



1-2-1 Connections

1-2-1 Connectors User Manual

## Contents

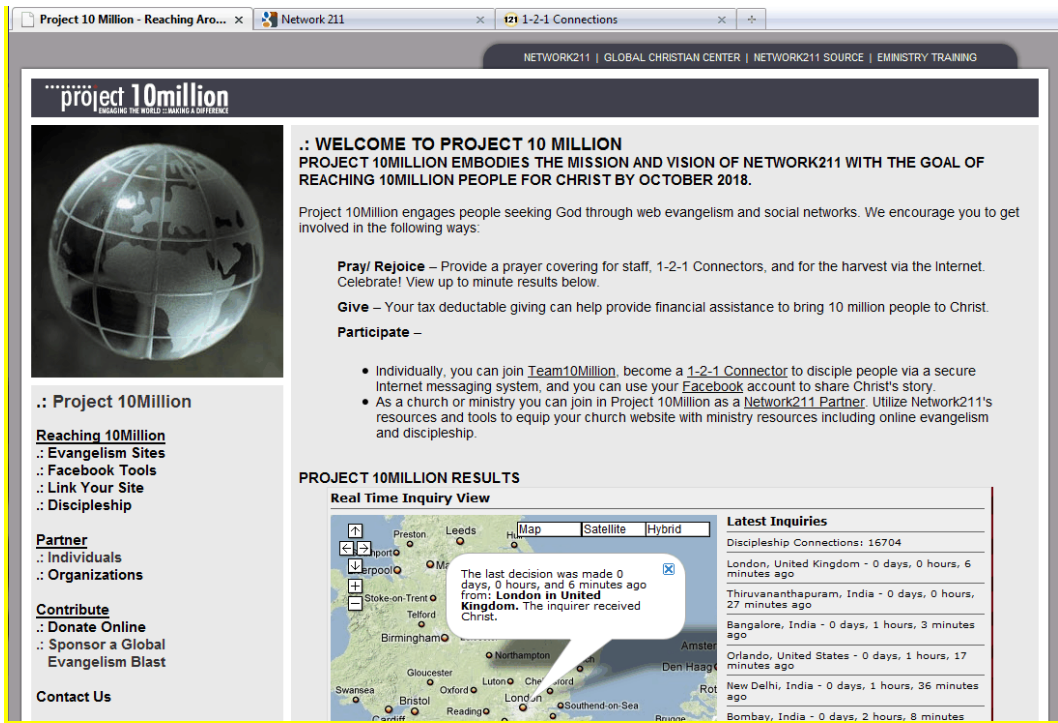
Accessing the System.....	
1. Accessing the System .....	3
Becoming a 1-2-1 Connector .....	3
Password Retrieval.....	7
2. The Manage Users Page.....	7
Your Queues.....	8
Replying to an Inquiry .....	8
Your Inquirers.....	8
User Information.....	8
3. The Messaging System .....	8
Folders.....	9
Creating a New Folder.....	9
Renaming a Folder .....	10
Moving a Folder .....	10
Deleting a Folder .....	10
Sending a Message.....	10
Searching for a User.....	11
Message Icons.....	11
Replying to a Message .....	12
Flagging a Message .....	13
Moving a Message .....	13
4. Forums .....	13
5. Resources .....	14
6. FAQ (Frequently Asked Questions).....	14
7. Profile .....	15
Basic .....	15
Account .....	15
Languages.....	15
Change Password.....	15
8. Groups.....	16
Signing Up for a Group.....	16
Using the Group Auto-Complete Field.....	16
Using the Group Search Form .....	16

# 1. Accessing the System

## Becoming a 1-2-1 Connector

To apply to become a 1-2-1 Connector.

You can join T10M by clicking the link on the [www.project10million](http://www.project10million) home page under the Partner tab, as an individual. There is also a link in the body of the text that will take you to the same Team10Million page.



(Figure 1.01,)

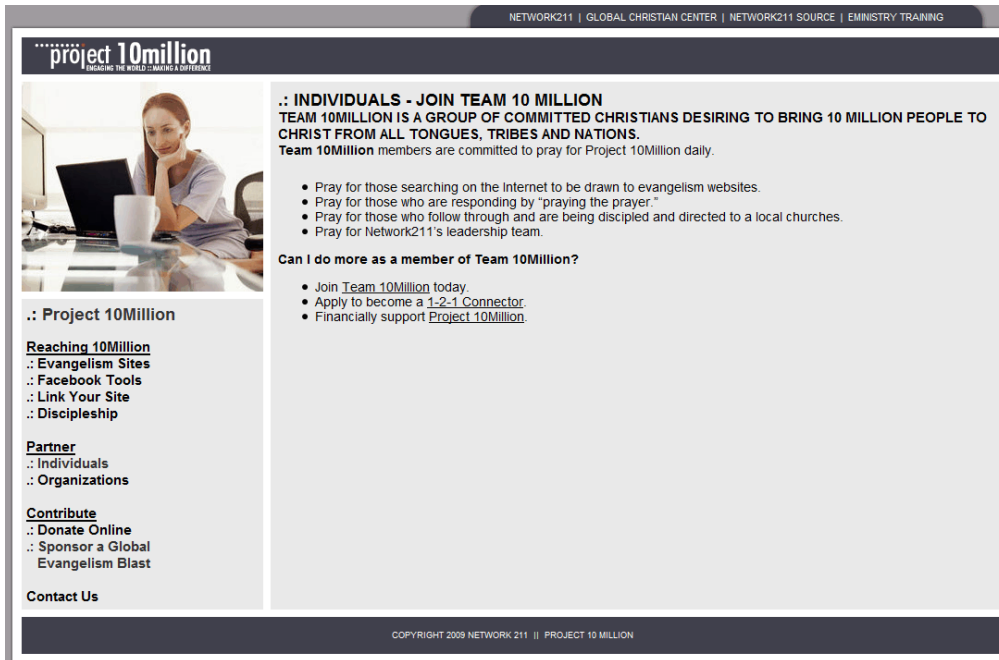
Clicking this link will bring up our Network211/Project 10 Million

