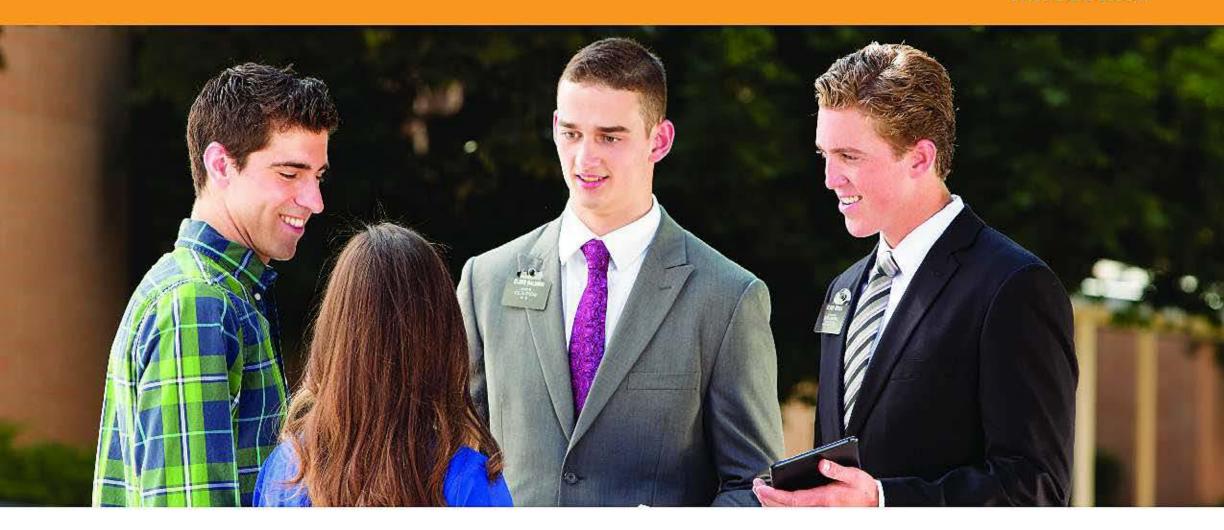# Implementation Guide

FOR HELP

- Visit the Mission President Group on Facebook. Mission presidents can ask questions and view posts from the Missionary Department (see Week 2 of the Implementation Plan on page 2).
- Contact the Missionary Department Proselyting Division at 1-801-240-9668.
- Contact your infield representative (IFR).
- For technical problems, mission presidents can contact the Global Service Center at 1-801-240-4357 or email the Missionary Department at missionarytech@ldschurch.org. (Missionaries should report technical problems using the "Request Support" app available on every missionary mobile device.)
- To request changes to device settings, apps, and websites, mission presidents must email the Missionary Department at missionarytech@ldschurch.org.

Implementation Guide

A Mission President's Resource for Missionary Work in the Digital Age

Introduction

This guide will help you implement approved technology in your mission and train missionaries to effectively use it to fulfill their purpose.

The Implementation Plan (see page 2) consists of three stages:

Stage 1: Mobile Devices

Stage 2: Planning Tools

Stage 3: Online Proselyting

In each stage, missionaries are trained on a new technology or resource. The purpose, timing, and sequence of each stage are designed to help your mission build a strong foundation for using technology. Minor timing adjustments can be made to accommodate transfers, mission tours, or other mission needs.

Missionaries work under your direction. You will direct missionaries as to where, when, and how they should use their mobile devices and work online.

As you train missionaries, seek inspiration and refer to the principles found in the scriptures, *Preach My Gospel*, *Missionary Work in the Digital Age*, and *Safeguards for Using Technology*. Additional resources, including frequently asked questions, can be found on the Mission President Portal (https://missionary.lds.org/presidents) under the Mobile Device Dashboard. Additional resources are found on page ii.

