

FAQ's

If a Deacon travels out of the country:

- Send an email to 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
- Please 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 instructions in the email

If a 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 been died. Send device back to the Archdiocese. Instructions at the bottom of page.
- If a Deacon or 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 **can not** 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 the Archdiocese.
- Please return any cables, chargers, or headsets that came with the device.

Return Instructions: please put a post it or note with your first and last, name, parish, and phone number to the device. Email Clergyconnect@la-archdiocese.org the shipping method (FedEx, UPS...) and tracking number or you can schedule an appointment to drop off the device in person.

Mail it to James R. Celoni
Archdiocese of Los Angeles
3424 Wilshire Blvd.
Applied Technology, third floor
Los Angeles, CA 90010

- If you have problems with your device you can email 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 report it to the police asap. You are not in trouble. We need it for inventory purposes only. Please email deaconsconnect@la-archdiocese.org along with a copy of the police report. You may be able to do this online. Check your local police department

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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 txts from T-Mobile asking you to pay \$100 or more."

If you make 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

If you know a deacon interested in a device

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

For any other questions not answered above

- Send an email to Deaconsconnect@la-archdiocese.org