Individuals – join T 10 M page.

Here under the sub-heading

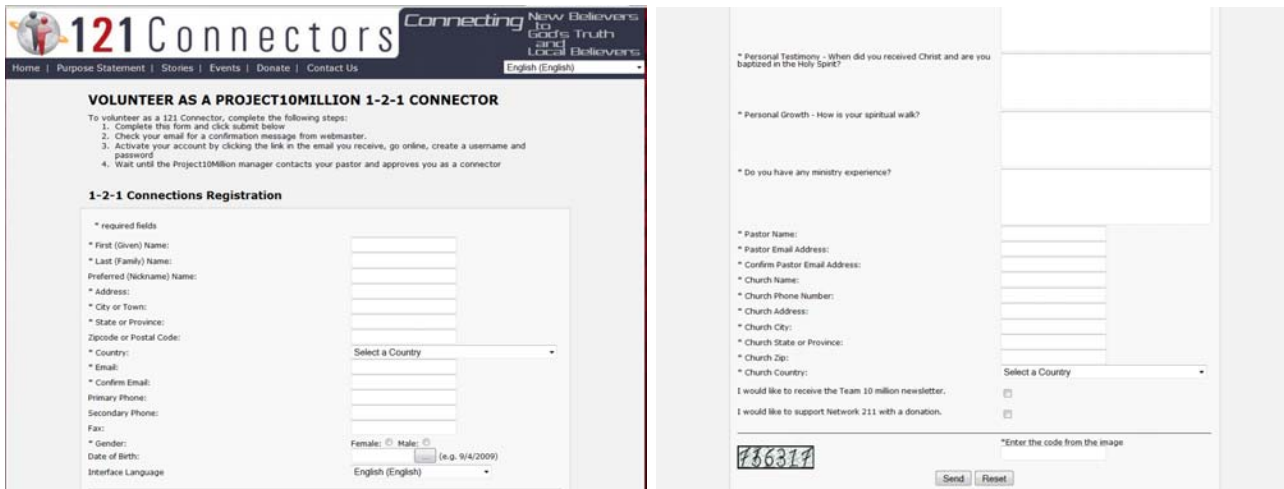
‘Can I do more as a member of Team 10 Million’, you will find the link:

Apply to become a 1-2-1 Connector.



(Figure 1.02,)

Clicking on this will take you to the “Volunteer as a Project10Million 1-2-1 Connector” Registration page.



(Figure 1.03,)

Fields marked with an asterisk (\*) symbol are required fields--you must fill them out in order to submit an application to become a [1-2-1 Connector](#). To clear the form, click the [Reset](#) button at the bottom of the form. Be sure to copy down the e-mail address you entered in the form. You will need it when you want to activate your account and log in to use the system.

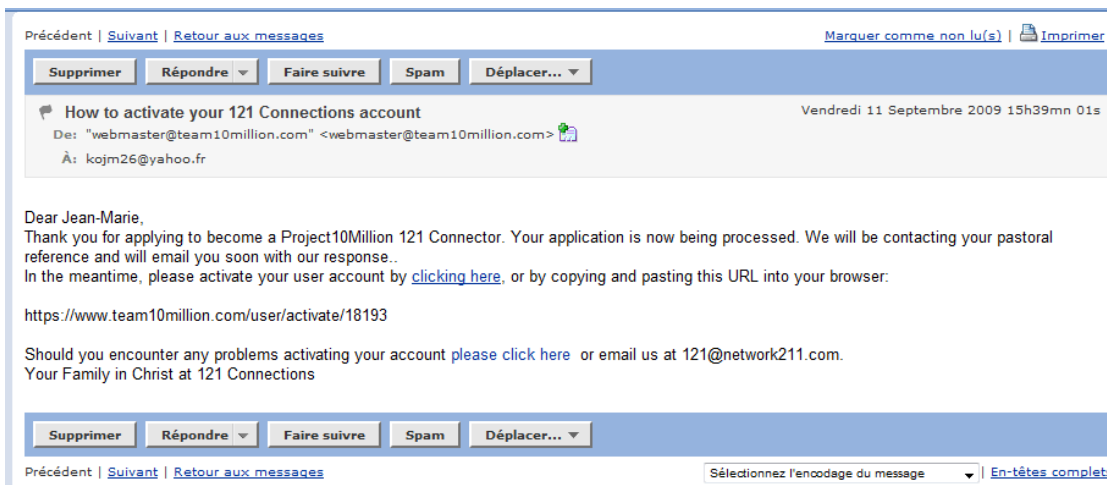
To submit the form and continue with your registration process, click the [Send](#) button.