IMPLEMENTATION PLAN

Stage 1: Mobile Devices

Week 1

☐ Orient mission office staff
☐ Prepare to receive mobile devices

Week 3

☐ Attend Missionary Work in the Digital Age Special Training

Week 2

☐ Prepare for Missionary Work in the Digital Age Special Training
☐ Join Missionary Department Private Group on Facebook

Weeks 4–5

☐ Conduct Missionary Work in the Digital Age Mission Conference for the mission with a General Authority and/or a Missionary Department staff member
☐ Verify all missionaries completed Safeguards for Using Technology online course

Stage 2: Planning Tools (2–3 Weeks)

☐ Assign missionaries to prepare for Area Book Planner Training
☐ Complete Area Book Planner preparation
☐ Train mission leadership council on Area Book Planner and ensure mission leadership council trains mission (complete in one week)
☐ Verify with mission leadership council that all missionaries have completed transition to Area Book Planner

Stage 3: Online Proselyting (2–3 Weeks)

☐ Train mission leadership council on online proselyting and ensure mission leadership council trains mission (complete in one week)
☐ Verify with mission leadership council that all missionaries have completed online proselyting preparation

Implementation

Your mission will implement mobile devices with learning and teaching resources, the Area Book Planner app, and online proselyting. This section outlines each stage of the implementation process and the objectives to be accomplished. The tasks listed show a recommended distribution of assignments, which may be adapted to your mission's needs.

As mission president, you are the lead trainer and should be involved in the implementation process as much as posssible. According to your mission's needs, share training and implementation responsibilities with your mission office staff, district leaders, zone leaders, sister training leaders, and assistants.

Since your mission leadership will play significant roles, consider making plans to keep the same mission leadership council throughout the implementation process.

In addition, you will likely want to designate a few missionaries as "technical specialists." These missionaries would be given a special assignment to develop expertise with the approved technology in order to assist you and others. They would not travel around the mission but would provide technical assistance through phone calls or email.

You will find many key resources on the Mobile Device Dashboard through the Mission President Portal (https://missionary.lds.org/presidents). You are encouraged to be familiar with the Mobile Device Dashboard and check it often. It will help you access and utilize instructions, training materials, and progress metrics as needed. It will also assist you in monitoring online course completion and mobile device activity. Your mission office staff will have access to these reports through the Internet Mission Office System (IMOS).

Throughout the implementation process, you should provide progress updates to ecclesiastical leaders, including the Area Presidency or Area Seventies, stake presidents, and district presidents. Local

leaders need to be aware that technology is being implemented in their area and know what they can do to support it. When talking with ecclesiastical leaders, discuss the following:

1. The progress you have made.
2. Missionary response to trainings.
3. Challenges you need to overcome.
4. Observations and questions from local leaders.

You should have received a call from the Missionary Department to confirm plans for the Missionary Work in the Digital Age Special Training and for the process of delivering mobile devices. If you have not participated in this call, contact the Proselyting Division at 1-801-240-9668.

In addition, you should have received a copy of the notice sent by the Missionary Department to missionaries' home stake presidents that explains the funding procedures for a missionary's mobile device. Local Church units will collect necessary funds from parents or other contributors using the "other" account on the donation slip.

STAGE 1: MOBILE DEVICES

Week 1

> ### Week 1 Objectives
>
> ☐ Orient mission office staff
> ☐ Prepare to receive mobile devices

☐ **Orient mission office staff.** They are to receive a copy of the notice sent to local priesthood leaders and a copy of the *Implementation Guide*. Have them prepare to complete any delegated tasks.

☐ **Prepare to receive mobile devices.** Your mission office will receive mobile devices with cases and screen protectors for all your missionaries, including additional devices that can

be temporarily loaned to missionaries who are waiting for a device to be repaired or replaced.

Devices will arrive a few days before the Missionary Work in the Digital Age Mission Conference. All devices need to be stored in a secure location and are to be handed out at the end of the training. All missionaries will keep their device after completing their mission, except for missionaries who are completing their service within six months. These missionaries will not be paying for a device but will be given a mission-managed device that will be returned before going home.

If your mission ever needs additional mission-managed devices, you can request them by following the instructions on the Missionary Mobile Device Administration site (found at https://teams.ldschurch.org/sites/missionaryis). All mission-managed devices are paid for by the Missionary Department and have cases and screen protectors. Devices, cases, and screen protectors should be available to loan out when needed.

Week 2

> ### Week 2 Objectives
>
> ☐ Prepare for Missionary Work in the Digital Age Special Training
> ☐ Join Missionary Department Private Group on Facebook

☐ **Prepare for Missionary Work in the Digital Age Special Training.** Review the trainings of the 2014 mission presidents' seminar given by Elder Russell M. Nelson, Elder David A. Bednar, and Elder David F. Evans (available in Gospel Library and on the Mission President Portal).

