

*Missionary Work*  
In the Digital Age







# Missionary Work in the Digital Age



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# Introduction

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Technology has created significant changes in the way people learn, communicate, and interact with one another. Digital devices as well as social media and other communication technologies are becoming common mediums for learning, teaching, and communicating. Elder David A. Bednar taught that your generation is “familiar with a wide range of information and communication technologies. Your fingers have been trained . . . to accelerate and advance the work of the Lord” (“The Hearts of the Children Shall Turn,” *Ensign* or *Liahona*, Nov. 2011, 26).

You will use technology to teach, learn, plan, and communicate with others. Many people will open

their hearts to the restored gospel as they communicate and learn with missionaries through the comfort of the Internet and other technological mediums. President Spencer W. Kimball taught: “With the Lord providing these miracles of communication, and with the increased efforts and devotion of our missionaries . . . surely the divine injunction will come to pass: ‘For, verily, the sound must go forth from this place into all the world, and unto the uttermost parts of the earth—the gospel must be preached unto every creature. . . .’” (D&C 58:64.) And we must find a way” (“When the World Will Be Converted,” *Ensign*, Oct. 1974, 11).



These inspired tools will have their greatest power when used to further your purpose to “invite others to come unto Christ by helping them receive the restored gospel through faith in Jesus Christ and His Atonement, repentance, baptism, receiving the gift of the Holy Ghost, and enduring to the end” (*Preach My Gospel*, 1).

While these tools will change how you proselyte, the principles for missionary work taught in *Preach My Gospel* remain unchanged and applicable. Your mission president will direct you as to when, where, and how you should use approved technology.

When used appropriately, these resources will provide marvelous opportunities to deepen others’ commitment—and your own commitment—to Jesus Christ and His restored gospel.

As you have questions concerning technology, find the answers by studying and prayerfully seeking the personal revelation promised to representatives of Jesus Christ (see D&C 43:15–16). For additional guidance, turn to your companion, mission leaders, and mission president.





# What Are the Principles for Doing Missionary Work in the Digital Age?

The five principles below will give you a solid foundation for using technology in missionary work. Review them often. Technology and digital communications are to support, not replace, face-to-face interactions.

## 1. FOCUS ON THE MISSIONARY PURPOSE

Your missionary purpose is to “invite others to come unto Christ by helping them receive the restored gospel through faith in Jesus Christ and His Atonement, repentance, baptism, receiving the gift of the Holy Ghost, and enduring to the end” (*Preach My Gospel*, 1). Your purpose remains the same when using mobile devices and the Internet. As you work with digital tools, ask yourself:

- Am I using these tools to help those I teach to increase their faith in Christ?
- Am I using these tools in a way to help people repent?
- Am I using these tools in a way to help people prepare to make and keep covenants?

Be aware of how you conduct yourself in private and in public as you use digital tools. Seek to always represent the Savior. You should try to emulate His character in all your interactions. Put your faith in Him as you use digital connections to support face-to-face interactions. Your focus should always be on serving people; technology should be used only as a tool to help you in those efforts. You will be blessed as you use these tools to plan, study, find, teach, and prepare



people to be baptized, receive other ordinances, and endure to the end.

Before your mission, you may have used many or all of the technologies that are now authorized for missionaries. You may need to change or develop certain habits in order to use these tools more effectively—with purpose and discipline. Your mission president will help you learn how to use digital tools wisely and righteously and how to protect yourself while using technology.

### Activity

In your study journal, reflect on how you used technology before your mission and how you currently use it. Consider the following questions:

- What habits have I changed to use technology with greater purpose?
- What digital habits do I need to still develop to center my work on the Savior?

## 2. ENSURE YOUR SAFETY

Ensure your spiritual and physical safety as you use technology. The greatest protection and filter when working online is your heart and mind. In Doctrine and Covenants 112:28, the Lord instructs, “But purify your hearts before me; and then go ye into all the world, and preach my gospel unto every creature.” Using technology properly and safely requires missionaries who are focused on the Savior and who have pure hearts. Continually seeking the Holy Ghost will strengthen your ability to be safe. President Boyd K. Packer taught, “No member of this Church—and that means each of you—will ever make a serious mistake without first being warned by the promptings of the Holy Ghost” (“How to Survive in Enemy Territory,” *New Era*, Apr. 2012, 3).

The next level of protection comes from working as companions. The Lord gave the following commandment: “And ye shall go forth in the power of my Spirit, preaching my gospel, two by two” (D&C

42:6). You must use technology as a companionship. Working together will keep you safe.

Be wise even when you are simply carrying your device with you. Take any needed precautions to protect your digital device from theft and damage. While in public, be aware of your surroundings. Do not draw attention to your device.

While working online, be careful who you add as online friends. Focus on people you have met, those who live within your area, and those who are introduced to you by members.

Your posts and messages should respect the digital property of other people and organizations. You should not create content using someone else’s art, name, photos, music, videos, or other content without permission. Unless otherwise indicated, the content in the Media Library on LDS.org has been cleared for use by members without seeking permission from the Church. This resource will assist you in creating uplifting gospel messages. Additional information about the use of Church media can be found at [social.lds.org](http://social.lds.org).

As you are working, others may reveal to you information about their sins and struggles. You have the sacred obligation to keep this information confidential, and only with their approval can you share it with your mission president. Do not include such information in letters or emails home, in online posts, or in conversations with others. Remember, “anything you communicate through a social media channel indeed will live forever—even if the app or program may promise otherwise. Only say it or post it if you want the entire world to have access to your message or picture for all time” (David A. Bednar, “To Sweep the Earth as with a Flood,” *BYU Campus Education Week*, Aug. 19, 2014).

### Activity

Each time you open your mobile device today, ask yourself, “Why am I using my mobile device right



now?” Evaluate whether the time you spend on your mobile device is helping you invite others to Jesus Christ or distracting you from your purpose.

### 3. FOCUS ON YOUR ASSIGNED AREA

While the Internet reaches the entire world, you are assigned to a specific mission. You will be most effective as you focus your efforts on the investigators and members in your specific area. Give priority to people within your assigned area. Your online activities should enhance, not detract from, the work in your area.

You must have permission from your mission president to teach anyone living outside your mission, including friends and family from home and people from different countries.

#### Activity

Read the first paragraph on page 137 in *Preach My Gospel*. Reread your missionary call letter. Record your thoughts in your study journal. Consider the following questions as you do so:

- Where have I been called to serve?
- Who am I to watch over?
- How will I use technology to love and to care for them?