After you complete the form and click the [Send](#) button, you will receive a response page telling you to check your e-mail for a message from us confirming we got your application.



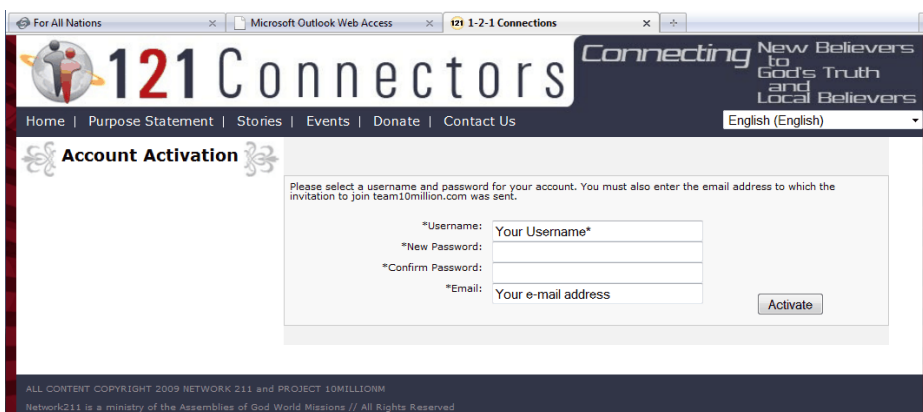
(Figure 1.04,)

You will find an e-mail message from webmaster.



(Figure 1.05,)

You need to activate your account, so click on the "clicking here" link above will take you to the Activation Form like this:



(Figure 1.06,)

This is your Account activation form. Before you activate this page, be sure to copy down your User Name and Password. You will need it when you want to log in to use the system. After you fill out the User name, password and the e-mail address you that used on your application, click "Activate".

1-2-1 Connections applications are not automatically approved by the system--they must be manually approved. Check your email for an "Approval" confirmation message from webmaster.

The application has to be processed and sometimes it takes a while for a Pastor to respond to our inquiry, but as soon as we have a response, you will receive another email from us.

While you are waiting for the final approval, you will benefit from prayerfully preparing yourself to minister as an online missionary by reading and studying the following helpful guidelines below.

## [Preparing to be a 1-2-1 Connector.](#)

- 1) Visit [www.121Tools.com](http://www.121Tools.com). You will not need a User Name and Password at this time; you can search the site for helpful articles on a variety of topics. There is search box on the right top corner of the page. For example type in the word: "Divorce" and you will see responses written by other users. This will help you find answers when you have been approved and start using the 212 Connections System.
- 2) Take time to study the Training Topics located on the [www.121Tools.com](http://www.121Tools.com) Menu on the left. This site is regularly updated so be sure to visit often.

## Once you've been approved,

Go to [www.Team 10Million.com](http://www.Team 10Million.com)

Here is what you will see when you log in as a 121 Connector.

The homepage banner will say 121 Connectors.



(Figure 1.07,)

You can log into the 1-2-1 Connections System, just go to the [Login Page](#) (Figure 1.07) and input the username and password that you entered when activating your account.

Be sure to read the current comments and then login with your user name and password and click on the 'Go' button. You will now see a new 121 Connectors page with listings of Inquiries on the right side, will now have links to let you [view and answer Inquiries](#) as well as a link to [manage your Inquirers](#).

## Password Retrieval

If you forget your password, you can retrieve it by clicking the "[Reset Password](#)" option on the [Login Page](#) (Figure 1.07)

After clicking the link, you will be taken to the [Password Retrieval Form](#) (Figure 1.19).



The screenshot shows a web browser window with the title "121 1-2-1 Connections". The page features the "121 Connectors" logo and a navigation menu with links for Home, Purpose Statement, Stories, Events, Donate, and Contact Us. Below the navigation is a "Password Retrieval Form" with two input fields: "Username" and "E-Mail Address", followed by a "Submit" button. At the bottom of the page, there is a copyright notice: "ALL CONTENT COPYRIGHT 2009 NETWORK 211 and PROJECT 10MILLIONM. Network211 is a ministry of the Assemblies of God World Missions // All Rights Reserved".

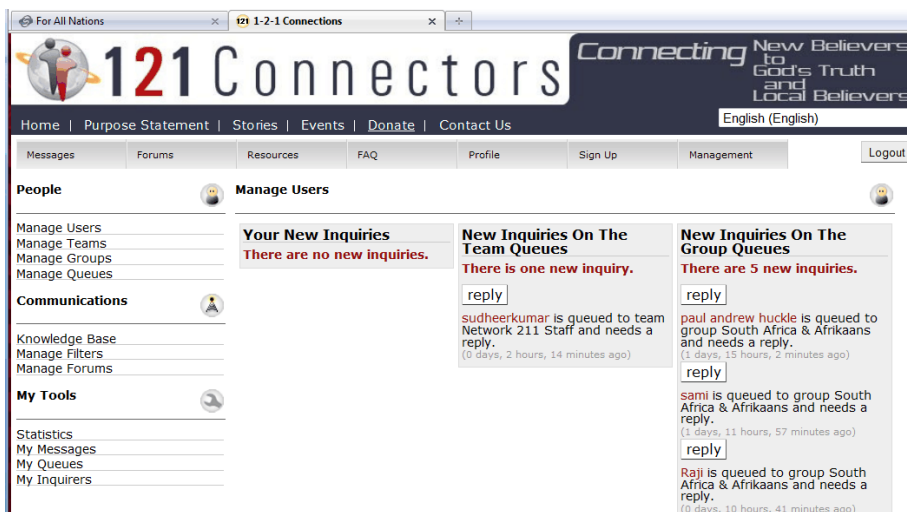
(Figure 1.19)

You will need to input your [Username](#) and the [E-Mail Address](#) that you used when registering for the account.