Confirm your travel arrangements and accommodations. Please bring the following items:

1. Scriptures
2. *Preach My Gospel*
3. *Implementation Guide*

☐ **Join the Missionary Department Private Group on Facebook.** To join the Missionary Department Private Group, you will first need to create a Facebook account. After that, call the Proselyting Division at 1-801-240-9668 and they will arrange for you to be invited into the private group for mission presidents.

Week 3

Week 3 Objectives

☐ Attend Missionary Work in the Digital Age Special Training

☐ **Attend Missionary Work in the Digital Age Special Training.** This event will provide you with instruction and necessary resources to train your mission to use mobile devices and do online missionary work effectively and responsibly.

Weeks 4–5

Weeks 4–5 Objectives

☐ Conduct Missionary Work in the Digital Age Mission Conference with a General Authority and/or a Missionary Department staff member.

☐ Verify all missionaries completed *Safeguards for Using Technology* online course

☐ **Conduct Missionary Work in the Digital Age Mission Conference with a General Authority and/or a Missionary Department staff member.**

Prepare for this mission conference by prayerfully reviewing the training resources from the Missionary Work in the Digital Age Special Training and on the Mobile Device Dashboard. Additionally, ensure that you have received the following materials for your missionaries from the Missionary Department: *Mobile Device Setup Instructions, Missionary Work in the Digital Age,* and *Safeguards for Using Technology.*

Conduct the Missionary Work in the Digital Age Mission Conference, and distribute mobile devices. A General Authority or Missionary Department staff member will be present at your mission conference. It is recommended that the mobile devices be distributed after the training meeting so they do not distract missionaries. Instruct your missionaries to do the following:

1. Set up their mobile devices at another time by following the setup instructions, in a location where Wi-Fi is available. Do not do this during the training, since the Wi-Fi in a Church building cannot accommodate a large group of Internet users at one time. Help them set an appropriate time and location (for example, a chapel in their area) to do so.

2. After they finish setting up their devices, they should complete the *Safeguards for Using Technology* online course (found on the Mobile Device Dashboard).

☐ **Verify all missionaries completed *Safeguards for Using Technology* online course.**
This course will help your missionaries use technology appropriately.

You can identify who has taken the course by visiting the Mobile Device Dashboard. Your missionaries must complete this course to be able to set up and use their devices.

When this step is complete, notify the Proselyting Division at 1-801-240-9668.

STAGE 2: PLANNING TOOLS

Stage 2 Objectives

☐ Assign missionaries to prepare for Area Book Planner Training

☐ Complete Area Book Planner preparation

☐ Train mission leadership council on Area Book Planner and ensure mission leadership council trains mission (complete in one week)

☐ Verify with mission leadership council that all missionaries have completed transition to Area Book Planner

☐ **Assign missionaries to prepare for Area Book Planner Training** by completing the planning study assignments as listed below.

All the information in an area book needs to be transferred to the Area Book Planner app. This includes the teaching records of all potential, new, and former investigators; new converts; and less-active members. The information in Area Book Planner should reflect what is found in the area book, such as personal contact information, principles taught, commitment invitations extended, commitments kept, members involved in fellowshipping, and important details of their progression.

1. Read *Preach My Gospel* chapter 8, pages 137–39, 146–51.
2. Watch the following video segments from *The District 1* series (found on the Missionary Portal):
   - "Planning for and Teaching a Lesson: Angie and Chris" (9:43)
   - "Key Indicators" (3:59)
   - "Area Book" (6:30)
   - "How to Set Goals" (6:14)
   - "Pray for Inspiration" (2:24)"Plan for Investigators with Baptismal Date" (3:07)

- "Plan to Help Investigators Attend Church" (3:57)
- "Plan to Meet Investigators' Needs" (5:35)
- "Plan to Find New Investigators" (5:39)
- "Plan for Recent Converts and Less-Active Members" (3:46)
- "9:00 p.m. Daily Planning" (9:28)

☐ **Complete Area Book Planner preparation.** You should prepare for the Area Book Planner training by reviewing the Area Book Planner Training Outline (found on the Mobile Device Dashboard). This training will be conducted with your mission leadership council, who will then train the other missionaries. <u>Keep in mind that you are not just training these missionaries to use the Area Book Planner app; you are also training them to train other missionaries.</u> Much of the training and implementation will fall on your mission leadership's shoulders. Be prepared to answer questions and give specific direction.

Mission office staff will participate in a conference call with the Missionary Department for Area Book Planner setup. The Missionary Department should have arranged a conference call with your mission office staff, which you may attend if you desire. If this call has not been set up, please call the Proselyting Division at 1-801-240-9668. This call will help your office staff plan to receive the Area Book Planner app and its implementation.

Settings in the IMOS will need to be adjusted to include the information from the Area Book Planner app. This is the system your mission will rely on to sync and share Area Book Planner information and key indicators. You cannot implement the Area Book Planner app without configuring IMOS. Instruct your mission office staff to follow the IMOS Setup Instructions on the Mobile Device Dashboard.

☐ **Train mission leadership council on Area Book Planner and ensure mission leadership council trains mission (complete in one week).** Use the Area Book Planner training outline (found on the Mobile Device Dashboard) and any additional instructions you received during the conference call. The trainings the mission leadership council gives should be based on the training they received from you. If the training and transition to Area Book Planner are not completed in a single week, the missionary key indicator reports will not be submitted correctly.

☐ **Verify with mission leadership council that all missionaries have completed transition to Area Book Planner.**

All the information in an area book needs to be transferred to the Area Book Planner app. This includes the teaching records of all potential, new, current, and former investigators; new converts; and less-active members. The information in Area Book Planner should reflect what is found in the area book, such as personal contact information, principles taught, commitment invitations extended, commitments kept, members involved in fellowshipping, and important details of their progression.

Instruct the mission office staff to ensure the following steps have been completed:

1. Missionaries entered all paper records into the Area Book Planner app according to the Area Book Planner Training.

2. Missionaries synced and gained access to the entered records.

3. Mission leaders performed a visual inspection of each companionship's Area Book Planner to see that the area book's information of people and their progress was transferred according to the direction they received in the Area Book Planner Training.

4. Missionaries shredded the contents of the paper area book to protect the privacy of their investigators. Shredders are at local Church units.

Missionaries should try to enter all of the area book's information into Area Book Planner before you move on to Stage 3. If missionaries have a lot of teaching records to transfer, they should at least transfer all records that were created in the last two years and make plans to enter in the remaining records as soon as possible. When this step is complete, notify the Proselyting Division at 1-801-240-9668.

STAGE 3: ONLINE PROSELYTING

Stage 3 Objectives

☐ Train mission leadership council on online proselyting and ensure mission leadership council trains mission (complete in one week)

☐ Verify with mission leadership council that all missionaries have completed online proselyting preparation

☐ **Train mission leadership council on online proselyting and ensure mission leadership council trains mission (complete in one week).**

Prepare for Online Proselyting Training. Review the Online Proselyting Training Outline (found on the Mobile Device Dashboard). Come to understand the value of using the Internet to reach Heavenly Father's children in new and different ways. Familiarize yourself with the online resources and tools, especially Facebook, used to find and teach online.

Train your mission leadership council using the Online Proselyting Training Outline (found on the Mobile Device Dashboard). Instruct the mission leadership council to complete the online proselyting preparation steps.

1. Create or clean up their existing Facebook page according to the guidelines in *Missionary Work*

in the Digital Age. Facebook allows only one profile page per user.

2. Join the mission Facebook group.

3. Have the missionaries add you as a "friend."

Instruct your mission leadership council to report to you once they have completed these steps.

☐ **Verify with mission leadership council that all missionaries have completed online proselyting preparation.** Ensure that the mission leadership council trains missionaries in their zones on online proselyting. The trainings should be based on the training they received from you.

All missionaries should complete the online proselyting preparation steps.

Tips for Improving Training and Implementation

1. Regularly review the Mobile Device Activity Reports on the Internet Mission Office System (IMOS).

2. Become familiar with the approved apps. Speak from a position of experience. A list of approved apps can be found on the Mission President's Portal.

3. Ask missionaries in interviews about the advantages they are finding in doing online proselyting and if they are following the guidelines for appropriate use.

4. Send brief messages of encouragement and inspiration through the mission Facebook group.

5. Invite leaders to use the technology as much as possible before training other missionaries.

6. Ask local priesthood leaders for input and observations about how the missionaries' use of this technology is assisting in the work of salvation.