### 4. FOLLOW THE PRINCIPLES IN PREACH MY GOSPEL

*Preach My Gospel* teaches you how to fulfill your purpose. While it does not provide specific instructions concerning digital tools, *Preach My Gospel* teaches principles that apply to how you should use digital tools. Consider how to adapt principles from *Preach My Gospel* as you use your mobile device to:

- Teach lessons through Skype or Facebook chat (175–91, 195–200).
- Create lesson plans using the Gospel Library app (19–21).
- Share scriptures, visual images, or video segments from your mobile device in your teaching efforts (180–83).
- Set goals and make plans to meet the needs of specific people through using these tools (146–51).

#### Activity

Study the “Ideas for Helping Members” box found on page 162 of *Preach My Gospel*. Seek revelation on how to use digital tools in your area as you apply the ideas listed.

### 5. BE ACCOUNTABLE

Successful use of digital tools and online proselyting begins with weekly and daily planning. Working online is a part of your regular proselyting. You should combine your regular proselyting activities and online work as you account to the Lord and your mission leaders. Prayerfully consider your goals and plans to improve your efforts. These efforts will be reflected in your key indicators.

The key indicator definitions found in *Preach My Gospel* apply to the work you do with your mobile device. The following definitions will help clarify how you report your online efforts:

- **New Investigators:** Individuals found online who are taught one or more principles from the lessons in *Preach My Gospel*, are extended an invitation, and agree to an additional lesson.
- **Lessons Taught:** Online conversations in which one or more principles from *Preach My Gospel* are taught and invitations to make commitments are extended. Simply communicating something digitally from *Preach My Gospel* is not considered a lesson.



Be accountable to the Lord and your mission leaders for both what you do with technology and how you do it. Under the direction of your mission president, your mobile device histories and online activities will be reviewed by leaders. Seek their guidance about how to continually improve your effectiveness and righteousness while using technology. In your weekly letters to your mission president and on the mission Facebook group page, share success stories of finding, teaching, baptizing, retaining, or

reactivating while using technology. Always remember to maintain confidentiality by not including names or private information about investigators.

### **Activity**

Complete the activity found on page 152 of *Preach My Gospel* that begins with “Discuss the following analogy with your companion. Evaluate how long your ‘line’ is in the water each day.” Include in your discussion your activities using technology.





# How Do I Use Digital Tools for Learning and Teaching?

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Technology is to be used as a tool to help you fulfill your purpose. These tools are meant to improve your ability to learn and teach. You should follow the direction of your mission president concerning which digital tools you are authorized to use and when. The included suggestions for each digital tool may also apply to other tools.

## MOBILE DEVICE

A mobile device is a smartphone or tablet. As a missionary, you will use an approved device. Your mission president has the authority to specify apps for your mission's use. While your device serves many purposes, its main function is to facilitate your learning and teaching so you can better fulfill your missionary purpose.

## Mobile Device Standards

- Always sit or stand so that you and your companion can see each other's computer screen when working online.
- Be aware of your companion's contacts, messages, and communication.
- Review anything your companion plans to email, post, comment, or message except for letters to the president and emails home.
- Participate as a companionship in all teaching activities when working online, including emails, texts, Facebook messages, Skype, and FaceTime.
- Be respectful and mindful of those around you. Seek to give others your full attention when you are with them.
- Be cautious as you travel with and use your mobile device. Protect yourself and your mobile device by being aware of your surroundings



and not drawing attention to yourself.

- Do not reset your device or erase your online history.
- Use apps available in the App Catalog, the Church’s version of the App Store. Consult with mission leaders before using additional apps from the App Store.
- Do not download any app with a rating greater than 12+. All downloaded apps will be reported to the mission president.
- Follow the direction of your mission president concerning which approved apps you can use. A list of approved apps is on the Missionary Portal.

### Ideas for Using a Mobile Device

- Use a protective case that is armored around the edges and extends past the screen face.
- Consider turning on “airplane mode,” which disables Wi-Fi, while in Church meetings or teaching appointments to help eliminate distractions. This option is available in your Settings app.
- Consider sometimes turning on “Do Not Disturb,” which silences calls, alerts, and notifications that you receive while your device is locked. This option is available in your Settings app. This may be useful in many situations, including daily planning and teaching. You are a representative of the Lord Jesus Christ. Always focus on His work and not on yourself. Use etiquette that represents who you are.
- Check your security settings regularly to keep your personal information and the personal information of friends and investigators secure. As needed, refer to the Missionary Portal Launch Dashboard for instructions.

## GOSPEL LIBRARY APP

The Gospel Library app, available on your mobile device, will be a principal resource as you expand your understanding of the gospel, prepare to teach,

and establish effective study habits. Using the app, you can study, search, mark, and share gospel content, including scriptures, general conference talks, manuals, music, media, and more. Your highlights and notes will be saved in your LDS Account, allowing you to access them from different devices even after your mission.

### Gospel Library Standards

- Even though you have access to many resources, stay focused on the standard works, *Preach My Gospel*, and the approved mission library (*Jesus the Christ, Our Heritage, Our Search for Happiness, Daughters in My Kingdom*, and *True to the Faith*).

### Ideas for Learning and Teaching with Gospel Library

- Using chapter 2 of *Preach My Gospel* as a guide, explore new ways to study with Gospel Library. Use features such as marking, tags, notebooks, and bookmarks.
- From the Gospel Library go to *Preach My Gospel*, found under the Missionary icon, and study chapter 3. Highlight text, create notes and tags, and link to scriptures that will help as you teach gospel concepts to others.
- Study *The Testimony of the Prophet Joseph Smith* under the Missionary icon. Highlight, create notes and tags, and link to other scriptures that will increase your testimony of the Prophet and help others.
- Go to the most recent edition of conference under the General Conference icon. Select a quote from a member of the First Presidency or Quorum of the Twelve Apostles to share with an investigator.
- Use the audio feature of the scriptures with those who have difficulty reading.
- Use *Book of Mormon Stories* under the Children icon to help teach families with young children.
- *The District 1* and *The District 2* are found in



the Gospel Library. Use these resources in your personal and companionship study; pause and discuss the segments. Determine what the missionaries are doing well and how they could improve. Compare your activities with those viewed on the video. Practice ways that will improve how you approach missionary work.

## MEDIA RESOURCES

While using your mobile device, you have the ability to learn and teach using media resources. These include art, videos, pictures, and audio, accessible through approved Internet sites.

### Guidelines for Media Resources

- Only view and share media that is purposeful and reflects the sacred nature of your calling.
- Never create video or audio productions to post online without your mission president's approval.
- Only access media that is available through Church websites (Mormon.org, LDS.org, FamilySearch.org, and MormonNewsroom.org).
- Share Church-owned artwork, videos, music, or other materials authorized by the Rights and Use Information page of an official Church website or by the Church's Intellectual Property Office.
- Concentrate on the needs of individuals you serve. Your focus should not be "going viral" or receiving many "likes" and "shares."

### Ideas for Learning and Teaching with Media Resources

- Become familiar with and promote the Church's Internet and social media hashtag (#) campaigns by sharing them with potential investigators, investigators, and members.
- Study the section "Use the Scriptures" from chapter 10 of *Preach My Gospel* to learn how to introduce, present, and apply multimedia resources in lessons.

- Review the digital interactive teaching pamphlets on your device. Study "Use the Scriptures" and "Teach for Understanding" from chapter 10 of *Preach My Gospel*. Discuss with your companion how to apply these principles while using the digital interactive pamphlets in teaching.

## EMAIL

As a missionary, you will have two different email accounts. Use your MyLDSMail email account to communicate with family. Your Mormon.org email account is connected to your proselyting area. This account, like a cell phone number, stays with the area even when you are transferred out of it. If needed, follow the instructions on the Missionary Portal Launch Dashboard to create a Mormon.org email account.

### Email Standards

- Use your MyLDSMail account to email your family on preparation day.
- You may receive and read MyLDSMail emails during the week, but you should respond only on preparation day.
- Use your Mormon.org email account to email investigators, ward leaders, and members to coordinate missionary work. This account may be used daily.
- Use proper etiquette and respect for others in your emails. The content of emails should be edifying and constructive.
- Do not email personal information about others.

### Ideas for Using Email

- Schedule and confirm appointments and meetings.
- Send thank-you emails to members.
- After you teach a lesson, send an email, text, or Facebook message to your investigators, thanking them for letting you visit and reminding



them of your future appointments. In the message, you may also want to remind them of their commitments. You can also provide a link to materials on Mormon.org that will reinforce what you taught; for example, if you taught the message of the Restoration, you could include a link to the “Restoration” (First Vision) video

on Mormon.org. If you taught the plan of salvation, you might include a link to the Mormon Message that reviews the plan of salvation.

- Coordinate member involvement in missionary work, such as lesson planning and fellowshipping.





# How Do I Effectively Use the Area Book Planner App?

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## USING THE AREA BOOK PLANNER APP

The Area Book Planner app combines your area book and daily planner into an app that will help you better meet the needs of those you work with. It provides convenient access to your teaching records, calendar, key indicators, goals, plans, to-do tasks, and investigator and member lists. The app can also show the location of investigator and member addresses on a map.

## SYNCING

Once you arrive in a new area and sync the app, it will be updated with all of that area's information. You can see all of your area's data even when your

device is not connected to the Internet. Sync your Area Book Planner data often to share your changes with your companion and back up your data to the Church's server. Strive to sync daily to keep your data current between you and your companion. You can sync your device by clicking on the **Sync Now** icon on the Dashboard or from the Menu tab. The first time you sync in a new area, it may take a little while to download all the area data. After that, syncing will take less time.

## WHAT YOUR LEADERS SEE

Your mission president can see everything in your Area Book Planner. Other mission leaders can see



only summary reports of your key indicators through the Missionary Portal.

### AREA BOOK PLANNER FEATURES

The Area Book Planner will facilitate purposeful planning and organization through its different features. The seven main sections, or tabs, of Area Book Planner are below:

- Menu
- Dashboard
- People
- Calendar
- Tasks
- Planning
- Goals

### MENU

If at any point you forget how to do something within Area Book Planner or just need a refresher, you can use the Help Topic section of the Menu tab. Here you will be able to find frequently asked questions, baptismal interview questions, lesson summaries, explanations of *Preach My Gospel* definitions for investigator and member statuses, and so on.

In the Menu tab you can report a problem or suggest a feature for Area Book Planner. Please be as specific as possible when reporting problems or suggesting features.

### DASHBOARD

This is the home screen that provides quick and easy access to your key indicators, investigators, members, tasks, and calendar all on one screen.

Find the **Sync Now** icon in the upper right corner. Tap on this icon to sync your data any time you are connected to the Internet.

Find the Key Indicator Goals section at the top of the Dashboard. Make sure the section is expanded so you can see it. Look at each key indicator, starting

with Baptized. You'll see a large number in the middle of a circle. That number shows the number of people baptized in your area this week. The small number at the bottom of the circle is the goal that was set for that key indicator for that week. Tap on the word **Baptized**. Look at the pop-up window. Find the plus and minus icons. Tap on these icons to increase or decrease your goal for that key indicator. You can set your goals this same way for the key indicators. You can also tap on the **Goals** tab along the bottom of the screen to manage your goals in more detail.

Find the investigator list in the center-left of the Dashboard. Scroll through the investigators to see how they are grouped by status: progressing investigator, other investigator, new, potential, and so forth. Members are also grouped into recent converts and returning (less-active) members. Click on a person's name in the investigator or member lists to go straight to that person's teaching record. You can tap on the **People** tab along the bottom of the screen to view your teaching pool in greater detail.

Using the Dashboard, you can drag a person's name from the investigator or member lists onto the calendar to quickly set up an appointment with them. You can also drag a person to the task list to create a task associated with that person. Drag a task to the calendar to schedule time to complete that task. You can also tap on the **Calendar** tab along the bottom of the screen to see daily, weekly, and monthly calendar views.

### PEOPLE

In the People tab you can find your teaching pool. This is a list of progressing investigators, other investigators, potential investigators, former investigators, new converts, and less-active members. By tapping on an individual's name, you can bring up that person's teaching record.



Tap **Groups** in the upper left corner. This will show you a key to understand the colors used for each group of investigators or members. When a person's circle is filled in, it means he or she has a baptism date or is already baptized. A star means that the person is on your "focus" list. You will read more about the focus list below when you read about the teaching record.

Tap on any group of people to see only those people in that group. For example, if you want to see a list of just your progressing investigators, you can tap on **Progressing Investigators**. Tap **Groups** to go back.

Find the **Online Investigator** list toward the bottom of the Groups page. Tap this list to see only those investigators you are teaching online who live outside of your proselyting area.

At the bottom of the Groups list, you'll see a group called Reassignments. That list includes people who were reassigned to your area from another area in your mission.