Once you click the [Submit](#) button, you will be sent an email containing a new password. You should then log in with the new code and now change your password in your [Profile Section](#).

If you registered but lost your activation information, you can use the 'Resend Activation' button to renew your information and use the reply e-mail to log in.

## 2. The Manage Users Page



The screenshot shows the "121 Connectors" website interface. The top navigation bar includes links for Home, Purpose Statement, Stories, Events, Donate, and Contact Us, along with a language dropdown set to "English (English)". Below the navigation is a "Management" section with a "Logout" button. The main content area is titled "Manage Users" and is divided into three columns. The left column contains a sidebar with links for "Manage Users", "Manage Teams", "Manage Groups", "Manage Queues", "Communications", "Knowledge Base", "Manage Filters", "Manage Forums", and "My Tools". The middle column, titled "Your New Inquiries", shows "There are no new inquiries." The right column, titled "New Inquiries On The Team Queues", shows "There is one new inquiry." with a "reply" button and a message from "sudheerkumar" who is queued to team Network 211 Staff and needs a reply. The far right column, titled "New Inquiries On The Group Queues", shows "There are 5 new inquiries." with a "reply" button and three messages from "paul andrew huckle", "sami", and "Raji", all of whom are queued to group South Africa & Afrikaans and need a reply.

(Figure 1.08,)

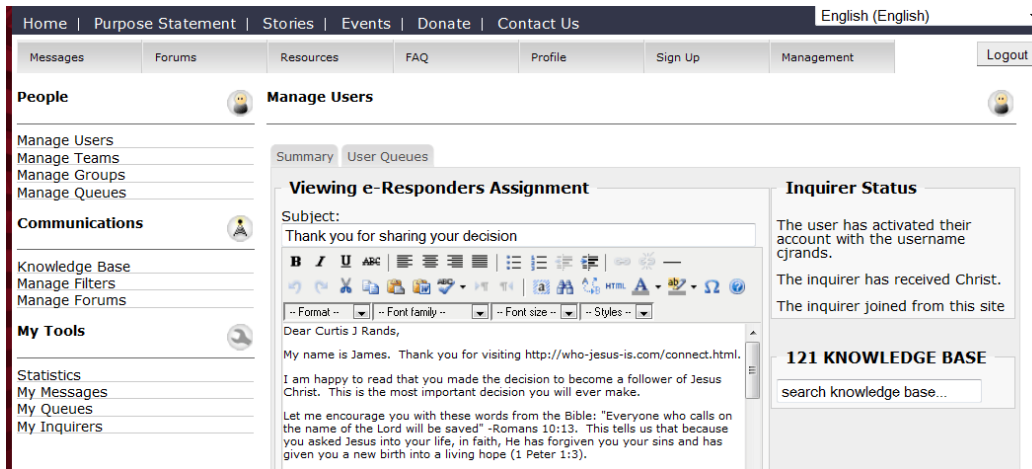
As a [1-2-1 Connector](#), the first page that you will see when you login to the system will be the [Manage Users](#) page. (Figure 1.08,)

## Your Queues

Click "My Queues" to view the New Inquiries page. Each Inquiry will be identified by the Inquirer's name and how long ago the Inquiry was made.

## Replying to an Inquiry

To respond to an Inquiry, click the "Reply" button next to it. This will bring up the standard message screen. (Figure 1.20)



(Figure 1.20)

On the right-hand side are the Inquiry text, the status of the Inquirer who made it (including whether the account is active, what kind of Inquiry this is, and the site from which the Inquirer joined Network 211), and a FAQ section. Using the FAQ tab may not give you the information you need at this time, so we have developed a new tool, at [www.121tools.com](http://www.121tools.com) for your reference when answering the Inquiry. You will find a list of many categories on that page. This tool is being constantly updated.

The reply message will be wrapped in some form items: a standard greeting with the Inquirer's name, an introduction, and a closing. Simply type your reply where the placeholder "[Respond to Prayer Request]" is. By default, the subject of the message is "Responding to Your Prayer Request," but you can change this to be more personalized if you wish.

