## ABOUT THIS GUIDE

The Missionary Care mobile application uses technology to help make your missionary experience better, particularly in regard to your infield healthcare management. This troubleshooting guide outlines some possible issues encountered when downloading and using the app.

We hope the Missionary Care app will improve your healthcare experience as a missionary.

The Missionary Care app can be downloaded from Google Play or the App Store.

## ISSUES WITH DOWNLOADING THE APP
*This section applies to users of Android devices with MaaS360 installed.*

### PROBLEM

You receive an error saying that your administrator has not given you access to this item.

You encounter other issues downloading the app.

### SOLUTION

Verify that you have selected the *Android for Work* account in Google Play. This should resolve the issue.

If you are not yet serving as a missionary, please contact Missionary Medical at mmwebhelp@dmba.com, 801-578-5650, or (from the U.S. only) 800-777-1647 (phones answered Monday through Friday, 8 a.m. to 5 p.m. Mountain Time).
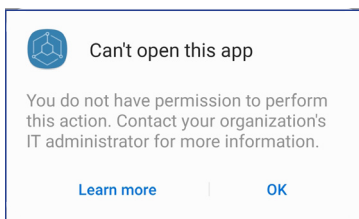
If you are currently serving as a missionary, please contact your MTC or mission leaders.

## "CAN'T OPEN THIS APP" ERROR
*This section applies to users of Android devices with MaaS360 installed.*

### PROBLEM

You encounter these errors when attempting to open the app after having downloaded it.

Can't open this app

You do not have permission to perform this action. Contact your organization's IT administrator for more information.

Learn more          OK
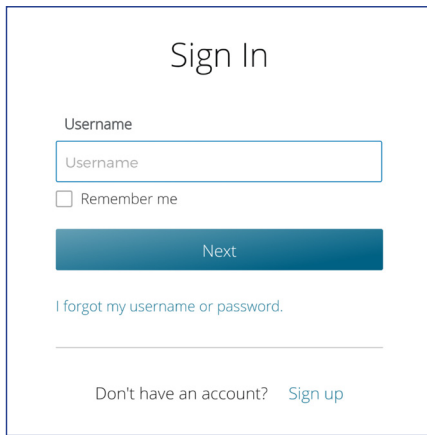
Action not allowed

Learn more          OK

### SOLUTION

Set your default browser to Chrome:

1. Go to *Device Settings.*
2. Go to the *Apps* section.
3. Select *Choose default apps.*
4. Select *Browser app.*
5. Choose *Google Chrome.* If Google Chrome is not listed as a default browser app option, you may need to download it from Google Play or MaaS360 app catalogue.

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## DIFFICULTY LOGGING IN

### PROBLEM

You are experiencing issues logging in to the app.

| Sign In |
| --- |
| Username |
| Username |
| ☐ Remember me |
| Next |
| I forgot my username or password. |
| Don't have an account?   Sign up |

### SOLUTION

Sign in using your Church Account credentials. These are the same credentials you use to log into your account at churchofjesuschrist.org.

### OR

Use the *I forgot my username or password* link on the login page.

## CONTACT

If you have questions or suggestions about the Missionary Care app, please contact Missionary Medical at mmwebhelp@dmba.com, 801-578-5650, or (from the U.S. only) 800-777-1647 (phones answered Monday through Friday, 8 a.m. to 5 p.m. Mountain Time).