



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 logging in and using the app.

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

The Missionary Care app will be pushed out to all Missionary devices.

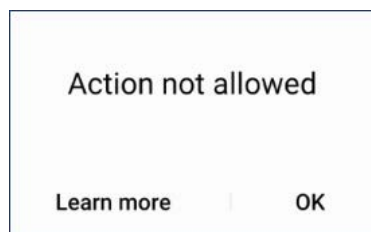
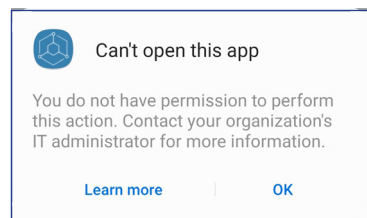


“CAN’T OPEN THIS APP” ERROR

This section applies to users of Android devices with MaaS360 installed.

PROBLEM

You encounter these errors when attempting to open the app.



SOLUTION

Set your default browser to Google 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.



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](https://www.churchofjesuschrist.org).

OR

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

TRANSLATION DISCREPANCIES

To ensure the full translation experience, set your device language to match the language selected in the app. Please note, some translations depend on your device language.

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).