
Operation Manager SMMS Quick Reference Guide

Key Points

Getting into the SMMS

SMMS is an application run from your browser:

Go to <https://servicemissionary.churchofjesuschrist.org>

Log into your LDS Account, if necessary

The Dashboard (pg.8-11)

The first page of the SMMS is the Dashboard. Opens automatically when you sign in.

- Wherever you are in the SMMS you can always get back to the home page by clicking on the “Service Missionary Management” link, in the upper left corner of the blue bar on every SMMS page.
- Action items and status updates are displayed, and the words and tiles under these sections are links to various filtered lists in SMMS.
- The items under the blue bar are Menu choices. Many of them produce lists.

Navigation Tip: The data columns on the list pages can be filtered or sorted. Clicking the column title (Name, Operation, etc.) will sort the data in the column alphabetically. You can also type search terms into the filter boxes located below each column heading. More than one filter may be used at any given time, allowing users to filter down to the exact data you wish to see displayed.

Setup Actions (do these first)

Update General Contact Information (pg. 55-58)

This is how to set up the system to show who to contact about the operation.

- Open SMMS or return to the Dashboard page.
- On the Menu at the top of the page, click on “Operations” to see a list of your operations.
- Click on the “Operation ID” to open the operation’s detail page.
- If the General Contact information on the far right (under Operation Contact Preview) is not correct, click on “Edit Operation”.
- Enter the correct contact information in all 3 fields and click “Save”.

Add or Remove SMMS user for operation (pg. 59-68)

Set up the system for others you permit to see and change the operation data in SMMS.

- Open SMMS or return to the Dashboard page.
- On the Menu at the top of the page, click on “Operations” to see a list of your operations.
- Click on the “Operation ID” to open the operation’s detail page.
- Click on the “User Management” tab.

To remove a user, click on the trash can icon to the right of their name and click “Yes, Remove Responsibility” to confirm the action.

To add a user, enter their Church Account Username and choose a role.

Support role is view only.

Operation Delegated Approver role allows the person to view and approve tasks on behalf of the Operation Manager.

Click on “Add User Responsibility”

Agree to share your contact information (pg. 23-25)

*How a user agrees to share their contact information in SMMS so it will show on the SMW opportunity postings: The “Primary Contact” and “Display as Contact” boxes in the listing of Users will be grayed until the user agrees to share contact information. **This step is required to have contact information displayed on the Senior Missionary Website.***

- Open SMMS or return to the Dashboard page.
- On the Menu at the top of the page, click on “Settings”, then click on “User Profile”.
- Fill out the Display Name, Phone, and Email boxes and click “Agree”.

Common Actions

Approve a proposed assignment (pg. 30-37)

This approves an assignment waiting for your approval. It then goes to the appropriate Ecclesiastical leader for approval.

- Open SMMS or return to the Dashboard page.
- In “Action Items” section, click on “Assignments to be approved”.
- Click on “Assignment ID” on the left side of the page.
- Contact the applicant after obtaining their contact information that is provided on the left side of the page. Determine the appropriateness of this assignment for this person.
- Click on “Edit Assignment”.

- Review assignment start date, end date, days of work, and hours per week. Edit as appropriate, add a Note, and click on “Save”.
- Click on “Approve Assignment” (or “Reject Assignment”, if appropriate).

Request an Assignment Extension or Early Release (Request Assignment Date Modification) (pg. 38-46)

Request a new end date for an assignment.

- Open SMMS or return to the Dashboard page.
- For Early Releases
 - Click on “Missionaries” to create list of missionaries.
- For Extensions
 - Click on “Missionaries” to create list of missionaries and sort by Release Date. Consider all missionaries within 6 months of their current release date.
- Click on “Assignment ID” to the left of the name of missionary whose assignment end date is to be changed.
- On the “Assignment Details” page click on “Request Assignment Date Modification”.
- Enter the proposed end date and click “Next”.
- Click “Confirm”.

If you need to cancel a pending approval, click “Cancel Request” and confirm by clicking “Yes, Cancel the Request”.

Get a list of current Missionaries (pg. 13)

This list can be used to schedule interviews for missionaries under your stewardship and assure all serving are registered as missionaries.

- Open SMMS or return to the Dashboard page.
- On the Menu at the top of the page, click on “Missionaries” to create list of missionaries.

Get a list of current Opportunities (pg. 15-16)

This list shows the opportunities that have been created or are available for your operation.

- Open SMMS or return to the Dashboard page.
- On the Menu at the top of the page, click on “Opportunities” and select “Opportunities” from drop down menu.

Get a list of current Assignments (pg. 21)

You can see the assignments that have been created for each missionary on their “Missionary Profile Page”.

- Open SMMS or return to the Dashboard page.
- On the Menu at the top of the page, click on “Assignments” to create a list of current assignments.
 - This is more applicable to the young missionaries who will have multiple assignments in the system.

Get a list of current Opportunity Types (pg. 15, 17-18)

Use list to see approved opportunity titles and descriptions for your operation. Each Opportunity Type contains a Purpose, Responsibilities, and Qualifications section.

- Open SMMS or return to the Dashboard page.
- On the Menu at the top of the page, click on “Opportunities” and select “Opportunity Types” from the drop-down menu.

Get a list of SMMS users in your Operation (pg. 23-26)

This shows who can view and change operation data in SMMS.

- Open SMMS or return to the Dashboard page.
- On the Menu at the top of the page, click on “Settings” then click on “Users”.

Change an Active Assignment (pg. 21, 47-53)

Use this procedure to change the assignment work days, or hours per week details for missionaries in your operation.

- Open SMMS or return to the Dashboard page.
- On the Menu at the top of the page, click on “Missionaries” to create list of missionaries.
- Click on the name of the missionary whose assignment details are to be changed.
- Click the operation’s name on the assignment card to open the “Assignments Details” page.
- Click “Edit Assignment”.
- Add a note about what you did. Initial the note and click “Save”.

Download data to a spreadsheet (pg. 28-29)

Anytime you are on a page with a list, you can download that information into a spreadsheet.

- On any list page, click on the blue button on the far upper right of the screen (an arrow pointing down).
- The spreadsheet will appear where downloads appear in your browser (usually in the lower left corner of the browser).
- Click on the spreadsheet icon to open the spreadsheet.