

Online Ministry Minister Handbook



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Welcome

Welcome to Rocky Mountain Calvary's Online Ministry Team. We are excited to partner with you in the work God is doing in your life and in the lives of our online community. As hosts, you enhance our online community as you help us foster a welcoming and engaging atmosphere through greeting, encouragements, scripture, prayer and even a few trouble-shooting tips. These intentional connections bring a real sense of connection.

As you serve the Lord through this ministry, our desire is for you to experience:

- A greater dependence on the Lord
- An opportunity to love others through an online experience
- The Holy Spirit's equipping as you serve
- Joy in community
- His Word as living and applicable, especially in a time of need. "A word fitly spoken is like apples of gold in settings of silver" Proverbs 25:11

Thank you for serving the Lord and our far-reaching Body of Christ.

The Online Ministry Leadership

Administration

Leadership Structure and Contact Information



Emergency Phone (E-phone)

A member of the pastoral staff is always available in the event of a life or death situation. To contact a pastor after business hours and on weekends, call the church office (719-597-1133) and listen to the recording for the emergency cell phone number. This number changes *monthly*.

Online Ministry Foundation

Our Mission Statement

Rocky Mountain Calvary's Online Ministry's mission is to welcome, engage with and encourage our online guests locally and from around the world in order to facilitate worship, fellowship and an understanding of God's Word in a way that glorifies God and draws people closer to Him.

Ministry Approach

The Online Ministry offers a unique way to minister to others through online fellowship and encouragement for those who are unable to attend services and events in person. Our approach is to engage with those attending live streamed (or simulated live streamed) events to lead them in corporate worship, fellowship and understanding God's Word. This handbook presents some principles and ideas to assist you in that process. Every Online Minister has unique giftings and personalities to bring into the ministry experience. *The main goal is to encourage and influence participants to be transformed into the new creation God intends for them through online engagement.* Everything you do should revolve around this principle.

Foundational Scripture

These foundational scriptures support the mission of the Online Ministry:

Sharing the gospel around the world:

Matthew 28:18-20

"And Jesus came and spoke to them, saying, "All authority has been given to Me in heaven and on earth. Go therefore and make disciples of all the nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, teaching them to observe all things that I have commanded you; and lo, I am with you always, even to the end of the age." Amen.

Welcoming, engaging with and encouraging guests to worship, fellowship and understand God's Word:

Hebrews 10:24-25

And let us consider one another in order to stir up love and good works, not forsaking the assembling of ourselves together, as *is* the manner of some, but exhorting *one another*, and so much the more as you see the Day approaching.

2 Corinthians 1:3-4

Blessed *be* the God and Father of our Lord Jesus Christ, the Father of mercies and God of all comfort, who comforts us in all our tribulation, that we may be able to comfort those who are in any trouble, with the comfort with which we ourselves are comforted by God.

Psalms 34:3

Oh magnify the LORD with me, and let us exalt His name together.

Romans 15:4

For whatever things were written before were written for our learning, that we through the patience and comfort of the Scriptures might have hope.

Our Principles of Belief

When serving as an Online Minister, many questions may be asked in the chat room on any number of topics. While no one is expected to answer every question posed, understanding the following principles and the supporting scripture can serve as a foundation to help facilitate discussion on a variety of topics. Ministers should understand and be supportive of these principles.

1. We believe all people are born with a sinful nature, and that we experience the consequences of the choices we make, for which we are personally accountable (Psalm 51:5; Romans 3:19-20, 23; 14:12; 2 Corinthians 5:10).
2. We do not believe that other people (such as parents, children, relatives, friends, etc.), cultural backgrounds, social and family pressures, or physical environments release us from the responsibility of our bad choices and sinful actions (Ezekiel 18:20; James 1:13-15).
3. Not all suffering derives from a person's bad choices but can be part of God's will (Job 1-2; 2 Cor. 12:7-10; John 9:1-3).
4. We believe the greatest human need is a personal relationship and commitment to Jesus Christ as Lord and Savior from sin, death, and hell. We believe that people become Christians by personal faith in the death and resurrection of Jesus Christ (not by personal merit, family heritage, or human performance) and through a commitment to follow Christ by learning the Bible and following its instruction (John 1:12-13; Acts 16:31; Romans 10:9-10; Ephesians 2:8-10).