## Your Inquirers

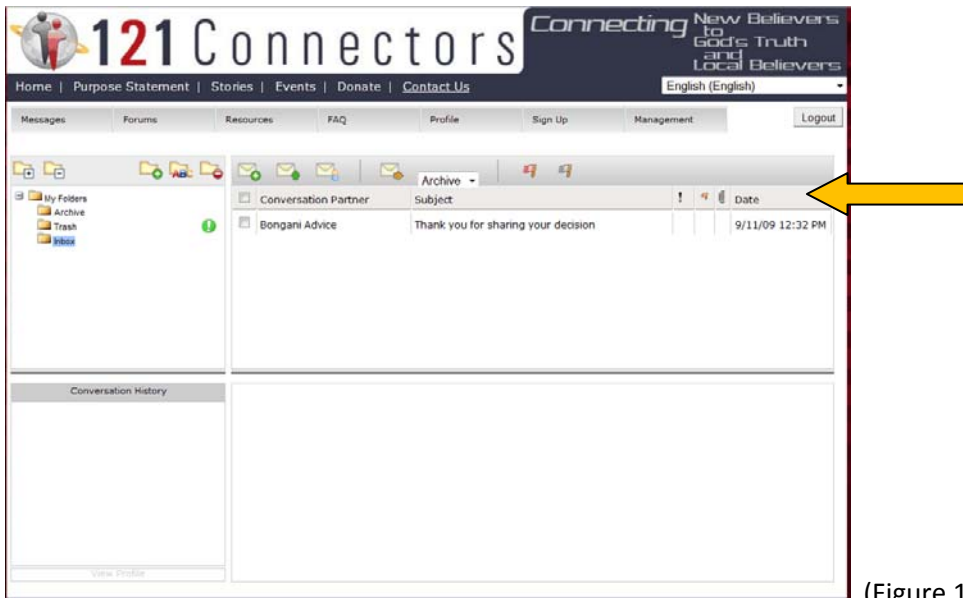
Click "My Inquirers" to view the Assigned Inquirers page. Each Inquirer entry includes the Inquirer's name and how long ago he was assigned to you.

## User Information

Click a User on the Assigned Inquirers or New Inquiries pages to view that User's profile information.

## 3. The Messaging System

You can gain access to the 1-2-1 Messaging System by clicking the Messages button on your tool bar. The messaging system works the same way for a 1-2-1 Connector as it does for other T10M Users; if you are already familiar with it, this chapter contains no new information.



(Figure 1.09)

The following items and icons have been notated in [Figure 1.09](#) Once you have the message page open; you can **go to the row of icons** (below the tabs and logout row). By moving your cursor over the first icon on the left you will see a pop up window that says, 'Expand Folders', and as you move your cursor to the next right icon you will see its function. This is the list of icons you should see.

1. Expand all folders
2. Collapse all folders
3. Create new folder
4. Rename selected folder
5. Delete selected folder
6. Create new conversation
7. Reply to selected conversation
8. Contact Supervisor
9. Move Message (Folder choice in menu to the right)
10. Flag conversation
11. Unflag conversation
12. There is a Folder tree in the left upper pane (click to expand or collapse)
13. The Conversation inbox is the upper right hand pane.
14. Conversation History is the lower left pane
15. Your previous conversations/messages will appear in the next display pane on the right.

## Folders

### Creating a New Folder

The first thing that you will need to do when [creating a folder](#) is to click on [My Folders](#). You cannot create folders in the [Trash](#) or the [Inbox Folders](#). However, any folders you create for yourself can have subfolders.

The second step is to click on the [New Folder](#) button.

After you click on the [New Folder](#) button, the system will create a folder with the name [New Folder](#) in the [Folder Tree](#).

### Renaming a Folder

You can [rename a folder](#) in one of two ways: by double-clicking the new folder or by highlighting the new folder and using the [Rename Folder](#) button.

With either option, the system will open a text field where you can type in the new name.

Now click outside the text field--the text field will disappear, and the folder will be renamed.

### Moving a Folder

To [move a folder](#) into another folder, begin by highlighting the folder you want to move.

Click and drag the folder onto the folder into which you would like it moved. As you move the folder, the screen will show a black arrow on top of the other folders in the [Folder Tree](#) to indicate that you are moving a folder. Keep moving the folder until the arrow appears on top of the [destination folder](#). Please note that folders cannot be moved into the [Inbox](#) and [Trash Folders](#).

Once the folder being moved has been put in its new parent folder, the system will place an [expand/collapse \(+/-\) icon](#) next to the [Parent Folder](#), indicating that it now has descendant folders inside.

### Deleting a Folder

Before deleting a folder you need to first move or delete its contents. To [delete a folder](#), highlight the folder you wish to delete and then click the [Delete Folder](#) button. Once the button has been clicked, a [Delete Confirmation Window](#) will pop up.

### Sending a Message

To send a message, click the [New Conversation](#) button.

Clicking the [New Conversation](#) button will take you to the [New Message](#) page, shown in Figure 1.10.

