



# MINISTRY GRID<sup>®</sup>

training made simple

### ***How do I register?***

If you have a LifeWay.com account, you will use the same email address and password to create your Ministry Grid account. If you have forgotten your LifeWay.com password, you may visit <https://www.lifeway.com/SignIn> to reset your password.

If you do not have a Ministry Grid or LifeWay.com account, select “Sign up” at *MinistryGrid.com*. No obligation or credit card is required. Complete your user information on the form. If you have a membership code, you may enter the code. Next, select “Continue” to search for your church. Enter your church’s name and city/state or zip code and select “Search for my church.” Once you find your church, click on the circle by your church’s name and select “Create my account.” If you are unable to find your church, click the check box “I cannot find my church” then select “Create my account.”

### ***How do I register with a membership code?***

If you have a LifeWay.com account, you will use the same email address and password to create your Ministry Grid account. If you have forgotten your LifeWay.com password, you may visit <https://www.lifeway.com/SignIn> to reset your password.

If your church has provided you a membership code, select “Sign up” at *MinistryGrid.com*. To create your account, complete the form and enter your membership code. If you already have a user account, you may log in and redeem the membership code at any time in the upper right corner of each page under “Have a membership code?”

### ***How do I log in?***

If you have a Ministry Grid account, select “Log in” and enter your email address and password. Please select “Remember Me” if you would like your computer to remember your account. After you have entered your email address and password, select “Log me in.”

### ***How do I purchase?***

To purchase, sign in to your Ministry Grid account. If you do not have a Ministry Grid account, you must register first. See “How do I register?” for additional information.

After you have logged in to your account, select “Pricing & Plans.” On this page you may view the three options for Ministry Grid subscriptions: individual, church (based on average weekly attendance), and ministry plan (up to 50 users in a ministry of your church). Use the drop down menu to make your selections then click “Buy now” to review your order and complete your purchase.

### ***What browser works best with Ministry Grid?***

For the best experience with the Ministry Grid platform, we recommend using the most up-to-date versions of Safari or Chrome as your browser.

### ***How many users can I add to my account?***

When you purchase your Ministry Grid subscription, you select the average weekly attendance for your church. For example, if you select 250 as your average weekly attendance, then you are allowed to add up to 250 users to your Ministry Grid account. If you select a ministry plan, you may add up to 50 users in a single ministry area. You may upgrade your account by contacting our customer service team at 1-866-627-8553.

### ***What are the user roles on Ministry Grid?***

A “Member” may view and search for training, complete assignments, and download resources. An “Administrator” is a super user of their organization. A “Training Admin” may add users, assign training, and track progress. A “Content Admin” may create and upload training content.

### ***How do I add a single user?***

Log in to your account. In the heading tab, select “Administration” and be sure you are in the “People” tab. To add a user, select the silhouette with the plus sign. Provide the new user’s first name, last name, and email address then click “Submit.” An email invitation will be sent to the user where they will be prompted to accept the invitation and register as a user on Ministry Grid.

### ***How do I add multiple users with membership code?***

The advantage of using a membership code is that you don’t have to manually enter user data. Log in to your account. In the menu bar, select “Administration” and click on “Org Management.” Next, select “Membership Codes” and fill out the form. If you have established groups and subgroups like children’s ministry, student ministry, and so forth, you may associate the codes with a specific group. The end date prevents users from redeeming the membership code after the date you have selected. You may also assign training to all users who redeem the code. Once you have completed the form, select “Generate.”

Ministry Grid will generate a code that you may distribute. New users may enter the code on the registration form in the “Membership Code” field. If a user is already registered on Ministry Grid, they may log in to their account and redeem the Membership Code in the field labeled “Have a membership code?”

Your code will not be automatically deleted from your account. Even after the end date, you may access the information you created for the code and modify or extend the end date. If you delete the code, the code and its information will no longer be accessible, but users who redeemed the code before it was deleted will retain their account information.

### ***How do I add groups or subgroups?***

Log in to your account. Click “Administration” and select “Org Management.” To add a group, hover over the name of your church or organization and select new. Enter your group name and save. To add a subgroup, hover over the group’s name and select new. Enter your subgroup name and save. You have the ability to create an infinite number of groups and subgroups. Once your group or subgroup has been created, you may add users individually or create a membership code.

### ***How do I add a user to a group or subgroup?***

Log in to your account. Click on “Administration” and select “People.” Click the check box next to the user’s name. To add multiple users at once, select the check box next to all users you wish to add. In the upper right side of the page, select the icon with the silhouette and arrow. A pop up window will allow you to select the group or subgroup. Select add to save your changes.

### ***How do I search for training?***

There are multiple ways to find content on Ministry Grid. We suggest starting with the Training Pathways icon at the top of the page. Training Pathways provide a suggested sequence of training content in specific ministry areas. Each Training Pathway contains foundational, advanced, and expert-level training to equip volunteers and leaders in your church.

You may also search for content. If you have an idea of what you are looking for, you may go to the main menu bar and input your search term in the search box. This search will list all of the relevant courses based on your search. On the left hand side you will be able to filter by categories, speaker names, and more. You may also expand your search to include, sessions, tracks, and assessments.

If you don't know what you want or where to start, select "Training" from the main menu bar. From there, several categories are listed. Select the category that seems most relevant to you. Below each title you will find a short description. Don't forget, on the left hand side you will be able to filter your search.

### ***What is the difference between a session, course, and track?***

There are three types of training content on Ministry Grid: sessions, courses, and tracks. A session is a single video with specific objectives, similar to a teaching topic. A course is 2 or more sessions grouped together based on a related topic, similar to a class. A track is 2 or more courses grouped together in a related field, similar to a college major. If you wish to create your own sessions, courses, and tracks, you may do so in Training Management.

### ***What is an assessment?***

An assessment is a compilation of questions or statements to test or survey a user's responses. There are four assessment options: graded, likert, survey, and open answer. If you wish to create your own assessments, you may do so in Training Management.

### ***What is a resource?***

A resource is a downloadable document, spreadsheet, PDF, or image that supplements training. Resources may provide additional information for a session, course, track, or assessment. If you wish to upload your own resources, you may do so in Resource Management. Each file type has a maximum size: image 500KB, text file 5MB, presentation 15MB, audio clip 25MB, and data spreadsheet 5MB.

### ***How do I assign training?***

There are two ways to assign training to users. The steps are the same for assigning a session, course, track, or assessment.

Option 1: Once you have decided on the assignment, view the session, course, track, or assessment. On the right side toward the bottom of the page, select "Assign to a user." In the pop-up window, you must add a required start date, optional end date, and select the check box next to the user or users. Select "save" to make the assignment.

Option 2: Hover over "Training" from the main menu bar and select "Training Management." Search for the session, course, track, or assessment you would like to assign. On the right hand side of your choice, select "Manage" then select "Assign." In the pop-up window, you must add a required start date, optional end date, and select the check box next to each user or users. Select "save" to make the assignment.

With both options, an email notification will be sent to that user or users that they have a training assignment. Once the user begins his or her training, you will be able to view their progress by generating a report of the training in "Training Management" or by viewing their user profile in "Administration."

### ***How do I view my assignments?***

Log in to your account. Your training assignments appear as tiles on your homepage. You may also view your assignment list by hovering over your profile in the upper right corner of the page and selecting "Manage this account."

### ***What is Training Management?***

In Training Management, you may view and search for training and create your own sessions, courses, tracks, and assessments. You may also select “Manage” next to any training to generate reports, assign training, edit training, view training, copy training, and delete training.

### ***What types of video files can I upload to Ministry Grid?***

Videos must be in an .mp4 format with a 5mpbs bit rate no larger than 2GB.

### ***How do I create a session?***

Hover over “Training,” then select “Training Management.” Select the arrow in “Create New Training” near upper right corner, and click “New Session.” Choose an applicable category and add title, short description, and long description (all required fields). You may also add contributor name(s), audience, and subtitle if desired. Once all required info is complete, select “Save.”

Next, upload the video file by selecting “Add Your File” in the gray box. On pop-up screen, click “Upload Your Own.” In new window, drag and drop the video file to gray box or select file from computer. You must add title, category, short description, and long description. Note that you may toggle between the content upload window and new session window to copy and paste this info. Once file has uploaded and info added, select “save.” A pop up will confirm a successful upload.

Return to new session window, if browser does not automatically do so. If video info appears in gray box, select “Save” (if “Save” button is not an option, the session has automatically saved). If video info does not appear in gray box, select “Add Your File” and search for the new video by title or sort by “Recently Created.” Select the video, then click “Save.” To create additional sessions, select “Back” to return to “Create New Training” page.

Please note that if you make any revisions to this session in the future, it may impact the sessions, courses, and tracks you have associated with this session.

### ***How do I create a course?***

A course consists of 2 or more sessions and/or assessments. These sessions and assessments may come from the Ministry Grid library, from your own uploaded content, or a combination. If you wish to use your own content, you must create the sessions and/or assessments before you create the new course. See “How do I create a session?” and “How do I create an assessment?” for more information.

To create a new course, hover over “Training,” then select “Training Management.” Select the arrow in “Create New Training” bar near upper right corner, and click “New Course.” Choose an applicable category and add title, short description, and long description (all required fields). You may also add contributor name(s), audience, and subtitle if desired. Once all required info is complete, select “Save.”

To add sessions and assessments to the course, select “Add Training” on right side of page. In pop up window, search for and select the session or assessment. Repeat until all sessions and assessments have been added then select “Save.”

You may upload an image or video to represent the course. Otherwise, this area on the course page will appear with a black tile. Please note that video files uploaded here will not be tracked as part of a user’s assignment progress within the course. To upload an image or video to represent the course, select “Add Your File” in gray box. On the pop-up screen, search for an image or video previously uploaded or click “Upload Your Own” to upload a new image or video. In new window, drag and drop the image or video file to the gray box or select the file from your computer. You must add title, category, short description, and long description. Note that you may toggle between the content upload window and the new course window to copy and paste this session info. Once file has uploaded and info added, select “save.” A pop up will confirm a successful upload.

Return to new course window, if browser does not automatically do so. If image or video info appears in gray box, select "Save" (if "Save button is not an option, course has automatically saved). If image or video info does not appear in gray box, select "Add Your File" and search for image or video by title or sort by "Recently Created." Select image or video, then click "Save."

Please note that if you make any revisions to this course in the future, it may impact the sessions, courses, and tracks you have associated with this course.

### ***How do I create an assessment?***

Hover over "Training" and select "Training Management." Select the down arrow next to "Create New Training" on the right side of the page and click "New Assessment." The Assessment Building Wizard will walk you through five steps to create a new assessment.

Step 1: Add a title, description, start date, and applicable category (required fields). You may also add an optional end date. When finished, select "next step."

Step 2: Choose the type of assessment you wish to create. You may choose graded, likert, survey, or open answer. Depending on your selection, you may be able to add categories to tag specific questions and set thresholds that assign training, recommend training, or display messages based on a user's score or responses. When finished, select "next step."

Step 3: Drag and drop the type of question you would like to add. If applicable, select the correct answer or add a scale. Repeat to add all questions. When finished, select "next step."

Step 4: You may add an optional badge, companion materials, or resources. If you wish to upload a resource, you must first upload it in Resource Management. Please see "How do I upload a resource?" for more information. When finished with step 4 options, select "next step."

Step 5: You may add an optional prerequisite, contributor(s), or audience type. Select "Complete my assessment" to finish.

To search for an assessment, you may select the drop down menu in the search bar, click "assessment," and add applicable text to complete your search. Your assessment will also be available in Training Management to view and assign to users. You may also edit and repeat the five steps of the Assessment Building Wizard to revise your assessment at any time. Please note that any revisions may impact the sessions, courses, and tracks you have associated with the assessment.

### ***How do I upload a resource?***

Log in your account and hover over "Resources" and select "Resource Management." Next click "new resource" on the right side of the page. Choose an applicable category and add title, short description, and long description (all required fields). You may also add contributor(s), available date, end date, audience, and subtitle if desired.

To upload the resource file, you may click the plus sign to add a file from your computer or drag and drop the file directly onto the gray box. Select "save" to finish the upload process. A pop up will confirm a successful upload. Select "back" to return to the Resource Management page.

### ***How do I add a resource to an existing session, course, track, or assessment?***

If you wish to use your own resource, you must first add it to your training library. See "How do I upload a resource?" for additional information. Hover over "Training" and select "Training Management." From here, you may search for the session, course, track, or assessment or use the filters on the left to narrow your results. Once you have found the training, select "Manage" in the title and description box and click "Edit." On the training page, select "Add a Resource File" on the right. A pop up window will allow you to search for a resource or use the filters on the left of the page to narrow your search. Once you have chosen a resource, be sure to save your selection. Repeat these steps if you would like to add multiple resources to the same session, course, track, or assessment.

### ***How do I edit or copy existing sessions, courses, tracks, and assessments?***

Under “Training,” select “Training Management.” From here you may search for the session, course, track, or assessment you wish to copy. Once you have found the training, select “Manage” to the right of the title and description box. Next, select the “copy” option. A pop up screen will confirm your selection. From here, you may change the information fields to fit the purposes and context of your church. Be sure to save your changes.

### ***How do I load my logo and change the color scheme?***

Select “Administration” in the top menu then click on “Org Management.” Next, click on the tab “Logos, Colors, and Dashboard.” If you wish to customize a specific group or subgroup, select it on the left side of the page. From here, you may upload your church’s logo and change the color scheme of the page.