5. We believe prayer, Bible reading with obedience to the teaching of the Bible, and the work of the Holy Spirit are essentials for personal growth, joy, and deliverance. It is the role of our disciples to lead and encourage all those seeking our help to depend upon God and to trust Him for victory and success (Psalm 119:9, 11; Matthew 26:41; Galatians 5:16). We believe that confession of sin and repentance (turning from sin to God and obedience to His Word) are essential in dealing with sinful attitudes and behavior (Proverbs 28:9, 13; Luke 17:3-4; Romans 10:17; 2 Timothy 3:16-17; 2 Corinthians 7:9-11).
6. We recognize the influence of demonic activity (evil spirits), but we do NOT believe that true believers can be indwelt or controlled by an evil spirit (demon), due to the presence of the Holy Spirit of God (1 Corinthians 6:19-10; Ephesians 6:10-18; James 4:7; 1 John 4:4; 5:18-19).
7. We believe heterosexual marriage is the only relationship in which sexual intercourse should take place. We do not condone or approve of pre-marital sex, homosexuality, same-sex unions, adultery, incest, or any other sexual immorality condemned by God's Word, the Bible. We treat these matters as sin against God's laws and damaging activities to the physical, spiritual, and emotional health of those involved (1 Corinthians 6:9-11; 7:1-2; Hebrews 13:4; 1 Peter 2:11; 2 Peter 2:6-10).
8. We believe the Bible teaches God creates each person with purpose and He is intentional when He creates our gender as male or female. The Bible says God created "male and female" and that He pronounced His creation as "very good" (Genesis 1:27, 31). We teach that each person should reconcile any confusion about his or her gender with their God given gender given at birth.
9. We believe divorce should be avoided as a solution to marital difficulties. We also believe forgiving your marital partner upon confession and repentance is the biblical way of dealing with marital difficulties rather than seeking divorce (Luke 17:3-4; Ephesians 4:32; Colossians 2:12-14). We believe that the Bible allows for divorce on the basis of:
 - a. Sexual immorality (Matthew 5:31-32, 19:3-9).
 - b. Willing departure of an unbelieving spouse (1 Corinthians 7:12-15).
10. We believe remarriage should occur only after one of the following has taken place:
 - a. Divorce based on one of the two above stated situations.
 - b. Death of a former spouse (Romans 7:1-3; 1 Corinthians 7:39).
 - c. Remarriage of a former spouse to another person (Deuteronomy 24:1-4).When divorce or remarriage has occurred without biblical reason, we urge confession and repentance, believing in God's grace, love, forgiveness, and healing. We do not encourage couples to break up existing marriages in order to correct a previous sinful action (Proverbs 28:13; Romans 5:20).

