Accessing & Using the MinistrySafe System

As a requirement of the Missouri District of the Lutheran Church Missouri Synod, each church and ministry must have a consistent and comprehensive abuse prevention safety system; MinistrySafe is our official safety system provider.

It is the responsibility of each Missouri LCMS congregation and school to access its unique MinistrySafe online Control Panel and provide the online Sexual Abuse Awareness Training to all staff members and volunteers who work with children or vulnerable populations. In addition to training, there are other online resources available to each Missouri LCMS congregation – sample policy forms, screening forms, helpful articles and more.

The following are commonly asked questions about accessing and using the MinistrySafe system.

How do I access and activate my account?

① Go to MinistrySafe.com

2 **Watch the demo video from the link on the home page, then click sign-up**
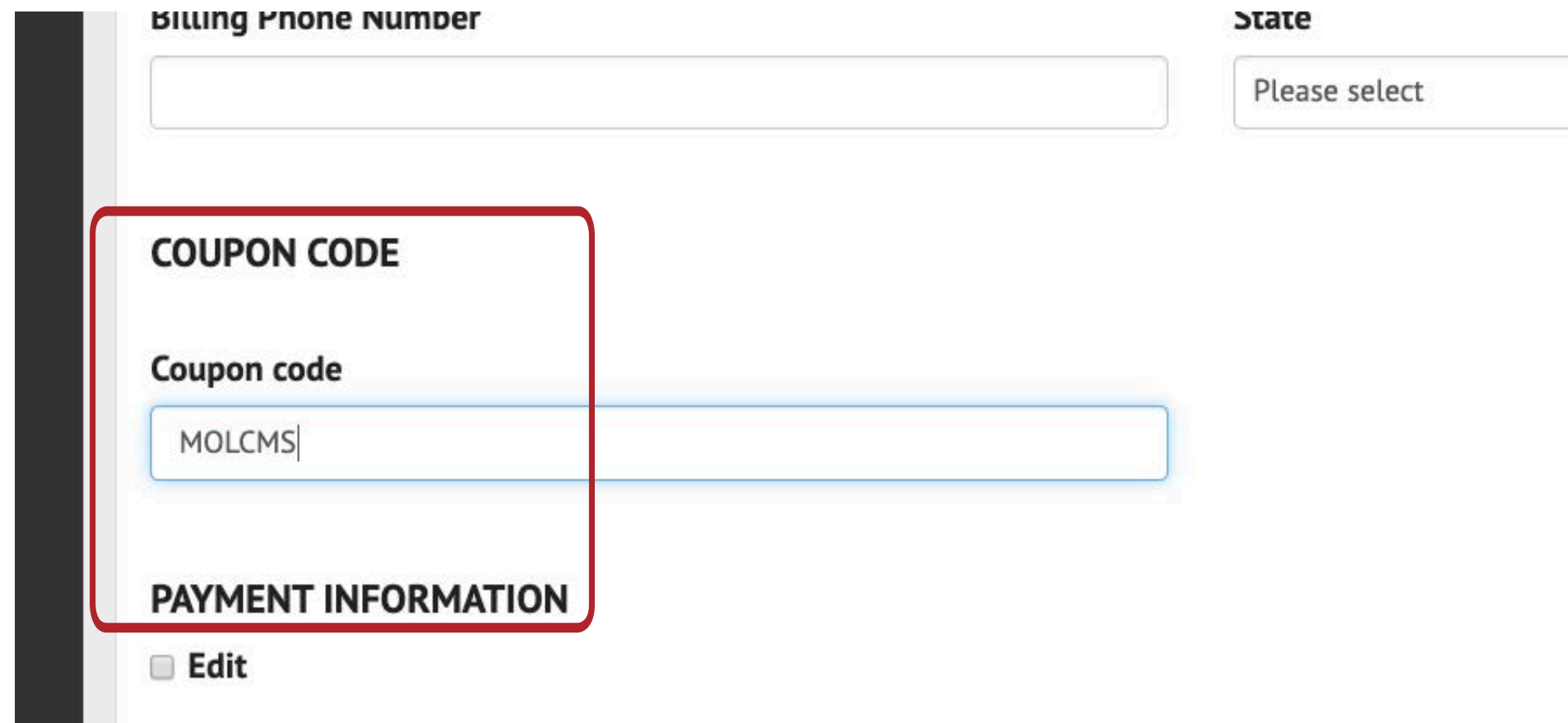
3 **Sign up your organization, using the LCMS coupon code**

Billing Phone Number

State

Please select

COUPON CODE

Coupon code

MOLCMS

PAYMENT INFORMATION

Edit

TIP
Use the coupon code MOLCMS
to receive your discount!