Tap **Teaching Pool** at the top of the screen to view everyone you are working with in your proselyting area.

## Teaching Record

Click on a person's name from either the Dashboard or People section to access his or her teaching record. This record allows you to record the personal information and progress of those you teach and keep track of who is fellowshipping them in the local ward or branch. You will record principles you teach, invitations you extend, and members who are present during your teaching visits. The teaching records can be updated by directly modifying the teaching record or by reporting on teaching events. It is important to enter in this information as accurately as possible since it determines your key indicators and affects your planning and the progress of those you teach.

You can add or remove a person from your focus list at any time by tapping on the person to view his or her teaching record and then tapping on the colored circle next to the person's name.

Expand the blue menu bar in the upper right of the screen. From here, you can add an event to the person's teaching history, add a task, drop the person, or move the person. To do so, tap **Move**. You'll see two options—to either refer a person or reassign the person to another area. Tap **Refer** when you want to send his or her personal information out of the mission as a referral. Only the person's basic contact information will be transmitted to the Church's referral management system. Tap on **Reassign** if you want to move the person and all of his or her teaching history to another proselyting area in your mission.

Find the Contact Info, Household, and Fellowshippers sections along the left side of the teaching record. Scroll down to view background and Church unit information. At the bottom left of the teaching record is a box labeled "Help Needed." Use this box to enter a note that will appear on the Progress Record that your ward and stake leaders can see.

Look at the sections on the right side of the teaching record, beginning with Baptism & Confirmation at the top, then Principles, where you can see a high-level view of the principles taught from each of the lessons in chapter 3 of *Preach My Gospel*. Expand each lesson to see details about each principle, including the day and time the principle was taught.

Below the Principles section, you can see a list of commitment invitations extended, when each invitation was extended, when the missionaries last followed up on each invitation, and whether the person is keeping the commitment.

Below the commitment invitations, you can see a history of sacrament meeting attendance for that person. Below that is a list of plans that were made for that person. You can add a plan for an individual



during your weekly planning session that you can then refer to as you plan each day.

At the bottom of the Teaching Record, you can see a complete history of all the lessons, sacrament meetings, and other activities in which that person took part. Use this section to become familiar with when a person started investigating, how frequently he or she met with the missionaries, what was discussed, and how each lesson went.

### Data Privacy

There is a lot of information about a person on the teaching record. As missionaries you are responsible for taking care of the personal or sensitive information your investigators share with you. Some of the things they disclose to you should not be repeated, some should not be recorded, and some should be recorded very carefully. Learning about

what personal information to record and how to record it on teaching records will be very important in order to protect yourself, your investigators, the Church, and others.

The privacy of personal information is known legally as “data privacy” and usually refers to data that is stored on computer systems. There are laws that regulate what information can be collected, recorded, and shared with others.

You can record a reference to a person’s belief or life event in general; however, it is not permissible to mention (indirectly or directly) things like racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, sexual preferences or practices, or criminal or health records about an

Allowed	Not Allowed	Reasoning
She and her husband moved here from Germany.	She and her husband were born in Germany.	No direct references to sensitive subjects, like ethnic origin or health history.
She has concerns about the Word of Wisdom.	She has struggled to quit smoking for 15 years. She has type 2 diabetes.	No direct references to sensitive subjects, like ethnic origin or health history.
He is concerned about the kinds of friends his son spends his time with.	His son is in a gang and has two court dates.	No direct references to criminal records or sexual preferences or practices.
His other son has some concerns about the law of chastity.	His other son has same-gender attraction and is living with his boyfriend.	No direct references to criminal records or sexual preferences or practices.
He was concerned when we taught about the law of tithing.	He doesn’t pay his tithing. He told us about his financial hardship.	No direct references to financial situations.



individual. There may be other restrictions in the country you are serving in. For additional information talk to your mission president, who has further details on the Mission President Portal.

The information in the chart on the previous page provides examples of what you are legally allowed and not allowed to record, as well as why.

## CALENDAR

You will use the Calendar tab to record when, where, and what you will be doing daily. This will be essential in your daily and weekly planning as you schedule how you will carry out your plans. Use the Calendar tab to view a single day, a week, or a month.

Tap the plus sign in the upper right to add a calendar event. You can schedule a one-time event or a repeating event, such as daily companionship study or weekly coordination meeting with the ward mission leader.

## TASKS

The Tasks tab allows you to keep track of what you need to get done, when it needs to be done, and what people and event the task is associated with. Tap the plus sign to add a task to your task list. You can enter a deadline for completing each task. You can also associate a person to a task so that the task will appear in that person's teaching history.

## PLANNING

To organize your goals and plans and center them on individuals, you will use the Plans tab. Here you can create individualized weekly plans or notes for each person you are working with. Record your plans during your weekly planning session. Then refer back to these plans as you plan each day.

## GOALS

The Goals tab presents you with tools to manage your key indicator goals and results. It will also show

you definitions of how the app calculates your key indicator results.

## Key Indicators

Your Area Book Planner includes key indicators to help facilitate purposeful goal setting and planning. *Preach My Gospel* states, "Key indicators have been identified by Church leaders to help you focus on [your] purpose. As you focus on these indicators, you will help people progress toward baptism, confirmation, continued activity in the Church, and lasting conversion" (138).

You will manually enter in your key indicator goals; however, key indicator results are generated from the information you report in teaching records. Because of this, it is essential that the information you enter into your teaching records is accurate and complete. For each key indicator to be reported correctly, you will need to meet the requirements outlined in *Preach My Gospel* (138–39).

At the top of the Key Indicators screen, you'll see a date. Tap the forward and backward arrows on either side of this date to move to the previous or next day. To the right of the date, you'll see blue and white **Daily** and **Weekly** buttons. Use these to change your view from daily to weekly key indicators and vice versa. For example, tap **Weekly**. You'll notice that the app now shows you the weekly key indicators for the current week.

Tap **Progressing Investigators**, located midway down the screen. On the right, you'll see a definition from *Preach My Gospel* for that key indicator. Below the definition is a six-week history of goals and actuals for that key indicator. Below the history is an explanation of how the Area Book Planner app calculates the actual number for that key indicator. Below that, you'll see a list of people who are counting toward the total. Below that, you'll see a list of people who might be potential investigators but aren't counting toward the total. Tap on those people and look through their teaching records to find out



why they are not counting. Refer back to the Area Book Calculation to help you know what to look for.