11. Our biblical guidance will focus on what has taken place, rather than on why it occurred (Jeremiah 17:9-10; 1 Corinthians 4:5). There may be some benefit in looking into the reason why a person is in sin and/or conflict, but ultimately God's commands are to be followed regardless of our understanding of why the sin occurred.
12. We do not counsel people to love themselves, but rather to deny themselves. The Bible teaches that we already love ourselves, and that we need to concentrate on loving and serving God first, and others second (Deuteronomy 10:20-21; Joshua 24:14-15; Matthew 22:34-40; Luke 9:23; Ephesians 5:29).
13. We believe parents are responsible for the discipline and instruction of their children in the way of the Lord. We also urge children and young people to honor their parents and be obedient to them unless the parent is leading the child into blatant sin or illegal activities (Proverbs 22:6; Ephesians 6:1-4; Colossians 3:20-21).
14. We do not encourage or insist that an abused adult or children remain in a home where physical abuse occurs. It is our policy to confront the abuser (Matthew 5:25, 18:15-17; Ephesians 6:4; 1 Timothy 3:4, 12, 14) and to report such cases to the civil authorities if they are brought to the attention with evidence substantiating it (Proverbs 13:24, 19:18, 19:29, 22:15, 23:13-14, 26:3, 29:15, 29:17; Ephesians 6:4).
15. We do not recommend or condone abortion, suicide, euthanasia, or any method of taking human life. We believe that human life begins at conception and is sacred (Genesis 1:26-27; Psalm 51:5; 139:13-16).
16. We believe the use of pornographic material (internet, videos, books, magazines, or pictures) is sinful and must be avoided (Matthew 5:28-29; Mark 4:24; Philippians 4:8; 1 Thessalonians 5:22).
17. We believe alcohol abuse and drug abuse is condemned in the Bible and causes physical, spiritual, and emotional damage to the individual who is using it. We seek in our counsel to warn those involved in such substance abuse of the dangers involved and to turn from such practices (Proverbs 20:1; 23:29-35; 1 Corinthians 3:16-17; 6:19-20; Galatians 5:16-23; Ephesians 5:18).
18. We believe the physical body of the believer is the temple of the Holy Spirit, and we encourage believers to avoid habits which are known to be harmful to the body, such as the use of tobacco, alcohol, drugs, gluttony, etc. (1 Corinthians 6:19-20; Romans 14:1-8).
19. We believe the Bible urges believers to live without financial debt and to pay financial obligations when they are due. We believe people are in debt when their liabilities

exceed their assets and when their expenditures exceed their income. We also believe the love of money and the desire to be rich leads to many sorrows, sinful attitudes and practices. We are urged in the Bible to help fellow believers who are in financial need (Exodus 22:25; Leviticus 25:35-38; Luke 18:18-30; Romans 13:7-8; 1 Timothy 5:8; 6:6-10).

20. We believe a portion of one's income should be given to the Lord as an act of worship and as a desire to support His work in this world (Deuteronomy 14:22-29; Psalm 96:8-9; Proverbs 3:9-10; Malachi 3:8-10; Matthew 23:23; 1 Corinthians 16:1-2; 2 Corinthians 9:6-15).

Online Minister Expectations

Online Ministers operate on the front lines of ministry in online venues. In doing so they are the “face” of the ministry as they greet, encourage and answer questions from online guests. As people enter the chat areas on different platforms, Online Ministers welcome people into fellowship and worship. They respond to or initiate prayer or conversation using private chat rooms. They answer questions about upcoming events and announcements that are made during an online event. They can also encourage others through scripture or from what God has been teaching them. A Minister always has a person to reach out to during online events for assistance as well as someone assigned to them as a Coach for needs outside of events.

Online Minister Prerequisites

Those serving as a Minister must have basic computing skills such as:

1. Maximizing and minimizing windows on a computer.
2. How to actively switch back and forth between computer programs/windows.
3. Know what an Internet browser is and how to use them (i.e., bookmark web pages, know how to create tabs within a browser and move between browser tabs).
4. Know how to copy and paste items.
5. Type approximately 20 words per minute.

Online Minister Responsibilities

First and foremost, prepare your heart to serve prior to each event. The Lord goes before us and is with us in all the good works He has planned in advance for us to do. Before we make connection with those we serve alongside and minister to, a few practices can enhance your ability to serve. Consider taking a moment to pray, acknowledge our Savior and Servant Jesus and ask for His and the Holy Spirit’s guidance in all you do and say. Being familiar with the flow and content of the service and event can help you engage with our online community. Pray for yourself and fellow ministry leaders to be equipped by God and filled afresh with His Spirit. You may consider sharing your prayer or a verse with other chat hosts.

1. Willing to commit to a minimum of six months of service serving a minimum of two times each month.
2. Log in to Church Online Platform (ChOP) 15 minutes prior to an online event start time. For example, if an event begins at 6 PM, you must be logged in to your assigned platform (Facebook or ChOP) by 5:45 PM.
3. Review the teaching notes, host notes and announcements in ChOP before each event.