7. Follow the training outlines and allow for as much demonstration, practice, and discussion as possible.

8. Invite missionaries who are having success in using technology to share their best practices on the mission Facebook page. Share these ideas during zone conferences and zone training meetings.

9. Incorporate policy updates into future trainings.

10. Be sure new missionaries are being properly trained during the first 12 weeks.

11. Take time in mission leadership council to discuss how missionares are using the technology. Discuss best practices and any misuse of these tools.

12. Closely monitor susceptible missionaries. These may include missionaries who previously were frequently exposed to pornography or seem to be struggling with temptation.

13. Continually remind missionaries to review *Safeguards for Using Technology*, and teach it often in training meetings and interviews.

14. Regularly check missionary blogs and Facebook pages. Teach the mission office staff and mission leadership council to do the same.

15. Be sure all communications and records kept comply with the country laws.

Protecting Missionaries

Helping missionaries learn to use technology safely is essential to their success. The First Presidency has directed that Internet access should be controlled not only through electronic filters but also in regular and repeated training and conditioning of hearts and minds to avoid inappropriate websites.

Significant thought was given to the mobile device filtering process in order to protect missionaries while also providing the flexibility necessary to do the Lord's work. This section provides a description of the technological and principle-based filters available to missionaries.

Five Layers of Filtering

Personal Testimony
and Righteousness

Holy Ghost

Mission Rules

Technology

Auditing and Reporting

FILTER 1: PERSONAL TESTIMONY AND RIGHTEOUSNESS

The first protective layer is the missionary's personal testimony and righteousness.

FILTER 2: HOLY GHOST

Missionaries should seek the guidance, protection, and strength that come from having the Spirit as a constant companion. See *Safeguards for Using Technology:* Safeguard 1—Use the Divine Gift of Agency and the Holy Ghost.

FILTER 3: MISSION RULES

Guiding principles and standards are found in the scriptures and approved missionary materials. Emphasize the importance of companions working side by side and reviewing what each other is doing while using technology.

FILTER 4: TECHNOLOGY

The fourth protective layer is the technology associated with each missionary's mobile device. This includes two major tools to protect missionaries:

1. Apple's Device Enrollment Program (DEP)

Devices purchased through the Church's Apple store come with DEP. DEP automatically allows the Church

to control device settings for any missionary device. Missionaries cannot change these settings even if they reset the device. The settings the Church places on devices are to help protect missionaries from inappropriate material and misuse.

2. Mobile Device Management (MDM) Software

MDM software allows the Church to remotely control and monitor missionary mobile device apps, websites, and settings. The following is a summary of how this is done.

Apps

- Approved apps are listed in the App Catalog, a pre-loaded app on the mobile device home screen.
- Some apps, such as Area Book Planner, are delivered automatically (or pushed) to devices.
- Apps rated above 12+ are prohibited.
- Some built-in apps are disabled, such as Podcast, iTunes Store, and Game Center.
- The Facebook and Blogger apps are allowed.
- Reports of apps downloaded and devices out of compliance are provided to mission presidents (found on the Mobile Device Dashboard and on IMOS).

Allowed	Not Allowed	Allowed	Not Allowed
• Camera • FaceTime • iMessage • Installing approved apps • Removing apps (where applicable) • iBooks	• Disabling DEP • Games and Game Center • In-app purchases	• Safari (built-in browser) • Siri (web search disabled) • Screen captures	• iTunes (including movies and TV shows) • Photo stream sharing • Podcasts • YouTube

Websites

- Safari is used as a web browser.
- Only approved websites may be accessed. A list of these may be found on the Mobile Device Dashboard.
- Use of search engines (Google, Bing, etc.) is prohibited.

Settings

All data on the device is encrypted and protected by a passcode that is at least six characters long. <u>All content on the device is erased if the passcode is entered incorrectly 10 times.</u>

Change Requests

Mission presidents can request changes to the settings above. Change requests will be reviewed and may be approved globally or solely for specific missions. Submit a change request by email to missionarytech@ldschurch.org.

FILTER 5: AUDITING AND REPORTING

The fifth protective layer is mission auditing and reporting. This includes mission leadership checks, your interviews with missionaries, and automated reporting available to you through the Mission President Portal (found on the Mobile Device Dashboard and on IMOS).