

This is part of a series of messages I wrote to encourage and equip new Online Missionaries.

### Part 3 - Use your buttons

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#### RESEARCH BUTTONS

These link to websites that will help you as you research and prepare to respond to people's questions and needs.

- 30-Day Study – 30 Day Next Step study guide for supplying contacts the missing days they are requesting.
- GotQuestions - Answers to frequently asked Bible questions
- Bible - Online Bible
- Look to Jesus - GMO basic follow-up website
- iChristianLife - GMO discipleship website

Clicking on a button should open up a new browser window or tab, so you will not lose your work in ARC Mail.

#### REASSIGN BUTTON AND OPTIONS

Use Reassign to send the contact to someone else. Click Reassign and then the "Reassign To" drop down menu to bring up the options (these will appear at the bottom of the window). Be sure to **select the correct option** before you click the second Reassign button! Remember, when you use this feature, you are not just forwarding a message but you are actually reassigning the contact to a new person.

Type a short message in the white text box to explain why you are making the reassign.

Your options for REASSIGN may include:

- **Foreign Languages** (Please do not use an automatic translation service to dialog. We have OMs available who can minister to contacts their home language.)
- **Difficult Theological Questions** (but try to research and respond yourself if possible!)
- **Abortion** (sent to an OM who specializes in this issue)
- **Marriage and Family** (sent to an OM who specializes in this issue)
- **Suicide** (sent to an OM who is a counselor)

- **Close Message -- No Response Needed** (Use for Duplicate e-mail, correspondence cycle complete, spam, incoherent message, etc. This will close the contact and take the message out of your inbox). But the contact will still be assigned to you. Do **NOT** use this option simply because you don't wish to reply or are not sure what to say.
- **Community Leader** (Please use this option only as a last resort if you feel that someone else should respond to the contact or if you are need advice on how to reply. Your Community Leader may send it back to you with suggestions on what to say.)

#### **LOAD TEMPLATES**

- **Community Templates** Your community may have some standard reply letters. For example, there may be one you can use when the contact is asking for money or materials.
- **Personal Templates** Here you can also store up to twelve of your own personal "common replies" that you have written.

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If you are have questions about ARC or about your online ministry:

- Review the ARC TRAINING VIDEOS and MANUAL
  - Check the Volunteer Website. (<https://www.gmovolunteers.com>)
  - Ask your COMMUNITY LEADER. (In ARC Mail, click on SETTINGS > GENERAL for your Community Leader's name and e-mail address.)
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