4. Familiarize yourself with the songs, scripture passage and teaching outline or event content.
5. Focus on the public Chat room and Host Chat room during the entire service (for Facebook hosts, be sure to monitor the Host Chat room in ChOP as this will be the main point of communication between hosts and chat coach/lead host during online events).
6. Greet people as they enter chat rooms, answer questions, offer to pray with or initiate direct chat conversations when appropriate. It is recommended to have private chats with those of the same gender when possible.
7. Reach out to the coach/lead host or a pastor for ministry assistance during online events when necessary (i.e., guest personal/crisis issues, answers to questions, inappropriate or disruptive behavior is observed in the chat rooms, etc.).
8. ChOP hosts - Monitor the countdown timer in the Host Tools view to be aware of the amount of time remaining before chat communications terminate (there is no countdown timer in Facebook—Facebook broadcasts end abruptly).
9. To cancel a scheduled time of service as a host, contact your coach one week in advance of your time to serve. If you need to cancel due to an unforeseen circumstance, contact your coach as soon as possible.

Online Ministry Training

Every Rocky Mountain Calvary (RMC) worship service live stream event is broadcast to Church Online Platform (ChOP) and Facebook (FB). The instructions below describe how to interact with users on each platform. Special attention is given to ChOP as this is the main platform promoted by RMC through which user interaction is encouraged.

Church Online Platform

The Church Online Platform is a free tool to assist a church in launching an online ministry. It removes the barrier of technology so churches everywhere can reach the people they are uniquely equipped to reach. The platform is a part of the Life.Church Open Network. For more information on platform features, go to <https://churchonlineplatform.com>. RMC's ChOP web address is <https://rmcalvary.online.church>.

Host Tools View

This section explains the features in the Host Tools screen. This is the screen used by hosts to interact with guests during streamed events.

Hamburger Menu – The three horizontal lines at the top left corner of the screen. Chat Hosts can log out, change profile information, change the default language and the font size from this menu.

Video Event Viewer – The window displaying the video stream broadcast.

- When an event broadcast begins, the number of viewers and an event time will appear at the top of the viewer window. Note that once the countdown reaches zero, all communications for the event will cease immediately (chat room, direct chats and prayer request chats).

Host Sidebar – The set of menu items on the left side of the screen that controls the display of information beneath the Video Event Viewer.

- **Audience** – Lists all viewers that are logged in or guests with a chat name. Viewers are listed chronologically based on when they joined the service. You can click on a name to start a private chat or mute the viewer. Viewers leaving the event will be greyed out.
- **Host Info** – Notes from the Lead Host for all the Volunteer Hosts. These are helpful tips and event information to read before each event. This information will not display until the event begins.
- **Moments** - Moments are ways you can engage your attenders during a service and are visible to everyone in public chat.
- **Notes** - The teaching notes (or any notes to make public) for all chat room participants.
- **Bible** – A Bible is available for viewers.

- **Schedule** – All scheduled events that are available for viewing through ChOP. Invitations can be sent to others from this area in the Guest Experience interface.

Guest Experience View

This window is the interface used by all live stream event viewers and chat room users. It is the main interface promoted by RMC for viewing the live stream. The guest view can be seen by going to <https://rmcalvary.online.church>. Note: If a user is logged in as a host, then the **Host Tools** view will appear by default. The user must log out in order to see the guest view.

- **Menus** – There are several menu items viewers can select to obtain more information about RMC.
- **Schedule** – When a service is not being streamed, a schedule will appear on the right of the screen.
- **Event Timer** – A countdown timer will appear on the screen when an event is not being streamed.
- **Request Prayer** – During live events, this button will notify a host of a prayer request. During non-streaming times, the button will take the user to a form to complete to request prayer.

Prayer Requests

When a user clicks on the **Request Prayer** button during an event, the hosts will be notified that a user is requesting prayer in the **Host Chat** window. Once a host accepts the prayer request, a private chat will open under the Video Viewer. If a user click on the prayer button during non-streaming times, the user is taken to <https://rmcalvary.org/about/contact-us> and can submit a form for prayer. Form submissions are monitored and responded to.