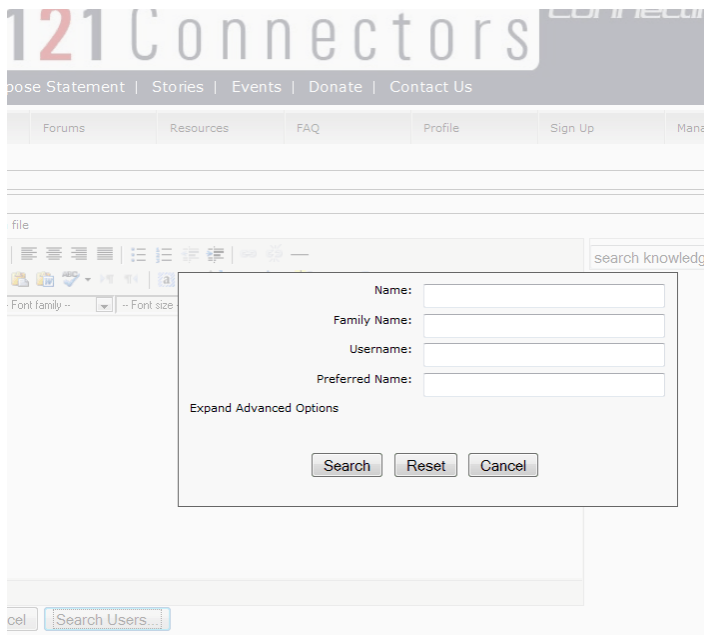


Figure 1.10.

After you have chosen the recipient(s) of your message and clicked the [Search Users](#) button, the system will display a search box where you can enter the name, or whatever data you have, and can find known users in the system. It will also return to the [New Message](#) page and input the recipients(s) in the [To](#) file (Figure 1.10).

After you have finished typing your message and clicked the [Send](#) button, you will be taken to a [Send Message Confirmation Page](#) that has a link back to the [Inbox](#).

### Searching for a User.



(Figure 1.11)

There are two ways to input a recipient in the [To](#) field. The first method is to manually type the recipient's username in the [To](#) field. The other is by clicking on the [Search Users](#) button. Clicking the [Search Users](#) button will bring up a [Search Form](#), which is shown in (Figure 1.11)

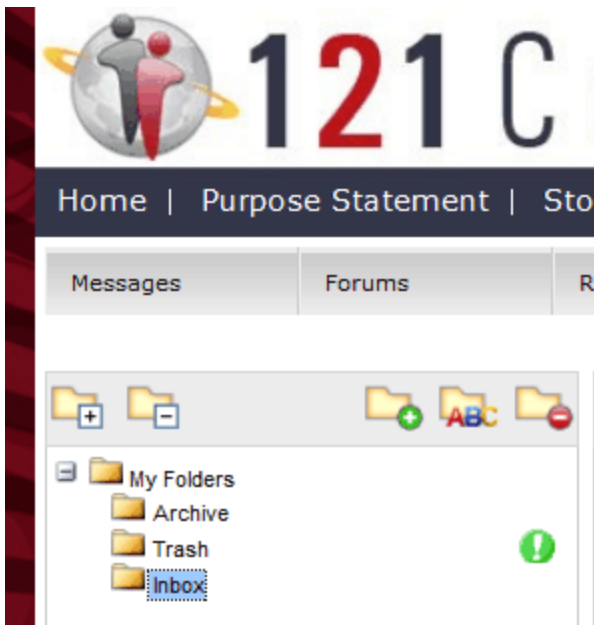
If you don't know the recipient's name, family name, username, or their preferred name, you can still search for a user by using the [Advanced Options](#), as shown in (Figure 1.11)

After inputting information into the form and clicking the [Search](#) button, you will be shown a list of potential recipients. By using the [Double Arrow](#) buttons, you can add or remove a single recipient from the [Recipient List](#).

You can also use the long [Single Arrow](#) buttons to add or remove the whole list, respectively.

### Message Icons

Once the message has been sent, it will show up in the recipient's and your respective [Inboxes](#). There will be a [green exclamation icon](#) in the [Folder Tree](#), in the [Conversation Box](#), and in the [Inbox](#), which indicates that you have received a new message. (Figure 1:12)



(Figure 1:12)

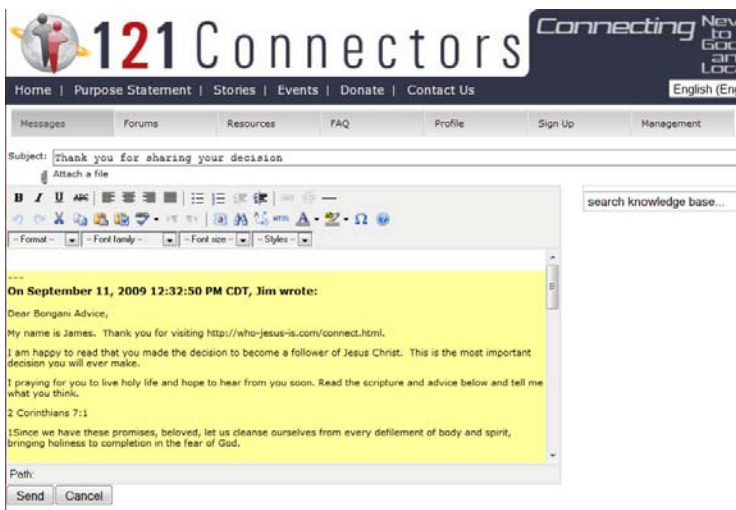
The red exclamation icon indicates a message with an alert. This is usually an attachment.

To remove the icons, click on the message in the [Inbox](#) or in the [Conversation History](#) box. This also causes the body of the message to show up in the lower pane of the [Inbox](#).

