Chaplain’s Guide to the MyChap App

**WHAT IS MYCHAP?** MyChap® is a smartphone app that enables employees at client companies of Marketplace Chaplains immediate and easy access to their assigned Chaplain Care Team*. Users simply need to enter their Company ID# (provided by their company HR department) and will gain access to interface with their chaplains via phone, text, email or personalized request for an appointment or resources through the “Connect” form. Additional resources pertaining to a myriad of life issues are available by category for users to browse and use exclusively through MyChap.

**LET’S GET STARTED**

**STEP 1** Download MyChap to your Device

The MyChap App can be loaded on most smartphones using either Android or iPhone systems.

**Android Users**

1. Click on Google - Play Store App
2. At the upper right corner click on search icon
3. Enter MyChap in the search box
4. Install MyChap app

**iPhone Users**

1. Click on App Store App
2. At the bottom of the screen, click on search
3. Enter MyChap in the search box
4. Install MyChap App
**STEP 2**  
Review MyChap App Screens and Data Entry

1. Start by entering ID # for client location (e.g., 814, McLane MidAtlantic)
   
   - Each client location has a distinct number (available thru chaplain leader)
   - The company ID will be there the next time you open MyChap App but can be over-keyed with different ID#

2. The current list of chaplains will be displayed along with contact information for each chaplain assigned there.

   - Client employee will find his or her chaplain on the list and click on photo or “Choose”

   - Clicking on phone icon next to a photo will also display phone number

   - After chaplain is selected information will be shown for 3 types of contact:
     - phone
     - text message
     - email

**NOTE:** Chaplains will always respond by the same manner (phone, email, msg) in which contacted by employee.
3. If employee or family member chooses email contact, he or she will enter email template information.
   - Employee enters name, email address and reason for contact

   ![Email Template Image]

   - Employee clicks send

   ![Send Email Button]

**STEP 3**  
**Become Familiar with the Resources Available on MyChap App**

1. Click on menu icon in upper right

2. Click on “Latest Resources” or one of the resource categories

3. Review resources by clicking on individual items
UNDERSTANDING THE CHAPLAIN’S ROLE

1. Your **primary responsibility** is to provide a courteous, helpful and meaningful response to client employees and their immediate family members when they contact you through **MyChap** App.

2. Chaplains will also be available to help client employees load **MyChap** App to their device (and to share **MyChap** App with family members)

Use the attached guide to guide employees in installing **MyChap** App

RESPONDING TO MYCHAP APP CONTACTS

Remember to follow all policies and procedures as outlined in “A Chaplain’s Guide to Cell Phone, Email and Social Media Use.”

**PHONE**  
If contacted by phone . . .

Please make every effort to return the call as soon as possible (usually in a matter of minutes if on your cell phone)

Identify yourself as **Chaplain Firstname** and politely ask if the person was trying to contact you.

– If person is an employee or family member at a client company location you serve, provide normal chaplain care as appropriate including if requested, opportunity for face-to-face contact.

– If person is an employee or family member at a client company you are not assigned, determine which client company location he or she works and ask if you could call back with better chaplain contact information. Once obtained, call the person back with the correct client location ID#.

**EMAIL**  
If contacted by email . . .

Please make every effort to send an email reply as soon as possible (usually same day).

Identify yourself as **Chaplain firstname** and try to establish chaplain care need or request.

To the extent possible by email, respond to employee’s needs or concerns and where appropriate, offer to provide follow-up chaplain care as requested.
− If not clear from personal knowledge or from the email, confirm the person’s company location to be sure you serve the location.

− If email is misdirected, determine at which client company location he or she works and ask if you could provide better chaplain contact information. Once obtained, email the person back with the correct ID#.

**EMAIL FORMATTING** Please review Marketplace guidelines regarding email format and signature line entries (*A Chaplain’s Guide to Cell Phone, Email and Social Media Use*).

− *Use standard simple formatting with standard fonts and the absence of graphics or stationery. It is important to not use email jargon but rather use language that everyone understands.*

− *Do not use a signature line that contains quotations, scripture verses, words of spiritual encouragement, etc. when sending emails to client leaders, client employees or their families.*

**TEXT** If contacted by text message . . .

Please make every effort to return the text message as soon as possible (usually in a matter of minutes). As a rule do not wait to return text messages late at night.

Avoid text messaging jargon or shorthand.

Because of the limitations of text messages try to make follow-up contact by phone, email or face-to-face.

If text message is misdirected, follow procedures identified above to provide user with better chaplain contact information.

**TIPS AND HINTS FOR CHAPLAIN RESPONSE**

**Time/Response Expectations**

- Please make every effort to return *MyChap* contacts without delay. As much as possible respond immediately since you can then be fairly sure the person is available.

- Responses should always be made the same day.

**MyChap App Etiquette and Protocol**

- Because of the special nature of media contacts, chaplains will need special care to demonstrate courtesy and graciousness when replying to *MyChap* App contacts.
• **MyChap** responses are always completed in the same kind as received: returned calls for phone contacts, email replies for email contacts, and text replies for text message contacts.

**How to respond to calls from an unknown number**

• Because the employee or family member must enter an Id# into the **MyChap** App, there is the possibility of misdirected **MyChap** contacts. Be especially courteous and helpful when this happens.

• Obtain the correct ID# (*consult chaplain leader*) and provide the correct information to the employee or family member.

### CCS REPORTING OF MYCHAP ACTIVITIES

It is important that all chaplain responses and chaplain care activities related to **MyChap** contacts be correctly entered in CCS.

Chaplains will follow the standard instructions for entering both the replies made as well as any chaplain care provided, e.g., CPDs, materials distributed, referrals, etc.

Detailed instructions for CCS data entry may be found in the current CCS Guide, available at the Chaplain Resource Center ([www.marketplacetraining.com](http://www.marketplacetraining.com)).

**LOCATION SETTING**

The “Ministry Setting” (or location) for recording **MyChap** responses will be the actual location where the response took place.

Show “Worksite” if you responded to **MyChap** contact while at the worksite.

Show “Chaplain Home/Office” for all other locations (including phone calls made or received while in your car.)
Phone calls and/or follow-up calls (including the initial call). Enter only number of calls – no notes or description.

Email replies (only count emails that you write not the ones you receive). Enter email as “Chaplain Correspondence” showing only the number - no notes.

Text message replies (only count conversations, not individual texts). Enter text messages as “Chaplain Correspondence” showing only the number – no notes or description.

Be sure to record all chaplain care activities related to MyChap contacts in CCS as you normally would during a worksite visit. For example – be sure to record CPDs, referrals, etc.