User Mediation (How to delete/mute/ban users)

It may become necessary to remove a user from the public chat room or delete a comment. When a Minister believes the user's behavior is disruptive or inappropriate, contact the Lead Host to determine the proper course of mediation.

To delete a comment or mute a user:

1. Locate the undesired comment/user in the chat room and hover over the person's comment with your mouse pointer.
2. Click on the highlighted comment.
3. Three options appear: **Direct Chat**, **Mute** and **Delete**
 - a. **Direct Chat** – This opens a private chat window with the user.
 - b. **Mute** – Makes the users chat invisible to all chat room participants for a period of 24 hours. All the user's comments disappear from the chat room. However, the user can still see their own comments as if they were still participating in chat.
 - c. **Delete** – Deletes the single comment from the chat room.

Facebook

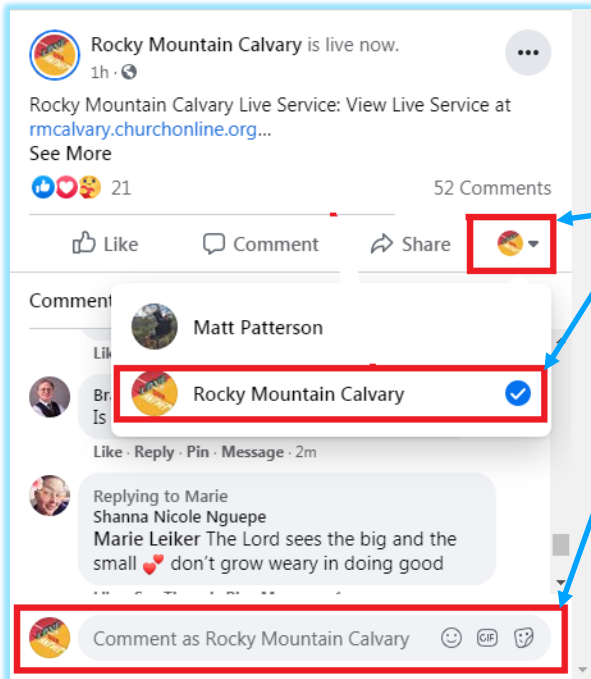
Online events are also streamed to Facebook. Facebook online events can be found at <https://www.facebook.com/rockymountaincalvary/videos> and then clicking on the video with the "Live" indicator.

The interface for commenting in Facebook during an online event is much like using Facebook under a user profile. A user can create a comment, reply to a comment, like a comment, etc. Unlike ChOP, there is no countdown timer that indicates when an event will end its broadcast. When the Facebook event ends, it will end abruptly and the comments for the event will end.

Many of the features described below can only be done by a Facebook user with the RMC Page Moderator role.

Commenting as a RMC Facebook Host

1. Once a service broadcast has started in Facebook, go to <https://www.facebook.com/rockymountaincalvary/videos>. If the window displaying the video and comments is not full screen, click on the video image to view in full screen mode. This should display the video on the left side of the screen with the comments on the right.
2. In the comments area, make sure you are commenting as Rocky Mountain Calvary rather than from your personal Facebook profile.



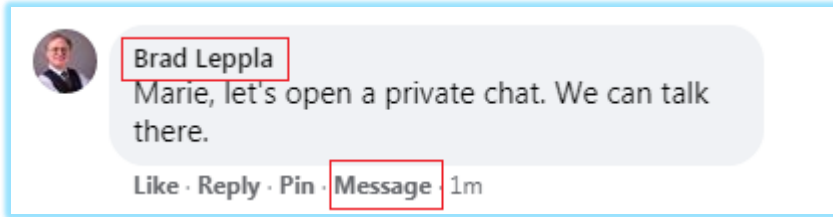
The screenshot shows a Facebook live event post from Rocky Mountain Calvary. The post includes the page name, a timestamp, a link to the live service, and engagement metrics (21 reactions, 52 comments). Below the post are buttons for Like, Comment, and Share, along with a dropdown menu icon. A comment by Matt Patterson is visible, and a dropdown menu is open showing the option to comment as Rocky Mountain Calvary, which is highlighted with a red box and a blue checkmark. At the bottom, the comment input area also shows the option to comment as Rocky Mountain Calvary, also highlighted with a red box. Two blue callout boxes with arrows point to these red boxes, providing instructions on how to select the page for commenting.