### **DIGITAL PROGRESS RECORD**

Using the information you enter into Area Book Planner, a digital Progress Record is generated for you and the ward and stake leaders you serve with. You can access this digital Progress Record on the Missionary Portal. Ward and stake leaders can access this record on LDS.org under Leader and Clerk Resources under the Other tab.

The Progress Record shows details of investigators, new converts, and returning members whose teaching records you have modified within the last three weeks. It summarizes the principles you have taught and their sacrament meeting attendance (for the past six weeks). It also shows any information you have recorded in the Help Needed field on a teaching record.

Utilize this resource to coordinate efforts with ward and stake leaders, including during missionary coordination and ward council meetings.





# How Do I Proselyte Online?

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## ONLINE PROSELYTING

Online missionary work is done by seeking to fulfill your missionary purpose using the Internet. It is based on the same principles as your traditional proselyting activities and provides many opportunities to reach others in new ways.

## SOCIAL MEDIA

More than one billion of Heavenly Father's children have gathered together in online communities. They are connected together in ways that have never before been possible. In many ways, these online communities are like gated communities that missionaries have not been able to access. As a missionary, you will be able to reach people who live in these online communities.

## FACEBOOK

For now, Facebook is the only social media site you are authorized to use. Other social media venues may be added over time and will be posted on the Missionary Portal and the Mission President Portal.

Facebook enables you to create a profile page and to share information, links, and photos with other people. You may connect with, or "friend," other users, as well as join groups that share common interests. Using Facebook, you may send private or group messages; post pictures, quotes, and thoughts; and see updates and information others share. The chat feature is a way to instant message others who are connected.

You are to conduct yourself within these online communities with the same high standards that you have when working in other communities. The following standards are adapted to online missionary work from the *Missionary Handbook* and *Preach My Gospel*.



Remember, one of the keys to successful online missionary work begins with working with members.

To begin using Facebook, create a profile that reflects your sacred calling. If you used Facebook prior to your mission, you may modify your existing Facebook account or delete your existing account and create a new one. Facebook policy only allows you to have one account.

### Facebook Standards

#### *General*

- Always sit where you can see your companion's screen.
- Be aware of your companion's contacts, messages, and communication.
- Do not post, comment, or message anything without your companion reviewing it first. (This does not apply to letters to the president or emails home.)
- Participate as a companionship in all teaching events. These include emails, Facebook chat, Skype, and FaceTime.
- Use the title "Elder-" or "Sister-" with your first and last name so that members and investigators can easily identify you.
- Use a profile picture that reflects your sacred calling. Show your name tag, and wear appropriate mission attire. Use an individual picture of you, not a group photo.
- Do not create calling-related websites, blogs, or social media profiles for local units or members; members are to create these.
- Do not say that your views or posts are "official" or "authorized" by the Church.
- Do not access any Facebook applications or games.
- Leave groups that do not reflect your calling as a representative of the Lord.
- Remember, the Church is politically neutral. Your posts and interactions with others should reflect the same political neutrality.

#### *Safety*

- Be careful who you add or request as online friends. Focus on people you have met, those who live within your area, and those who are introduced to you by members. You should not accept friend requests from people you do not know. Before you accept a friend request from a person you have not met, you may want to send a message to verify who the person is and the extent of the person's interest in learning the gospel.
- If at any time a Facebook friend makes you feel uncomfortable, behaves inappropriately, or shows dishonorable intentions, you should "unfriend" the person. Inform your mission president if you feel that someone online is harassing you or other missionaries.
- Do not engage in conversations with individuals whose only goal is to destroy your testimony. "Unfriend" or "block" any individual who is only interested in arguing with you, destroying your faith, or undermining the progress of investigators. Talk to your mission president for his guidance if you encounter such circumstances.

#### *Respecting Others*

- Use appropriate security and privacy settings to regulate what information is shared and received. To protect you and others, you may organize friends into groups, block individuals, and set who can see your profile and what information they can see. To learn how to do this, refer to Facebook's help page ([facebook.com/help](https://www.facebook.com/help)).
- Do not post pictures of others without their consent.
- Do not reveal the full names, addresses, personal struggles, other private information, or other identifying details of investigators, contacts, or members. Ask family and friends to not repost emails, pictures, confidential information, or details about people you are teaching.
- Your messages should respect the digital



property rights of others. You should not create content using someone else's name, art, photos, music, videos, or other content without permission. To assist you in creating uplifting gospel messages, the content in the Media Library on LDS.org, unless otherwise indicated, has been cleared to be used by members without seeking permission from the Church.

### *Communication with Others*

- Avoid non-missionary conversations with family, friends, other missionaries, or returned missionaries on your Facebook page.
- Encourage ward members to participate.
- You may add family members as friends. This will allow your family to follow your online work. Where appropriate, family members can become a resource to help answer investigators' questions or even help teach.
- Do not use Facebook or blogs as places to post your preparation day photos. Only post photos that reflect your sacred calling.

## **Ideas for Using Facebook**

### *Organizing Your Profile*

- Organize your friends by creating groups. You may want groups for friends or family who are back home and groups for people from your mission. Organizing people into groups will help you control what appears on your news feed and who can read your posts. You can modify your privacy settings so that those on your mission friend list can see your future posts but not old posts on your timeline.
- Adjust your news feed so that those who would be a distraction to your work do not appear on it. As needed, see the Missionary Portal Launch Dashboard for instructions.
- Invite local members, investigators, and contacts to become your friends on Facebook. Ask them to invite their contacts to become your

friends. Avoid communication that could be misunderstood; be respectful and do not add their contacts as friends unless you have permission or they send you a friend request.

### *Focusing on Others*

- Learn about your investigators' and contacts' needs, interests, likes, and dislikes by reviewing their profiles and posts. Do not waste time browsing or watching videos that are distracting and not relevant to your missionary purpose.
- Maintain daily contact, in addition to regularly visiting your investigators, by regularly posting short thoughts or inspirational messages that meet their needs. When posting think to yourself, "If I had 10 minutes to teach my investigator, what would I teach?"
- Consider helping investigators with a baptismal date create a Facebook event to invite their friends and family to their baptismal services.

### *Creating Posts*

- The more you personalize your posts to people and focus on individual needs, the more likely they are to read your posts and be affected by them.
- Limit your comments on other missionaries' posts.
- Keep your posts short and interesting. Testify often and always include an invitation to act.
- Consider posting your thoughts about an experience you had, a question an investigator asked you, something you learned during your studies, or something you found on Mormon.org.
- Include your personal thoughts and feelings when you share a link.
- Do not become an annoyance by over-commenting on others' posts.
- Be certain you know when you are making



private comments versus public ones. After you write a post, you can select who can read it by clicking on the drop-down menu under your post.

