

Quick Start Guide for Responding in Echo

Accessing the System

Use your Login Credentials to access the ECHO System

<http://needhim.echoglobal.org>

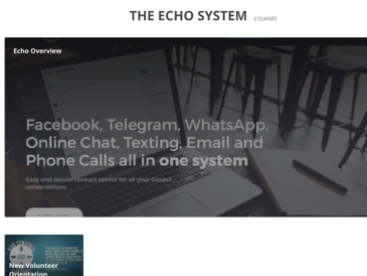


Navigating Echo

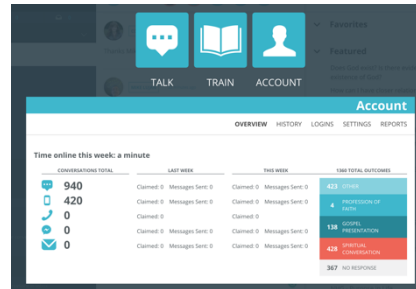
Once Logged In, you can access **TALK**, **TRAIN** or **ACCOUNT** by clicking on the related panels.



The **TRAIN Module** has a Video demonstrating how to use the system, identify the differences between chats and texts, along with explanations of the different tools for managing conversations.



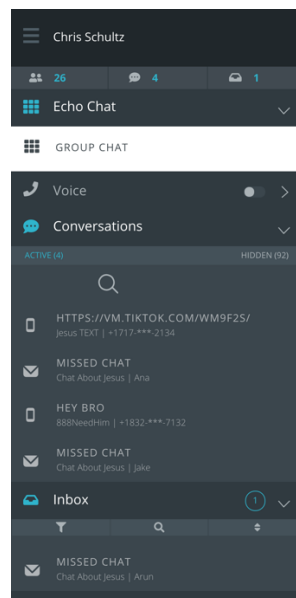
The **ACCOUNT Module** has conversation History, Settings for creating an alias, and other personal statistics.



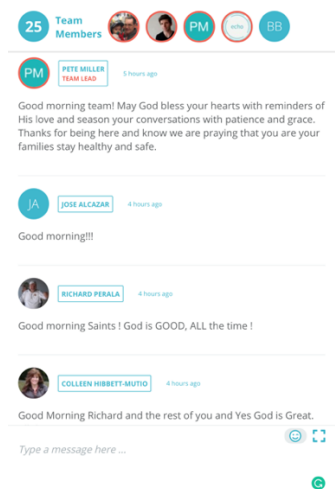
System Overview

Once you select the **TALK Module** The system is divided into three navigation panels for managing Conversations.

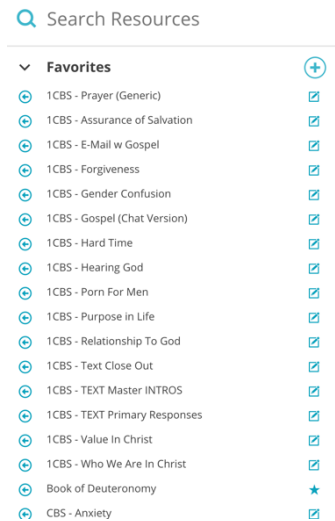
The Left Panel with the black background allows you to view the Status Bar, your Active Conversations and the Inbox.



The Middle Panel allows you to enter and read Group Chat Comments or send Private Messages to other Volunteers. When you claim an incoming conversation, that dialogue takes over the middle section.



The Right Panel allows you to view System Resources. You can also create your own **Resources** on topics, scripture or responses you use frequently.

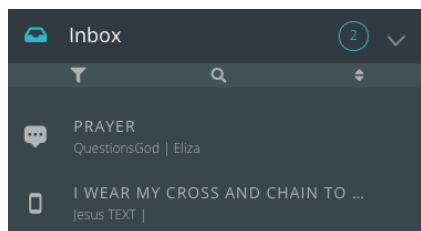


Helpful Conversation Tips:

- Listen Well
- Keep it Simple
- Don't Assume they are saved
- Mirror Conversation Style
- Respond with short and simple sentences
- Use scripture plainly and without abbreviations
- **NEVER Share Personal Information with Seekers or Ask for Theirs.**
- **Keep ALL Conversations within the ECHO System.**

Starting a Conversation

Conversations enter the system through the “Inbox”. The Inbox is viewable by all Responders.



