

Closing Contact Messages



Closing Contact Messages

Closed messages remain visible in your inbox, but are considered "closed", to prevent an increase in your reply time.

It is recommended that you write back and try to encourage further conversation whenever possible.

When to CLOSE a Contact Message

- The Contact says "Thank you." or "Amen."
- The conversation concludes.

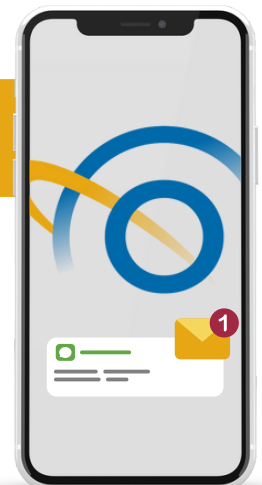
Consider writing the Contact again in a few days to encourage a response.

When to REPLY to a Contact

Do NOT close Contacts who:

- ask a question
- say, "I don't understand" or "Pray for me."
- disagree with you or the Gospel
- are New Contacts with no initial message

Messages that are left open (no reply from you) will indicate to your Leader that you have unanswered messages in your inbox.



Online Missionary Helpful Hints

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PATH

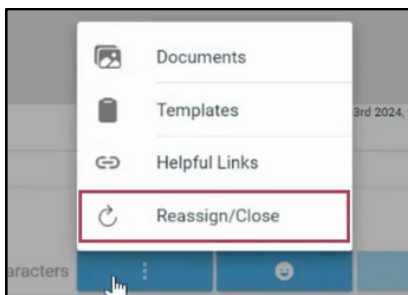
There are 2 ways to close Contact messages

1

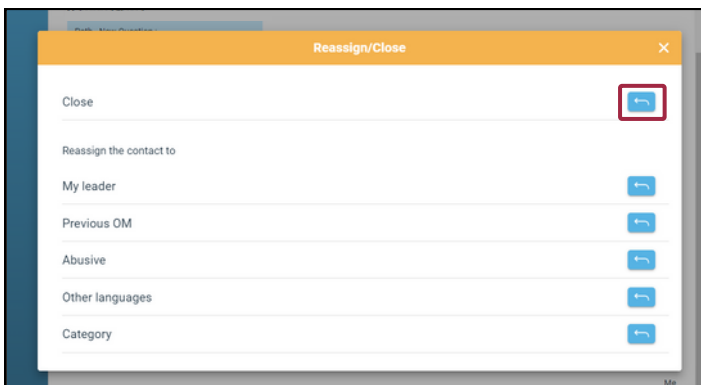
From the Reply Screen



Select the 3 dots next to the reply box.



Choose **Reassign/Close**



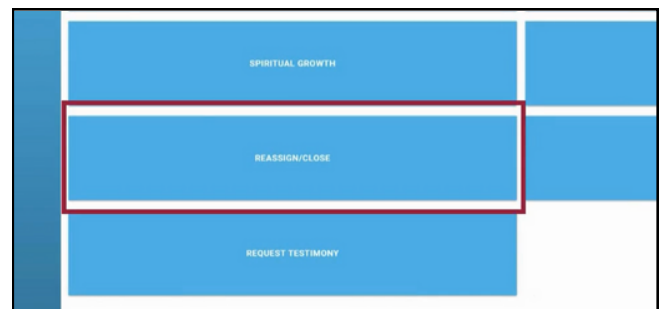
Select **Close**

2

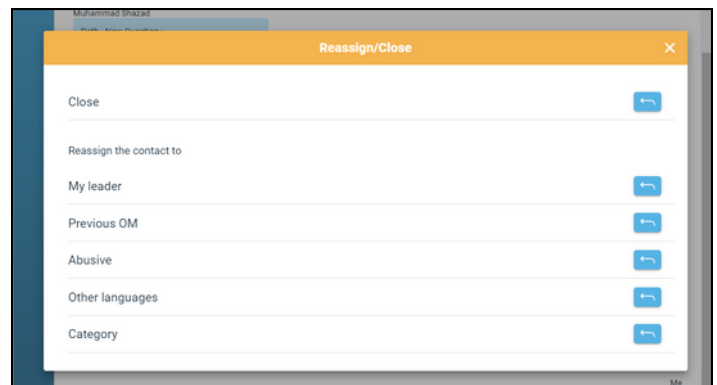
From the Contact's Profile



From the Contact's profile,
select the **OPTIONS** tab.



Choose **Reassign/Close**



Select **Close**