

FAQ's

Deacon travels out of the country for Youth Day/Mission Projects or other related duties:

- Email 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 visiting
 - Departure date
 - Return date
 - Cell number
- Check your email. You will receive an email from ClergyConnect@la-archdiocese.org with instructions on how to prepare your device for travel.
- Follow the travel instructions in the email

Data, Hot Spot, & Wi-Fi

- Use Wi-Fi first.
- Device has Data access. Use only when you do not have access to Wi-Fi
- Device has a Hot Spot. You may use it if you do not have access to Wi-Fi. Be sure to turn it off when not in use.

Temporary passwords and passcodes

- It is the Deacon Connect recipient's responsibility to change their temporary password and passcodes.

Deacon retires, dies, or no longer uses the device:

- Have someone send an email to DeaconsConnect@la-archdiocese.org to inform them a deacon has died. Send the device back to the archdiocese. Instructions are stated below
- Deacon is no longer using the device or withdraws from the Clergy Connect Program, please notify deaconsconnect@la-archdiocese.org Follow instructions below. It is YOUR responsibility to return the device to the ACC
- If a Deacon dies or retires the device **cannot** be left for another person or parish department. **It must be returned.** Pre-designate someone to notify the ACC or someone who will return the Cellphone/iPad to the archdiocese.
- Return any cables, chargers, or headsets that came with the device

Return Instructions:

Option 1: Ship it back

- If you need to return your device for any reason, please place a post it or note with your first and last, name, parish, and device phone number.

- Change the pin to 2024 (Settings=>Face ID & Passcode=>Enter current passcode=>scroll down=>tap Change passcode =>re-enter current passcode=> enter new passcode 2024)
- Sign Out of your Apple ID (Settings=> Look for Apple Id at top of screen where your name is => tap on name => Scroll down=> tap Sign Out)
- Email Deaconsconnect@la-archdiocese.org the shipping method (FedEx, UPS...) and tracking number
- Package it up and ship it to:
James R. Celoni
Archdiocese of Los Angeles
3424 Wilshire Blvd.
Applied Technology, 3rd floor
Los Angeles, CA 90010

Option 2: In-Person Drop Off

- You can schedule an in-person appointment at <http://archla.org/scheduleconnect> to drop off the device at the Archdiocese.

Malfunctions:

- If you are having problems with your device, you can email, deaconsconnect@la-archdiocese.org, we will connect you with someone who can help you.

Lost or stolen devices

Report it to the police and deaconsconnect@la-archdiocese.org asap. You are not in trouble. We need to lock down the line for safety reasons and report it to T-Mobile. Please email deaconsconnect@la-archdiocese.org a copy of the police report. You may be able to do this online. Check your local police department. You will be granted a 1x replacement.

International calls from the US

You can dial Mexico and Canada for free, and use FaceTime, WhatsApp, Viber, Zoom, Teams, Google Meet, and Google Voice to reach anyone in the world using wi-fi. If you don't know the best way(s) for your situation, or you need help, or you don't think they're enough, please email deaconsconnect@la-archdiocese.org. That way you'll avoid texts from T-Mobile asking you to pay \$100 or more."

Calls **outside** the United States other than Mexico and Canada you need to request an international calling plan. This needs to be approved by the Vicar's Office and the Applied Technology Dept. Please send request to DeaconsConnect@la-archdiocese.org

Know a deacon interested in a device

- Email Deaconsconnect@la-archdiocese.org for an application

Questions

- Email: Deaconsconnect@la-archdiocese.org