To start a conversation, simply click on the item in the Inbox and offer an initial greeting, such as:

“hey, what brings you to chat today”, or “welcome, how are you doing today?”

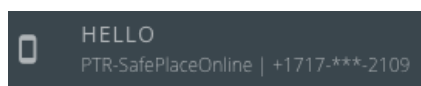
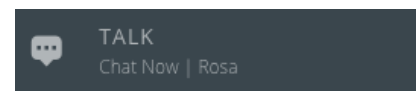
Recognizing Conversation Types:

Chats are identified by the “Chat Bubble with three Dots”.

TEXT MESSAGING Conversations have an icon like an “iPhone”.

E-Mail conversations have an icon like an “Envelope”.

When viewing a conversation in the Inbox, the Topic will be reflected on the Top Line. The Source of the Conversation and Seeker Name on the Second Line.



The Client Summary Details can be seen once the conversation has been chosen from the Inbox and will be displayed in the middle of the screen as you scroll up. You will be able to see certain details, including: IP Location Data, Aliases Used, Prior Topics, Prior Outcomes, Prior Tags, Notes and #

of Visits. This information is for your benefit in the event the Seeker has been here before. However, please be sensitive and do **NOT** refer to prior conversation data with the Seeker.

CLIENT SUMMARY

LOCATION DATA

City: Frisco
State: Texas
Country: United States
IP Address: 47.186.17.239

ALIASES

DO NOT PICK UP TEST x2

TOPICS

DO NOT PICK UP TEST x2

FOLLOWUPS

OUTCOMES

Other x2

TAGS

Assurance of Salvation Break-Up Evangelism Faith Islam (Muslim) Pornography

NOTES

CONVERSATIONS

3

Things to Know:

Chat Conversations take Priority over TEXT MESSAGING Conversations and are only available in the Inbox for 60 seconds. A chat is similar in essence to a phone call. It is a direct one-on-one exchange which usually moves quickly.

ALL Chats should be Closed and Dispositioned at the conclusion of the conversation and no later than the end of your time serving that day.

TEXT MESSAGING Conversations are not as time sensitive and can be responded to throughout your time online and can be managed over a period of days or weeks.

When you initially pick up a TEXT MESSAGING Conversation, you will need to “Claim” It for it to remain in your conversations.

Regardless of how they find us, we should properly introduce the Ministry and yourself with a simple introduction as follows:

“Hi, you have reached Need Him Ministries. We are a Christian ministry here to share the good news ... that we can each be forgiven and reconciled back to God through a relationship with Jesus Christ. By messaging back to start a conversation you are agreeing that you are at least 18 years old or have parental permission to talk.”

If a Seeker fails to immediately respond, give the conversation time to breathe, leaving it open for at least 24 hours.

Even if the Seeker never responds, please embed a Gospel Message and Disposition as a Gospel Presentation.

TEXT MESSAGING Conversations are a great way to walk with or to mentor a Seeker for an extended period.

Questions are a good way to drive Conversations.

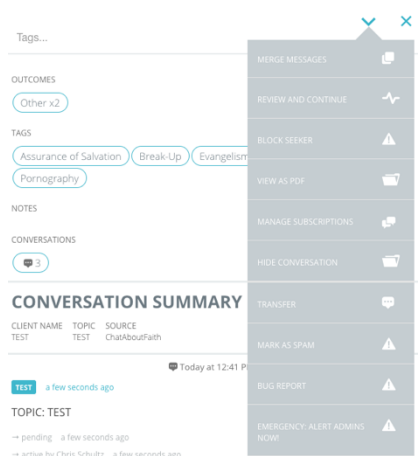
- “Is this true in your life?”
- “What is your relationship like with Jesus?”
- “Does this make sense?”
- “What has your experience been?”
- “What are your thoughts on this?”

Pray before, during and after each conversation, asking the Spirit of God to lead and direct you.

Navigation Tips

The following will provide insight on effectively navigating conversations:

Transferring a Conversation can be accomplished by using the drop-down Menu and choosing the Transfer Option. Once you click this feature, you will need to select the related Responder and click Transfer. Out of courtesy, always seek approval to Transfer in advance from the related volunteer prior to using the transfer feature.

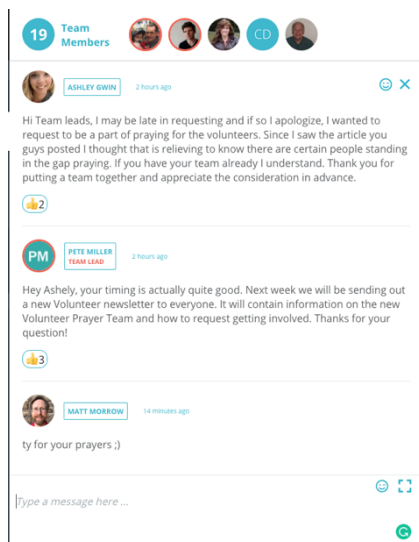


Blocking a Seeker can be accomplished by using the same drop-down menu and choosing **“Block Seeker”**. This will keep the Seeker from returning into the Echo System for 24 hours. This should only be utilized if a Seeker is inappropriate in their demeanor, language or subject matter.

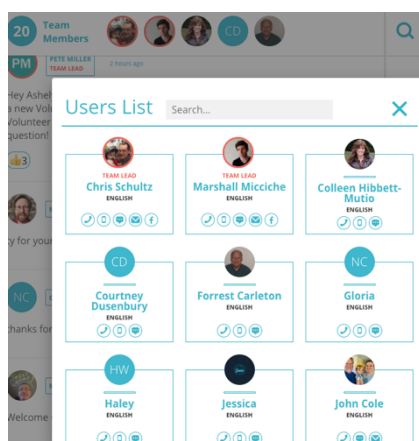
Emergency Alerts can be accomplished by using the same drop-down menu and choosing **“Emergency: Alert Admins Now!”**. This will notify System Admins of an emergency situation so they can provide feedback or oversight of your current conversation.

Group Chat / Private Messaging

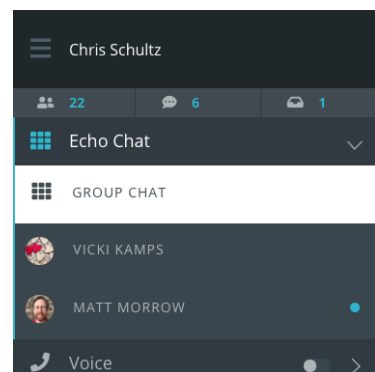
When choosing Group Chat on the Left Panel, the entire center of the system will reflect Group Chat Activity. This is a great place to share prayer or resource needs and to communicate with the Responder Community.



For those times you would like to interact with another Responder privately, please use the **“Private Messaging Feature”**. You can access private messaging by clicking on “Team Members” and choosing the respective Responder you wish to communicate with.



Once chosen, you will be able to have a private dialogue. Such messages will be one-on-one and will display on your left navigation panel. A blue dot will appear when a private message is waiting for you. *This is the preferred way to communicate when you are having a one-on-one conversation with another Responder.*



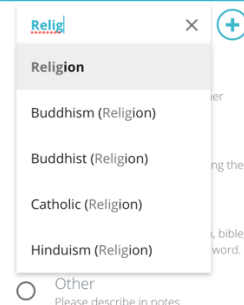
Closing Conversations

There are five steps to closing Conversations within ECHO.

Close the Conversation by clicking the “X” in the upper Right Corner of the Conversation section.

