

## General Overview Instructions

### To Apply

- Go to [C3.la-archdiocese.org](http://C3.la-archdiocese.org) =>Ministry Support=> Connect Programs=> Scroll to Access Application => Print=> Fill it out=> SCAN=> Email application to deacon Gabe Saavedra at [GSaavedra@la-archdiocese.org](mailto:GSaavedra@la-archdiocese.org) for approval.

### I travel out of the country

- Send an email to [DeaconsConnect@la-archdiocese.org](mailto:DeaconsConnect@la-archdiocese.org) 7-10 business day prior to leaving the country. Business days are counted as Mon. – Fri. It does not include weekends.

In the email please provide the following information

- Name
- Country/countries visiting
- Departure date
- Return date
- Deacon Connect Cell number
- Please check your email. You will receive an email from [ClergyConnect@la-archdiocese.org](mailto:ClergyConnect@la-archdiocese.org) with instructions on how to prepare your device for travel and how to use it during your trip.
- Follow the instructions in the email

### Conference Calls, Apps, Wi-Fi, Data, Hot Spot, & Wi-Fi

You can use FaceTime, WhatsApp, Viber, Zoom, Teams, Google Meet, and Google Voice to reach anyone in the world using wi-fi or cellular data. Please email [deaconsconnect@la-archdiocese.org](mailto:deaconsconnect@la-archdiocese.org) if you are uncertain or need help. That way you'll avoid texts from T-Mobile asking you to pay \$100 or more."

Your device has cellular Data service and a Mobile Hotspot.

- If you have access to a secure Wi-Fi network, use it; it's usually faster.
- If you don't have access to a secure Wi-Fi network, use your device's Cellular Data service. Be sure to turn it off when not in use.
- If you don't have access to a Wi-Fi network but want to connect another device (like a laptop) to the internet, and you're in the US, turn on and use your Deacon Connect Device's Mobile Hot Spot feature; it creates a Wi-Fi network your non-Deacon Connect device (e.g. laptop) can use to get to the internet. Turn the hotspot feature off when you can use "real" Wi-Fi to connect your non-Deacon Connect device to the

internet, lest you be charged extra for data access even when you're just using your phone. Be sure to turn off Hot Spot when not in use.

You may use free apps that may be helpful to your ministry. If you need to purchase apps, we recommend you use an Apple gift card instead of a personal credit or debit card. (If you use your own card, you run the risk of unauthorized charges on it; if you use a gift card, there's still that risk, but it's limited to the amount of the gift card. When you buy content, you can use it on any device signed into the same Apple Account (formerly called Apple ID), so if you have both an iPhone and iPad signed into the same Apple Account, what you buy on one of the devices is also available on the other. **Passwords and passcodes**

- It's your responsibility to change your passwords and passcodes (PINs) periodically to keep your accounts and devices more secure.
- Using the web browser, search **C3.la-archdiocese.org**=>Ministry Support=>Connect=Programs=>Scroll down to Sisters Connect OR Deacon Connect => click on Learn How to Reset Your Passwords and Passcodes (PINs).
- Consider changing your password regularly and use a 15-character password using a mixture of capital letters, lower case letters, numbers, and special characters.
- **Important: add your personal cellphone number for Multifactor Authentication (MFA). (If you have more than one cell phone number, you can choose which to use for MFA.) Here's how:**
  - Go to your Connect device's Home Page
  - Tap Settings
  - Tap your name (Apple Account, iCloud +, Media & Purchases)
  - Tap Password & Security
  - Look for Two-Factor Authentication – Edit
  - Tap Edit
  - Tap Add a Trusted Phone Number
  - Enter your device power-on/wake-up PIN
  - Type in phone number
  - Tap Continue
  - You will receive a verification code that will be sent to the number you added
  - Enter the verification code
  - Trusted number will appear in Two-Factor Authentication as a Trusted Number

- Check your account for obsolete trusted number, then delete them.

