

# **My ChurchSuite User Guide**

## **1. How to Login to 'My ChurchSuite'**

### **IMPORTANT**

**It is not possible to login to My ChurchSuite until you have received an email invitation for you to set your password. We are sending these out to everyone via e-mail, but if you have not yet had one then contact Adrian on (01792) 892849. Once you have received your e-mail invitation you are ready to proceed with logging in.**

### **Logging in**

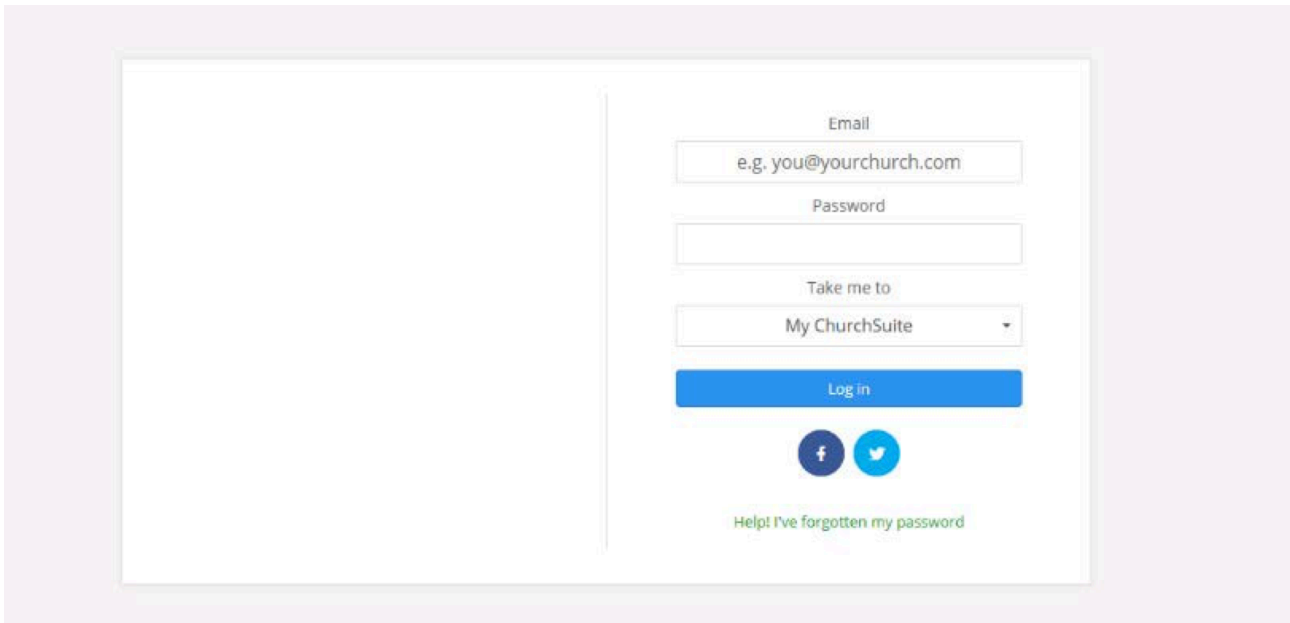
It's possible to login to My ChurchSuite from either:

1. A web browser on a computer/tablet/smart phone
2. The ChurchSuite App on a smart phone/tablet (this can be downloaded from your App Store)

### **How to log into My ChurchSuite from a web browser**

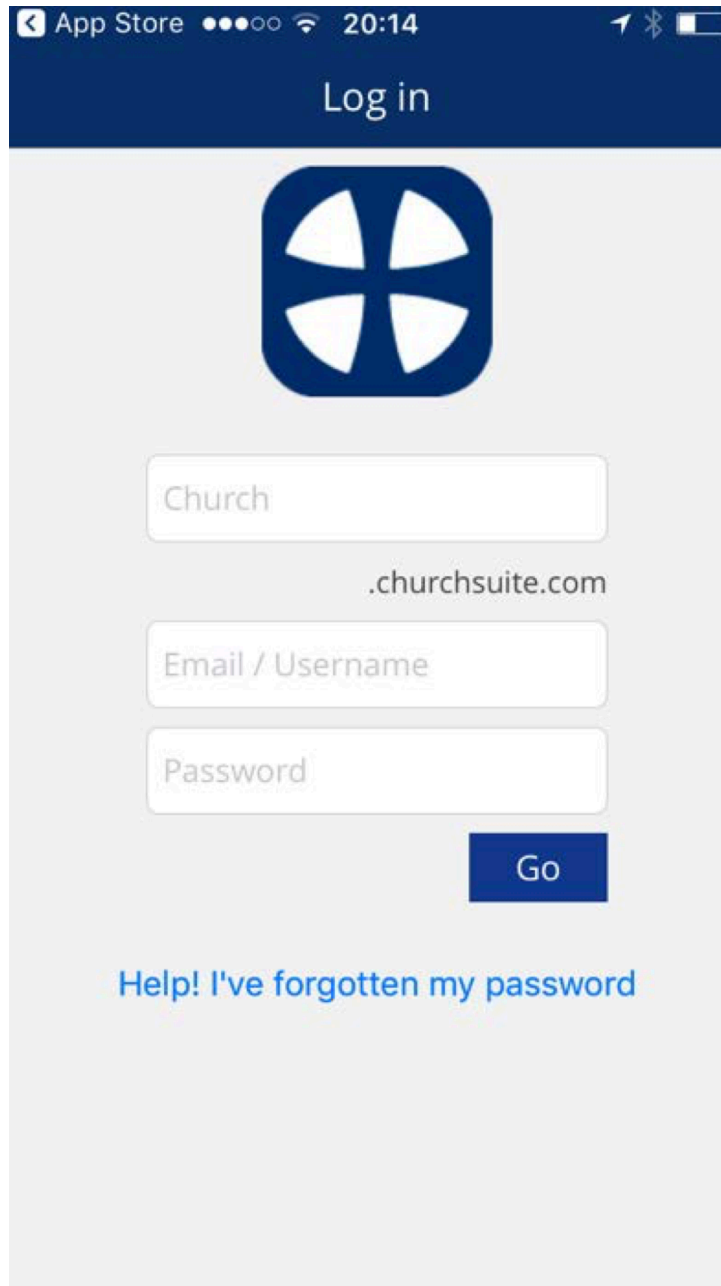
Follow these steps:

1. Go to <https://stcatherinegorseinon.churchsuite.co.uk>
2. Enter your e-mail address.
3. Then enter the password you created.
4. Make sure the final box says: Take me to 'My ChurchSuite'.
5. Finally, click login.



