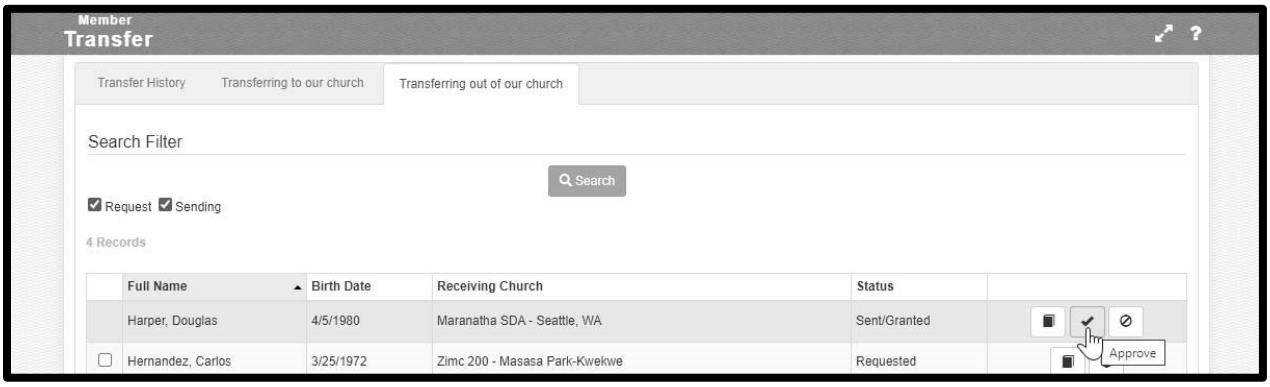


And then click the Print button by the corresponding entry in the history popup:



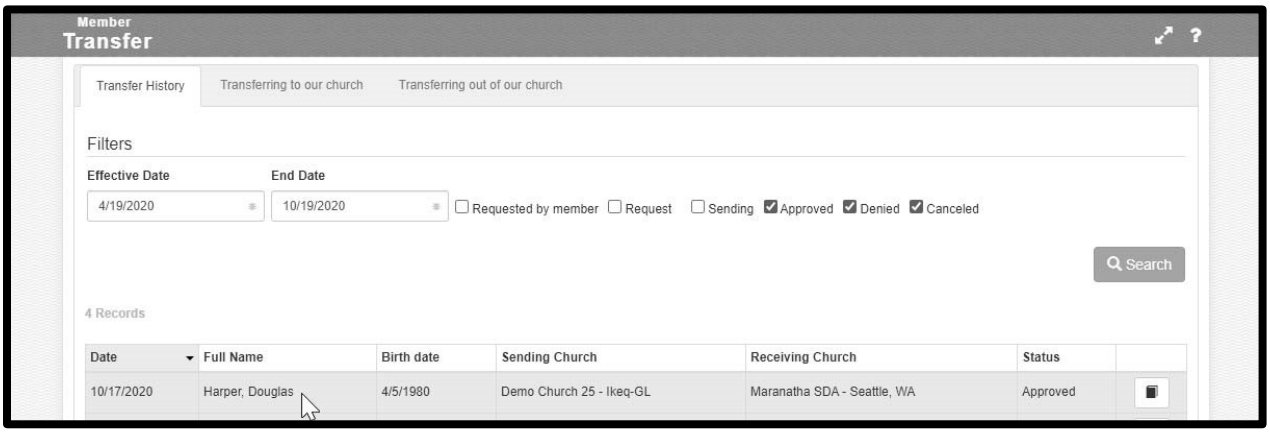
When the cursor is over the PDF document the download and print options are exposed on the top right corner. You will now be able to print or download a document which can be sent to the receiving church:

When the receiving church returns confirmation that the member has been accepted into membership of their church, click the Approve button:



Enter the Date and Minute Number provided by the receiving church and click Approve button on behalf of the receiving church:

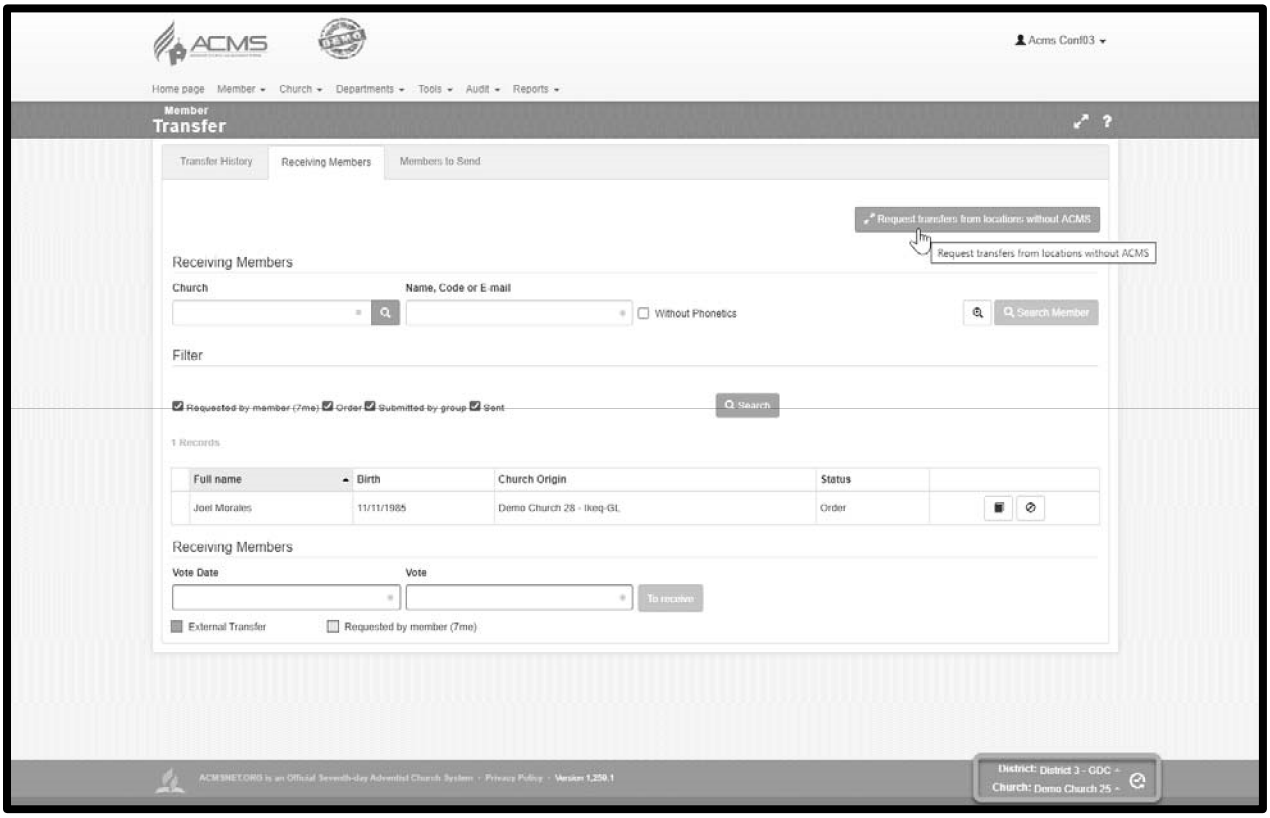
This completes the recording of the transfer. You will find the record for the transfer in the Transfer History tab. Should you need to access the details for the transfer, click the History button:



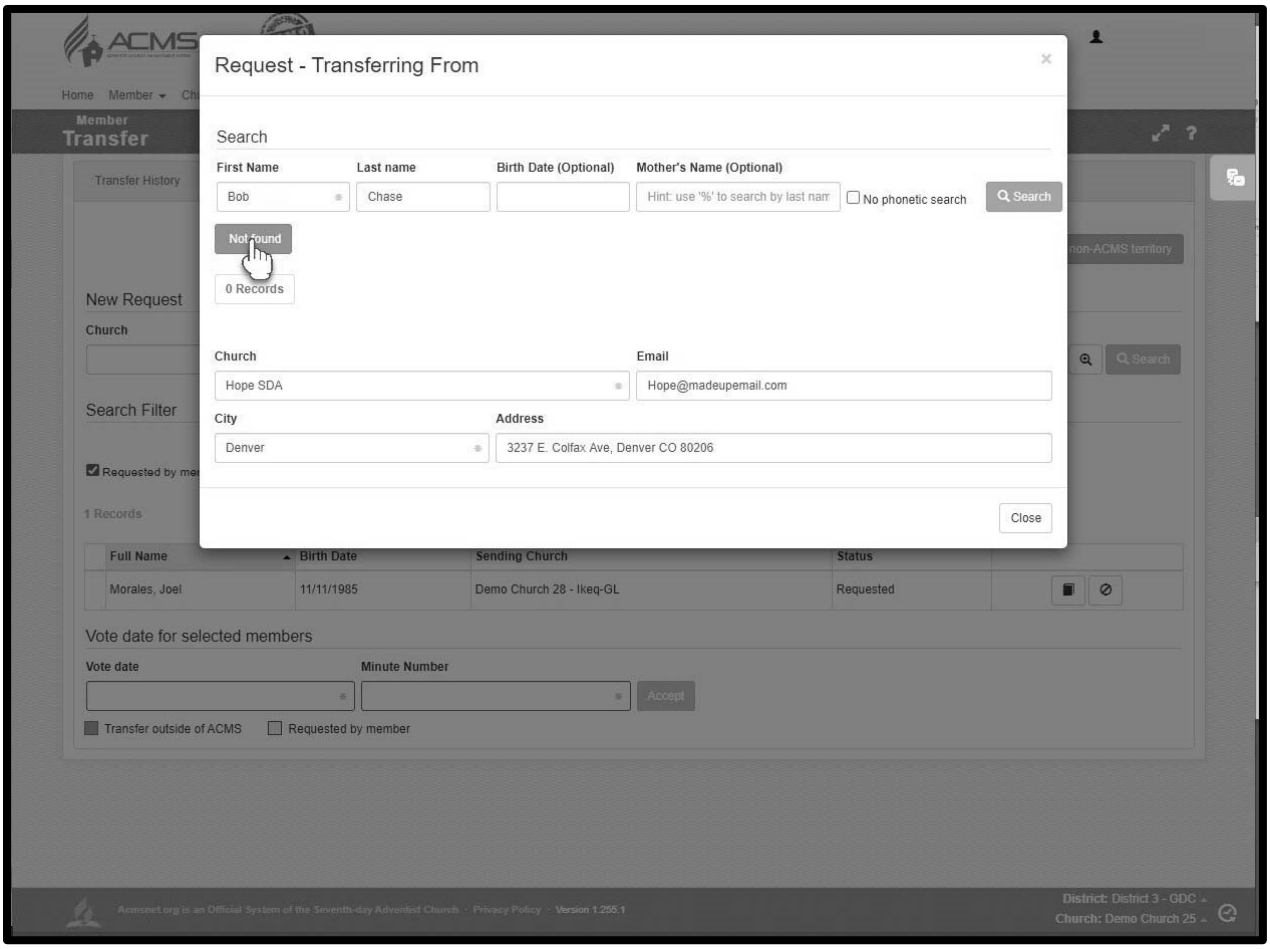
6.2. Transferring to our church

Transfers with non-ACMS churches will need to be initiated by a conference level membership clerk. Once the process has been initiated, the local clerk will be able to complete the process.

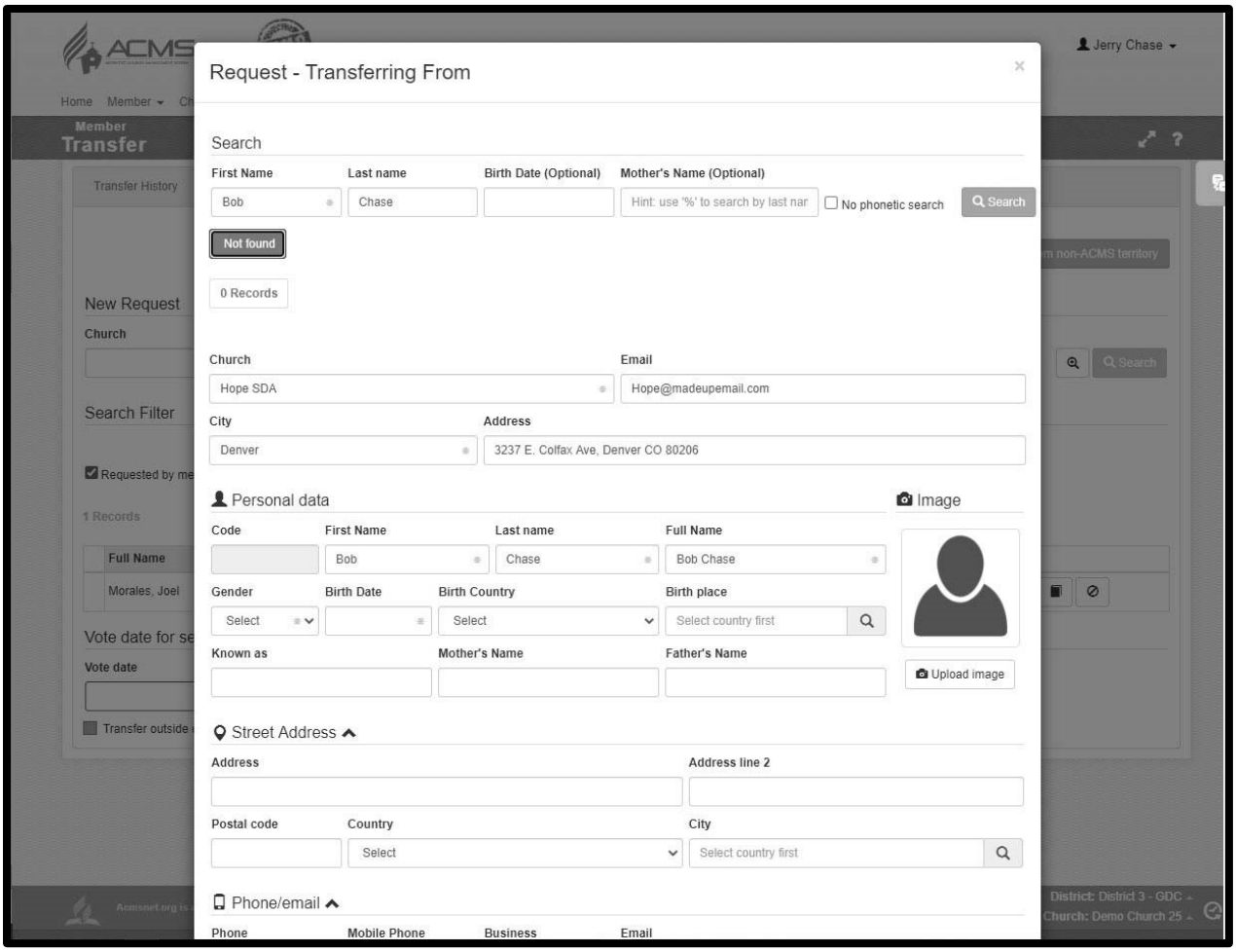
The conference membership clerk will need to change entity levels to the local church where the transfer is to take place (see lower right corner), and in the case of a transfer in, choose the middle tab, Transferring to our church, and click the Request from non-ACMS territory button on the top right corner:



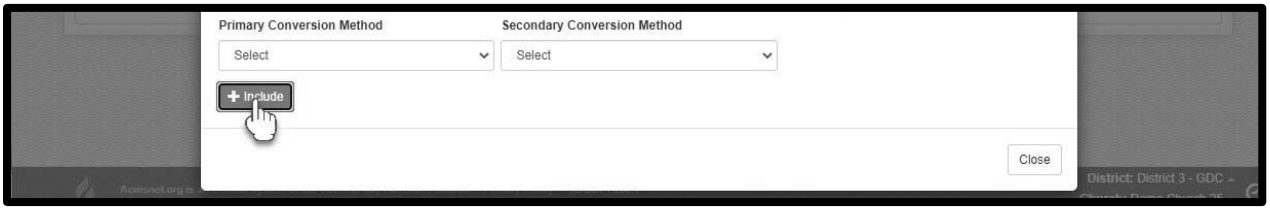
Enter information on the member requesting transfer of membership into your church, and then click the Search button. If the person has already been entered into ACMS, for example as an interest because they have been visiting the church, select their entry, otherwise click the Not found button:



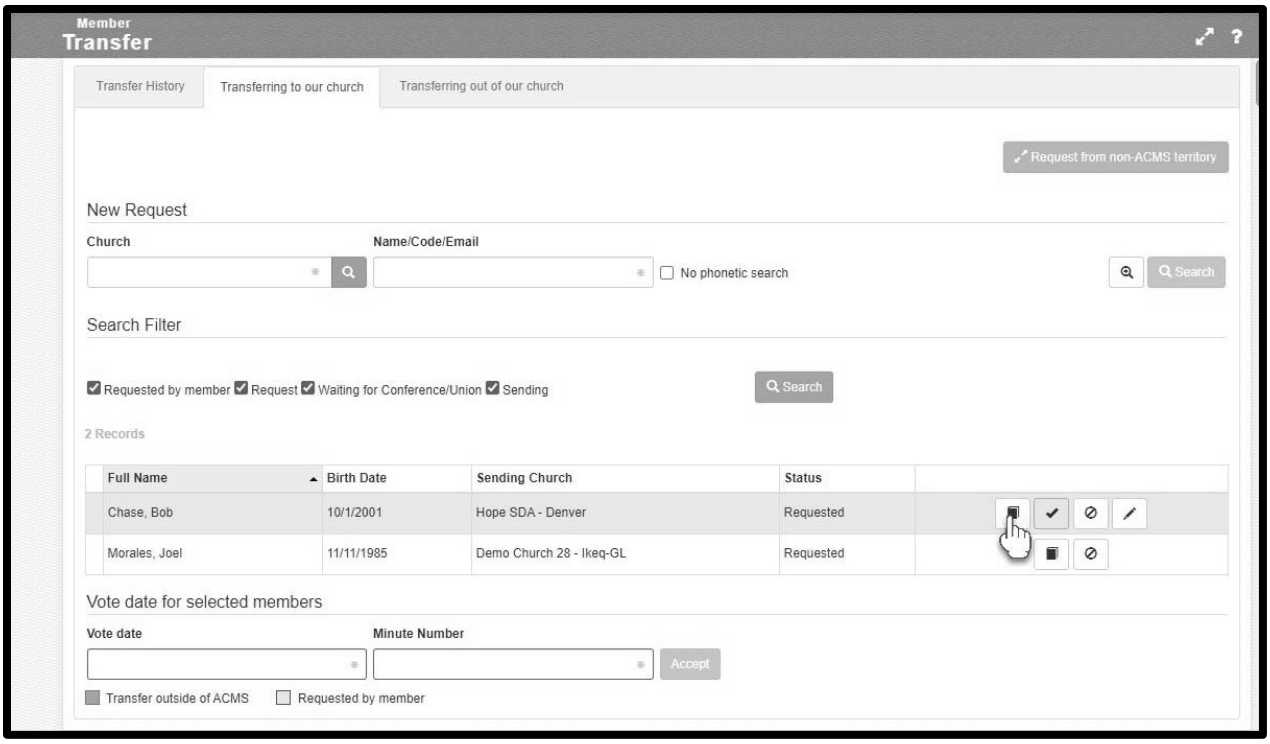
Fill in all the applicable information, including the information for the church that currently holds their membership:



When all necessary information has been entered, click the Include button at the bottom left of the form:

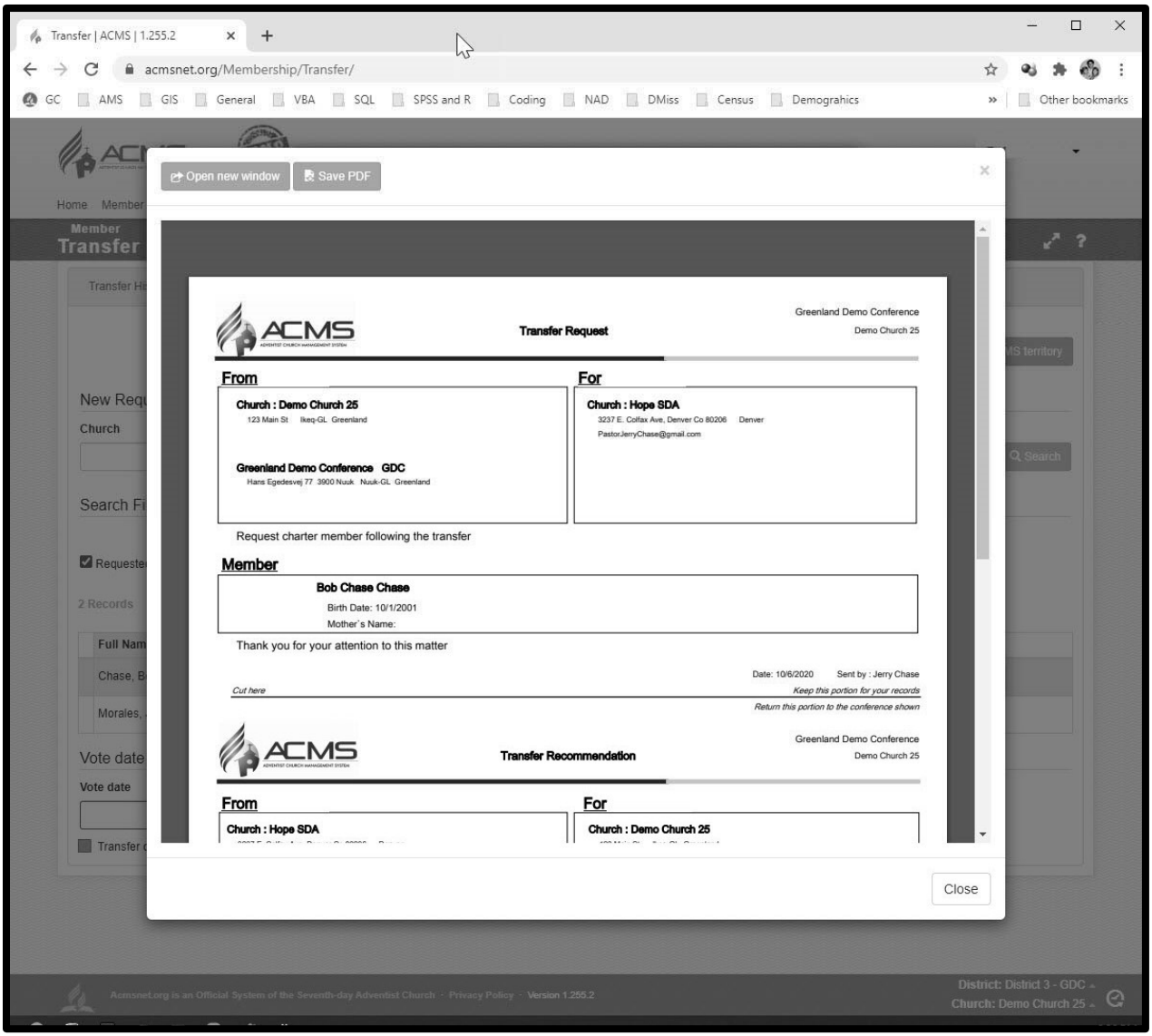


Now the local church clerk will be able to continue the membership transfer request. To access the membership transfer request form to attach to an email or to print to send by postal mail click the History button:

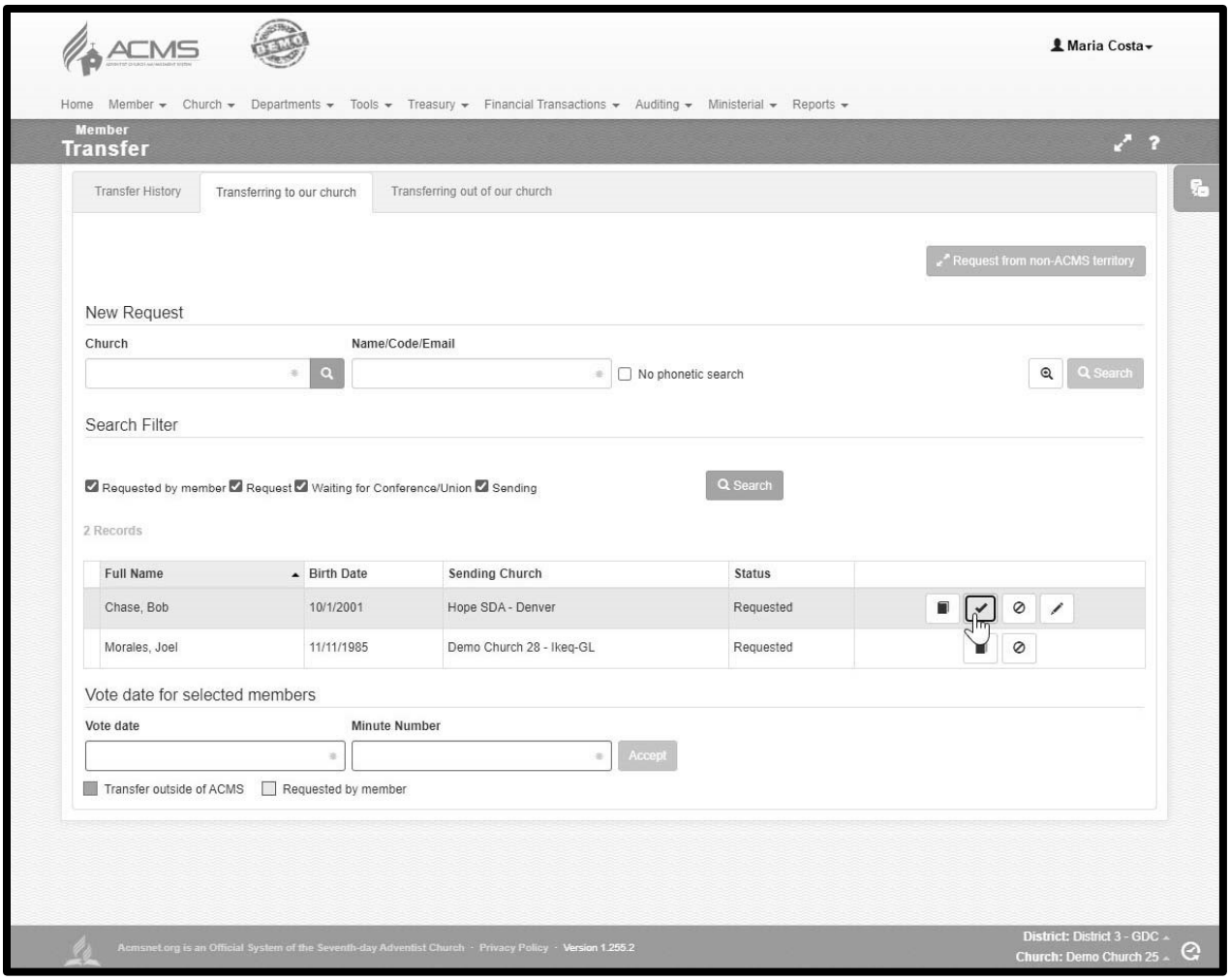


On the history popup click the Print button to view and download/print the membership transfer request form:

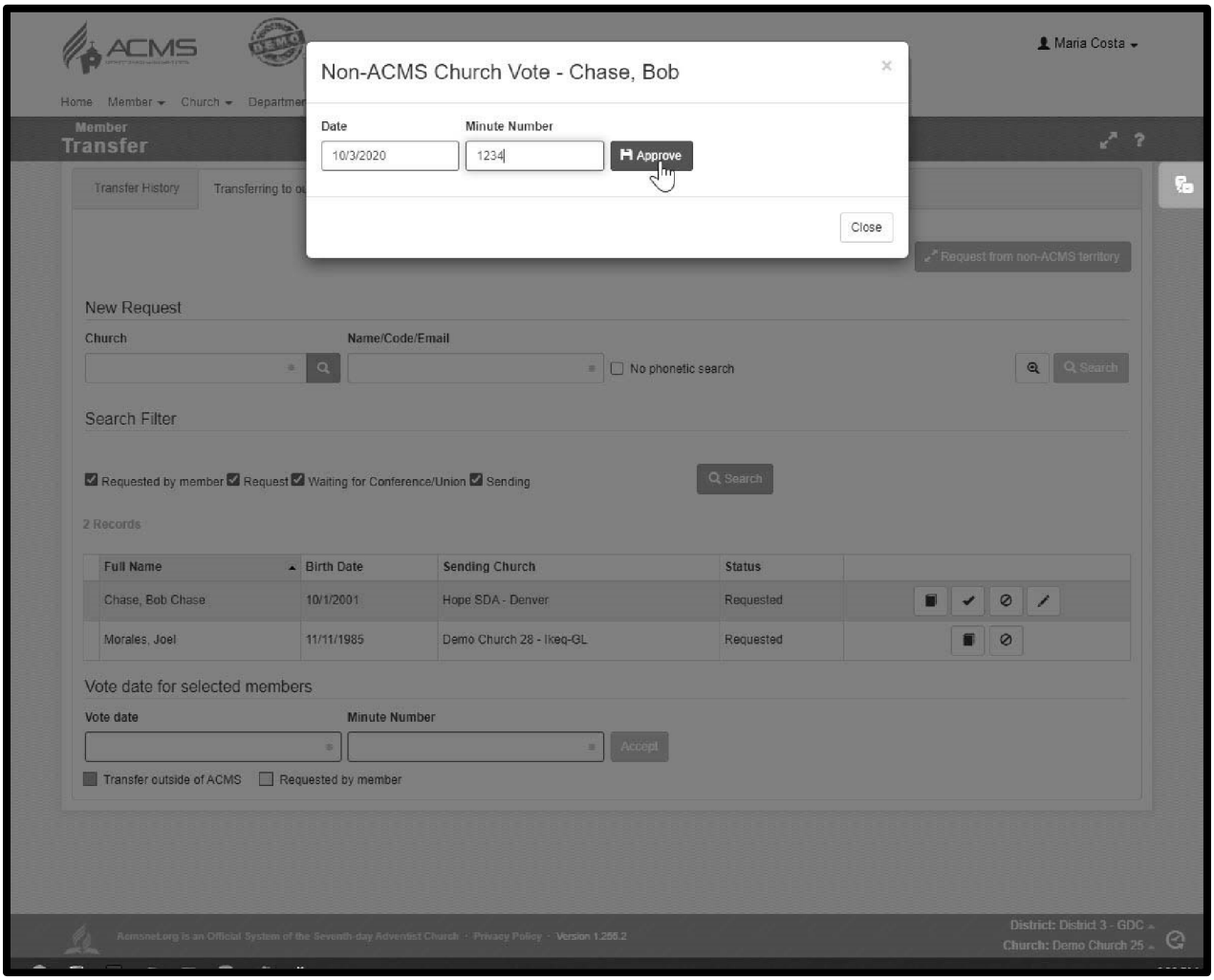
When the cursor is over the PDF document the download and print options are exposed on the top right corner. The form then needs to be sent to the clerk of the church that will be transferring the membership:



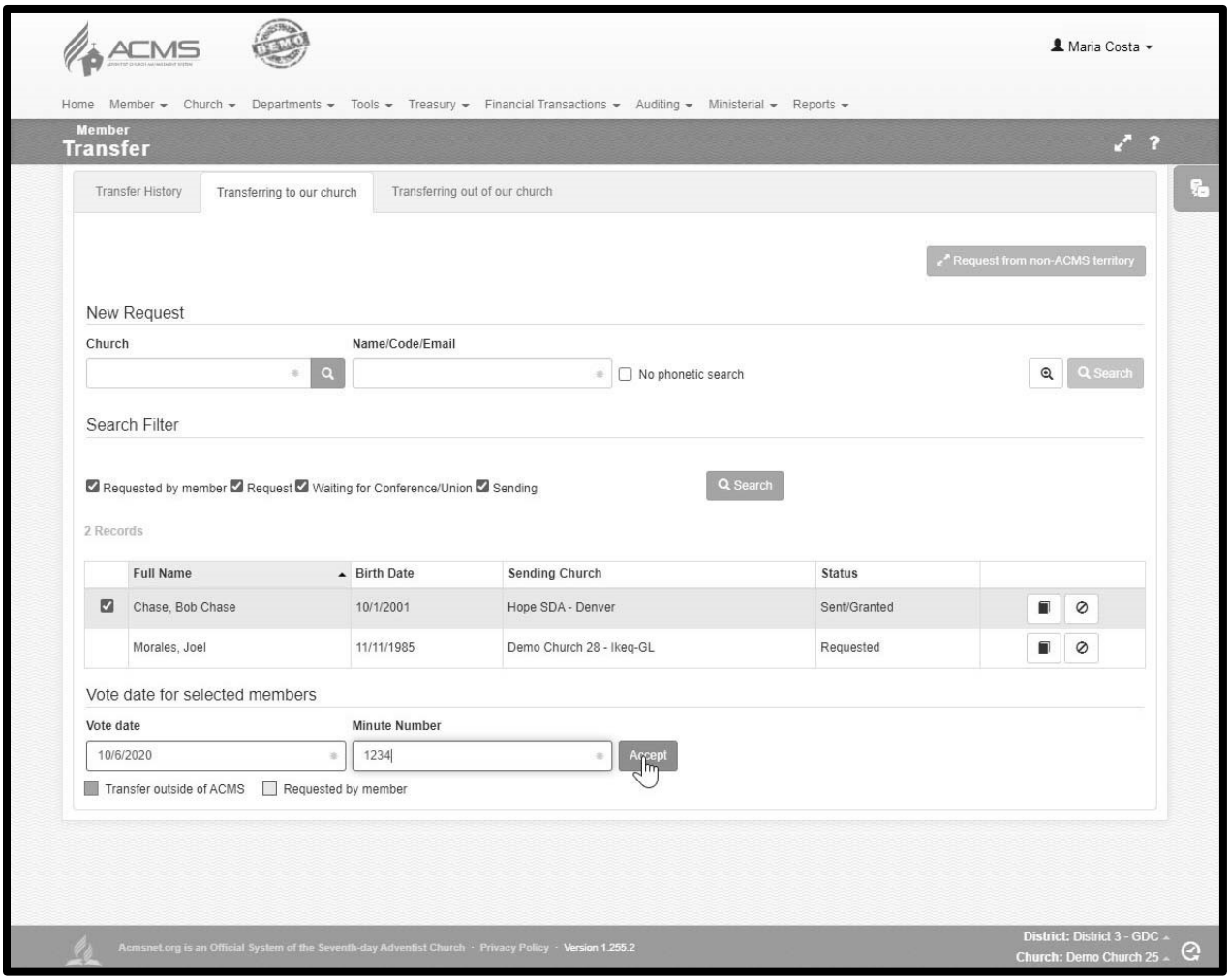
When the response is received from the remitting church click the Check-mark button in order to access a popup where you will record the Date and Minute Number on behalf of the sending church:



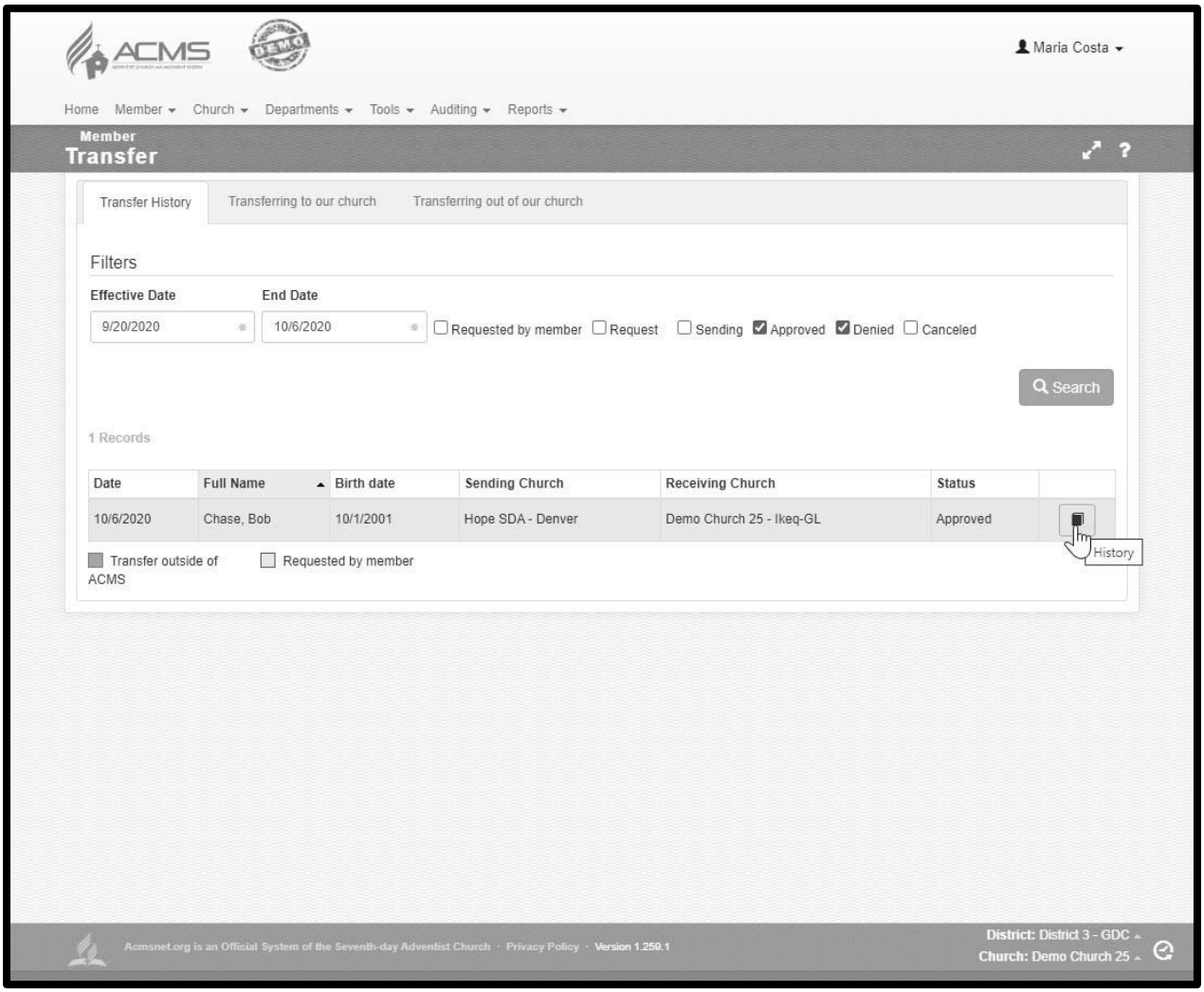
Once the Date and Minute Number have been entered, click the Approve button:



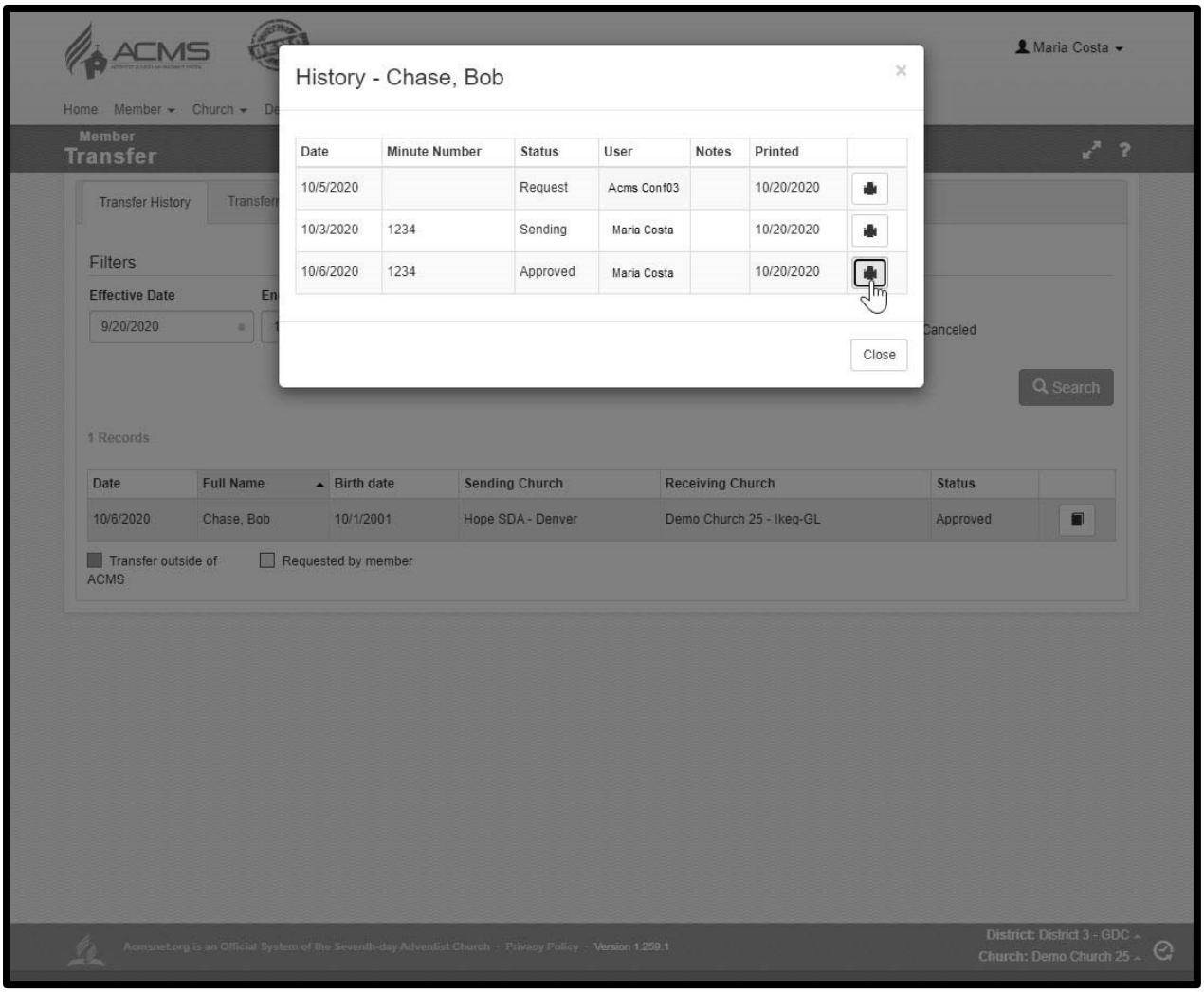
Once the local church votes to receive the person requesting transfer of membership, select the person from the list of transfers in progress, enter the Vote date and the Minute Number, and then click the Accept button:



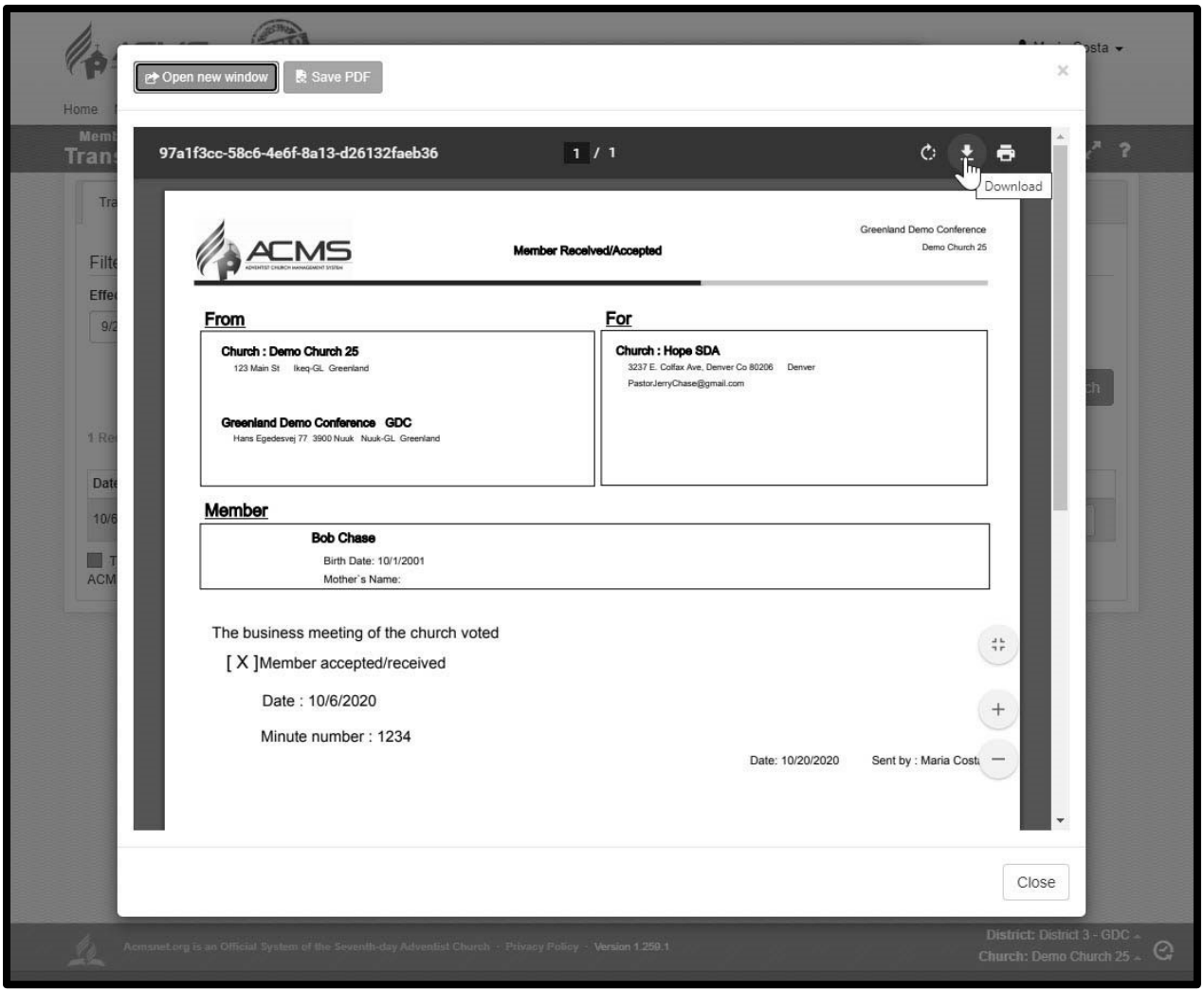
The person is now recognized in ACMS as a member in this congregation. The last step is to notify the sending church that the transfer of membership has been accepted. To access the updated membership transfer request form, choose the Transfer History tab and click the History button for the person in question. This will bring up the History popup:



Click the Print button for the last item in the History popup to view the membership transfer request form. Notify the sending church clerk that the person has been accepted as a member by sending them this form:



When the cursor is over the PDF document the download and print options are exposed on the top right corner:



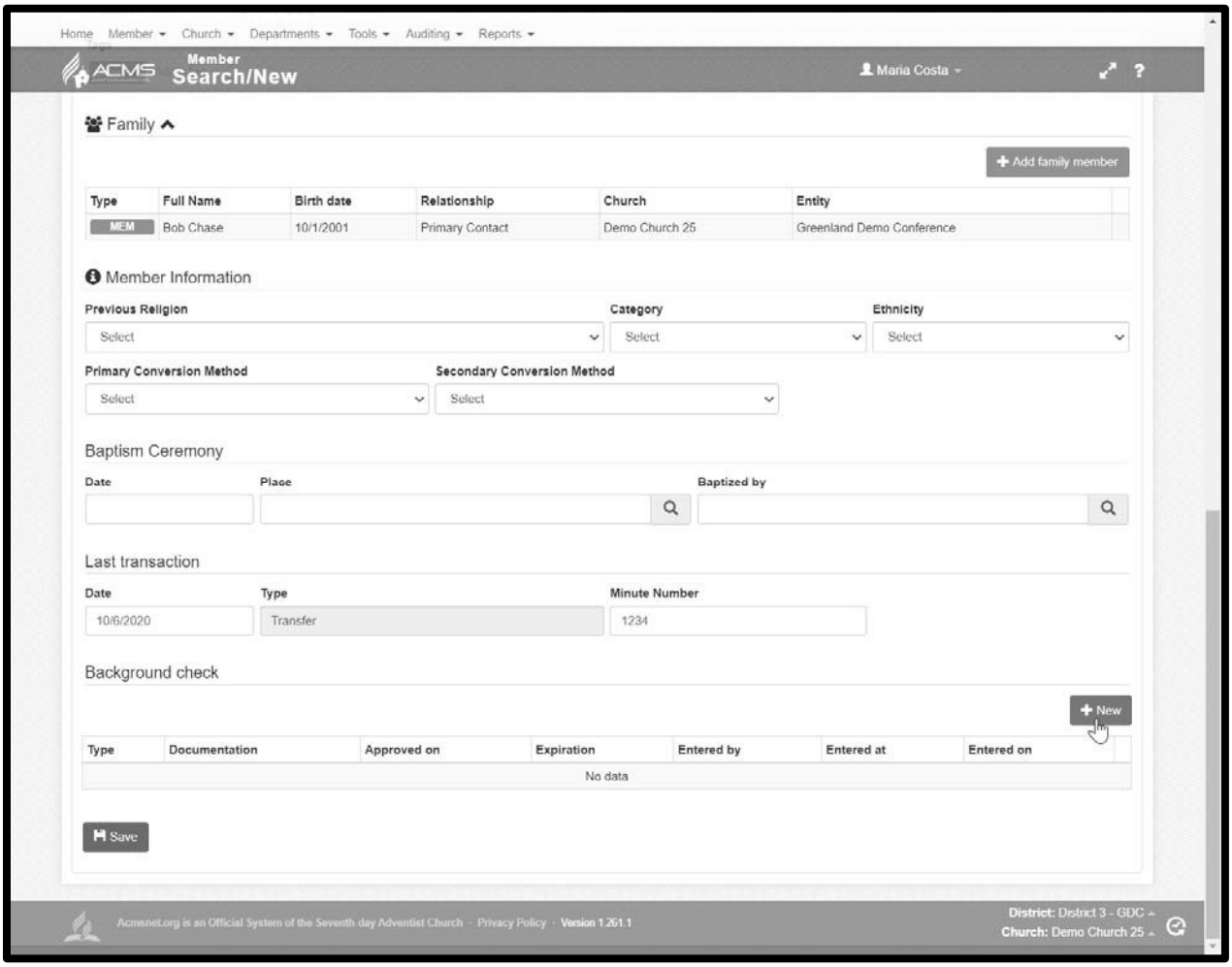
7. BACKGROUND CHECKS

Where this option is enabled, it will be found at the bottom of the member form. The settings and options are set at a country level. The look of the interface may vary slightly from the one in this example, depending on the setup required in your country.