## Replying to a Message

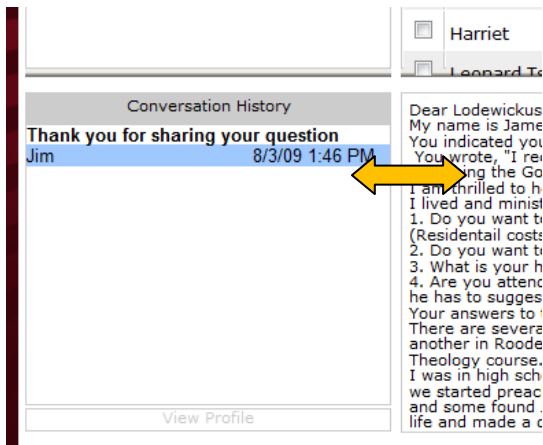
To reply to a message, check the message and then click the [Reply to Conversation](#) button.

Once you click the [Reply to Conversation](#) button, you will be taken to a page that looks like the [New Message](#) page, as seen in Figure 1.10, the difference being that you don't have the option to choose a recipient, since the recipient is already known by the system. (Figure 1.13) The prior correspondence is highlighted in yellow. There is a space above the highlighted area, just under the format tool bar, where you can write your message. If you do not see any white space, make sure the scroll bar on the right is all the way up.



(Figure 1.13)

After you click the [Send](#) button, you will be taken to a confirmation page like before. Once you return to the [Inbox](#), the message will not show up as a separate message, but the date and time in the upper pane of the [Inbox](#) will reflect the new message. Also, in the [Conversation History](#) box the message will show up as a separate entity underneath the subject of the message.



(Figure 1.14)

The functionality is illustrated in figure 1.14.

Just as before, clicking on the message gets rid of the icons and shows the body of the message in the lower pane of the [Inbox](#).

## Flagging a Message

By checking the conversation and clicking on the [Flag](#) button, you can flag a message. To un-flag the message, check the conversation again and click on the Unflag button.

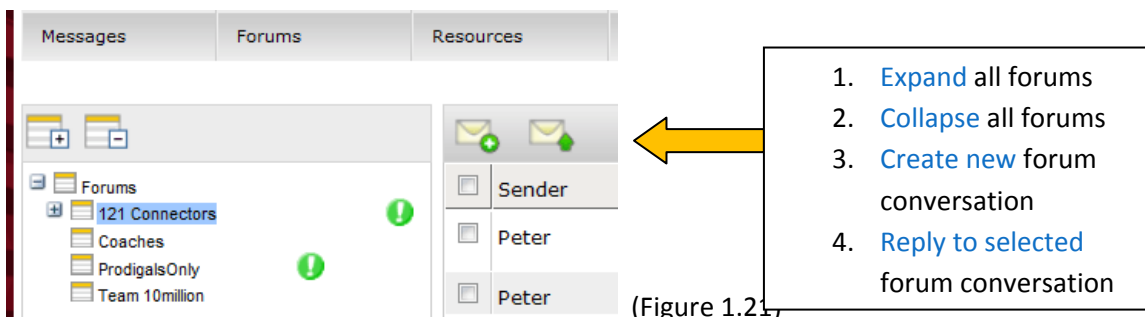
## Moving a Message

To move a conversation to a different folder, click in the **check-box** of the conversation and then choose from the drop down box the folder to which you would like to move it. Click on the 'move message' icon to move it.

## 4. Forums

Creating, sending, viewing, and replying to messages are the much the same in [Forums](#) as they are in the [Message Section](#). At the moment you need to click on the item in the conversation history pane to read the text. There is another difference in that you will have to highlight the forum to which you would like to post a message before clicking on the [New Message](#) button.

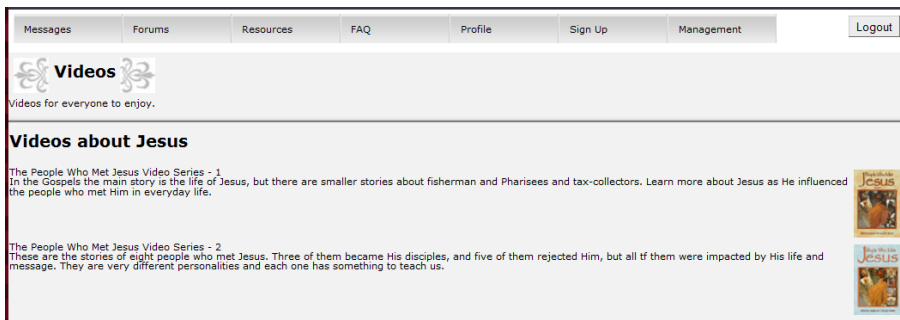
The following icons have been denoted: (Figure 1.21)



(Figure 1.21)

## 5. Resources

The [Resources](#) tab will have a drop-down list of all the different resource pages that you have access to. On those pages, you will find different resource links, downloadable media, etc. (Figure 1.15)