## How to get My ChurchSuite on a smartphone or tablet App.

1. Head to the app store on your phone or tablet (App Store or Google Play).
2. Search for 'ChurchSuite' (all one word)
3. Download and open the app to bring up the log in screen
4. When choosing a church, search for St Catherine's Church, Gorseinon and our logo should pop up!
5. Use your e-mail address and chosen password to login.



## After you've logged in

Once you've successfully logged in, you're taken to the My ChurchSuite home page. You will always get a quick overview of the 'Featured Events' at St Catherine's, your profile and your 'My Communication'

section. From here you can also access the user-friendly menu, which provides access all the features of My ChurchSuite.

## **Check your details**

A great place to start on My ChurchSuite is to check your details! You can always update your details if you want to add anything else or make changes. You do this by clicking on the grey pencil symbol in the top right hand corner of your profile section on the home page. Or you can access the 'main menu' and click on 'My details.' Feel free to add a picture of yourself!

## **Amend your privacy settings**

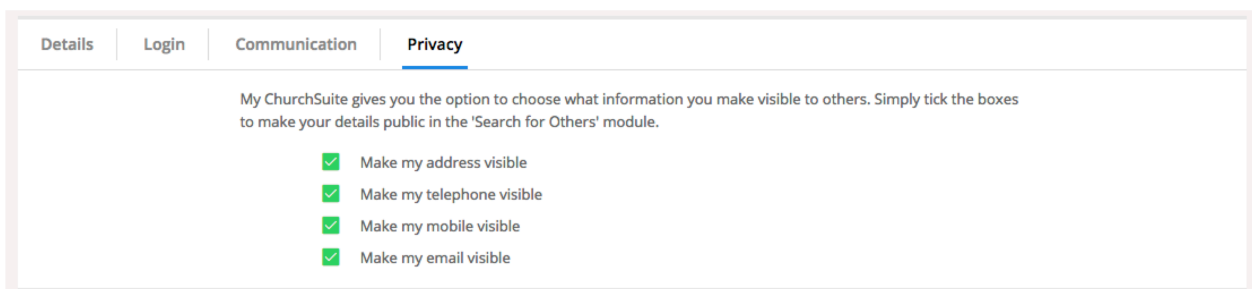
When you first get My ChurchSuite all of your details are completely hidden from others. To get the most out of My ChurchSuite it's really helpful if everyone makes their name and at least one piece of communication (email or phone number) visible. My ChurchSuite is a closed group of committed St Catherine's members so rest assured your details are only visible to those who have permission to access them.

To amend your privacy settings:

- 1. Click on the 'My Details' section**



2. At the top of this page there are a series of tabs, click on 'Privacy'
3. Here you will see a list of the information you can make visible to others
4. Simply tick the relevant boxes for the information you want to be made visible (No other personal details, such as your DOB, marital status or job, are ever made visible to others).
5. Remember to click 'save changes.'



Details | Login | Communication | **Privacy**

My ChurchSuite gives you the option to choose what information you make visible to others. Simply tick the boxes to make your details public in the 'Search for Others' module.

- Make my address visible
- Make my telephone visible
- Make my mobile visible
- Make my email visible

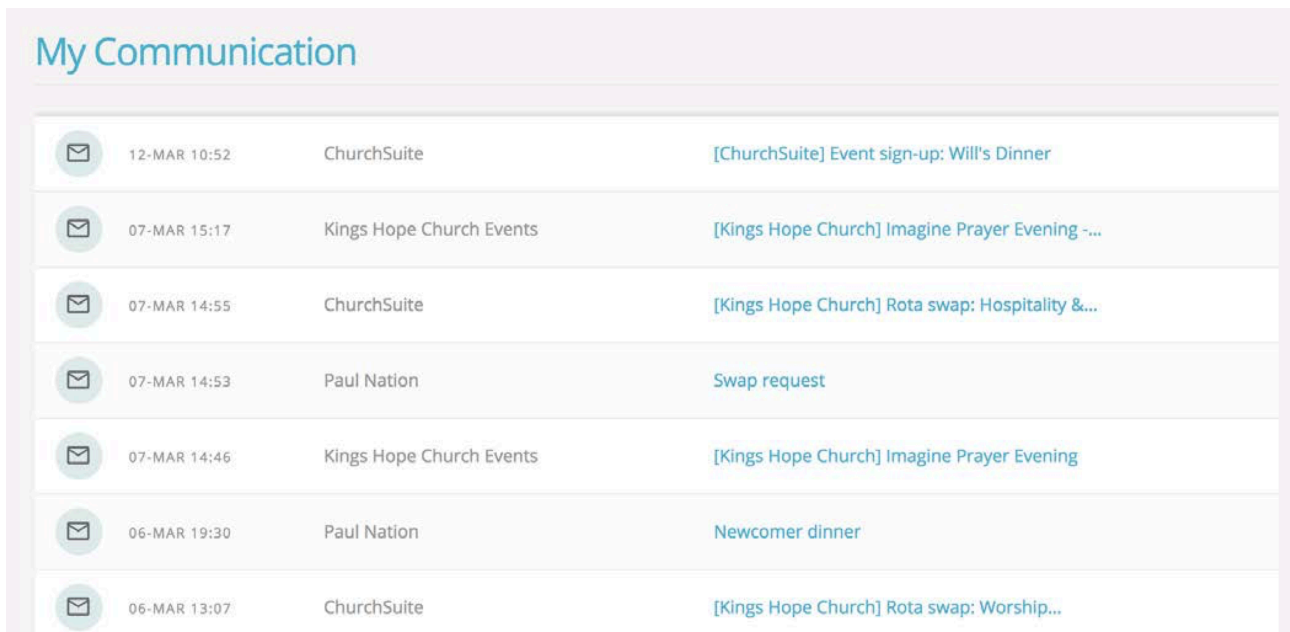
## HOW TO USE 'MY COMMUNICATION'

### My Communication

By clicking on the 'My Communication' section you can easily view previous emails that have been sent to you from St Catherine's. This may include things like your My ChurchSuite invitation, rota reminders etc.

Instead of spending valuable time searching through your email inbox, the My Communication page is a simple and quick way of viewing recent messages from St Catherine's. Click on any message to view the email, (which will also include the date and time it was sent). Please note that My ChurchSuite is not an

email client, so it's not possible to forward or reply to messages from your 'My Communications' page, you can only view emails here. To respond to these emails you would need to use your preferred email application.



The screenshot shows a 'My Communication' interface with a list of seven email messages. Each message row includes an envelope icon, a timestamp, the sender, and a snippet of the email subject.