Click on this icon (the icon will either be your profile photo or the RMC profile photo) and select **Rocky Mountain Calvary**.

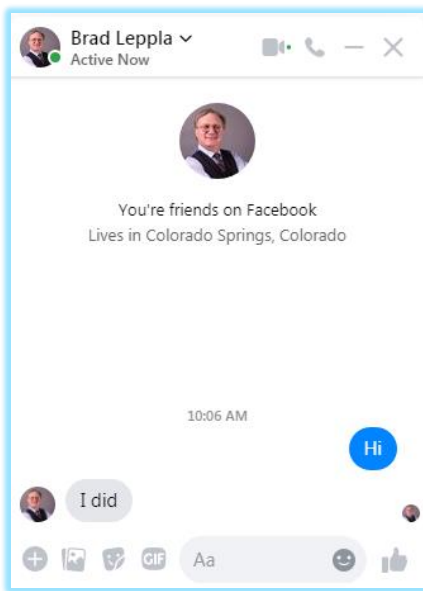
When **Rocky Mountain Calvary**, is selected, you will be commenting as RMC.

How to Communicate Privately with a Facebook Guest

1. During a service, it may be necessary to open a private chat window with a viewer. In the comment area, click **Message** option is below the comment.

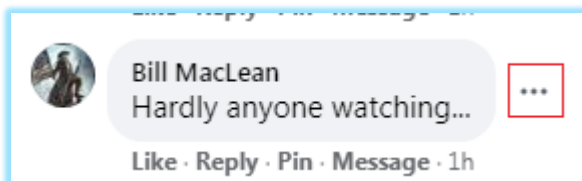


2. A window will open up that a host can use to send private messages.



User Mediation (How to hide and delete comments, mute users and/ban users)

1. Locate the undesired comment/user in the chat room and hover over the person's comment with your mouse pointer until three dots appear to the right of the comment.



2. Click the three dots that appear to bring up the menu used to moderate the user/comment.

<p>Delete</p> <p>Hide comment</p> <p>Ban from page</p> <p>Ban from stream</p> <p>Mute for 15 minutes</p> <p>Mute for 30 minutes</p> <p>Mute for 60 minutes</p> <p>Give feedback or report this comment</p>	<p>Delete: Deletes the comment. No users can view.</p> <p>Hide Comment: Hides the comment. Comment author and friends can view.</p> <p>Ban from Page: Can view and share RMC page, but cannot comment, post or like.</p> <p>Ban from Stream: Can view stream, but can no longer comment during live stream.</p> <p>Mute for XX minutes: The author can still see their own comments, but others cannot.</p>
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Chat Room Community Standards

Use these standards to assist in moderating chat room comments during online events. Consider these verses:

- *Don't use foul or abusive language. Let everything you say be good and helpful, so that your words will be an encouragement to those who hear them.* – Ephesians 4:29 (NLT)
- *Let us think of ways to motivate one another to acts of love and good works.* – Hebrews 10:24 (NLT)

Speech in the chat room SHOULD:

1. Edify and help others.
2. Encourage and show respect toward others.
3. Promote unity.
4. Encourage others to reflect on the worship and teaching.
5. Be moving participants toward prayer or fellowship.
6. Allow for the expression of personal needs to be considered for support and prayer.

Speech in the chat room SHOULD NOT:

1. Be critical of others including the pastor and or his teaching.
2. Should not be political in nature (unless done with respect and pointing others toward prayer and unity). For example, it is acceptable to mention a politician or a current political event for the purpose of prayer or biblical reflection.
3. Be divisive.
4. Distract others from the teaching (not be overly repetitive, monopolizing the chat room with several comments over a short period of time, be off-topic unless for the purpose of fellowship).
5. Be inflammatory, insincere, extraneous, or off-topic with the intent of provoking participants into displaying emotional responses or for self-amusement (trolling).