### ***How do I customize my church’s Ministry Grid homepage?***

You control the content a guest will see when they visit your organization’s homepage on Ministry Grid. Select “Administration” in the top menu then click on “Org Management.” Next, click on the tab “Logos, Colors, and Dashboard.” Scroll to the bottom of the page and under “Dashboard Widgets,” click “Edit Dashboard Widgets.” Select “Configuration” under any image on this page to edit the content. This option allows you to replace, rename, and relocate any training on your church’s guest page. After making changes, select “Update” to save your changes.

### ***How do I add admins?***

Log in to your account. Select “Administration” in the top menu and be sure you are in the “People” tab. To make a user an admin, select that person’s name. Once the user’s information page has loaded, click the plus sign next to “user roles.” You may choose which type of admin role to assign to the individual.

If you wish to make a user an admin of a group or subgroup, first select the group or subgroup on the left side of the page. Next, select the person’s name. Once the user’s information page has loaded, click the plus sign next to “user roles.” You may choose which type of admin role to assign to the individual. If the user has not been assigned to the group or subgroup, you must first assign them to the group before making them an admin. See “How do I add a user to a group or subgroup for more information?”

### ***How do I remove a user from a group or subgroup?***

Under the “Administration” heading, be sure you are in the “People” tab. Select the check box next to the user or users you would like to delete from your group or subgroup. Next, click the silhouette with the minus sign. In the pop up, choose the group or subgroup from which you would like to remove the user. You will be asked to confirm this deletion. Click “confirm” to continue or “cancel” to go back. Removing a user from a group does not delete their Ministry Grid account or change the access you’ve granted that user to your church’s subscription.

### ***How do I delete groups or subgroups?***

Under the “Administration” tab, select “Org Management.” Click on the trashcan icon under the group or subgroup’s name. In the pop-up window, click “Okay” to confirm the deletion or “Cancel” to go back. Removing a group or subgroup does not delete the user accounts associated with that group or change the access you’ve granted these users your church’s subscription.

### ***How do I create an organization?***

Log in to your account. Click on your profile image and select “Manage this account” under your user name in the upper right corner of the page. Next select “Edit profile.” To prevent creating duplicate organizations, you must first search for your organization using the “Organization Affiliations” search box. Once your search results appear, you may narrow the results using the filters on the left side of the screen. If you find your organization has already been created, click the check box next to the organization’s name and select “Continue.” You will then be prompted to request

affiliation with that organization. If you do not find your organization in the search results, select “Create one” near the top of the page. Complete the information on the form. You may add yourself as the admin for this organization or recommend an admin for your church or organization by submitting their name and email address. Select save to complete creating your organization. After your organization has been created, it will appear in your account options.

#### ***Why is Ministry Grid one of my organizations?***

Every user is automatically assigned membership in the larger organization of Ministry Grid. Hover over your profile image in the top right section and select “Choose another account.” By selecting this option, you will be able to choose your church or select Ministry Grid. This context dictates what training you may access on Ministry Grid.

#### ***What does it mean to change my context?***

Returning users with more than one account will be sent to a “Choose account” page. This page will pop up each time you come back to Ministry Grid to ensure you are accessing the correct account for training. To return to the “Choose account” page, and click on the user profile image and select “Choose another account.”

#### ***How do I add or edit my notes?***

You may add notes to any session, course, or track. Notes are private to each individual user. To make a note, scroll to find “My Notes. In the text box, type your note then click “Save Notes.” To edit your notes, select “edit” and make any changes you would like. Remember to select save once you have finished.

#### ***What are comments and discussion boards?***

Discussion boards and comments are private to your church. They are available on session, course, and track pages and visible to other users in your church. You will not see discussions from other churches or organizations.

#### ***How do I comment on a discussion board?***

On the session, course, or track page, scroll down to find “User Discussion.” In this text box, type your comment then click “Save.” This comment is only visible to other users of your church.

#### ***How do I flag an inappropriate comment?***

Comments may be flagged for an administrator to review. To flag a comment, scroll to the comment you would like the administrator to review and click the flag option. A pop up will confirm your action. Please note that if you flag a comment as offensive, it will not be visible to other users until an admin removes the flag.

#### ***What does it mean to pin a comment?***

By pinning a comment, you are forcing that comment to stay at the top of the discussion board. You must be an Admin to pin comments. Find the comment you would like to feature and click “Pin.” If you no longer want to push this comment to the top of the list, simply select “unpin” to return to its original status.