Icon	Time	Sender	Subject Snippet
✉	12-MAR 10:52	ChurchSuite	[ChurchSuite] Event sign-up: Will's Dinner
✉	07-MAR 15:17	Kings Hope Church Events	[Kings Hope Church] Imagine Prayer Evening -...
✉	07-MAR 14:55	ChurchSuite	[Kings Hope Church] Rota swap: Hospitality &...
✉	07-MAR 14:53	Paul Nation	Swap request
✉	07-MAR 14:46	Kings Hope Church Events	[Kings Hope Church] Imagine Prayer Evening
✉	06-MAR 19:30	Paul Nation	Newcomer dinner
✉	06-MAR 13:07	ChurchSuite	[Kings Hope Church] Rota swap: Worship...

## HOW TO USE MY DETAILS

### My Details

Clicking on the pencil icon in the top right corner of your details from the homepage, or selecting the 'My Details' menu option will open your profile page. There are four tabs at the top of this page: 'Details'; 'Login'; 'Subscriptions'; 'Privacy', all of which can be edited to amend your details and settings on My ChurchSuite.

Details

Login

Communication


Privacy

## Details

This page gives you an overview of your profile, here you can review or update your details to add any missing information. Why not add a photo of yourself? Rest assured that only you can see this information until you choose to make it visible to others.

Paul Nation Save Changes or Cancel

Details Login Communication Privacy



Title

Name \*


Middle Name

Formal Name

Sex

Date of Birth

Marital Status

Spouse  Fiona Nation

Email \*

The screenshot shows a user profile settings page with four tabs: Details, Login, Communication, and Privacy. The Login tab is selected and highlighted with a blue underline. Below the tabs, there are three input fields: Email (containing 'emmaorton@stjohnsharborne.org'), New Password, and Confirm Password.

## Login

The login tab allows you to change your password at any time.

## Communication

The screenshot shows the same user profile settings page, but with the Communication tab selected and highlighted with a blue underline. Below the tabs, there is a list of four communication preferences, each with a green checkmark icon to its left:

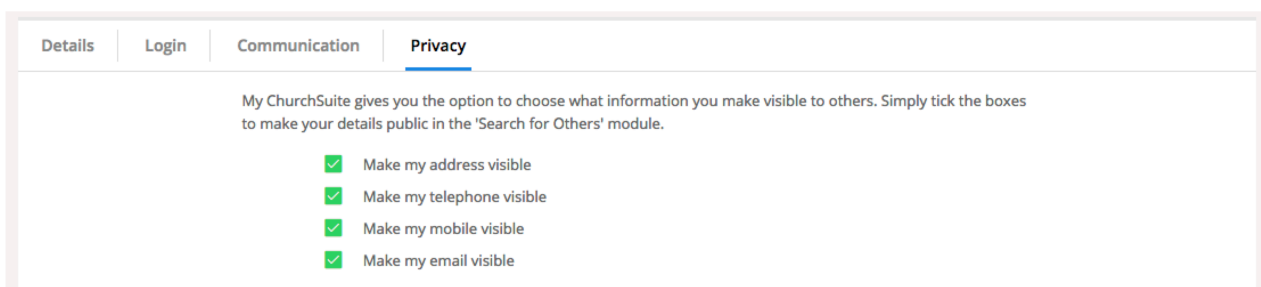
- Receive general emails
- Receive general SMS
- Receive rota reminder emails
- Receive rota reminder SMS

The Communication tab is where you'll manage how we contact you - opting in or out of receiving general church communications and/or rota reminder

communications. We recommend that you don't opt out of SMS or emails through My ChurchSuite as you will no longer receive rota reminders, emails or important updates from St Catherine's.

## Privacy

While your contact details are never visible to anyone outside of St Catherine's, you can easily manage the level of personal contact information you are happy to have visible to other members of St Catherine's in My ChurchSuite. We would strongly recommend that you allow at least a contact phone number and/or email address to be made visible, so that people can organise things like rota swaps. Note that only your address, telephone, mobile and email can be set visible (or not). No other personal details, such as your date of birth or marital status, are never visible to others.



Details | Login | Communication | **Privacy**

**Privacy**

My ChurchSuite gives you the option to choose what information you make visible to others. Simply tick the boxes to make your details public in the 'Search for Others' module.

- Make my address visible
- Make my telephone visible
- Make my mobile visible
- Make my email visible

Don't forget...

**REMEMBER TO SAVE ANY CHANGES THAT YOU MAKE!!**

## **HOW TO USE 'MY CHILDREN'**

### **My Children**

The 'My Children' menu is only visible to parents who have registered their children at St Catherine's. It's a fantastic tool for allowing parents to manage the information we have for their child[ren]. You can even add new children without needing to ask someone in the church office to do it for you!

### **Updating your child's information**

Just like the 'My Details' page for adults, clicking on the pencil icon in the top-right corner of a child will take parents into the details page so that they can update or add missing information, such as medical conditions, allergies or special needs. There are different tabs which can be used to navigate through different categories of information.

Only a child's parents (and a very limited number of the St Catherine's Staff and Children's team) can see this information - it's never made visible to other St Catherine's church members.

### **Visibility**

Importantly, no children's contact details are ever displayed in My ChurchSuite. Parents may be able to see and manage their own children's details, but it is never possible to view the details of other children - the only exception to this is if a child is serving on a

rota - in this case only their name is visible to other  
rota team members and ministry overseers.

Don't forget...

**REMEMBER TO SAVE ANY CHANGES THAT YOU  
MAKE!**

## HOW TO USE 'MY EVENTS'

The 'My Events' page in My ChurchSuite shows an overview of the St Catherine's calendar, listing our upcoming and featured events. Simply select a date from the calendar and this will filter a list so you can see what is happening on this date.