6. Use specific names and/or specific sins when mention prayer requests.
7. Include solicitations for products or services.

When participants are found to be in violation of these standards, a kindly-worded reminder should be given encouraging the person to use acceptable speech. Reminders can be done either publically or privately depending on the offense. If a person repeatedly in violating standards, the host may delete the user's comments or mute/ban the user. If unsure on what actions to take, consult the Lead Host.

Supplements

Supplements

1. Preparing a Personal Testimony
2. How to Lead Someone to Christ

Preparing a Personal Testimony

The Apostle Paul provided a good example for you to follow when he gave his personal testimony of conversion before King Agrippa in Acts 26:1-23.

1. Introduction/Transition
 - a. How to move into sharing your testimony. Look for ways to make that transition.
2. Life Before Becoming a Christian (Acts 26:4-11)
 - a. Share your experiences and circumstances that predominated your life.
 - b. Share any conclusions you came to about life without Christ. What did you think or feel?
 - c. Try to use descriptive words that a non-believer will understand which would characterize your life prior to knowing Christ (examples: *selfish, no meaning, guilty, troubled, without hope, full of anxiety, always trying to be #1, etc.*).
3. Becoming a Christian
 - a. Were there any major events or significant people that influenced your decision? What and/or who were they?
 - b. Why? What need did you realize that led to your decision?
 - c. How? What specifically did you do (so they know what to do to be saved as well)?
 - d. Then describe your conversion in terms that a non-believer will readily understand. Phrases such as "got saved" or "had my sins covered by the blood", while meaningful to believers, will probably not be understood by a non-believer. You might describe your conversion experience with phrases such as: "I discovered God loved me" or "I realized Jesus was God's Son" or "Someone told me that God had a plan for my life."
4. Life After Becoming a Christian
 - a. What changes have taken place in your life?
 - b. How do you think or feel differently?
 - c. Describe the peace and freedom you have in Christ.
 - d. Describe the sense of security you have (where you are going and not going when you die).
 - e. Use words familiar to a non-believer to describe your life now (examples: *I stopped worrying. I found peace. My guilt is gone. I have found the only way to real living*).

4 Simple Steps to Lead Someone to Christ

To share the Gospel, you can follow these 4 simple steps:

- 1. Tell them about God's plan—peace and life.** God loves you and wants you to experience the peace and life He offers. The Bible says, "For God so loved the world that He gave His only begotten Son, that whoever believes in Him should not perish but have everlasting life" (John 3:16). He has a plan for you.
- 2. Share our problem—separation from God.** Being at peace with God is not automatic. By nature, we are all separated from Him. The Bible says, "For all have sinned and fall short of the glory of God" (Romans 3:23). God is holy, but we are human and don't measure up to His perfect standard. We are sinful, and "the wages of sin is death" (Romans 6:23).
- 3. Talk about God's remedy—the cross.** God's love bridges the gap of separation between you and Him. When Jesus Christ died on the cross and rose from the grave, He paid the penalty for your sins. The Bible says, "'He Himself bore our sins' in His body on the cross, so that we might die to sins and live for righteousness; 'by His wounds you have been healed'" (1 Peter 2:24).
- 4. Our response—receive Christ.** You cross the bridge into God's family when you accept Christ's free gift of salvation. The Bible says, "But as many as received Him, to them He gave the right to become children of God" (John 1:12).

To receive Christ, a person needs to do 4 things:

- Admit you're a sinner.
- Ask forgiveness and be willing to turn away from your sins.
- Believe that Christ died for you on the cross.
- Receive Christ into your heart and life.

Romans 10:13 says, "Whoever calls upon the name of the Lord will be saved." Here's a prayer you can pray to receive Christ:

"Dear Lord Jesus, I know I am a sinner, and I ask for your forgiveness. I believe you died for my sins and rose from the dead. I trust and follow you as my Lord and Savior. Guide my life and help me to do your will. In your name, amen."

For more information, see: <https://billygraham.org/story/sharing-your-faith-101>.