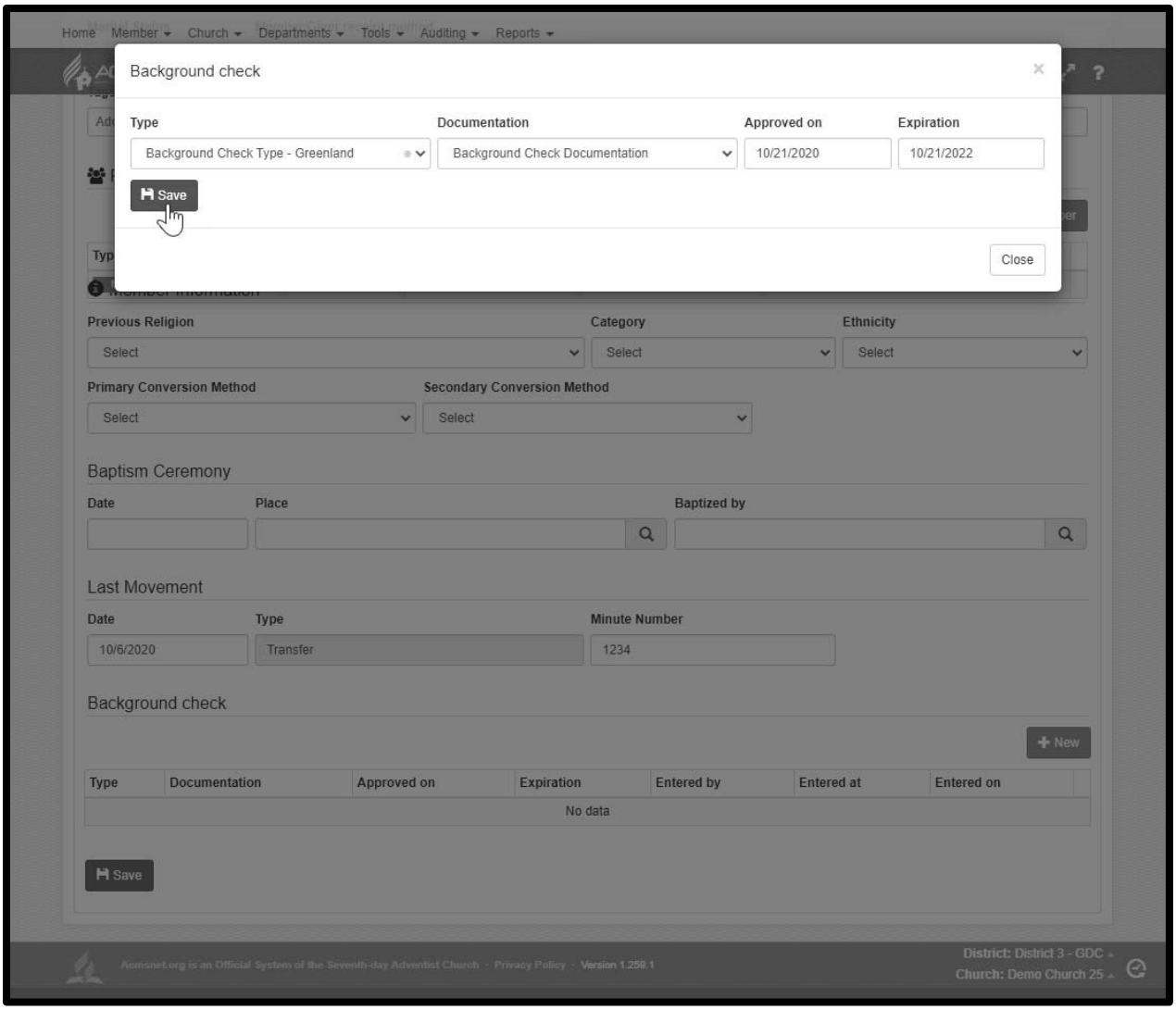
Access at the local church level varies from country to country. Depending on the configuration for your country the local church may have:

Read and write privileges of background check information
Read only privileges of background check information No access to background check information

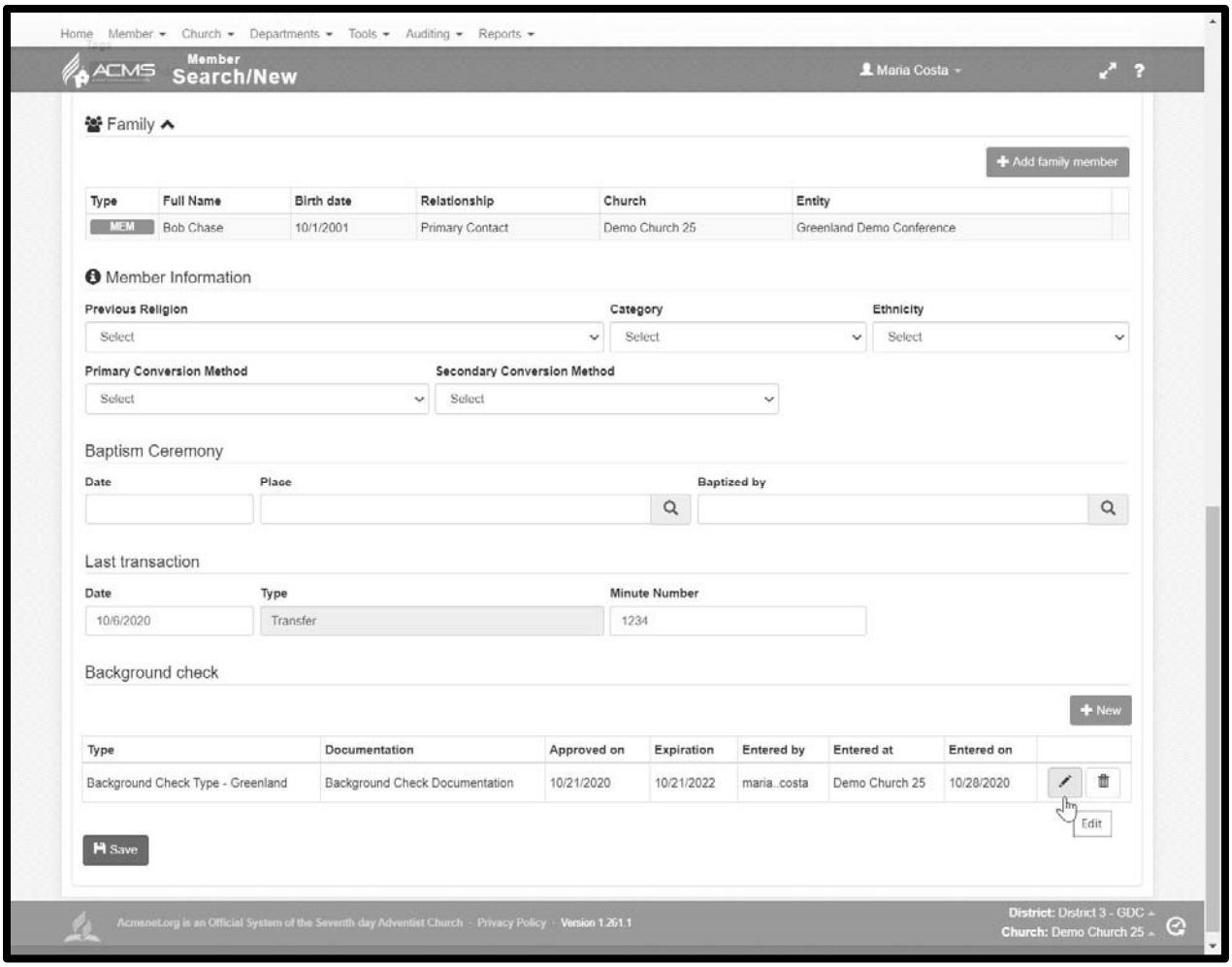
If available in your country, to add a new Background check verification, click the New button:



Select the appropriate background check Type and Documentation, and then enter the Approved on date and the Expiration date. Once all information has been entered click the Save button:



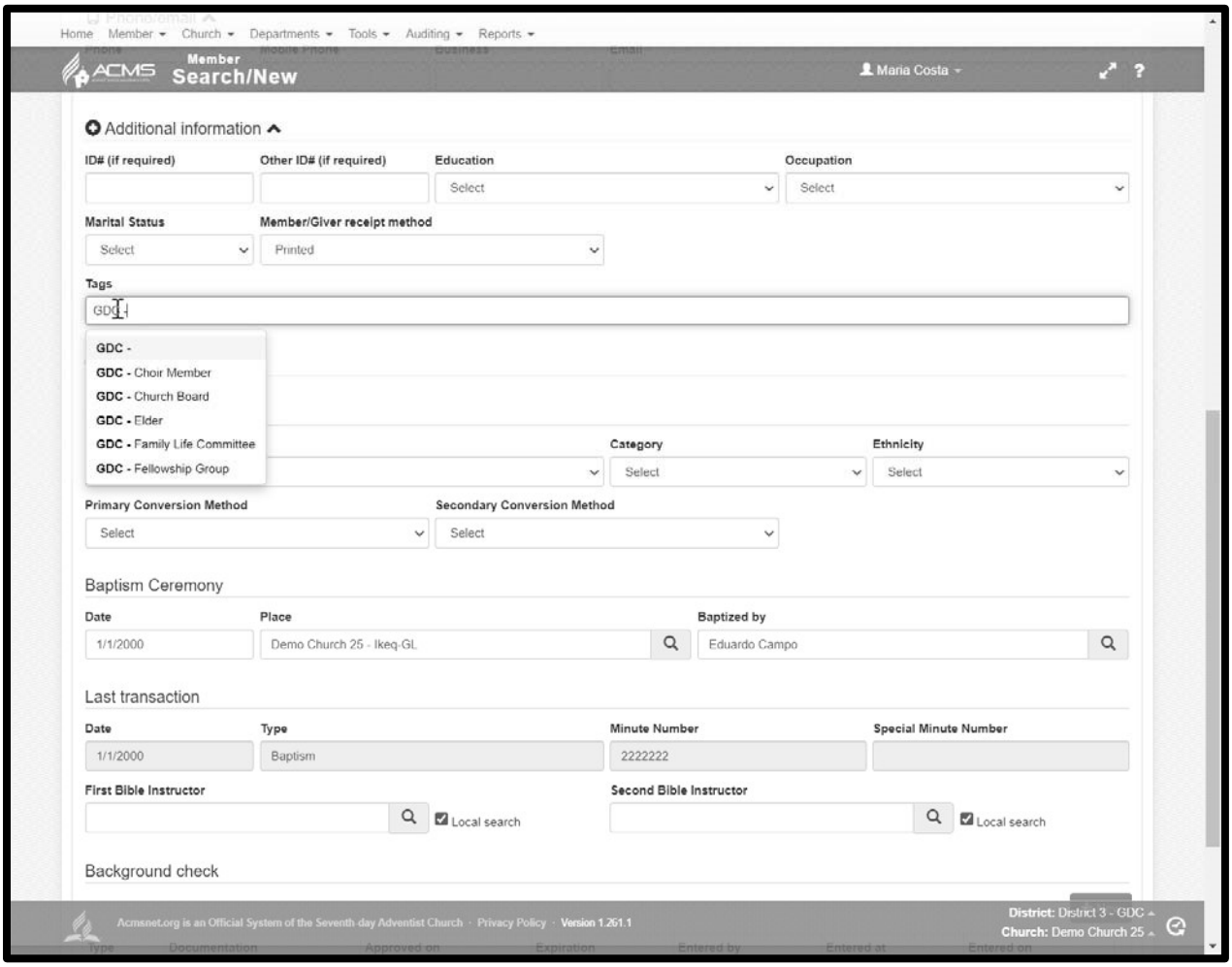
Once the new background check information has been entered, the record will show on the member profile page:



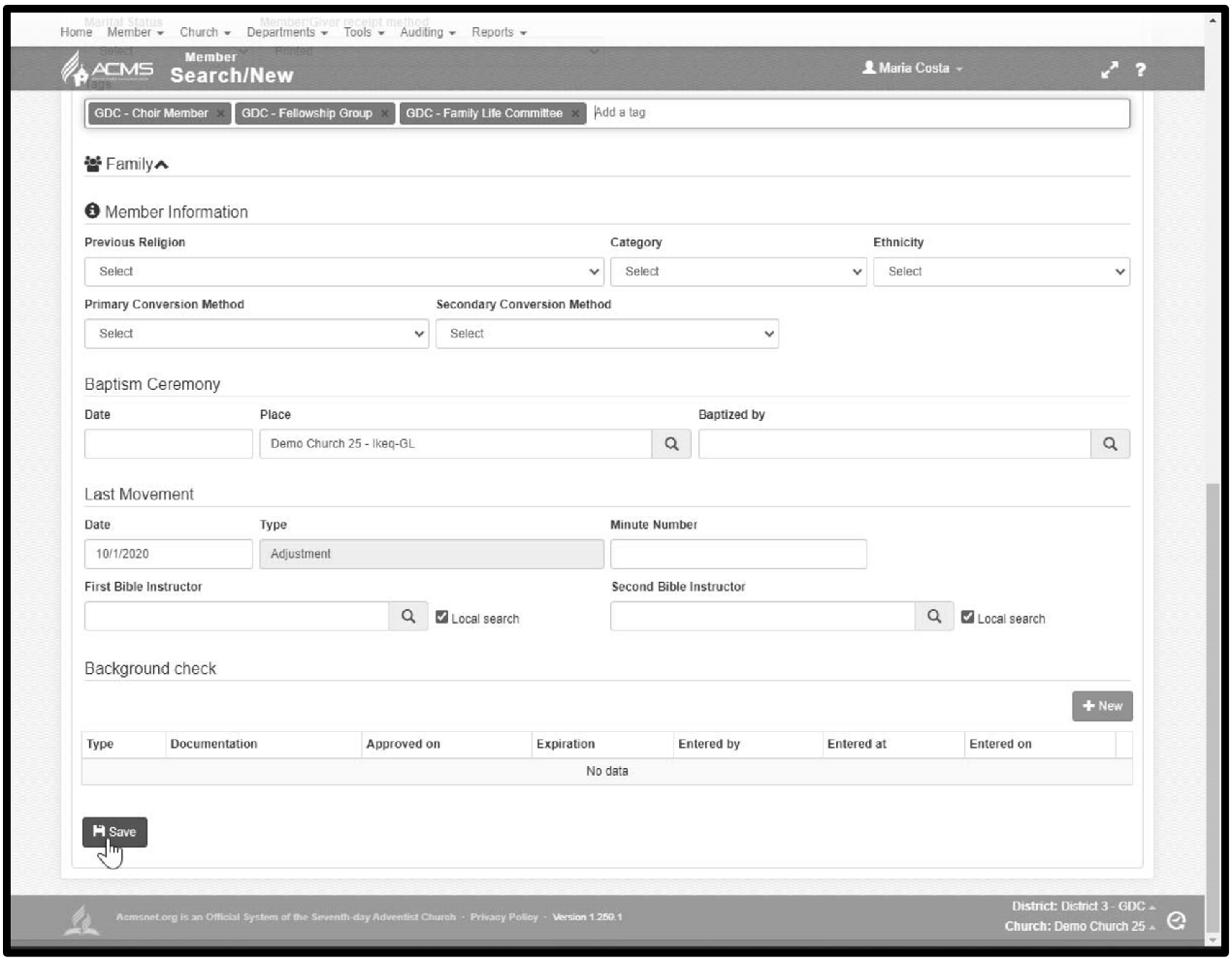
8. TAGS

Tags are useful for identifying subsets of people such as committees, groups, skill sets, and so on. Tags then can be used to access these subsets in the Member Search and the Reports pages. Because tag names are visible globally, it is recommended that each conference use a prefix to uniquely identify the tags within their conference, i.e. GDC - Fellowship Group, where GDC are the initials of your conference.

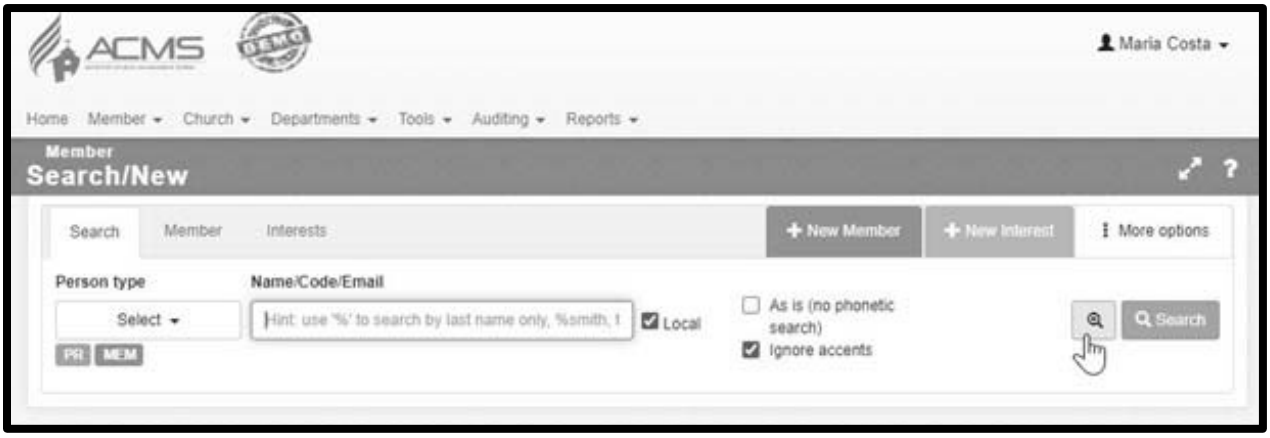
To add a Tag to a member's record, begin typing the desired tag. If the tag already exists, it will show up in the dropdown list. If the desired tag doesn't exist, pressing enter after entering the tag will create a new tag:



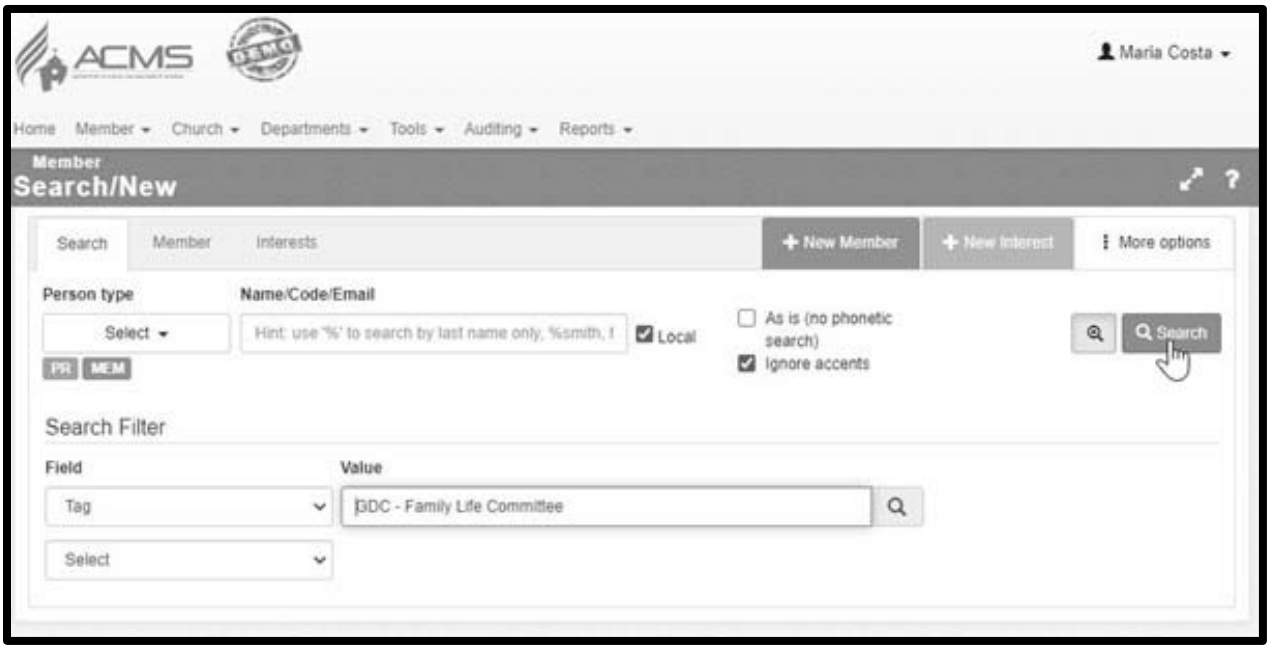
After entering the tags into the member's record click Save at the bottom of the member form to save the Tag selection:



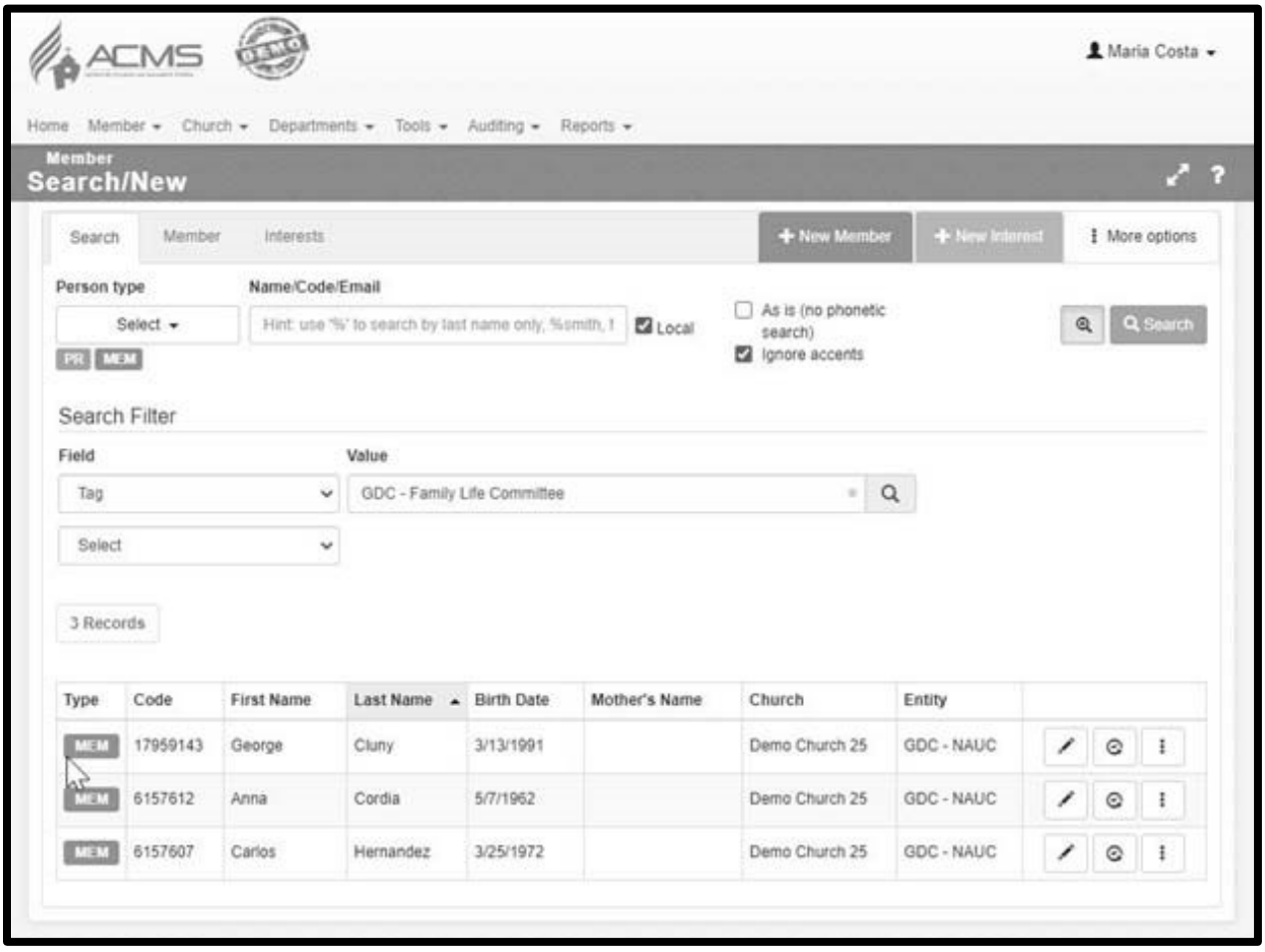
To do a member search using tags, click the Advanced Search button to the left of the Search button:



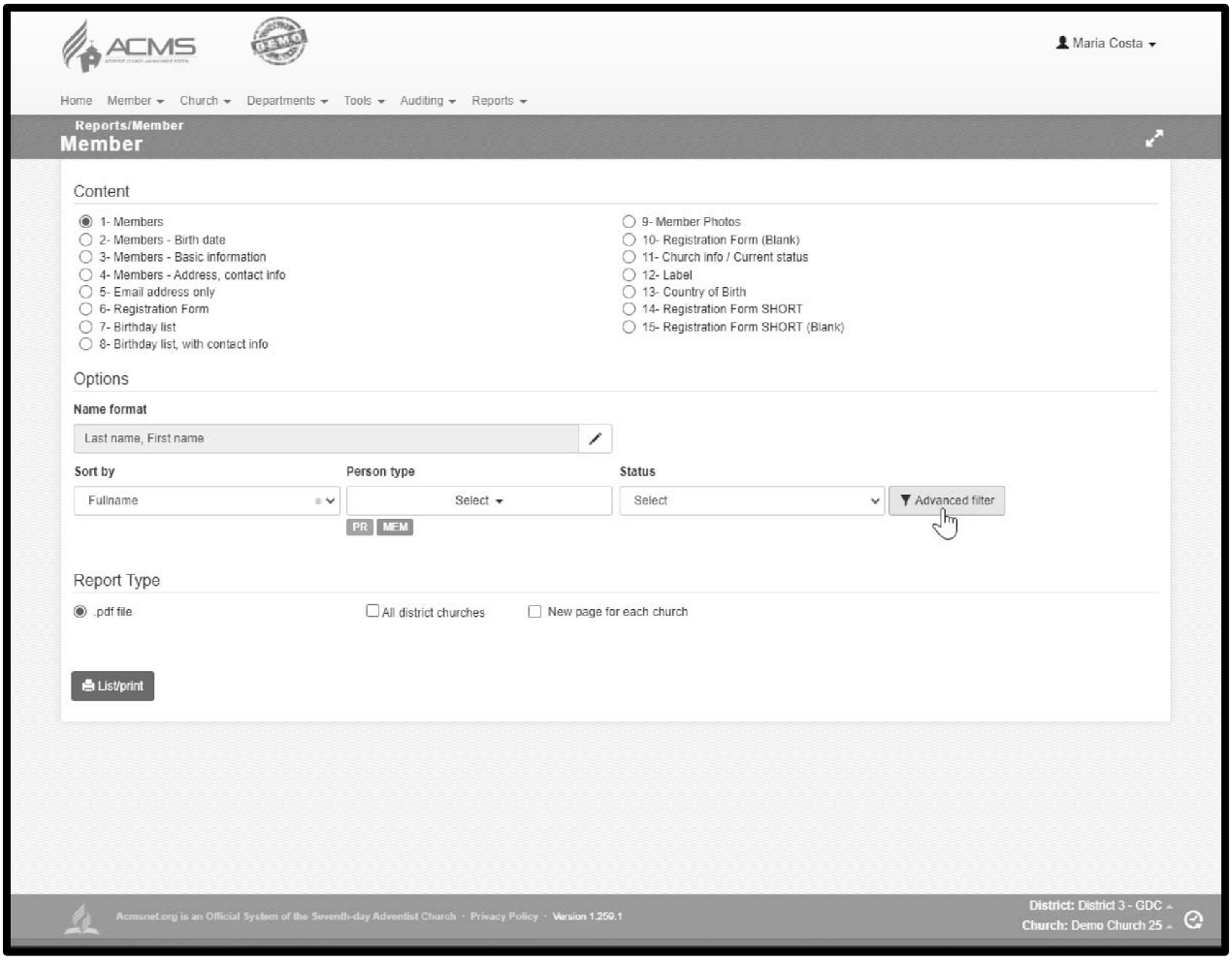
Under the Search Filter select Tag from the Field selector. Begin typing in the Tag and select it from options in the system. Once the appropriate Tag has been selected click the Search button for the search results:



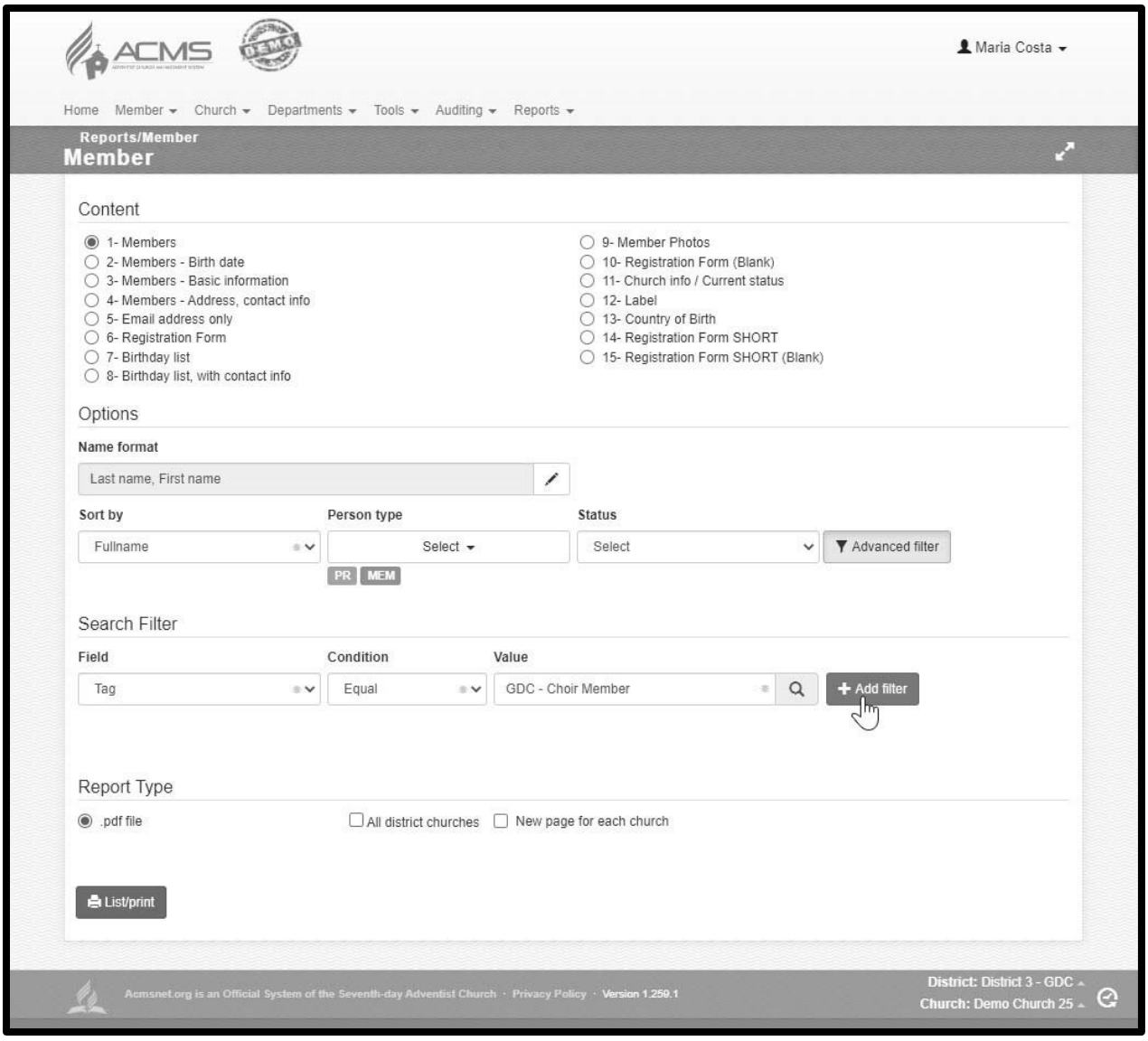
Here is an example of the search results:



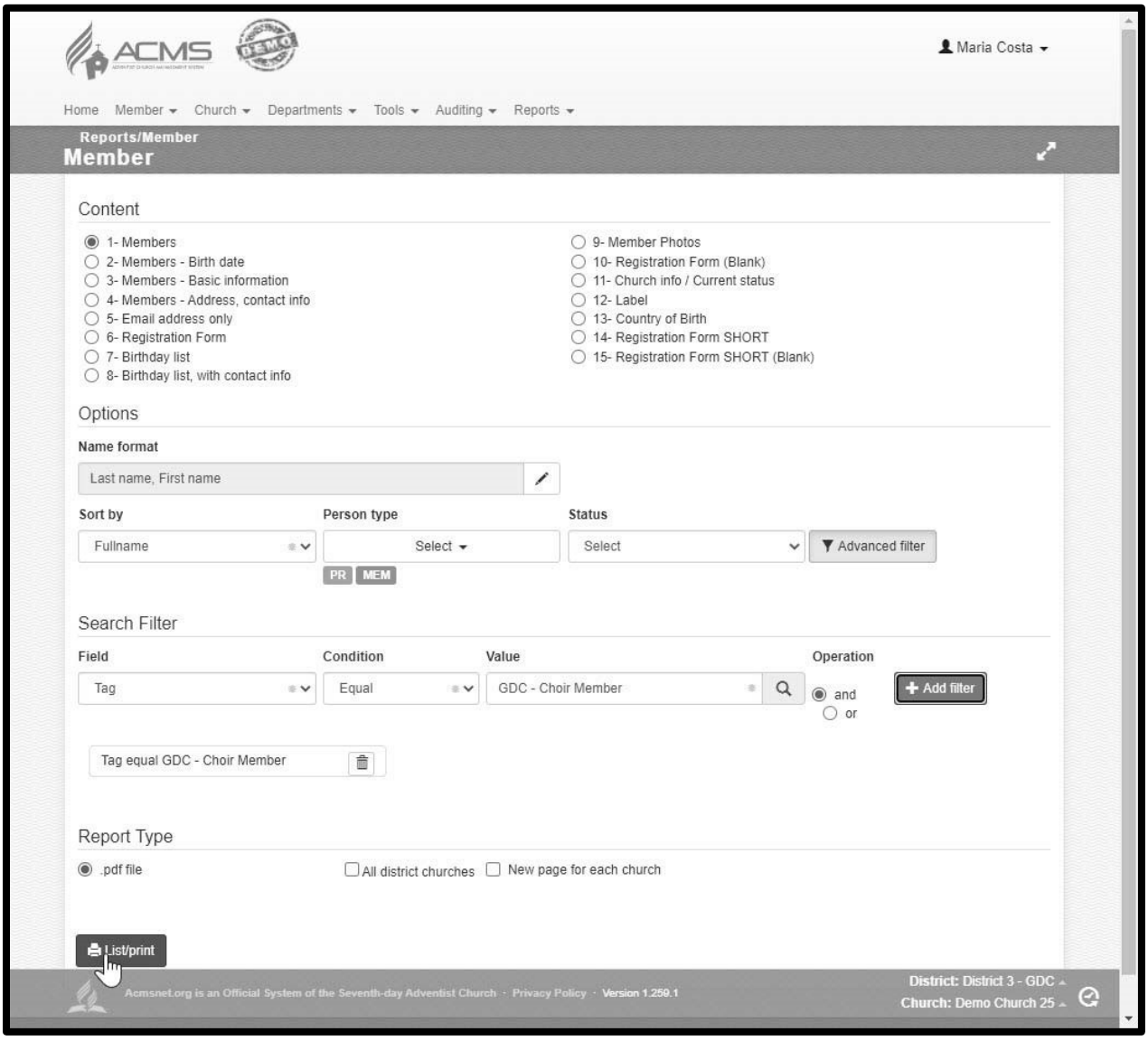
To do a search on Tags in Reports, click the Advanced filter button to access filtering by the tag field:



Select Tag from the Field dropdown list. The Condition should be Equal, and the Value is the Tag that you wish to use to filter the results. Once the selections have been made, click the Add filter button:



Click the List/print button to view a PDF file of the results:

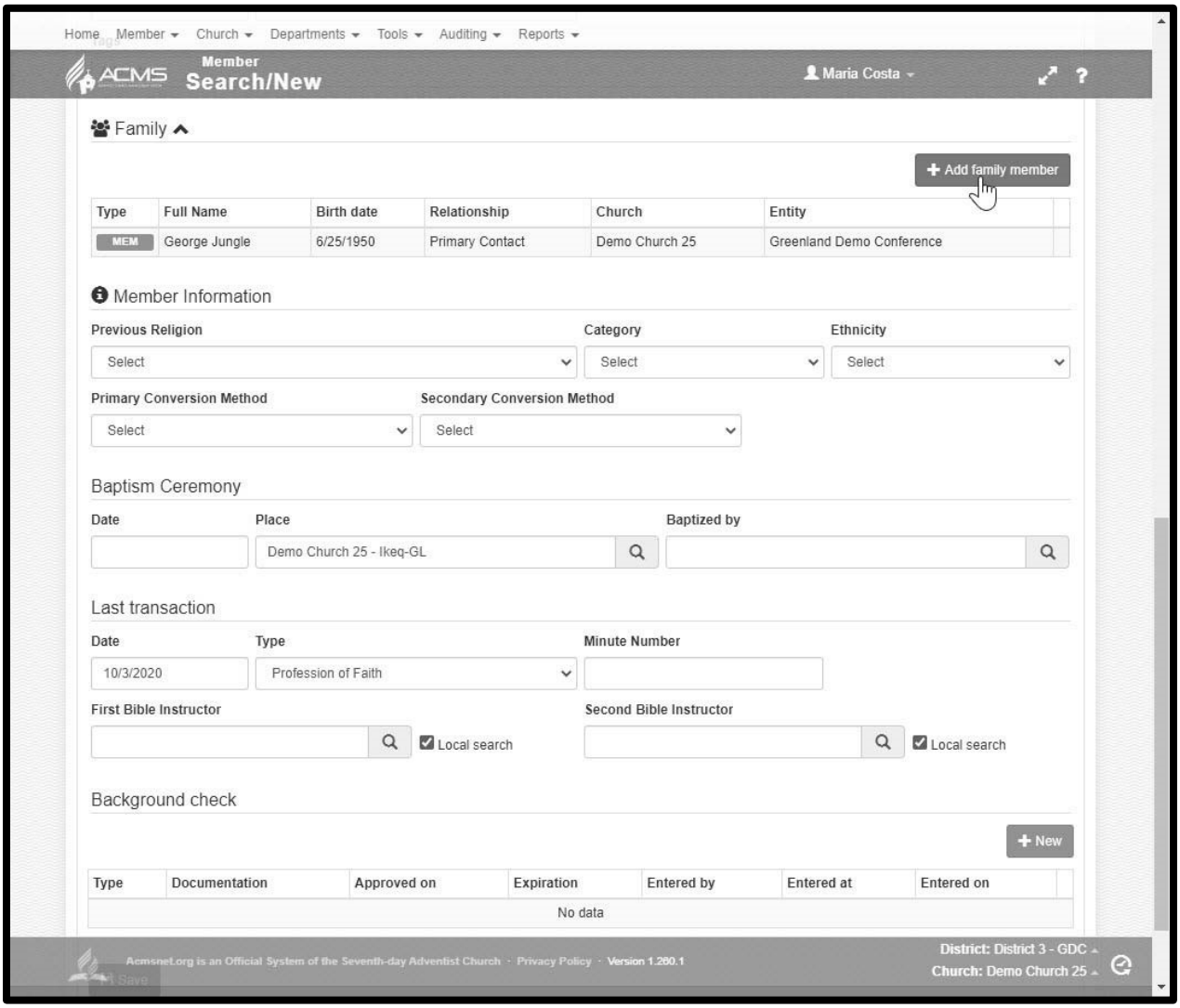


When the cursor is over the PDF document the download and print options are exposed on the top right corner:

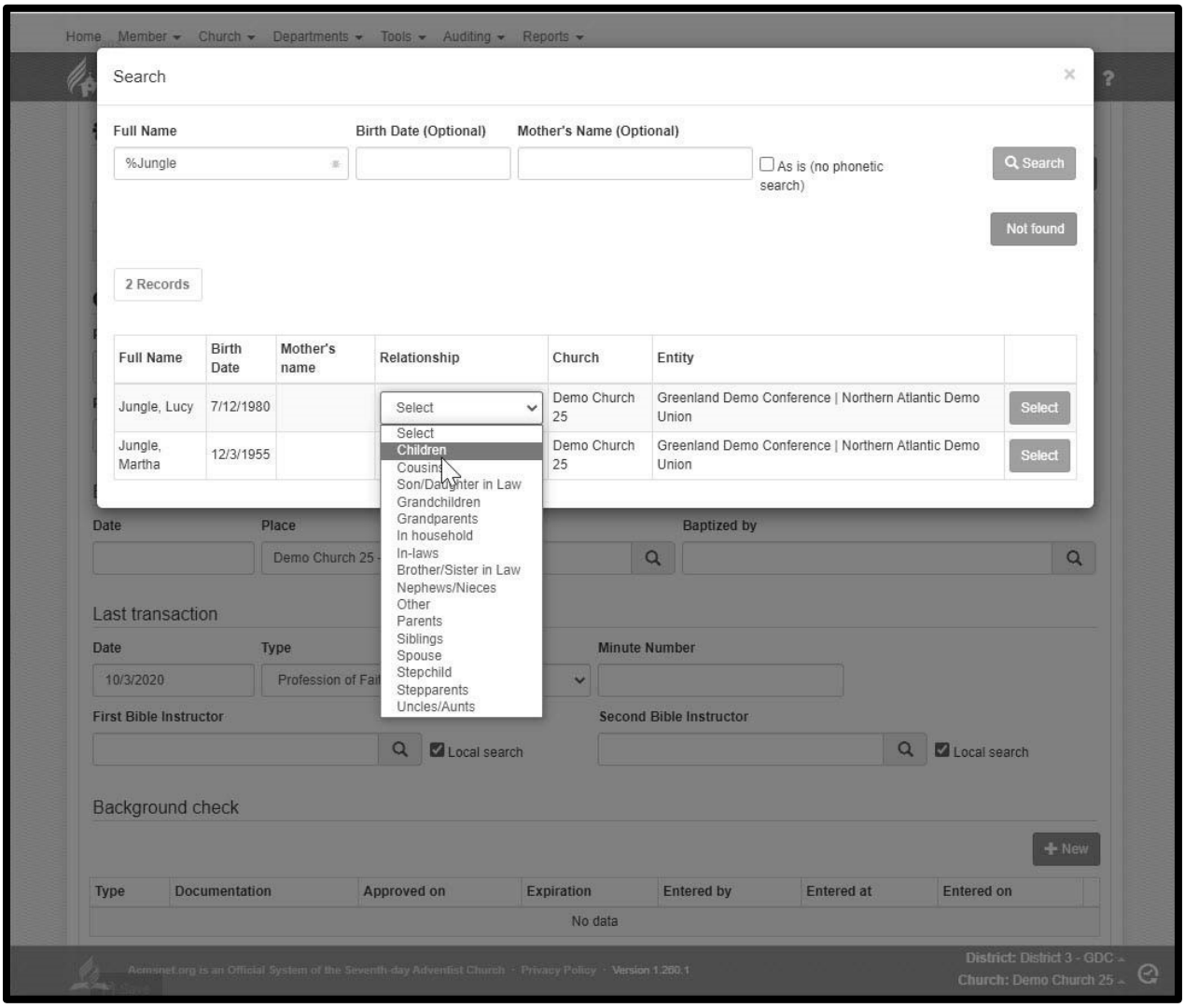
9. JOINING FAMILY MEMBERS

ACMS enables family members to be grouped together. When family members are grouped together, going to one family member's record gives access to all other family members who have been linked together into a family unit.

To link members into a family unit, start with the member form for the individual that is to be designated the Primary Contact (Head of Household). Click the Add family member option in the Family section of the member form:

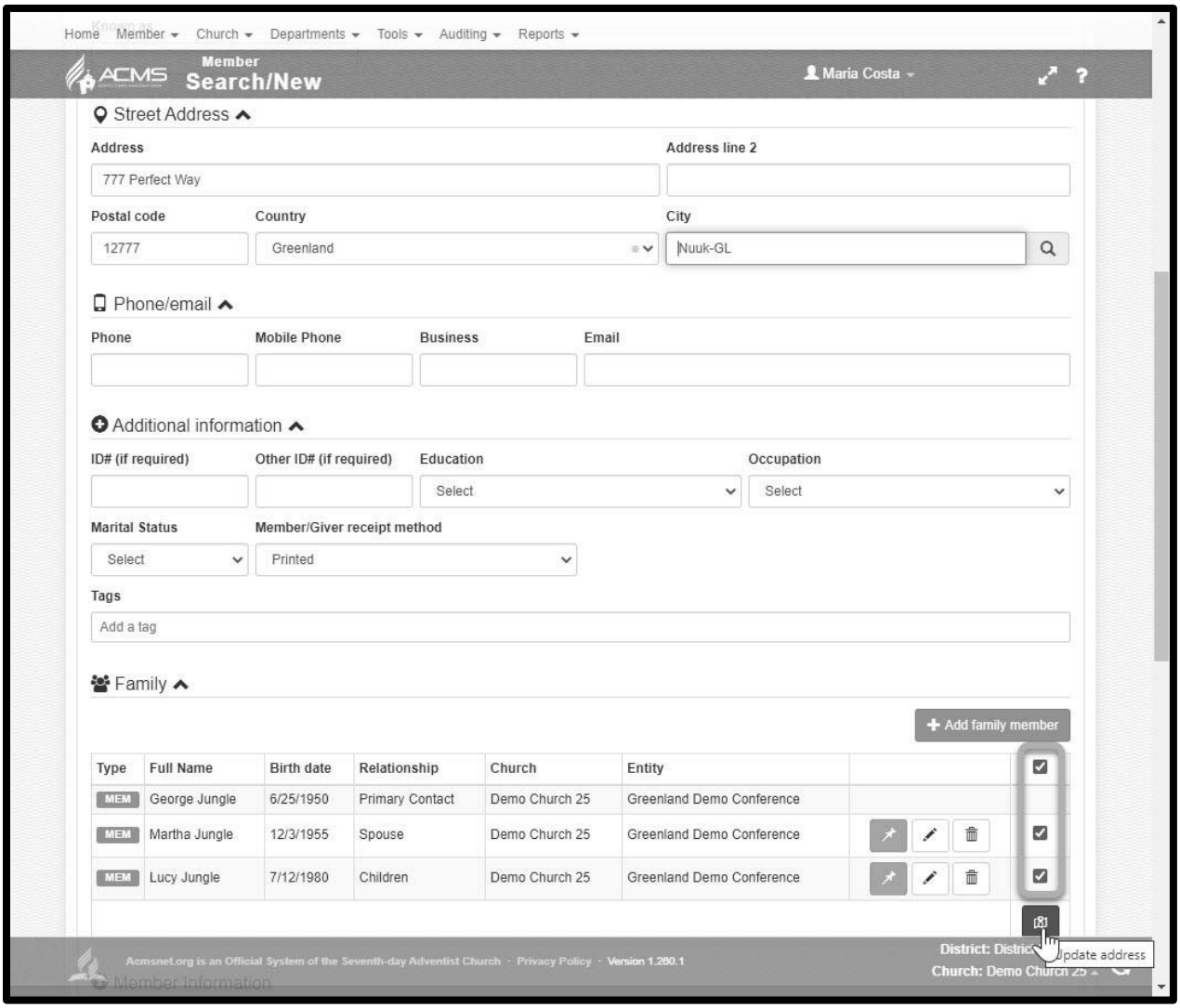


In the top portion of the popup enter the name of the individual that you wish to link to the family unit, and then click the Search button. Identify the Relationship of the individual that is being linked to the family unit based on the primary contact of the family. This enables the Select button so that this individual can be linked to the family unit:

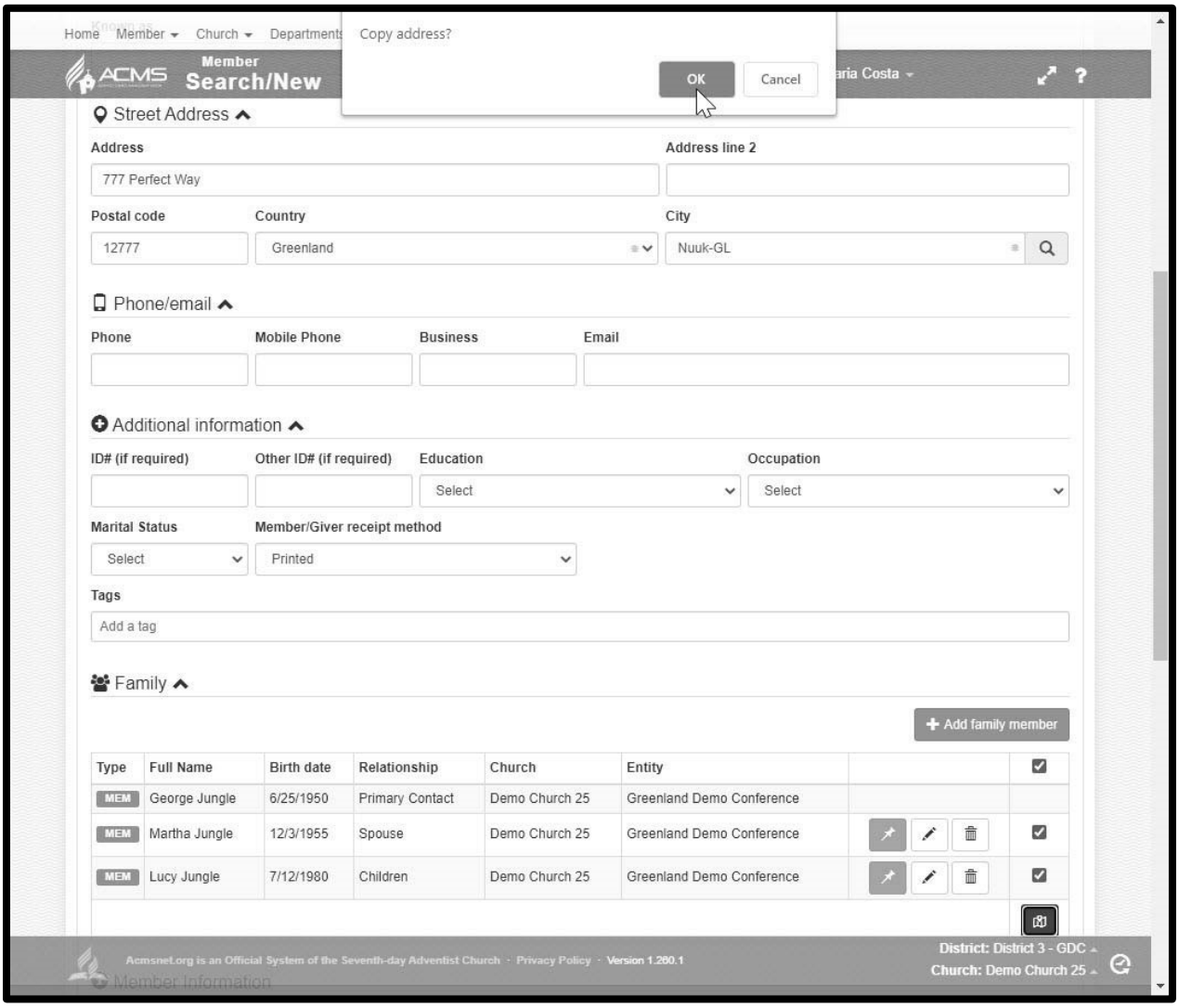


Note: In the event that the individual you wish to link to the family unit isn't already in ACMS, click the Not found button and enter the individual's information in the customary way.

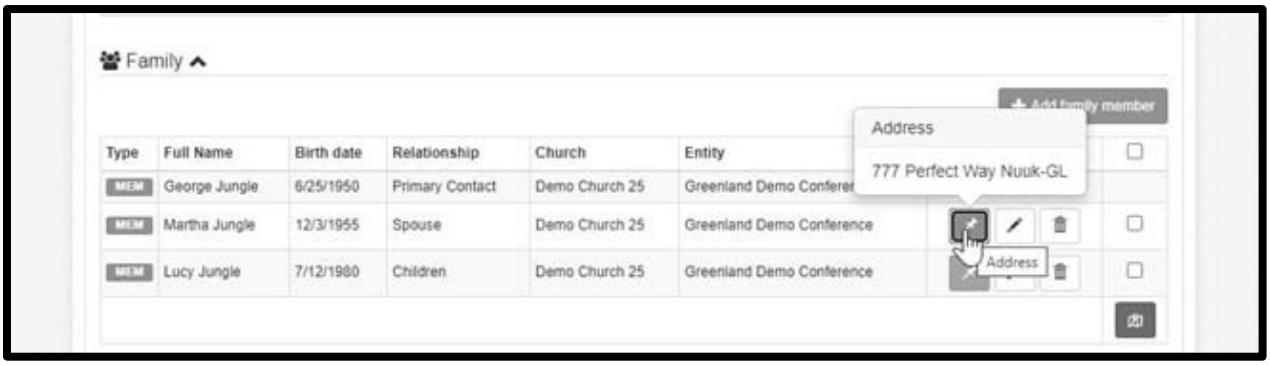
Once all the family members have been added to the family unit, all the addresses can be updated together by selecting the Checkbox by each family member's record and then clicking the Update address button. This will apply the address of the family member that is currently displayed to all the rest of the family unit:



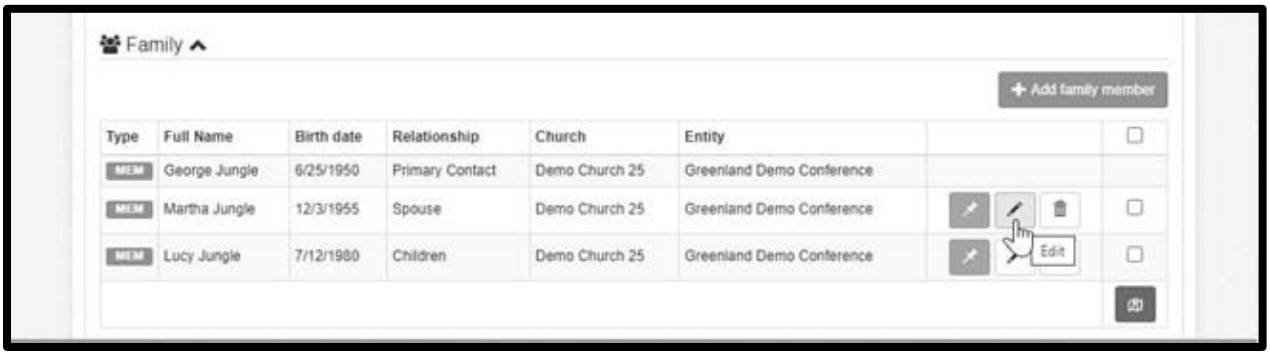
Clicking “OK” commits the update:



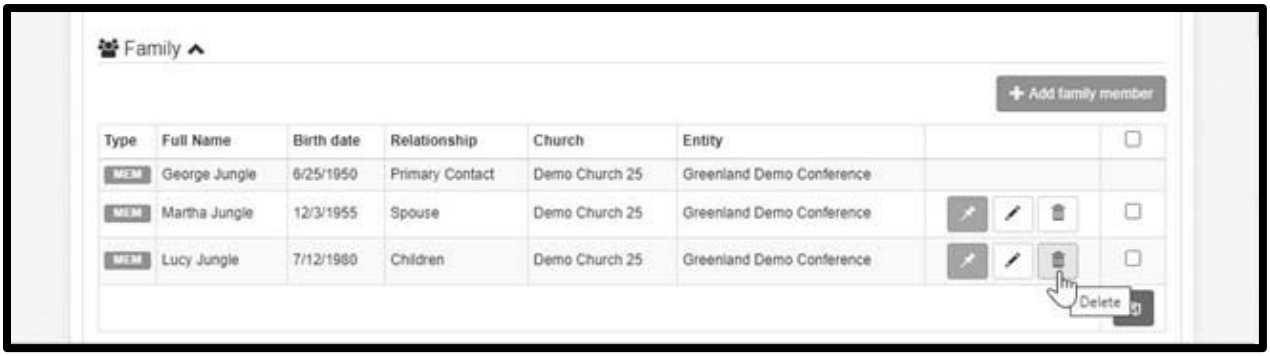
To check on the address of a family member, simply click on the Pin button:



To edit a family member record, simply click on the Edit button by that person's name and the form will switch to their record:



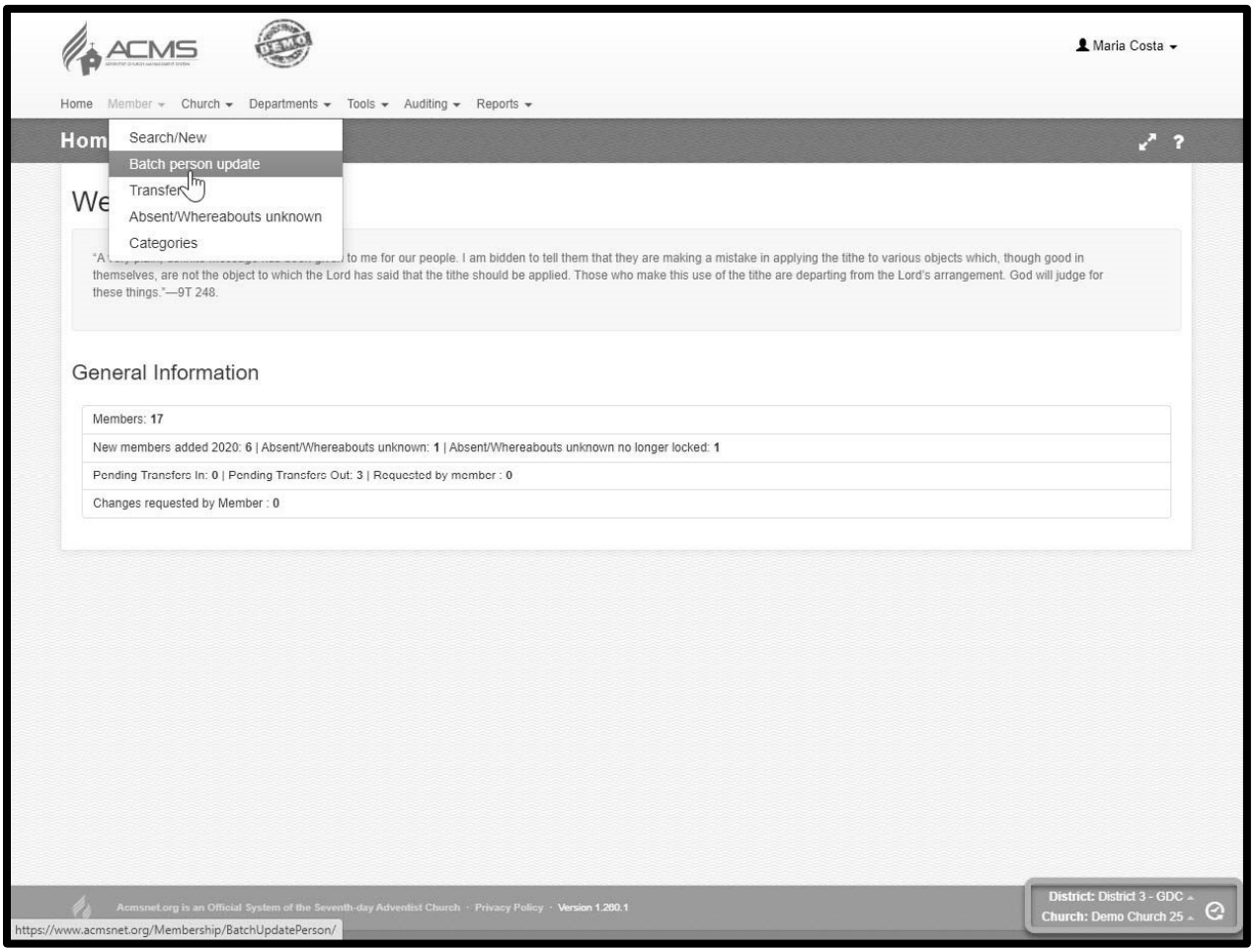
Should an individual no longer be part of the family unit, unlinking them is as simple as clicking the Delete button. They will no longer be linked to this family unit:



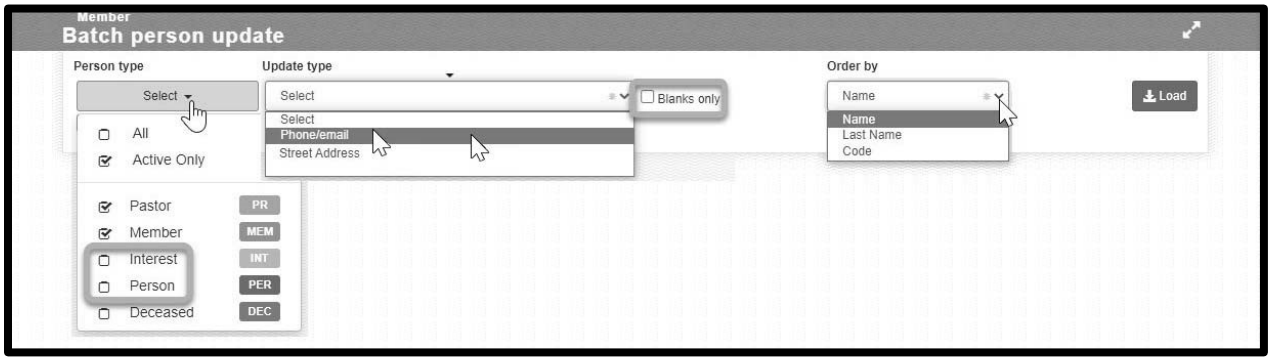
10. BATCH PERSON UPDATE

This feature allows the church clerk to Load all the individuals associated with their church into a “grid” to facilitate multiple updates to phone, email, and address information.

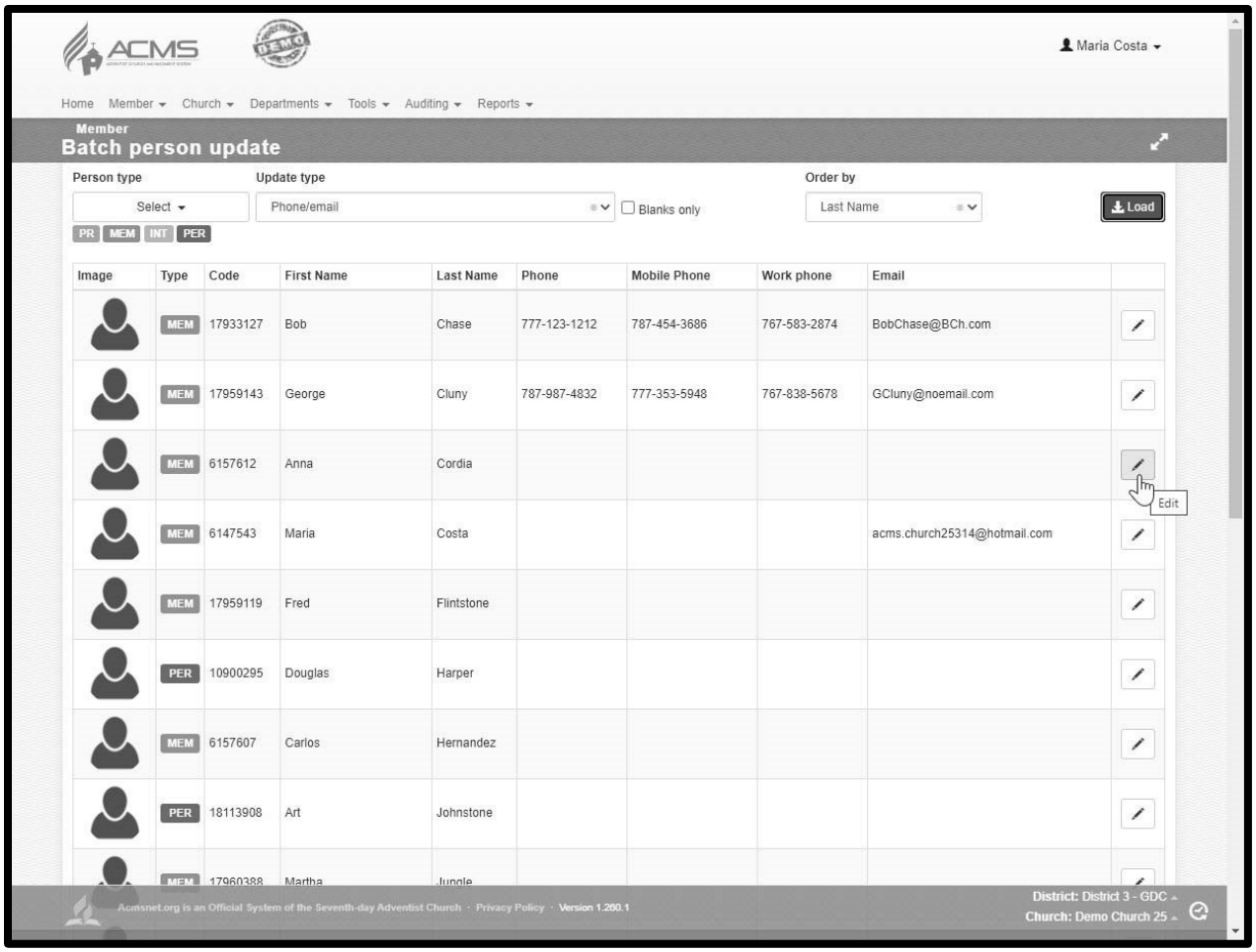
The Batch person update feature is accessed from the Member menu. This feature is only available at the local church level, so verify that you are accessing ACMS from the correct level (check access level from the lower right corner of the screen):



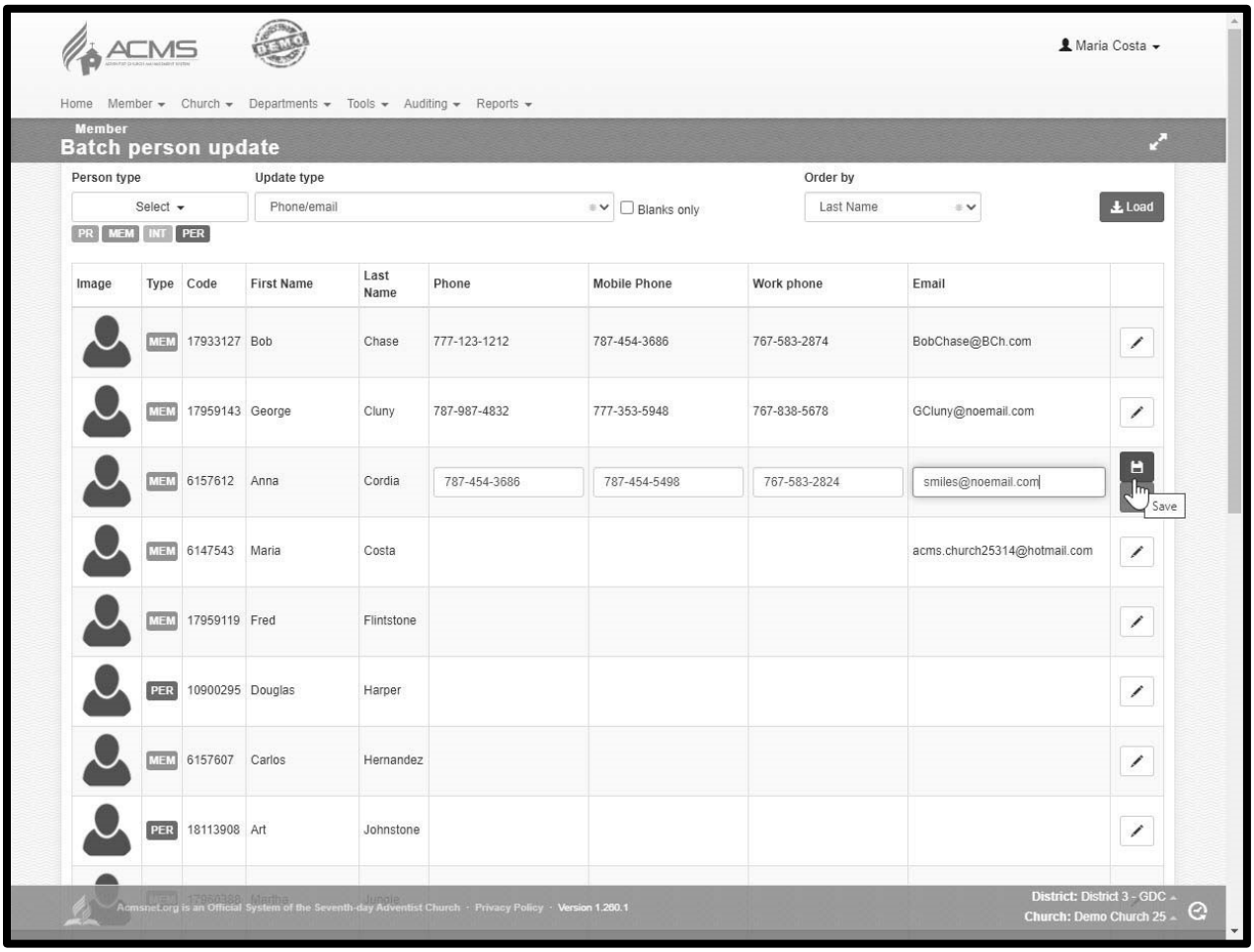
Make your selection of Person type, Update type, and Order by and then click the Load button. Selecting the Blanks only option will exclude person records which already have the selected information:



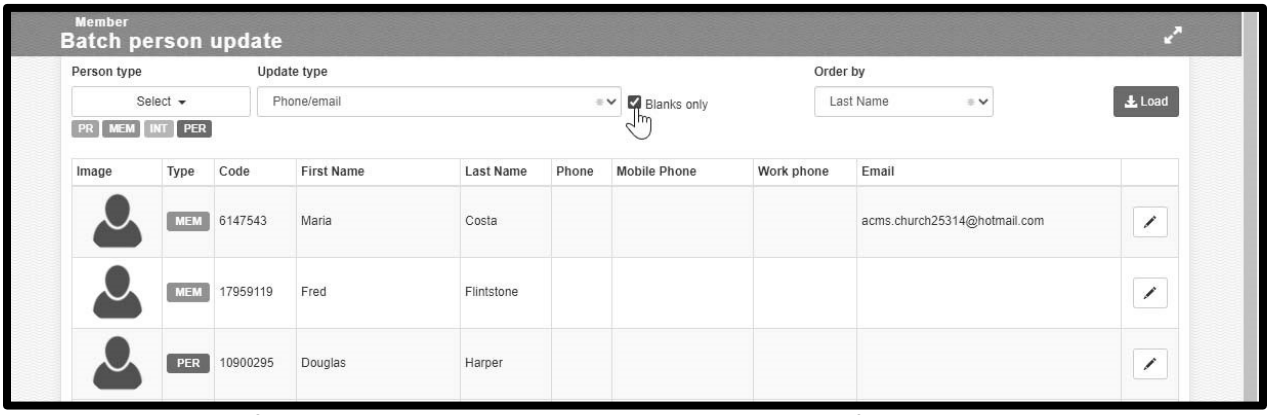
To add or change a record's information click the Edit button:



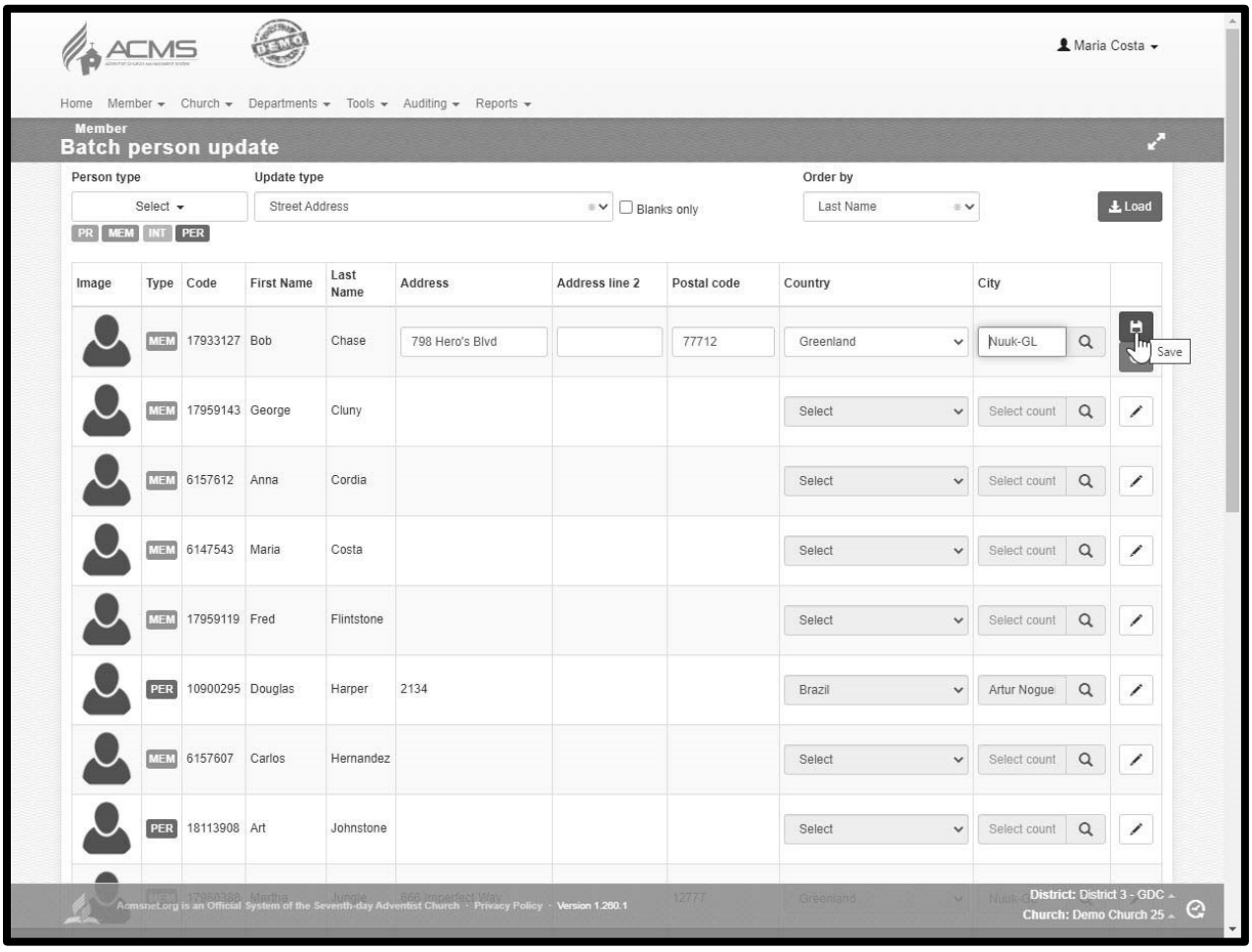
Once the desired updates have been made to a record, click the Save button:



Selecting the Blanks only option hides the records with completed information (in this case the first three records with completed information):



Here is an example of the Batch person update with the Street Address form:


ACMS
Maria Costa
Home Member Church Departments Tools Auditing Reports
Member
Batch person update
Person type
Select
Update type
Street Address
Blanks only
Order by
Last Name
Load
PR MEM INT PER
Image Type Code First Name Last Name Address Address line 2 Postal code Country City
MEM 17933127 Bob Chase 798 Hero's Blvd 77712 Greenland Nuuk-GL
Save
MEM 17959143 George Cluny Select Select count
MEM 6157612 Anna Cordia Select Select count
MEM 6147543 Maria Costa Select Select count
MEM 17959119 Fred Flintstone Select Select count
PER 10900295 Douglas Harper 2134 Brazil Artur Nogue
MEM 6157607 Carlos Hernandez Select Select count
PER 18113908 Art Johnstone Select Select count
AcmsneLorg is an Official System of the Seventh-day Adventist Church · Privacy Policy · Version 1.260.1
District: District 3 - GDC
Church: Demo Church 25

11. GLOSSARY

Term	Definition
Abbreviation	The abbreviation for an entity as set up in ACMS.
Absent/Whereabouts unknown	Used in ACMS to designate individuals who cannot be located by their congregation. This identification is part of a two-year process which either ends in locating the absent member or in voting to designate them as missing.
Access status	A choice visible when setting up some positions/officers to allow the person access to use the ACMS program.
Active (congregation or entity)	A status of "Active" means that an entity is operational. For example, a congregation with an active status is an open congregation, conversely if a congregation is inactive, then the congregation is closed.
Active (individual)	Indicator that the individual is currently on the membership records of their church as a member. This is not a reflection of their participation in church activities; just an indicator that they are a current member -- they have not been removed from membership for any reason.
Adjust out	An adjustment of an individual's member status to inactive -- no longer a member. Used infrequently, it is available to resolve prior clerical errors.
Adjustment	A change in the individual record, either adding into or removing from membership. Used infrequently, but appropriate when resolving a clerical error.
Background check	Typically, a security check required to be recorded before individuals can volunteer in certain positions, most often in positions involving working with children.
Baptism	As defined in the Church Manual.
Batch	Processing records in quantity.
Category	Used interchangeably with "classification" in ACMS, this field allows indicating a member's attendance level, i.e., "Attends regularly", "Does not attend regularly", etc.
Censure	The process of recording a vote of disciplinary action for a member as outlined in the Church Manual.

Term	Definition
Ceremony	How a member was received into membership. See baptism, adjustment, profession of faith, and rebaptism.
Church	For purposes of ACMS a church is an organized church according to the Church Manual.
Classification	Used interchangeably with "category" in ACMS. This field allows indicating a member's attendance level, i.e., "Attends regularly", "Does not attend regularly", etc.
Code	A unique number assigned automatically to each record, e.g., member, church, district, region, and entity records.
Company	An organized company is a precursor to an organized church.
Conference or Union Church	Typically, a congregation which holds the membership of isolated members, individuals in a company not connected to a mother church, or loyal members of a dissolved or expelled church who desire to retain their membership in the Church.
Deceased	A person who has died.
Department	A division of the church organization such as Secretariat, Sabbath School, Family Ministries, Communication, etc.
District	A grouping of churches defined for an administrative purpose. In ACMS it is typically used to designate a church or group of churches assigned to one pastor or pastoral team.
Dropped	As defined in Church Manual. See "Removed".
Duplicate	Multiple active member records referring to the same individual.
Education	The highest level of education the individual has achieved.
Entity	Administrative organizational units including Conference, Mission, Union, Union of Churches, Division, and General Conference.
Entity/Level	Specific entity or congregation that you will be working with.
External church	A church in a union that is not using the ACMS system.
Family	A group consisting of parents and children, including at times extended relatives, living together in a household.

Term	Definition
Filter	A process to choose a smaller part of your data set and using that subset for viewing or analysis.
First name	A given name (also known as Christian name or forename), potentially with a middle name included.
Full name	In ACMS "Full name" defaults to First name + Last name, but can be updated independently, whereupon it functions independently of First and Last name fields.
Home	Program starting page
Interest	An interest is an individual who is connected to a congregation as a visitor, attendee to special programs, etc. Typically, a pre-Adventist individual that has actively expressed interest in the local congregation.
International name	Passport version of the name.
Known as	A name other than the legal name a person goes by, e.g., Phillip goes by Phil.
Last name	The name borne in common by members of a family (also known as surname and family name).
Local	Belonging or relating to a particular area or unit. In ACMS it means an individual is part of the congregation or entity which is in view.
Member	An individual that belongs to the Seventh-day Adventist Church.
Menu	The headings at the top or side of the page, with sub-items.
Minute number	A designation identifying a record of an action of a committee.
Missing	An individual who had been a member but whose whereabouts is unknown and after a two-year process has been taken off the church membership rolls by a vote designating them as "missing" as outlined in the Church Manual.
Pastor	As defined by the local conference and may be actively ministering to a congregation or group of congregations.
Period	Monthly time periods that need to be opened and closed for statistical purposes.

Term	Definition
Person	An individual that is not a member, but passively associated to a congregation through a family member or was previously an Adventist that has been removed from church membership for some reason.
Phonetic spelling	Spelling words the way they sound. In ACMS selecting "use phonetic spelling" broadens the search results.
Position	A post or area of official responsibility within an organization.
Previous name	A name used before, e.g., the maiden name, previous married name, etc.
Profession of Faith	As defined in Church Manual.
Rebaptism	As defined in Church Manual. NOTE: In ACMS rebaptism signifies that an individual was removed from membership of the Seventh-day Adventist Church for some reason and subsequently rejoined the church through baptism.
Region	Groupings of districts.
Removed	As defined in Church Manual.
Roles	The function(s) assumed by a person.
Tags	A label attached to someone or something for the purpose of identification or to give other information such as committee membership, skill sets, or group membership.
Tools	Additional functionalities.
Transaction	An action that results in a reportable statistic such as death, transfer, dropped, baptism, etc.
Transfer	The process of moving an individual's membership record from one congregation to another.
Two-factor authentication	When this is enabled, you will be required to enter your password AND a separate code that will be displayed in your additional security app, most often on your phone. Recommended for all users. If you need assistance setting this up, talk to your local IT support.
User	A person who has been given access to use ACMS with a specific role.

12 Addendum I

EMAIL POLICY

Overview

Electronic email is pervasively used in almost all industry and is often the primary communication and awareness method within an organization. At the same time, misuse of email can result in legal, privacy and security risks, thus users need to understand the appropriate use of electronic communications.

Policy Brief & Purpose

Our corporate email usage policy helps workers (this term will be used to refer to churches, entities and our laity) use their West Jamaica Conference's (hereafter referred to as "WJC") email account appropriately. We want to ensure that our workers understand the limitations of using their corporate email accounts.

Our goal is to protect our confidential data from breaches and safeguard our reputation and technological property.

Scope

This policy applies to all workers, churches, schools and partners who are assigned (or given access to) a corporate email account. This email may be assigned to an individual (e.g. firsname-initial-lastname@westjamaica.org), department (e.g. hr@westjamaica.org.), a church (e.g. nameofchurch@church.westjamaica.org), or church officer (lastname-firstname-initial@church.westjamaica.org).

All workers are required to use the WJC account assigned to them to communicate within WJC, Jamaica Union (JAMU), the higher organizational levels and/or our business partners. The use of personal email accounts to communicate with the above-listed entities is strictly prohibited.

Policy Elements

Corporate emails are powerful tools that help workers in their jobs. Workers should use their company email primarily for work-related purposes. We will define what constitutes appropriate and inappropriate use.

Personal Use

The information that is contained within your account constitutes valuable intellectual information that is the property of WJC. As such, you should always be careful about

what kind of information you are transmitting via this account. As such WJC does not allow the use of its email platform for the conduct of personal business. beyond what is reasonable and usual during the business day.

Workers must adhere to this policy at all times, in addition to our confidentiality guidelines.

Email Security

Your email account requires a confidential username and password. Do not share this information with anyone else at any time. ISS will never require you to provide your email username or password. It is also vital that each worker understand that email is often the medium of hacker attacks, confidentiality breaches, viruses and other malware. These issues can compromise our reputation, legality and security of our equipment.

Workers must:

- Select strong passwords with at least eight characters (capital and lower-case letters, symbols and numbers) without using personal information (e.g. birthdays.)
- Remember passwords instead of writing them down and keep them secret.
- Change their email password frequently.

Also, workers should always be vigilant to catch emails that carry malware or phishing attempts. We instruct workers to:

- Avoid opening attachments and clicking on links when content is not adequately explained (e.g. “Watch this video, it’s amazing.”)
- Be suspicious of clickbait titles (a sensationalized headline that encourages you to click a link to an article, image, or video).
- Check email and names of unknown senders to ensure they are legitimate.
- Look for inconsistencies or style red flags (e.g. grammar mistakes, capital letters, an excessive number of exclamation marks.)

If an employee is not sure that an email they received is safe, they can ask our IT Specialist and/or Communication Director.

Workers must understand that all messages that are sent to or received from your account will be deemed to have been sent by you. It is therefore important that if you believe that your email account has been improperly accessed or tampered with, you must immediately advise ISS.

Inappropriate use of company email

Our workers represent our company whenever they use their corporate email address. They must not:

- Sign up for illegal, unreliable, disreputable or suspect websites and services.
- Send unauthorized marketing content or solicitation emails.
- Register for a competitor's services unless authorized.
- Create or distribute offensive messages, including offensive comments about race, gender, hair colour, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Workers who receive any emails with this content from any WJC employee should report the matter to their supervisor immediately.
- Intentionally spam other people's emails, including their coworkers.
- Use third-party email systems and storage servers besides those provisioned by WJC to conduct WJC business, to create or memorialize any binding transactions, or to store to retain email on behalf of WJC. Such communications and transactions should be conducted through proper channels using WJC approved documentation.

WJC has the right to monitor and archive corporate emails.

Appropriate use of the corporate email

All use of email must be consistent with WJC policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices.

The WJC email account should be used for WJC business-related purposes. As such the email can be used to communicate with the constituency, to solicit support for conference events, programs, and/or charities. Additionally, workers can use their email to:

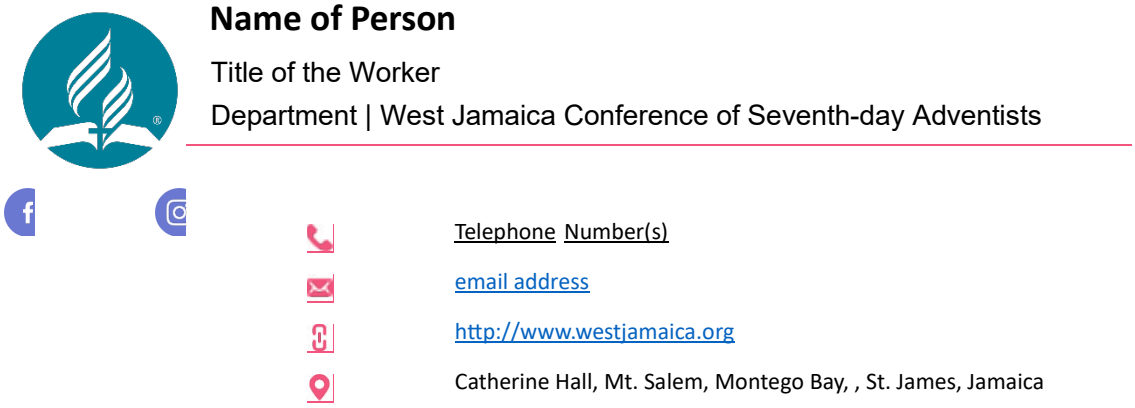
- Communicate with current or prospective partners.
- Give their email address to people they meet at conferences, workshops or other corporate events for business purposes.
- Sign up for newsletters, platforms and other online services that will help them with their jobs or professional growth.

Email Retention

Emails should be retained once it qualifies as a WJC business record. Email is a WJC business record if there exists a legitimate and ongoing business reason to preserve the information contained in the email.

Email Signature

We encourage workers to create an email signature that exudes professionalism and represents our company well. Here's a template of an acceptable email signature:



Workers may only include professional images (royalty-free or purchased images), and/or company logos and links in email signatures. If they are unsure of how to do so, they can ask for help from the office of Information Systems Services.

Rights of the Worker

Each worker is provided with a personal email address upon employment, access to a user's mailbox by unauthorized personnel is strictly prohibited and may only be allowed with administrative approval in critical situations if a worker cannot be contacted or has left the employment of the university.

Entitlement to access an individual's email account will normally and automatically cease on the date on which an individual's relationship with WJC is terminated. An email account is suspended immediately after employment termination, never deleted.

Rights Reserved by the Organization

Even though personal email accounts are provided to each worker, e-mail resources and files are WJC assets and must not be considered private. If a worker is under investigation for fraud, a crime or other illicit acts, WJC reserves the right to monitor its use and review the content of all messages and files on the e-mail system. Any

dissemination, unauthorized use or benefit from this access may result in disciplinary actions and/or legal actions taken.

Permission for third-party access to an individual's company-issued account may only be granted at the administrative level and appropriate notice communicated to the Office of The Secretariat for file update.

In addition to WJC's access and use, E-mail information is also subject to review by law enforcement or government agencies; this information may be used and accessed during an investigative review.

Disciplinary Action

Workers who do not adhere to the present policy will face disciplinary action up to and including termination. Example reasons for termination are:

- Using a corporate email address to send confidential data without authorization.
- Sending offensive or inappropriate emails to our customers, colleagues or partners.
- Using a corporate email for illegal activity.

Email Etiquette

Do not Send "Emotional Emails".

Responding to email messages while you're angry, or speaking badly about others (especially your boss) are all major no-no's. Always remember that emails last **FOREVER**. So, if you're feeling emotional, walk away from the computer and wait a while before you reply.

Respond Promptly.

An email should be treated as a phone call and returned promptly. Be sure you follow the rules for your specific work environment.

Avoid Using Abbreviations

Using shortcuts such as "4 u" (instead of "for you"), "Gr8" (for great) in a business email is not acceptable. You wouldn't put a smiley face or emoticon in a letter you were mailing, so neither should you put it in an email message. These mistakes have the potential of making you look less than professional.

Be Clear in Your Subject Line

A typical inbox is being flooded with hundreds of emails daily. Your subject line must be very direct and specific. It should be simple yet clear enough that the person receiving it can tell what the email is about.

Know Your Audience

Write for the person who will be reading the message. If they tend to be very polite and formal, then you should do the same. If they are more informal and relaxed then adjust your style to fit theirs.

Make Sure You are Sending the Email to the Right Person

Pay attention when typing a name from your address book on the email's "To" line. It is very easy to select the wrong name. Especially if you are sending from your smartphone. Sending an email to the wrong person can be embarrassing to you and to the person who receives the email by mistake.

Take Another Look Before You Send a Message

One way to avoid misunderstandings is to allow every message to rest before you send it. After some time, return to the message and review it. Try to read it from the recipient's point of view.

Respond to Group Emails Appropriately

If you're part of a group message, choosing the wrong one can make a huge difference. If you do hit "reply all" make sure the email is relevant to the entire group. If you don't, you may end up sending something you wish a few of them never read. Replying to all also generates a lot of email replies which junks up everyone's inbox.

Watch Your Tone

No matter how you feel about the people you're communicating with or what the message is about, go out of your way to always be upbeat and polite.

Acknowledgement Statement

I have read and understand the West Jamaica Conference email policy and I agree to adhere to the stated requirements. I also understand that the signing of this page does constitute a contract, nor is it to be construed as such; rather my signature indicates that I have read the above policy and will comply with same.

Name: _____

Signature: _____

Date: _____