**My Events**

Featured Events

- Alpha Course**  
Tuesday, 17 April  
7:00pm - 9:00pm  
St John's Harborne
- Annual Parochial Church Meeting**  
Wednesday, 25 April  
7:30pm - 9:30pm  
St John's Harborne
- Women's Ministry Connect Evening with N**  
Friday, 27 April  
7:30pm - 9:30pm  
St John's Harborne

Calendar

Next 5 weeks

Mon	Tue	Wed	Thu	Fri	Sat	Sun
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20

- Parenting For Faith**  
Monday, 16 April  
8:00pm - 9:30pm  
St John's Harborne
- Alpha Course**  
Tuesday, 17 April  
7:00pm - 9:00pm  
St John's Harborne
- Early Morning Prayer Gathering**  
Wednesday, 18 April  
7:00am - 8:00am  
St John's Harborne
- Midweek Holy Communion**

## Signing up for events

Clicking on an event will bring up details such as time and location, as well as a short description about the event. Events that have a small tick in a circle (see below) mean that you can sign up to this event! You



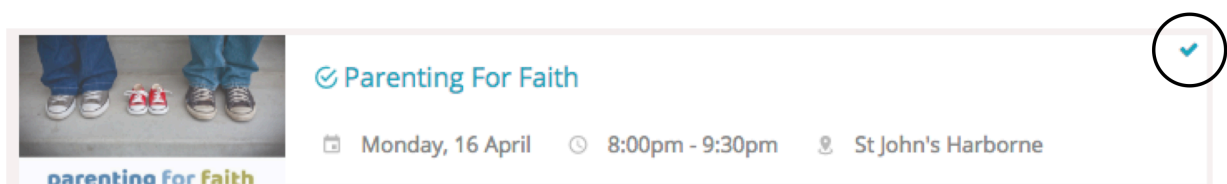
can also pay for events quickly and securely through My ChurchSuite.

## Alpha Course

Simply click on the events 'Sign Up' button and this will take you through to the sign up page. My ChurchSuite will even enter your personal details into the form for you, so buying tickets is quick and easy!

### **Record of sign ups**

As well as sending a confirmation email to your 'My Communication' when you sign up for an event, My ChurchSuite will put a small tick next to events you have signed up to attend (see below). This serves as a handy reminder, so at a quick glance you can see if you have successfully signed up for something!



The screenshot shows an event card for "Parenting For Faith". On the left is a photo of two pairs of feet wearing sneakers. To the right of the photo, the event title "Parenting For Faith" is displayed in blue text with a small blue checkmark icon to its left. Below the title, the date "Monday, 16 April", time "8:00pm - 9:30pm", and location "St John's Harborne" are listed. In the top right corner of the card, there is a circular icon containing a blue checkmark, indicating that the user has signed up for this event.

## **HOW TO USE 'MY GROUPS' (e.g. MU, Choir, Connect, Prayer Group)**

### **My Groups**

My Groups is all about the groups at St Catherine's. The top of the page, shows the group(s) that you are already a member of or are signed up to. Click on a group to see an overview of the key details, such as time and meeting location. You are only able to view groups that you are a part of from within My ChurchSuite.

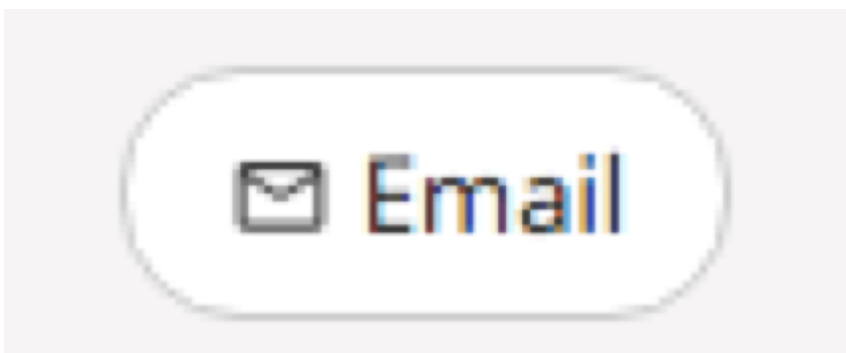
### **Members visibility**

If you're a member of a group, you'll be able to view a list of fellow group members on your group page. Clicking on a member's name in the list will pop up their contact details, this is of course subject to their privacy settings within My ChurchSuite. No children's contact details are ever shown.

Members		
22	Members	
	Emma Alexander	
	Gemma Alexander	<a href="mailto:gemma.alexander@gmail.com">gemma.alexander@gmail.com</a> 07775 354 829
	James Andrews	<a href="mailto:james.andrews@andrews.com">james.andrews@andrews.com</a> 07876 609 163
	Oscar Baker Clarke	<a href="mailto:oscar.baker@gmail.com">oscar.baker@gmail.com</a> 07590 321 628
	Amelia Baker	
	Harry Baker	<b>Co-Leader</b> <b>Worship</b>
	Olivia Baker	
	Rachael Baker	<a href="mailto:rachel.baker@gmail.com">rachel.baker@gmail.com</a> 07587 801 882
	Jamie Bradley	<a href="mailto:jamie.bradley@btinternet.com">jamie.bradley@btinternet.com</a>

## Email Communication

My ChurchSuite makes it easy to communicate with your group. The group email button can be located in the top right corner of the small group page. This is ideal for circulating prayer requests or group information.



Some points to note about the e-mail function:

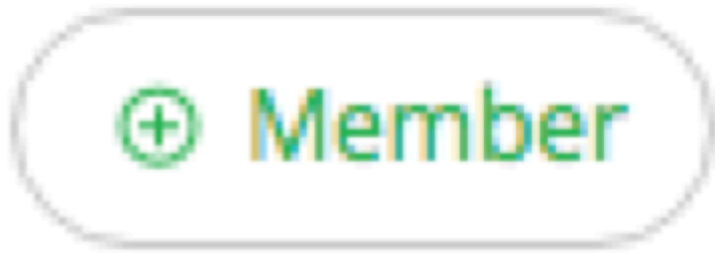
1. Originators of group emails can set whether replies go to just themselves or to all other group members.
2. Only group members can use the group email address - it's a closed group email system.
3. It's not possible to add attachments to emails, but you can include hyperlinks; perhaps to files stored in Dropbox, for example.
4. It's not possible to restrict email circulation - it goes to all current group members that have an email address. Therefore, one-to-one private messages cannot be sent using this feature.
5. On receiving a group email, the message makes it clear whether replies are sent to the entire group, or just the sender.
6. Group emails sent, and any replies, are all recorded in your 'My Communication' page.
7. Group emails are sent to all group members who have a valid email address and have not opted out of receiving church emails in their communication settings.

8. Group emails sent with "Send replies just to me" will disclose the sender's email address in the reply-to field of the email so that replies are routed back to just the sender (irrespective of whether "email is visible in My ChurchSuite" has been set to not be visible) - it's not possible to send an email requesting replies to "just me" and not have your email address disclosed.

9. A group email sent with "Send replies to me and all other [group] members" will disclose the private group email address in the reply-to field of the email so that replies are routed back to all group members without disclosing all the group member email addresses.