### **If a Deacon retired, dies, or no longer uses the device.**

- Email [DeaconsConnect@la-archdiocese.org](mailto:DeaconsConnect@la-archdiocese.org) to inform us a deacon has retired, died, or is no longer using the device. The Archdiocese still gets charged for devices that are being unused.
- If you retire, it's YOUR responsibility to return the Connect device/s to the archdiocese.
- If a deacon retires, dies, or no longer is using the device **don't** lend it to or hold it for another deacon or colleague. Return it! Any active deacon can apply for a device. You or someone you designate must return the iPhone or iPad to the archdiocese.
- Please return any cables, chargers, or headsets that came with the device.
- **Sign Out of your Apple Account** (Settings, tap on name at the top, scroll down, tap Sign out). If Stolen Device Protection is on, turn it off first; you'll need to wait for the security delay to expire.
- Please put a post it or note with your first and last name, community, and contact phone number to the device. Change Passcode to 2026 (Settings, Face ID & Passcode, enter current passcode=> Scroll to Change Passcode=> enter current passcode, enter new passcode 2026, and confirm it.)
- Ship it to:

James R. Celoni

Archdiocese of Los Angeles

4311 Wilshire Blvd.

Applied Technology, third floor

Los Angeles, CA 90010

Email [Deaconsconnect@la-archdiocese.org](mailto:Deaconsconnect@la-archdiocese.org) the shipping method (FedEx, UPS...) and tracking number, or you can schedule an appointment to drop off the device in person.

If you have problems with your device, email [Deaconsconnect@la-archdiocese.org](mailto:Deaconsconnect@la-archdiocese.org) We will connect you with someone to help you.

### **If your phone has been lost or stolen**

If your phone has been lost or stolen, please email [Deaconsconnect@la-archdiocese.org](mailto:Deaconsconnect@la-archdiocese.org) and report it to the police ASAP so we can suspend the line.

Please file a police report and send a copy to [deaconsconnect@la-archdiocese.org](mailto:deaconsconnect@la-archdiocese.org). You might be able to do this online. Check with your local police department. You are not in trouble. We need it for inventory purposes only.

### **1) Can I use my Deacon Connect device when I'm outside the US?**

- Yes: If you have a *phone*, email [clergyconnect@la-archdiocese.org](mailto:clergyconnect@la-archdiocese.org) and cc [Deaconsconnect@la-archdiocese.org](mailto:Deaconsconnect@la-archdiocese.org) 7 or more working days before you leave.
- Provide the following information  
Name:  
Departure date:  
Return dates:  
Country/ies you'll visit:  
Deacon Connect phone number:
- Then follow the instructions emailed to you which will tell you how to call US, Canada, and Mexico numbers for free and how to avoid high charges for calls to other numbers. Receiving calls from anywhere, sending and receiving txts, and using data are all free (but internet access will be slow if you're not on Wi-Fi). To use a *tablet* outside the US, put it in airplane mode, then connect to a Wi-Fi network.

### **2) Can I use my Deacon Connect phone to make international calls or send international txts when I'm in the US?**

You can receive calls and txts from anywhere, send txts to anywhere, and call Canada and Mexico (and US) numbers for free. If you call any other number, even if you're in airplane mode and connected to Wi-Fi, you'll be charged at least \$3/minute and receive a bill by txt. To avoid those charges, use other methods (WhatsApp, FaceTime, Zoom, Google Voice...). For related help, email [clergyconnect@la-archdiocese.org](mailto:clergyconnect@la-archdiocese.org).

#### **If you're interested in a device**

- Email [DeaconsConnect@la-archdiocese.org](mailto:DeaconsConnect@la-archdiocese.org) for an application or get it with submission instructions from <http://c3.la-archdiocese.org/connect-programs>.

#### **For any other questions not answered above**

- Email [DeaconsConnect@la-archdiocese.org](mailto:DeaconsConnect@la-archdiocese.org)