Mission Pathways

# Updated June 16, 2020 New to the Help Center? Start here!

Welcome to Mission Pathways Help Center! You will find detailed instructions of what the Help Center offers and how you can reference it for a rich user experience.

How can I access the Help Center?

Note: To access the Help Center, you must be a registered user of the Mission Suite. To request a user i.d., contact: support@mission-pathways.com

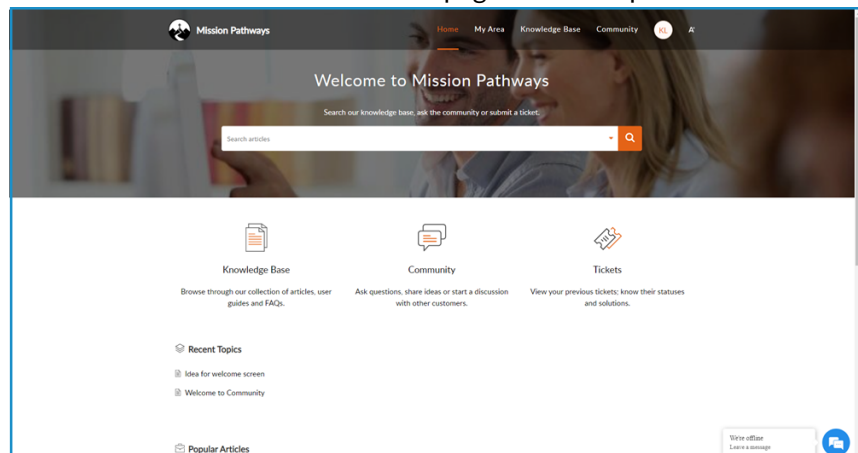1. Login to the Mission Suite with the credentials you were provided.

2. From the Home page, select any page. Note: The Help Center button is not on the Home page.
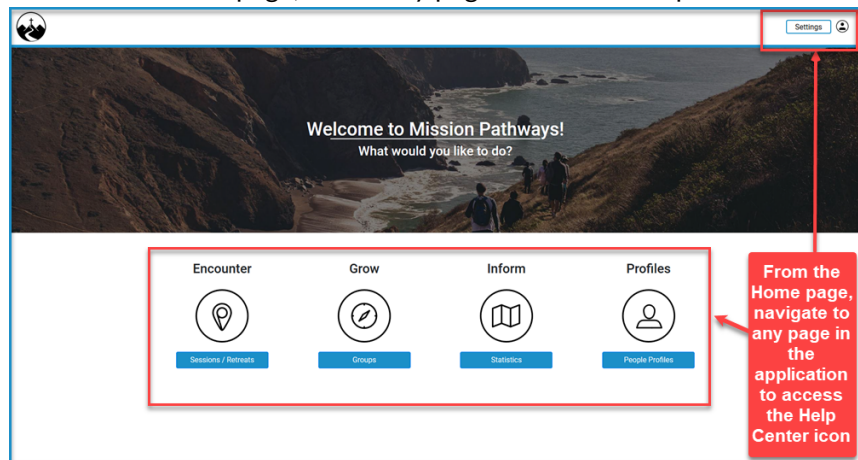
3. Once a page is selected, the Help Center icon will appear in the top right corner of the window.
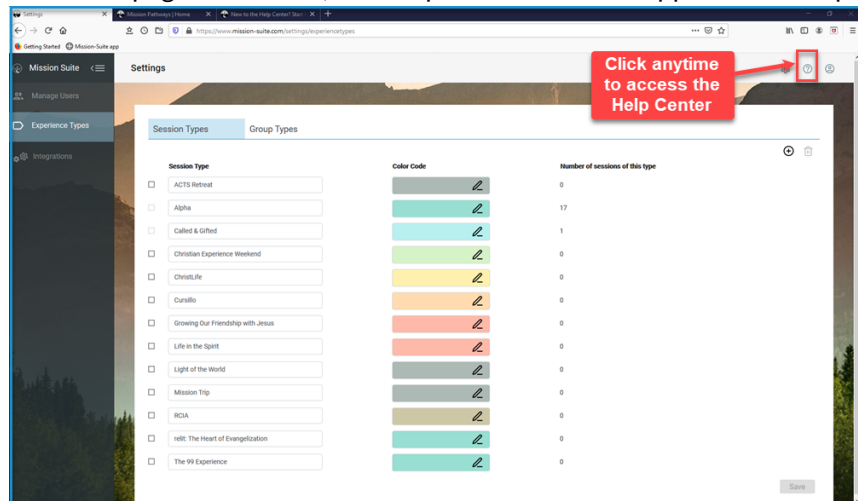

4. You will be directed to the Home page of the Help Center.

What is available through the Help Center?

1. The Home page contains the following sections:

    a. Main search window - If you want to search all sections of the Help Center, enter a keyword or words here.

    b. To narrow the search, enter a keyword or words, then select a specific section from the dropdown at the right end of the search window.
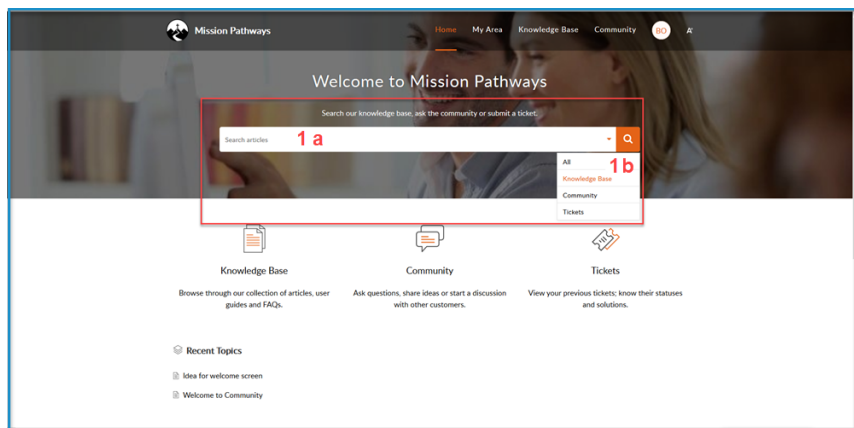
c. My Area - this section contains all tickets you have submitted and the status of each (Open, Closed, Oh Hold). This is a cumulative list of all of the requests you've made through the Help Center. Click the **Add a Ticket** button to submit a new help ticket.
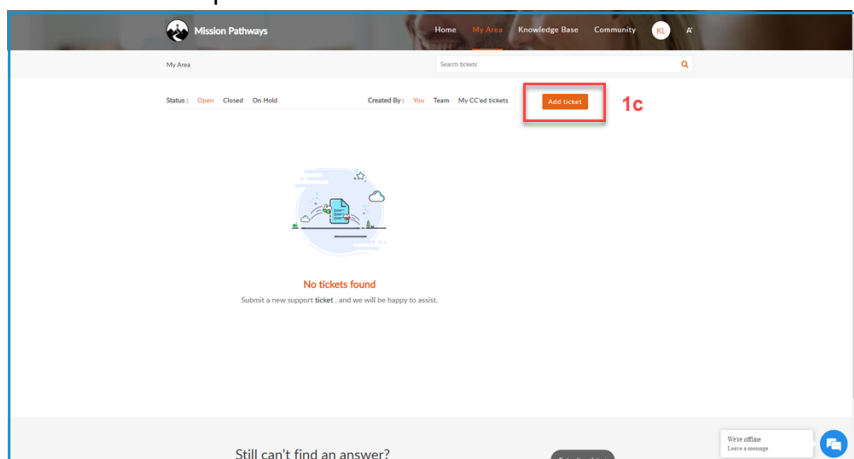
d. Knowledge Base - this section provides how-to videos and documented instructions to help users get the most out of the Mission Pathways application. The page will automatically show the most recent items posted in each section. Click directly on the item title to navigate to that item, or enter a keyword or phrase into the search window. You can also click on any section header (Help Center, Help Center, Newsletter Archives, System Updates, Training videos) to see all items in that specific section.
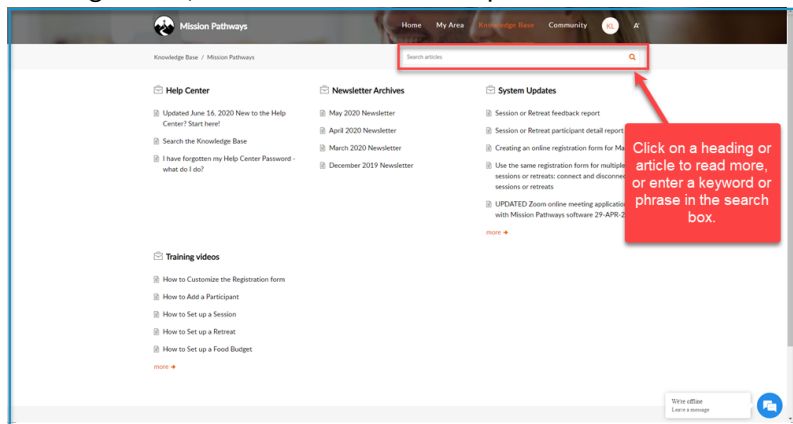
For your convenience, all material is organized in one of the categories below:

  i. Training Videos - sorted into four sections

   - Getting Started

   - Sessions & Retreats

   - Groups

        - People

To navigate directly to the Training Videos, click here.

    ii. System Updates - sorted into six sections
        - Getting Started
        - Sessions & Retreats
   - Groups
        - People
        - Reports
        - Admin

To navigate directly to the System Updates, click here.

    iii. Newsletter Archives - sorted by date, most recent listed first
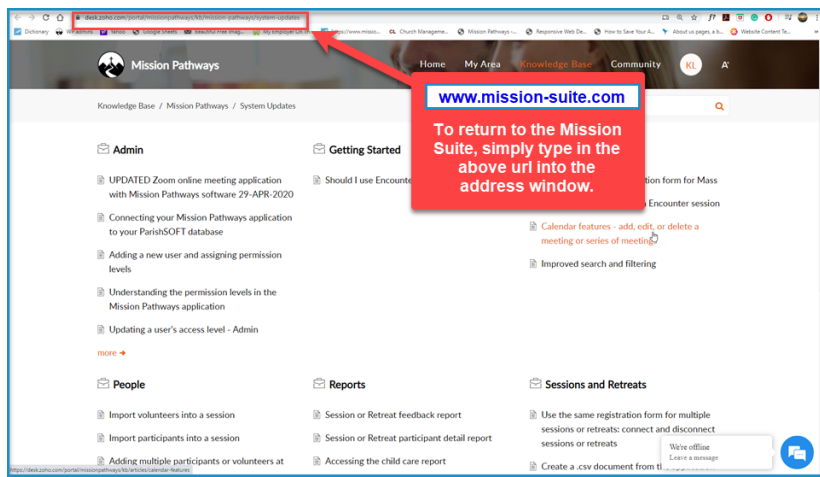
To navigate directly to the Newsletter Archives, click here.

    e. Community - this section is a resource to learn from other users. It is an open forum to discuss the Mission Pathways application. Material can be added by topic or as an announcement.

    f. A$^+$ - (Adjust font size) - As a user, you can adjust the font size, layout, and display width of the Help Center material. Simply click on the A$^+$ then select your desired settings.
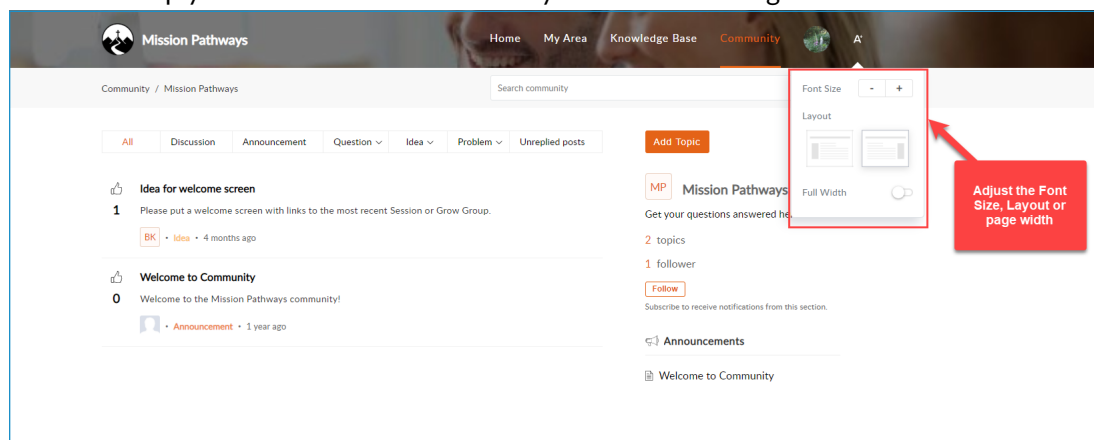
2. To navigate back to the application, simply type https://www.mission-suite.com/ into the webpage address bar. Your login credentials should be retained and you will be returned directly to the application.

https://desk.zoho.com/portal/missionpathways/en/kb/articles/start-here