- “Like” and “share” posts and messages from Church Facebook pages such as Mormon.org, LDS.org, and FamilySearch.org. Encourage members and investigators to do the same.

### Working with Members

- Remember that members are the key to entering “gated” online communities. Work with them to introduce their online friends and family members to the gospel.
- Help members prayerfully decide which of their Facebook friends they should share the gospel with (see *Preach My Gospel*, 160–62). Regularly follow up and help them evaluate how they can be better online member missionaries.
- Help members become more comfortable and proficient in sharing personal thoughts and directing others to the Church’s online resources. For example, invite members to write weekly status updates that are gospel-related. This could be as simple as mentioning a scripture that helped them during the week, a thought from general conference, or something from family home evening.
- Post one or two thoughts a week that members can share with their friends.
- Encourage local members to create Facebook events for ward socials, activities, and special meetings. You should not be an administrator of these events or pages.

### MORMON.ORG

Mormon.org is designed to introduce the Church to the world and was specifically designed for non-members. It provides accurate information, answers to common questions, and resources to learn more.

The Values page highlights cultural priorities of the Church, such as good citizenship and strong

families; the Beliefs page outlines core doctrines; and the People page presents profiles of Church members who tell their own story of how the gospel of Jesus Christ has blessed their lives. People who visit the website can chat live with missionaries, find a meetinghouse, request a copy of the Book of Mormon or Bible, and request a visit from missionaries.

Follow the instructions on Mormon.org to create a profile that expresses your feelings about the gospel.

### Mormon.org Standards

- Regularly visit Mormon.org and become familiar with its features.
- Identify members in your area who have posted their profiles; become familiar with their profiles.
- Identify profiles of individuals with similar backgrounds as those you are teaching.
- Encourage investigators to use the chat feature when they have questions.
- Find and like the Mormon.org Facebook page.
- Like and share messages sent from the Mormon.org Facebook page.

### Ideas for Using Mormon.org

- Look at the Mormon.org profiles of members and full-time missionaries who have similar backgrounds as the people you are teaching. Help encourage friendships between these individuals by advocating meaningful communication with each other.
- Go to Mormon.org and follow the instructions to connect your Mormon.org profile to your Facebook profile.
- Print premade pass-along cards that have your picture, a QR code, and the web address to your Mormon.org profile. Access these by going to Mormon.org and clicking on **Profile**, **Edit Profile**, and then **Share Profile**. Pass these out to people interested in learning more, and invite them to read your story, explore others’ stories,



or find specific answers to their questions. Teach members to do the same.

- Become familiar with and share doctrine, frequently asked questions, and videos with those you teach.
- Encourage investigators, former investigators, and members to invite their friends and family to mention Mormon.org and the features listed on its home page (ordering a Book of Mormon, meeting with the missionaries, and so on).
- Invite members to create their Mormon.org profiles. Ask them to have friends review their profiles and give feedback.

## VIDEOCONFERENCING

Videoconferencing technologies allow people in different locations to meet face-to-face.

### Videoconferencing Standards

- Skype and FaceTime are authorized videoconferencing technologies. Your mission president may also use other videoconference platforms for meetings or communication.
- Videoconferencing can be used for teaching lessons.
- Missionaries are authorized to use Internet options, like Skype, to contact their parents or guardians at Christmas and on one other occasion during the year, usually Mother's Day or another significant holiday.
- Both missionaries in the companionship should always be in the camera's view while teaching an investigator using videoconferencing.
- You must have permission from your mission president to teach friends and family, as well as anyone else living outside your mission boundaries.

## Ideas for Using Videoconferencing

- Strive to have a member present, either physically or interacting remotely, when teaching online lessons.
- Teach members how to prepare and invite their online friends to visit with full-time missionaries over Skype or FaceTime.
- Use Skype or FaceTime to meet with your ward mission leader if meeting together physically is inconvenient or impossible.
- Invite mission leaders to join you via videoconferencing for companionship study or nightly planning.

## BLOGS

A blog is a regularly updated web page, typically written in an informal, conversational style. Others can generally read and comment on what is posted on a blog.

Creating a blog is optional.

### Blog Standards

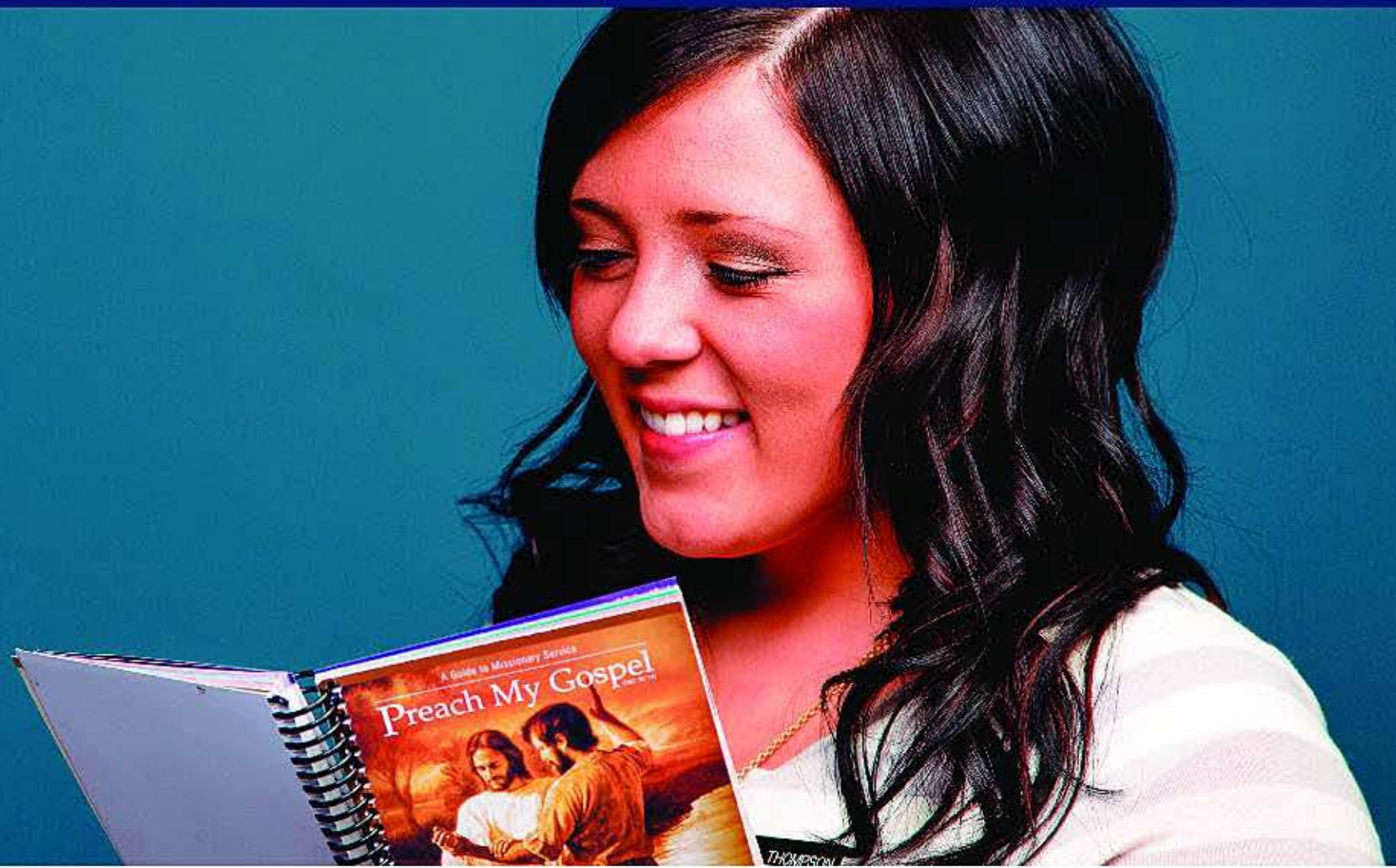
- If you choose to write a blog, make sure you give the mission president and the mission leadership the blog's web address.
- Do not say that your views or posts are "official" or "authorized" by the Church.
- Use free and safe blogging sites (Blogger or WordPress). To obtain a Blogger account, you will need a Gmail account. You may use an existing Gmail account or set up a new one. However, you should not use it to send or receive emails. WordPress cannot be used on a mobile device but may be used on a computer.
- Do not use a blog you had before your mission.
- Your blog should not be used as a journal of activities or as a travelogue.



