



Laptop Candidate Interview Instructions

Help Start Education Foundation (HSEF) collaborates with BYU-Pathway Worldwide to distribute recycled laptops to BYU-Pathway students after candidates are interviewed and qualified by Pathway mentors or missionaries, stake or district presidents, bishops or branch presidents, or mission presidents.

HSEF focuses on students in the Benin Republic, Cape Verde, Côte d'Ivoire, Eswatini, Ethiopia, Guinea-Bissau, Ghana, Kenya, Lesotho, Liberia, Nigeria, Rwanda, Sierra Leone, South Africa, Tanzania, Togo, Uganda, Zimbabwe, the Middle East Africa North Area, and the Philippines.

As of March 2026, the following countries are served by our allies, The Lord's Hands: Angola, Botswana, Cameroon, the Central Africa Republic, the Democratic Republic of the Congo, Equatorial Guinea, Gabon, Madagascar, Malawi, Mozambique, Namibia, the Republic of the Congo, and Zambia.

HSEF allocates laptops based on the priorities listed below and in the order applications are approved. As an interviewer, your role is crucial in assessing a student's readiness to receive a laptop from HSEF.

Our established priority system, created in collaboration with BYU-Pathway Worldwide, is shown below:

1. BYU-Pathway Worldwide Online Degree Students – BYU-Idaho or Ensign College
2. Applicants Seeking a Laptop for Employment after Completing BYU-PathwayConnect
3. BYU-PathwayConnect PC-103 Students
4. BYU-PathwayConnect PC-102 Students
5. Full-time Missionaries in Missions Enrolled in PC-101 with Permission from their Area Presidency
6. Missionaries Leaving Missions with a Work-Study Contract and Registered in BYU-PathwayConnect
7. Currently on Hold - BYU-PathwayConnect PC-101 Students Except as Authorized

HSEF uses a custom software system to manage the Application and delivery process.

Follow the process below:

1. Identify which students in your group need a laptop and their BYU-Pathway Worldwide status from the priority list above.
2. Schedule an interview with a prioritized candidate in person, via phone, or via video chat.
3. Define yourself in the HSEF application system to participate in an interview. Many who have previously conducted interviews are already registered, and we have sent them information on how to use the system.
4. For those not in the system, new interviewers should email user.helpstart@gmail.com with their name, phone number, WhatsApp number, country, and interviewer position type. The new interviewer will be added to the system and can begin interviewing candidates.
5. **Students may not interview themselves.**
6. Use the link below to interview. The user instructions below will train you on how to use the Application. Access them at the end of this document.

<https://apps.helpstart.org/>

7. If a candidate lacks any of the required information, schedule another interview.
8. Identify yourself as the interviewer and provide contact information so HSEF can reach you if any questions or issues come up when contacting the student for delivery.
9. Record the student's responses to the questions. Questions about membership in The Church of Jesus Christ of Latter-day Saints do not apply for nonmembers.
10. If the candidate does not qualify for a laptop, explain the reason to them. Do not submit the form. Carefully encourage the student to resolve any issues and reapply. Follow up periodically to see if the student is ready to qualify.
11. After a successful interview, submit the application. Answer every question. The system checks for duplicates based on applicant name, Student ID, and email address. It rejects duplicate interviews.
12. You don't need to keep a copy of the form. The system records and stores the results of every application. You can log in to the system to check its status.
13. Do not provide a copy to the approved applicant.
14. HSEF reviews the submitted form. If approved, HSEF contacts the applicant and arranges for the laptop to be delivered. If HSEF cannot reach the student after multiple attempts, you will be contacted to help resolve the communication issue.
15. When the recipient gets their laptop, HSEF technical support staff will send you an email. Contact your student to verify the delivery. The student must complete an HSEF Contract to receive their laptop. They can call the number at the bottom of the contract if they encounter any issues.
16. HSEF welcomes feedback on this process. If you have suggestions for improvement, please share them with the HSEF technical support team at helpstartexec@gmail.com.
17. Here are the email addresses for HSEF offices. Copy and paste the address of your country or zone into your email system.
 - To resolve issues for Ghana or Togo, contact Edmond Munkoh at edmond.munkoh@abumconkie.com.gh, +233 302 987 127, or +233 206 865 944.
 - To resolve issues for Abuja, Nigeria (Abuja, Adamawa, Bauchi, Federal Capital Territory, Gombe, Kaduna, Kano, Kogi, Nasarawa, Niger, Plateau, or Zamfara), contact Gloria Thompson at anniestar21@gmail.com or +234 706 860 7907.
 - To resolve issues for Asaba, Nigeria (Anambra, Benue, Delta, Edo, Enugu, or Imo), contact Emmanuel Usifoh at enusifoh24@gmail.com or +234 708 042 2116 or +234 803 677 1882.
 - To resolve issues for Calabar, Nigeria (Abia, Akwa-Ibom, Bayelsa, Cross River, Ebonyi, or Rivers), contact Gregory Ekpezu at grekpos@gmail.com, +234 803 774 9893, or +234 905 993 1570.
 - To resolve issues for Lagos, Nigeria (Benin Republic, Ekiti, Kwara, Lagos, Ogun, Ondo, Osun, or Oyo), contact Christopher Azeke at cruzdeziog@gmail.com, +234 906 162 5807, or +234 803 604 5307.
 - To resolve issues for Kenya, Ethiopia, or Tanzania, contact Eric Onyango at ericonyango@gmail.com or +254 723 978 619.
 - To resolve issues for Uganda, Burundi, or Rwanda, contact Suzan Mwanga at apondisuzan87@gmail.com or +256 700 316 285.
 - To resolve issues for the Philippines, contact Anna Marie Villanueva at vannamarie573@gmail.com or +63 966 065 1581.
 - To resolve issues for Liberia, contact Alfred Gear at deseretconstructioncompany@gmail.com or +231 88 890 0508.

- To resolve issues for Sierra Leone, contact Julius Rowe at rowe.julius@gmail.com or +232 75 98 7954.
- To resolve issues for the Middle East Africa North, contact Jamie Perry at travelingperrys@gmail.com or +1 385-392-7735.
- To resolve issues for South Africa, Eswatini, or Lesotho, contact Pumza Sixishe at pumza@motherlandomni.co.za or +27 61 390 8206.
- To resolve issues for Zimbabwe, contact Kudai Chipesvu at +263 78 280 8699, or kudzaichipesvu@gmail.com.
- To resolve issues for Côte d'Ivoire, contact Wonlet Thibaut at wonletthibaut@gmail.com or +225 077 900 3188.