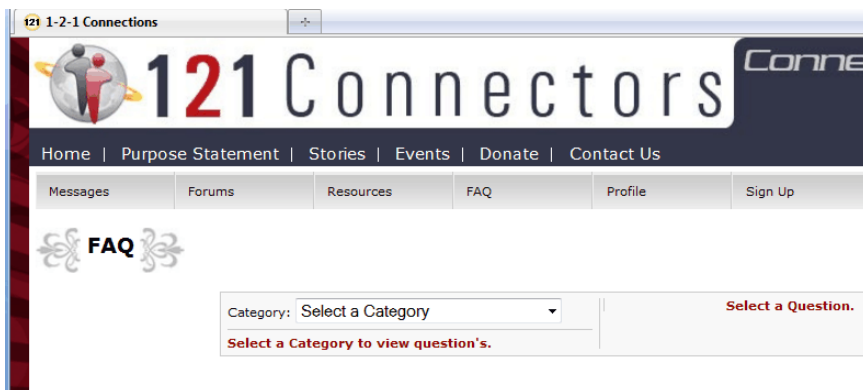
(Figure 1.15)

## 6. FAQ (Frequently Asked Questions)

The [FAQ](#) contains a drop-down of different categories of interest (Figure 6.1). Once you have chosen a category, you will see a list of questions. From there, you can click on the [View](#) button next to each question to see the answer to it. As a [1-2-1 Connector](#), you may need to refer to the [FAQ](#) often in order to best answer the questions of your [Inquirer](#). [Inquirers](#) often have hard questions--this is why your role is so important--so don't be afraid to look through the [FAQ](#) or use [www.121tools.com](http://www.121tools.com) for advice or helpful scriptures.

The [FAQ](#) is also displayed in the [New Message](#) page to enable quick access, so that you can compose messages while viewing answers from the [FAQ](#).

The controls here are just like they are on the main [FAQ](#) page. Select the [category](#) from the drop-down... (Figure 1.16)



(Figure 1.16)

...scroll through the list of Categories... (Figure 1.17)



Figure 1.17)

...and click the [View](#) button to see the [answer](#). (Figure 1.18)

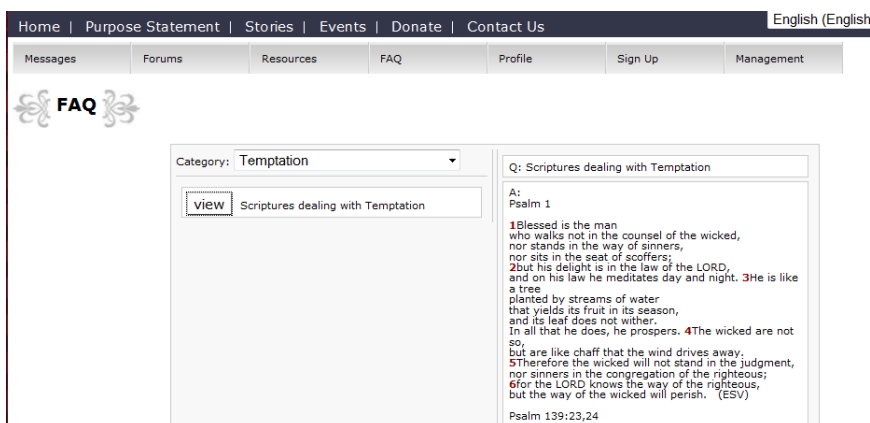


Figure 1.18)

You can drag your cursor over the part you wish to use, then press 'Ctrl' + C to copy, and return to the place in your message where you wish to insert it. Click there and use 'Ctrl' + V to paste the text you want in there.

## 7. Profile

The [Profile](#) section contains your personal information and all system information that you have the ability to change.

### Basic

The [Basic](#) tab contains the information that you entered during the registration process. You can update your information as necessary.

### Account

As a [1-2-1 Connector](#), your [Account](#) tab will show the dates of your vacation and whether you are signed up to receive the [Newsletter](#). The grid of numbers and days of the week represents the [number of Inquirers](#) automatically pulled from your [Queues](#) and assigned to you for each day of the week. You can change these numbers to whatever you feel you can handle.

### Languages

From the [Languages](#) tab you can select all the languages in which you feel you can competently converse.

### Change Password

The [Change Password](#) tab lets you change your account password.

## 8. Groups

Groups enable you to receive messages based on your language preferences and other criteria.

### Signing Up for a Group

To reach the [Group Signup](#) page, click the "Sign Up" link on the application navigation bar at the top of the page.

You can find a group by two different methods--either by typing a group name in the [Groups](#) text field, or by using the [Group Search](#)--which are described in further detail below.

After completing the signup process by either of the methods defined below, you will be presented with a confirmation screen.

#### Using the Group Auto-Complete Field

The quickest way to find a group is by using the [Auto-Complete](#) field. If you know the beginning of a group name, you can type the name into the [Groups](#) text field, and then select the group that you would like to join by clicking the group name in the auto-complete results (shown under the text field). You can then complete your application by clicking "Send."

#### Using the Group Search Form

Another way to find a group is to use the [Group Search](#) form. You may enter a group name and/or a description to find groups that you may be interested in.

After clicking the "Search" button, you will see a list of group results below the [Group Search](#) form, on the left side. On the right side, there is another list which will be initially empty. This is the list of groups that will be applied to once you click the "Select Groups" button. To manipulate the contents of these lists, use the arrow buttons between the two list boxes. By clicking the [double arrow](#) you can add or remove a single group from the list of groups to apply to. By clicking the [long single arrow](#) you can add or remove all groups from the list.

---

Rev. 10/09/09 JCR