Tag the conversation if there is a topic that was discussed. You must select a topic tag from the list of ministry topics. Some conversations will cover multiple topics and you may select up to three tags from the list in those cases.

REVIEW CONVERSATION



Select one of the six **Outcomes** for the conversation based on results (Click Radio Boxes).

Tags...
+
Flag Conversation

OUTCOME

☐ Profession Of Faith
Seeker made first time decision to follow Christ.
☐ Rededication
Believer recommitted or rededicated their life to Christ.
☐ Gospel Presentation
You presented the gospel during the conversation.
☐ Spiritual Conversation
Conversation about prayer, sin, bible, or life issue in context of God's word.
☐ Other
Please describe in notes.
☐ No Response
Select if seeker never replies to your greeting or messages.

NOTES

SAVE

Notes can be inserted when relevant information is discovered. This step is optional and would only be used if there is something extraordinary to share with Responders that talk with this person in the future.

These Notes are not repeated in future conversations but would give the next Responder a more complete picture of the seeker.

This section is not for repeating how the conversation ended or restating the topical nature of the conversation.

Lastly, **SAVE** the entire Record of the conversation by selecting the SAVE button at the bottom of the conversation screen.

Things to Remember:

Pray before, during and after each conversation, asking the Spirit of God to lead and direct you.

Chats take Priority over Text Messages and are only available for 60 seconds.

TEXT MESSAGING Conversations do not have to be closed at the end of your time serving that day and can stay open for extended periods. Let them breathe for at least 24 hrs.

Questions are a good way to drive the conversation.

- "Is this true in your life?"
- "What is your relationship like with Jesus?"
- "Does this make sense?"
- "What has your experience been?"
- "What are your thoughts on this?"

Present the Gospel - No matter what the apparent attitude or experience of the seeker ***we should always seek to turn the conversation towards Jesus and present the Gospel before the conversation is closed.***

Logging Off – Make sure to fully log off the system at the end of each day. You do this by clicking the Three Dashes next to your Name in the Upper Left Corner of the Black (left side) Panel.

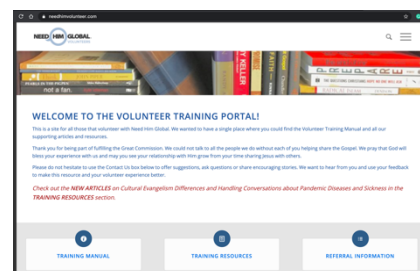
This will bring you back to TALK, TRAIN and ACCOUNT screen. Scroll to the bottom of this screen and select the YES icon for logging out of the system.



Responder Training Portal:

You can access the Responder Training Manual and an assortment of resources on our Training Portal. It can be found at: <https://needhimvolunteer.com/>

Password: NHGresources



The Site offers the following:

- Responder Training Manual
- Training Resources on Tough Topics
- Referral Information
- Church Databases
- Bible Reading Plans
- Responder Newsletters
- List of Ministry Partners
- Gospel Verses
- Ministry Identity Statements



Child or Spousal Abuse
www.childabuse.org
 800-422-4453
 Christian Prayer Line
<https://www.chprayerline.com>
 800-759-0700
 Drug & Alcohol Abuse
 Christian Crisis Hotline
 866-642-9271
 Christian Counseling in US
 American Association of Christian Counselors
www.aaccounselors.org
 800-524-8673
 Christian Counseling in UK
 Association of Christian Counsellors
<https://www.aaccounsellors.org>
 0845 124 9569

Family Violence
 Domestic Violence Hotline
www.chathotline.org
 800-799-SAFE
 Homeless Shelters
 Homeless Shelter Directory
www.homelessshelterdirectory.org
 Runaways
 National Runaway Safeline
www.1800runaway.org
 800-786-2929
 Suicide in US
 National Suicide Prevention Lifeline
www.suicidepreventionlifeline.org
 800-273-8255
 International Suicide Hotlines
www.international-suicide-hotlines.com

If You Have Questions:

Chris Schultz – Chief Operating Officer
chris@needhim.org