### Ideas for Using Blogs

- Do not write blog posts that are like a lesson from a Church manual. Blogs are more widely read and shared when you write about personal experiences, feelings, thoughts, and questions.
- Keep your content simple and brief. It should edify others and testify of the Savior.
- Visit [social.lds.org](http://social.lds.org) to see what resources are available for you to use on your blog.
- Invite your readers to do something to build their faith in Jesus Christ. Some suggestions might include visiting [Mormon.org](http://Mormon.org) to learn more about the Church or to chat with a missionary, reading the Book of Mormon, praying, attending church, or posting their own comments or questions.
- Share links to scriptures and gospel resources that relate to the messages you share. Direct readers to Church websites like [Mormon.org](http://Mormon.org), [MormonNewsroom.org](http://MormonNewsroom.org), [MormonTopics.org](http://MormonTopics.org), and [LDS.org](http://LDS.org).
- Invite your mission president, Facebook friends, other online missionaries, and local members to become followers of your blog.
- Check your blog regularly for comments and questions, and post appropriate responses.
- Follow the instructions on [Mormon.org](http://Mormon.org) to link your blog to your [Mormon.org](http://Mormon.org) profile. You may also link it to your Facebook page.





# How Can I Use *Preach My Gospel* to Do Missionary Work in the Digital Age?

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## **PREACH MY GOSPEL**

*Preach My Gospel* is a remarkable and useful resource as you seek to know how to use your digital tools effectively. The principles it teaches can be applied as you use technology to fulfill your purpose.

As you seek to improve as a missionary and strengthen the area in which you serve, the Lord will guide you to know what to focus on. Focus on activities listed below that will address your specific needs as you strive to apply the principles of *Preach My Gospel* while using technology in your area.

## **PLANNING**

- Complete the following personal or companion study activity on page 201 of *Preach My Gospel*: “Write in your daily planner your plans for daily contact with each investigator . . .” Select a progressing investigator or less-active member. Make a plan for how you will use technology this week to maintain daily contact. Record what methods were effective in maintaining daily contact.
- Complete the following companion study activity on page 139 of *Preach My Gospel*: “In your study journal, list every proselyting activity you have done in the past three days . . .”



Be sure to include the time you spent using your mobile device.

- Complete the following companion study activity on page 147 of *Preach My Gospel*:  
“Set weekly goals for each indicator . . .” While using the Area Book Planner, evaluate the goals you set using these questions. Determine if you need to revise them.
- Complete the following personal study activity on page 152 of *Preach My Gospel*:  
“Take a few moments and think about your final day in the mission field . . .” Consider the questions presented as they relate to using technology. Determine goals and plans that will help you use technology righteously and effectively even after your mission.
- Watch and discuss *The District 1* video segments on your mobile device to improve your planning. The following are recommended segments:
  - “Area Book” (6:30)
  - “How to Set Goals” (6:14)
  - “Pray for Inspiration” (2:24)

### FINDING

- Answer the following question in the companion study activity on page 165 of *Preach My Gospel*:  
“How can you better link family history work . . . ?” Go to [FamilySearch.org](http://FamilySearch.org) and print your fan chart. With your companion, create a plan to use your fan charts as you talk with people this week.
- Complete the companion study activity on page 166 of *Preach My Gospel*:  
“Identify all the former investigators in your area book . . .” As a companionship, discuss how you can use social media to connect with former investigators. Make a plan using your Area Book Planner, friend requests, messages, members, and other resources.
- Complete the companion study activity on page 159 of *Preach My Gospel*:  
“Review a list of people you are currently

teaching . . .” Use the lists in the Area Book Planner or the friends or group lists on Facebook.

- See “Working with Members” on page 26 of this guide for additional effective ways to find.

### TEACHING

- Complete the following companion study activity on page 190 of *Preach My Gospel*:  
“Review the items you have available to leave with investigators including brochures and audiovisual items . . .” Discuss what social media and other digital resources you can use to help each person progress, such as the interactive teaching pamphlets, Gospel Library, or the Book of Mormon app. Are there other resources you need to obtain so you can share them with your investigators? Make a plan of how you will most effectively share this media.
- Complete the following personal or companion study activity on page 185 of *Preach My Gospel*:  
“What might happen to an investigator’s progress if he or she encountered the following situations . . . ?” Select two of your investigators or less-active members who are facing one of these challenges. Refer to approved Church websites to find resources to help strengthen them. Make a plan for how you will use these resources this week to help them.
- Complete the following personal or companion study activity on page 188 of *Preach My Gospel*:  
“Think of an investigator, recent convert, or less-active member who is trying to overcome addiction . . .” Select two of your investigators or less-active members who are trying to overcome an addiction. Make a plan for how you will help them this week, considering where digital tools would best be used.
- Complete the companion study activity on page 182 of *Preach My Gospel*:  
“Review one of the following passages. Determine how you would . . .” Think of an investigator who is struggling to understand a



scripture, ponder and study the scripture, and use the insights you gain to share the scripture online with your investigator.

- Generate posts and pictures that focus on the needs of investigators and others. Use the following sections in *Preach My Gospel* as starting points:
  - Page 158: “Teach When You Find, Find When You Teach”
  - Page 102: District Meetings and Zone Conferences: “Express gratitude for manifestations of the Lord’s hand in your work.”
  - Page 160: “The Importance of Members”
- Become familiar with Mormon.org. Find ways it will help those you teach. Consider how it will help others:
  - Resolve a concern. (As needed, refer to page 187 of *Preach My Gospel*, “Help People Resolve Their Concerns.”)
  - Answer a question in between appointments. (As needed, refer to page 200 in *Preach My Gospel*, “Follow Up.”)
- Complete the personal or companion study activity on page 108 of *Preach My Gospel*: “Make a list of some ‘great questions of the soul’ that investigators have asked . . .” On your blog, write the answers you find.
- Watch and discuss *The District 2* video segments on your digital device to improve your teaching. The following are recommended video segments:
  - “Teach People, Not Lessons: Tabitha and James” (5:59)
  - “Invitation to Attend Church: Manny and Tina” (5:46)
  - “Impressions of Missionaries” (4:32)

## WORKING WITH MEMBERS

- Complete the following companion study activity on page 172 of *Preach My Gospel*: “Help members make a list of friends, relatives, and acquaintances . . .” Members have a list of their friends on social media sites, such as Facebook. This week, ask a member to review his or her online friend list, and help the member make a plan to share the gospel online. Review your own friend list and personally apply the suggested activities.
- Complete the personal study activity on page 180 of *Preach My Gospel*: “Imagine that you have a first appointment to teach a lesson to a family in a member’s home . . .” Decide which investigator you will teach in a member’s home this week. Make a plan for how you will use your digital tools to prepare the member to help you teach.
- Think of a member who is similar to one of your investigators. Find the member’s Mormon.org profile and plan how you will use it with that investigator. If the member does not have a profile, plan how you will help him or her create one.
- Watch and discuss *The District 1* video segments on your digital device, looking for ways to improve how you work with members through using technology. The following are recommended video segments:
  - “Working with the Bishop” (11:18)
  - “Working with the Ward Mission Leader” (4:29)
  - “Working with the Ward Council and PEC” (3:53)
  - “The Importance of Members” (14:42)









## How Will Missionaries Use the First 12 Weeks Schedule?

Instruction on how to use digital tools will be an integral part of the training program as new missionaries enter the field. Along with *The First 12 Weeks for New Missionaries and Trainers*, use the following table to help you integrate the effective and righteous use of technology to fulfill your missionary purpose. The schedule outlined in the table assumes new missionaries will bring a mobile device with them to the field. If this is not the case, seek guidance from

your mission office staff to obtain one and adjust the training schedule as needed.

Complete the items listed in the Application in Proselyting column (the right column) of the schedule during the week in which they are listed. Write the date you complete these items on the line provided, and report your progress to your mission president in regularly scheduled interviews. Items are to be completed as a companionship unless otherwise specified.



Date	Companion Study Activities	Application in Proselyting
<b>Week 1</b> (Arrival— Sunday)	Understand how to use technology to fulfill your purpose.	____ The new missionary reconfigures his or her mobile device, following the instructions on the Missionary Portal.  ____ The new missionary creates or modifies accounts for Facebook, Mormon.org, Skype, and a blog (optional).
<b>Week 2</b>	<b>Digital Tools: Gospel Library</b> Study the “Gospel Library App” section in this guide.	____ The new missionary begins to use Gospel Library to study and plan for investigators and others.
<b>Week 3</b>	<b>Digital Tools: Media Resources</b> Study the “Media Resources” section in this guide.	____ The new missionary begins to take the lead in using media resources in lessons.
<b>Week 4</b>	<b>Digital Tools: Email</b> Study the “Email” section in this guide.	____ The new missionary takes the lead in initiating email conversations with investigators and others.
<b>Week 5</b>	<b>Area Book Planner: People and Menu</b> Study the “People” and “Menu” sections in this guide.  Watch the Area Book Planner tutorial videos available on the Missionary Portal.	____ The new missionary takes the lead in using Area Book Planner to keep the teaching records up to date.
<b>Week 6</b>	<b>Area Book Planner: Calendar</b> Study the “Calendar” section in this guide.	____ The new missionary takes the lead in using Area Book Planner to schedule events.
<b>Week 7</b>	<b>Area Book Planner: Planning</b> Study the “Planning” section in this guide.	____ The new missionary takes the lead in using Area Book Planner to set goals and make plans in daily and weekly planning.



<p><b>Week 8</b></p>	<p><b>Area Book Planner: Tasks</b> Study the "Tasks" section in this guide.</p>	<p>____ The new missionary takes the lead in using Area Book Planner to create tasks.</p>
<p><b>Week 9</b></p>	<p><b>Area Book Planner: Goals</b> Study the "Goals" section in this guide.</p>	<p>____ The new missionary takes the lead in using Area Book Planner to set goals, make plans, and be accountable for the work reported.</p>
<p><b>Week 10</b></p>	<p><b>Online Proselyting: Social Media</b> Study the "Social Media" and "Facebook" sections in this guide.</p>	<p>____ The new missionary begins to use Facebook as a tool to find, teach, and involve members.</p>
<p><b>Week 11</b></p>	<p><b>Online Proselyting: Mormon.org</b> Study the "Mormon.org" section in this guide.</p>	<p>____ The new missionary begins to use Mormon.org as a resource for investigators and others.</p>
<p><b>Week 12</b></p>	<p><b>Online Proselyting: Videoconferencing and Blogs</b> Study the "Videoconferencing" and "Blogs" sections in this guide.</p>	<p>____ The new missionary begins to use Skype as another way to reach investigators and others.</p> <p>____ If needed, the new missionary initiates the missionary coordination meeting over Skype.</p> <p>____ As a companionship, if applicable, set up or evaluate the effectiveness of your blogs. Work together to improve them.</p>







