

Education Can Break the
Cycle of Poverty



Help Start
Education
Foundation

BYU-Pathway Worldwide Mentor Interview Instructions

The Help Start Education Foundation (HSEF) partners with BYU-Pathway Worldwide to provide recycled laptops to BYU-Pathway students, following interviews and qualifications conducted by BYU-Pathway mentors.

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 provides laptops based on the priorities listed below and in the order applications are approved. As an interviewer, your relationship with the student is key to assessing their readiness to receive a laptop from HSEF.

HSEF provides laptops according to the priorities listed 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. Determine which students in your group need a laptop and their BYU-Pathway Worldwide status from the priority listing above.
2. Schedule an interview appointment with a candidate in person, via phone, or via video chat.
3. You must be registered in the application system to conduct an interview. Many mentors who have previously conducted interviews are already registered and will receive information on how to use the system.
4. For those not registered in the system, new interviewers should email user.helpstart@gmail.com with their name, phone number, WhatsApp number, country, and interviewer position. The system then adds new interviewers, sends login details by email, and allows them to start conducting interviews.

5. Students are not allowed to interview themselves or others.
6. Use the link below to start the interview. The user instructions below will guide you through using the application.

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

7. If a candidate does not have all the required information, arrange another interview.
8. Record the student's responses to the questions. Questions about membership in The Church of Jesus Christ of Latter-day Saints do not apply to nonmembers.
9. If the candidate does not qualify for a laptop, explain why after the interview. Do not submit the form. Carefully encourage the student to address any issues and reapply. Follow up regularly to see if the student is ready to qualify.
10. After completing a successful interview, submit the application. Answer every question. The system will check for duplicates using the applicant's name, Student ID, and email address. HSEF will reject any duplicate interviews.
11. 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.
12. Do not provide a copy to the approved applicant.
13. HSEF reviews the submitted form. If approved, HSEF arranges delivery of the laptop. If HSEF can't reach the student after several attempts, you will be contacted to help resolve the communication issue.
14. When the recipient receives their laptop, HSEF technical support staff will email you. Contact your student to confirm delivery. The student must complete an HSEF Contract to receive their laptop. The Best Practices document provided helps the recipient understand how to use the laptop. If they encounter any issues, they can call the number at the bottom of the contract.
15. HSEF values feedback on this process. If you have suggestions for improvement, please send them to the HSEF technical support team listed above.
16. Here are the email addresses for HSEF offices. Copy and paste the appropriate contact address into your email system.
 - To resolve issues for Ghana or Togo, contact Edmond Munkoh at edmond.munkoh@abumcconkie.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 cruzdezn09@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 Grear 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.