How do I set up my MinistrySafe Control Panel?

① Set up tags

Ministry Safe

Organization ID

Account ▸ Settings

My account
Organization Information
Organization Settings
Change Password
My Certificates
My Documents

Sign Out

- Home
- Notifications
- Manage Users
- Awareness Training ⊘
- Skillful Screening Training ⊘
- MinistrySafe Institute ⊘
- Background Checks
- Documents
- Admin
- Help Center

BACKGROUND CHECKS MODULE CONFIG

Renew Background Check

Every 2 years ▾   ☑ Renewal Notification ⊘   ☐ Change backgr... retroactively

Submit

Renew Awareness Training

Every 2 years ▾   ☑ Renewal Notification ⊘   ☐ Change training due dates retroactively

Minimum Awareness Training Score

70% ▾

☑ Enable Duplicate User Protection

Save   Download All Certificates

ORGANIZATION USER TAGS

[Tag Name]   add tag ✚

Tags are customizable user tags
to create organization within
your control panel
1. Click the gear in the top right
   corner
2. Add tags on the Organization
   Settings page

2 Enter trainees into the control panel

Start by clicking "Add User" on the Manage Users page

③ Enter the trainee's information

- Enter the trainee's name and email address
- Select a tag and an Awareness Training to send
- Click "Add User" and repeat process for next trainee

What happens next?

Your job as administrator is finished! MinistrySafe will automatically send an email to your trainee containing a link to the online training. Your trainee simply needs to click on the link in the email.

After clicking on the link, your trainee will be prompted to watch the Sexual Abuse Awareness Training, which is just over one hour in length. After watching the training, your trainee will be prompted to take a short quiz, which is scored online. A score of 70 or better will generate a Certificate of Completion.

Once your trainee has completed the quiz and received the Certificate of Completion, an email containing the Certificate of Completion will be sent to the trainee AND the Safety System Administrator and the trainee's supervisor. The online Control Panel will also be updated to reflect the completion of the training and calculate the renewal date for the training.

If the training is not completed in a reasonable time period, check with your trainee to determine if there is a problem...or simply resend the training link.

Other Helpful Resources

Your most valuable resources are:

The MinistrySafe staff
support@ministrysafe.com
(817) 737-7233

The Lutheran Church Missouri Synod

- **Free** "Overview of a Safety System" videos at *https://ministrysafe.com/create-a-system/*
- MinistrySafe blog with updates on changes in the law
- Members have full access to our resource library in the control panel, including policy and screening forms for churches, schools, camps and more.

Frequently Asked Questions

Q - *How much is this going to cost?*
A – The Missouri District LCMS has agreed to cover the membership fee and trainings for all Missouri District member churches and ministries.

Q - *How efficient is the email system?*
A – Very efficient! MinistrySafe sends thousands of links per month and about 95% of them get to the trainee the first time. Mainstream providers like Gmail and Yahoo recognize MinistrySafe emails.

Q - *Are there common reasons for not receiving the email?*
A – Yes. Forgetting to select which Awareness Training to send and incorrect email addresses account for the majority of errors in receiving. However, because this is a child sexual abuse awareness training, some SPAM filters sort to junk mail or reject the email altogether.

Q - *Can I send the link to any email address?*
A – Yes. In fact, you can send the training links to your own email, a church email, or shared email address. You can even forward them; copy and paste the link; whatever you need to do. However, the training links are specific to one trainee and that trainee must use his or her own link.

Frequently Asked Questions

Q – *How do I add a user?*
A – To add a user, simply log into your control panel, then select Manage Users from the left hand menu. At the top of the Manage Users page is a green **Add User** button. Make sure to select a training if you'd like it to be sent now.

Q – *What is the difference between Awareness and Skillful Screening Training?*
A – The Sexual Abuse Awareness Training is designed for anyone who will be around children. For example: staff, volunteers, janitors, etc. The Skillful Screening Training is for those in charge of bringing in and screening new employees or volunteers.

Q – *Can we watch the training as a group?*
A – Yes. The video portion can be completed in a group setting, and each trainee can complete the quiz portion via their own emailed link after the viewing.

Q – *How do I resend a training link?*
A – You can resend a training link by accessing the user information button (blue person icon) on the manage users page. You can resend a training link that hasn't been completed by clicking the **Resend training email** button.

Ministry Safe

For more information please visit: