**New Partners**

**Security Considerations**

**INTERNET/EMAIL**

All partners must have a reliable **VPN** when accessing sensitive information online as well as a **secure email** account.

**PHONES**

For a personal phone, we strongly encourage you to have a smart phone with 3G capabilities (if available in your region) in order to communicate securely with your friends, family, and other workers. This can be done with a secure communication app, such as Signal (or, to a lesser degree, WhatsApp or iMessage). If possible, you may also find it very helpful to use a separate smart phone (with 3G) as a **burner phone**. We recommend whatever is most commonly used by potential contacts (i.e. Android). This would enable more secure communication with contacts (i.e. using WhatsApp and/or Viber), empower you to access and share online resources when meeting with contacts (i.e. YouVersion Bible app), and make it easier to type and copy/paste and sync content.

Each person making phone calls should have an **anonymous SIM card** for making follow-up phone calls. For that SIM card to be clean it should have never been used to call your friends, family, or other workers. The burner phone you put the follow-up SIM card in should also be clean (having never been used to call your friends, family, or other workers).

Every phone has a serial number that gets linked with any SIM card installed in it. So as soon as you put a follow-up SIM card in a personal phone (that previously had a personal SIM card in it), it links your identity with the anonymous SIM card. Likewise, if your burner phone is a dual-SIM card phone, you should only use a clean, anonymous SIM card in this phone. Do not use your personal SIM card and your follow-up SIM card in the same dual-SIM phone.

**FACEBOOK**

Set up a follow-up specific Facebook page, using an email address that doesn’t include your full name. When choosing your FB name, go with something generic or repetitive, leaving out your last name (i.e. "David Dawoud” or “Yohana John”). Don’t include your phone number in setup or anywhere on your FB account. Make your friends list private. Your profile pic shouldn’t show your face. Any pics you post on the account shouldn’t have any other workers or key disciples in them. Keep your follow-up contact network and your personal (especially worker) network separate.

It might be good to have your follow-up FB account logged in on your follow-up phone, but not your personal phone. [The app “Friendly” allows you to log into a secondary FB account on your personal phone. It also sends you push notifications.]

The website/Facebook has a lot of good content. You will want to be tracking along with the content, especially because that is what your contacts are reading before they get to you. You do *not* want to “Like” the page on Facebook. Especially if you have a separate Facebook, all your friends will see a list of those with whom you are working.

**Contact Management System: How To**

When a contact is assigned to you, you will receive a notification. The contact will be assigned to you (from the Dispatcher). When you see the notification and agree to “Accept” the contact, you are now taking responsibility for him/her. This should be done as soon as possible. Then, hopefully in the same setting, you'll attempt contact and record the result. This system is intended to ensure timely action on behalf of contacts and to prevent contacts from falling through the cracks.

As you attempt contact, establish contact, and agree on a first meeting date/time, mark points of interaction/attempt in the system. This will help you (and us) see progress and know how to best join you in prayer. Ultimately, we want everyone to move to "Being Coached” as noted in the “Progress” field of the system. This "Progress" field helps you see where each contact still needs to grow in their faith to be a mature disciple. It doesn't measure everything, but is designed to help you, as the coach, see areas where you can to focus.

Each time you meet with the contact or chat on FB or exchange texts, you can write a brief synopsis in the contact record in the Comments/Activity field.

**Getting in Touch with Contacts**

Once a contact has been assigned to you, the website/FB admin will discontinue communicating with the contact, assuming the ball is now in your court. The contact has been told that a friend will call them soon. Please make sure that communication takes place quickly, even if you can't meet/travel immediately. This will work in your favor to quickly transfer the trust that the admin built to your new relationship. Experience and stats show that the longer we wait before attempting initial contact, the likelihood of moving forward diminishes GREATLY.

When you call, start the conversation with, “Hi, I got your number from my friend. He told me that you were wanting a (book or visit, etc.).” If they don’t answer, here are some SMS messages you could send:

* Hello friend, someone gave me your name/number and told me that you want to know more about the Chr faith. Is it okay if I call you (to make a plan to meet together)?
* Hi, I tried to call you because my friend told me that you want to know more about JC.

Being vague about your connection to any websites is in your favor. Don’t even mention a specific site as they may have searched many looking for truth. Putting distance between you and the website is in your favor.

Let the contact respond. Give them an opportunity to testify about their faith journey to date. This can be insight into the heart of what they are seeking. You can also ask the contact,

* Are there others you know who are interested in this?
* Do you have any friends/family members who are open to spiritual conversations?
* If they want a visit, ask them if there are a couple of others who could come to the meeting. “It’s ok if they aren’t yet where you are in their spiritual journey, but are they open to searching for truth with you?”

After the first meeting, check in with the contact quickly after the meeting. Research in U.S. churches says: a visitor is 40% more likely to return again if he receives a call on Monday vs. Thursday after his first visit to a church. Mike Shipman says, “You don’t pull out your calendar to set up your next meeting, you pull out your watch.”

**FAQ**

**Underage Contacts**

This is up to each person’s/team’s discretion. Some folks say, “If your parent brings you and says it is okay to meet, I'll meet you, but I can't meet you alone. I can't help you hide this from your parents. Someone else could mail a Book to your house or you could go to the FB page and talk with someone online, but it wouldn't be appropriate for me to meet with you without your parents knowing.”

**Contacts Asking for Money**

We STRONGLY recommend not bringing money into relationships with your follow-up contacts. While making it clear that you care about them and their situation, you can share with them that you cannot risk bringing reproach on the Good News by opening disciples to the accusation that we are buying people's allegiance.

**Contacts from FB**

If a contact comes through FB, the FB admin communicates with the person (perhaps over a long period of time) and then submits a summary when the contact is ready to move forward. This summary description is recorded in the contact’s Comments/Activity field. In other words, not every FB interaction is recorded for a contact.