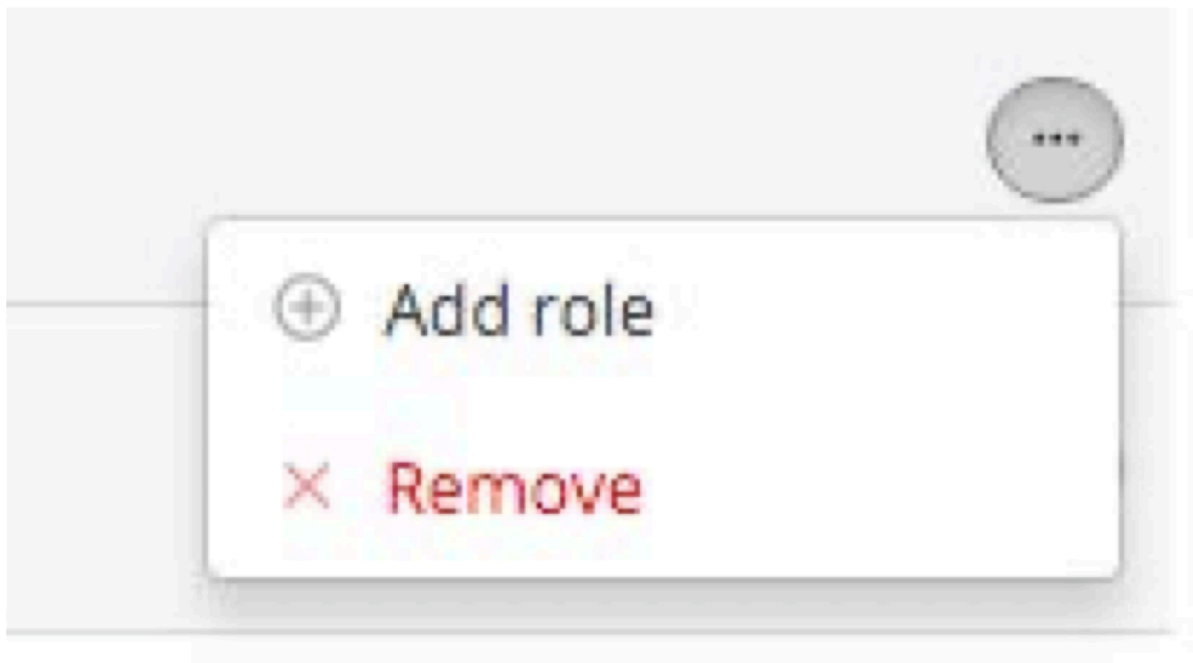
### **Adding new members to your group (Group Leaders Only)**

Click on the small green plus sign (+) to search for new members. When adding new people to the group, you'll only see, or be able to search, for those people who have signed up to My ChurchSuite and whose privacy settings permit. You'll need to speak to the church office if you can't locate a new member through searching, or get the individual to sign up for My ChurchSuite through our website.



### **Removing group members (Group Leaders Only)**

Removing members from your group can only be done by group leaders. To do this, click on the three dots next to an individual's name, and then select 'Remove'.



My ChurchSuite will always ask for a confirmation, to double check you definitely want to remove someone. Removing a group member prevents them from being able to participate in group emails. If you don't feel comfortable removing someone, you can always contact the church office who can assist you.

### **Assigning roles to members (Group Leaders Only)**

Group leaders can easily amend the roles of their members by clicking on the three dots next to an individual's details. This will ask if you wish to 'Add role' or 'Edit roles' (if one has already been assigned). Roles such as Leader, or Host can be assigned to someone through My ChurchSuite.

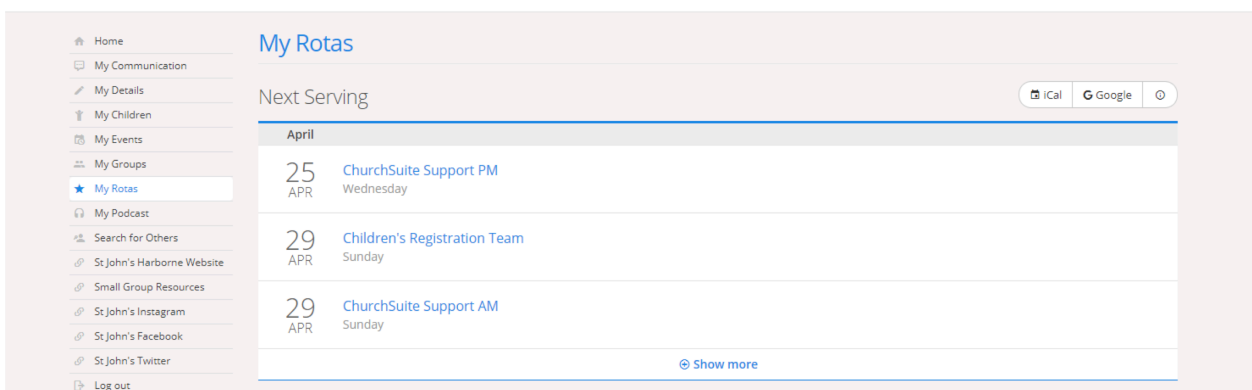
# HOW TO USE 'MY ROTAS'

## My Rotas Overview

The 'My Rotas' section displays all your upcoming serving commitments. You'll only see the 'My Rotas' page if you have future serving dates on a current published church rota, or if there are rotas published that you can sign up to, or if you are a ministry overseer.

## Next serving

At the top of the 'My Rotas' page, it will show you the dates of when you are next serving (see below), as well as your team and role position.



Dates shown in red indicate a rota date clash. Some clashes are legitimate - it's perfectly possible to be on multiple teams in a Sunday service! Some clashes, however, might require you to swap, or to ask to be removed from serving.

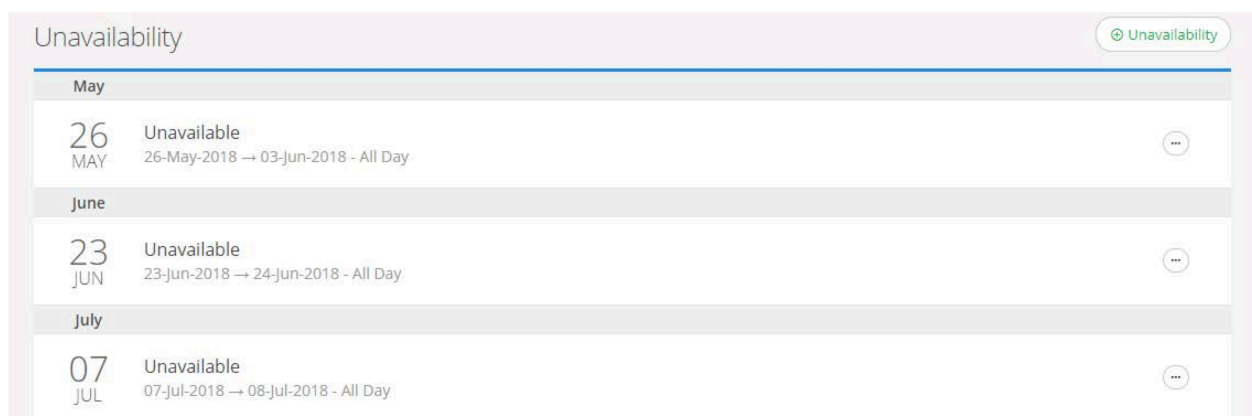
Dates shown in red strikethrough indicate 'unavailability' that you're are able to schedule in



advance into My ChurchSuite and where your ministry overseer has not yet replaced you on the rota. When you add unavailability, you might see entries in your 'next serving' section change to red strikethrough - that happens when you're already on a rota and either you need to swap with someone else, or your ministry overseer now needs to remove/replace you on the rota.

## Unavailability

Scrolling down the 'My Rotas' page further is the Unavailability section. Here you can add your unavailability, perhaps holidays or known dates when you won't be available to serve. Do this by clicking on the green (+) sign next to 'unavailability.' Adding unavailability sets you as unavailable for all rotas in that range of unavailable dates. It's not possible to set yourself unavailable for one rota but available for another - in that scenario you'd need to liaise with your ministry overseer.



Unavailability		Unavailability
May		
26 MAY	Unavailable 26-May-2018 → 03-Jun-2018 - All Day	...
June		
23 JUN	Unavailable 23-Jun-2018 → 24-Jun-2018 - All Day	...
July		
07 JUL	Unavailable 07-Jul-2018 → 08-Jul-2018 - All Day	...

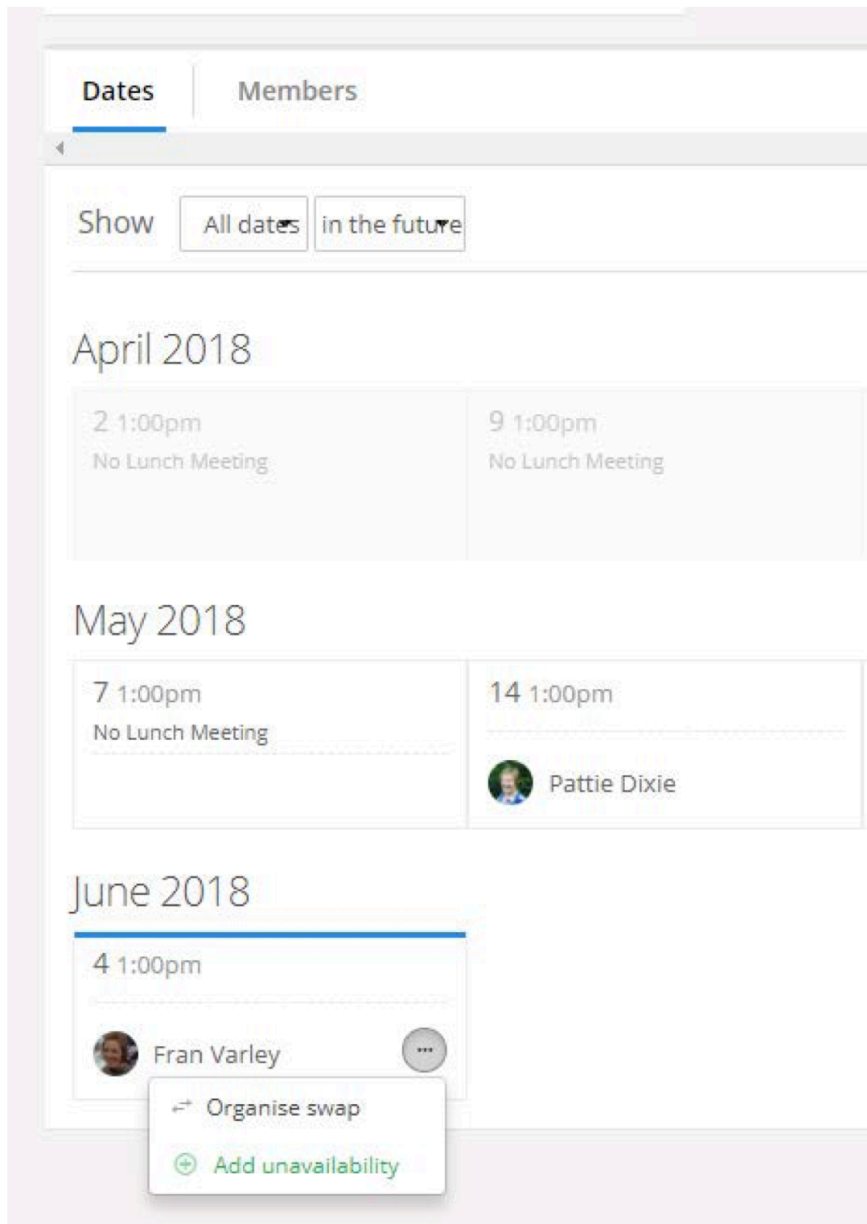
By adding unavailability overseers can manage rotas much more effectively; planning ahead and identifying gaps and shortages ahead of time. Unless your overseer has already encouraged everyone to add their unavailability, we encourage you to still communicate with them to let them know if you have added unavailability, especially if added at short notice. Note that adding unavailability doesn't send a notification to the rota overseer. Also, you cannot edit unavailability once it has been added, but you can delete it and add new unavailability, if applicable.

## Viewing rotas

Below the 'Unavailability' section is a list of all the rotas that you are set to serve on. Once a rota lapses or your final serving date on a rota passes, the rota will disappear from the list. Rotas with a green traffic light on the right-hand side are published rotas - the rota is live and visible to all rota members.

Rotas		
	Children's Registration Team Jan → Apr 2018	
	Reading Team 6:30pm Feb → Jun 2018	
	Welcome Team 11.15am Feb → Jun 2018	
	Welcome Team 9.15am Feb → Jun 2018	

Clicking into a rota displays the rota dates and the members and roles serving on those dates. It is also possible for rota members to sign up to future dates on the rota, to organise swaps with others and to add your unavailability.



## Organising a swap

Selecting 'Organise swap', allows you to record details of the person with whom you have already

made arrangements to swap with - you can't 'inflict' a swap on someone! Also, you can only process a swap with people who are an existing rota member or member of the underlying ministry. Select their name from the 'Swap with' drop-down list, and then add details of any 'Return swap' you may have agreed. Saving the changes will update the rota immediately.

After adding a rota swap, an email confirmation will be sent to you confirming you are no longer serving on that date, and to the other person confirming to them that they are now serving on that date, including a note of their role(s) on that date. A further email is sent to the ministry overseer advising the swap transaction.

Note that it's not possible for rota members to edit their roles - this is an overseer function that must be amended on a rota by them. When swapping, each person will inherit the same role. If in doubt, contact your overseer to advise them what is happening and let them update the rota for you, as they have further functionality that allows them to manage team member roles from within My ChurchSuite.

Some rotas will have sign-up enabled so overseers might publish empty or part-completed rotas, and then invite ministry members to sign up to future dates based on their availability. It's a great way of recruiting and helps team members too, because they can

manage their serving commitments based on their known availability. You can sign up to a rota date whenever you see "Sign up for this date" on the rota.

## **Rota functionality for ministry overseers**

Overseers have full rota management functionality within My ChurchSuite. If you're an overseer you'll be able to: -

- Manage teams, team members and roles within your ministry, including adding/removing members to teams and assigning roles to team members.
- Create draft rotas, publish and distribute them.
- Manage rota members on the rota page, including adding/removing people from rota dates, swapping people, and adding/removing dates on the rota.
- Add notes to dates on the rota, to communicate important information for rota members about something happening on that date.
- Enable rota sign-up and manage maximum sign-up numbers for individual dates or the entire rota.
- Add and manage unavailability for all serving team members and themselves.
- Receive clash notifications and manage responses.

## HOW TO USE 'MY GIVING'

Use the 'My Giving' section to make a regular donation (weekly or monthly) or a one off donation to St Catherine's.

You can do this simply by pressing the green (+) next to Donate.

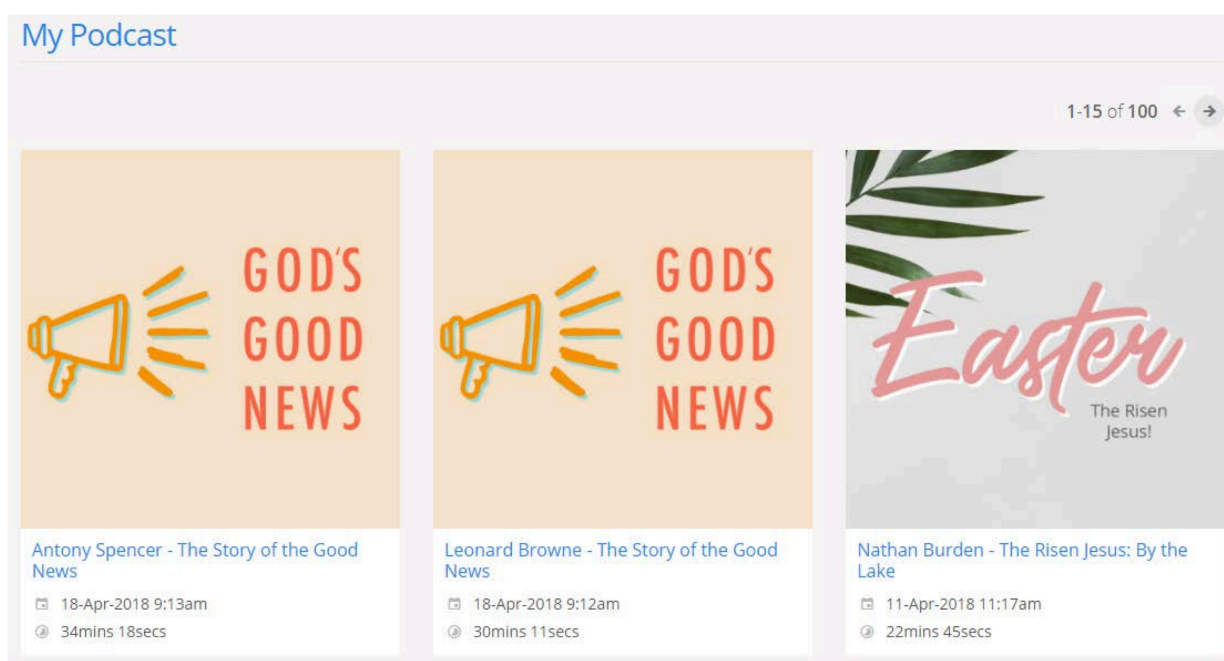
In this section, you'll also find a record of any previous donations that you've made using MyChurchSuite.

Did you know that there are many ways of giving to St Catherine? You can give by envelope, by direct debit or standing order or even by text message. For more details visit: <https://www.stcath.org.uk/donate>

# HOW TO USE 'MY PODCAST'

## My Podcast

Head to the My Podcasts page to catch up on any sermons you have missed! It's particularly useful on your smart phone or tablet, allowing you to listen to whilst on the go, all from within My ChurchSuite.



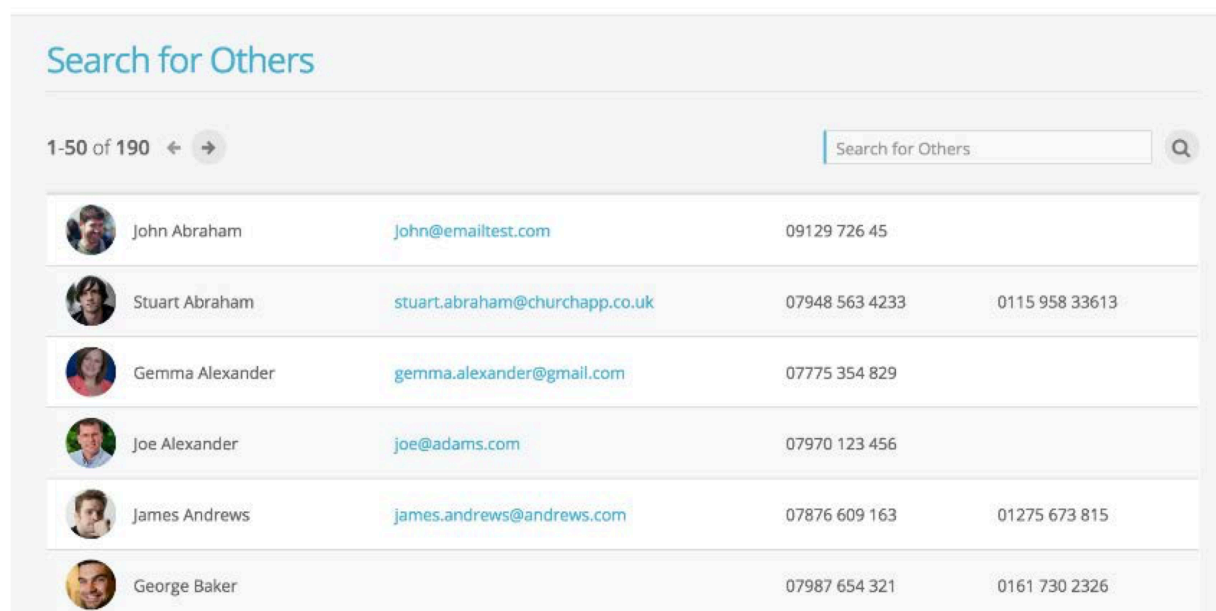
Simply click on the sermon you want to catch up on, and hit the play button!



# HOW TO USE 'SEARCH FOR OTHERS'

## Search for Others Function

The 'Search for Others' function is St Catherine's contact directory dedicated to its church members. St Catherine's only permits committed church members to have access to this feature (this is monitored carefully by the office staff). Remember, you'll only be able to view the contact details of others based on their personal privacy settings, and they'll only be able to see your contact details based on your privacy settings. Individuals have complete control over how much information they make visible in the search for others section. It's therefore possible you might not find the person or information you are looking for. If this is the case you can contact the church office, who may be able to assist in contacting someone on your behalf.



The screenshot displays the 'Search for Others' interface. At the top, there is a search bar with the text 'Search for Others' and a magnifying glass icon. Below the search bar, there is a pagination indicator '1-50 of 190' with left and right arrows. The main content is a list of six church members, each with a profile picture, name, email address, and phone number(s).

Name	Email Address	Phone Number(s)
John Abraham	<a href="mailto:john@emailtest.com">john@emailtest.com</a>	09129 726 45
Stuart Abraham	<a href="mailto:stuart.abraham@churchapp.co.uk">stuart.abraham@churchapp.co.uk</a>	07948 563 4233 0115 958 33613
Gemma Alexander	<a href="mailto:gemma.alexander@gmail.com">gemma.alexander@gmail.com</a>	07775 354 829
Joe Alexander	<a href="mailto:joe@adams.com">joe@adams.com</a>	07970 123 456
James Andrews	<a href="mailto:james.andrews@andrews.com">james.andrews@andrews.com</a>	07876 609 163 01275 673 815
George Baker		07987 654 321 0161 730 2326



## **Communication made easy**

If you have My ChurchSuite on your smart phone, calling or texting someone is easy - just click on their phone number through the 'search for others function'. Your phone will most likely prompt you, asking if you want to call or send a message to the individual - you don't even have to dial the number! Equally, emails can be quickly composed, simply by clicking on the email address of an individual.

## **Frequently Asked Questions**

### **What is 'My ChurchSuite' and why bother?**

My ChurchSuite is your way of accessing all aspects of church life at St Catherine's, with it you can:

1. Keep your personal details up to date.
2. Keep all emails and communication in one place.
3. Keep up to date with all of our events.
4. Communicate with your groups (MU, choir, Prayer Group etc.)
5. See when you are next serving on a rota (and make swaps).
6. Listen to our podcasts.
7. Search for the details of other members of St Catherine's (this is subject to both parties agreeing to their personal details being visible to other members of My ChurchSuite).

My ChurchSuite isn't just about how it benefits you – our aim is that it will help to build community and communication within St Catherine's. We think it's totally worth it!

### **How secure is My ChurchSuite?**

It's roughly as secure as your bank – but if you want the technical stuff, read on!

All of ChurchSuite uses SSL encryption, meaning that all the data passing between your device and the

ChurchSuite server does so using 256-bit military grade encryption. SSL is an industry standard technology and one you're probably familiar with if you use online banking; it's the same technology used by all the major UK and international banks.

### **Can I ask for my details to remain confidential?**

Yes, of course. When you first login to My ChurchSuite, the default setting will not show any of your details to other church members (not even your name). Until you tick the relevant boxes and make them visible, other church members will not be able to see your details. The 'Search for Others' feature is the new church address book and as such remains a reciprocal process, so we ask that if you want to find the details of another church member, you make your name visible as well as either your telephone or email address.

### **How confidential are my personal details?**

Church members may access their own individual details and have the option of making their name, address and contact details (email and telephone) available to other members.

A small number of the Staff Team are designated administrators for ChurchSuite and therefore have wider-access to personal data on the main database. Collectively this group maintain ChurchSuite and act as system managers. St Catherine's and ChurchSuite themselves, are continually working to ensure ongoing

compliance with GDPR (General Data Protection Regulations 2018).

## **Are children's details also held on My ChurchSuite?**

Yes – Children's groups and activities are recorded in a separate section under the direct control of our Children's and Youth Pastor. The 'search for others' function will not reveal the names or details of any children. A child's record is linked to their parents and only parents have access to the data held on their children through My ChurchSuite. Parents can update or amend the details as they wish. One important feature is that parents will be able to record information such as their children's GP, allergies and special needs.

Please note that if your child is on a rota, their name (and only their name), will be visible to those who are also on a rota.

## **Is it easily accessible?**

It is! Once you have a unique login for MyChurchSuite you can login from your computer, or even get the app for your phone or tablet, making it easy to check information whilst on the go!

## **Why are Groups included?**

My Groups is a great way to keep in contact with your group. You can use it to share resources, keep an up

to date record of who's in your group as well as details such as time, date, location etc.... This information is a really handy tool for new members of your group.

### **What's so great about My Rotas?**

My Rotas allows you to instantly find out when you are next serving for any given ministry you are involved in. A significant benefit of My Rotas is that it identifies clashes clearly, which can so easily be overlooked by volunteers with busy lives. Equally you can add in your unavailability in advance to help your ministry leader when scheduling rotas. And if you ever find you need to swap with someone you can quickly and easily arrange this; my ChurchSuite will even email the ministry leader for you!

### **How about Church members who do not have a smart phone, iPad, access to a computer or an email address?**

Existing communication routes will continue for members who cannot, or prefer not to receive emails. One of the many advantages of ChurchSuite is that we can easily identify church members who do not have email addresses and make sure that they receive information in another form.

### **What if we only have a shared email address?**

Families who share an email address can still use My ChurchSuite. Each family member is sent a My ChurchSuite email invitation, which will have a unique login link, so each individual can set their own personal password (just make sure it's different from the rest of your family).