

Introduction

Welcome to My ChurchApp! **My ChurchApp is what we call the church member-facing side of ChurchApp.** While ChristCentral's staff and elders will use the admin-facing system to help them manage the church, we've created a great system for you too, as a church member; to help you keep your details up to date and be better able to engage with the life and activity of what's going on at your church.

Important note

It's important to say at the outset that access to My ChurchApp for any church member is a decision of your church leaders - there's no automatic access or entitlement. Access is by granted by invitation; a process that starts with your church sending you an email invitation; so **it's important your church has your correct email address!** That invitation email contains a unique login-link that is used to access My ChurchApp for the first time and to set your password.

While this user guide outlines *all* the features in My ChurchApp, it is possible that your leaders have chosen to disable or restrict certain features, or simply do not have certain modules on their system at all. If you are having difficulty accessing a particular feature, you should speak to your leaders in the first instance to see if it is available and has been enabled for you.

Here's an example of the My ChurchApp home page in a web browser. It's styled for our fictitious demonstration church. Your home page will be styled with your church's logo and colour scheme, so it should feel familiar to you.

The screenshot shows the My ChurchApp interface for Kings Hope Church, Nottingham. The page features a navigation menu on the left, a central banner with a welcome message, a 'Featured Events' section with three event cards, and a user profile section for Gavin Courtney. The 'Featured Events' section includes:

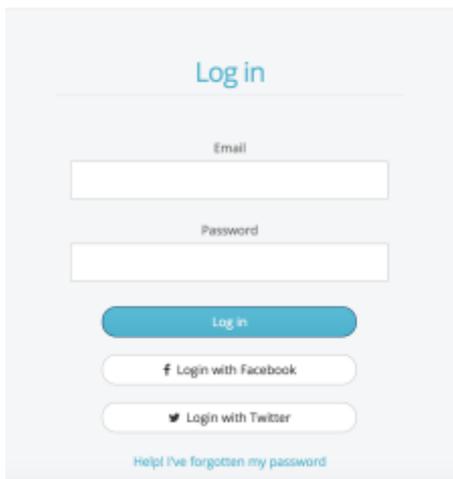
- Summer Drop In**: Thursday 8th September, 10:00am - 1:00pm, The Lounge Cafe. Image: "DON'T WASTE YOUR SUMMER!"
- Freedom in Christ**: Monday 19th September, 7:00pm - 9:30pm, The Upper Room. Image: "FREEDOM"
- Alpha Course**: Friday 23rd September, 8:00pm - 10:00pm, Community Cafe, Kings Hope Centre. Image: "MY CHRISTIAN FAITH IS THE BACKBONE OF MY LIFE"

The user profile for Gavin Courtney includes contact information, address, languages spoken, and social media links. The 'My Communication' section shows a list of media team reminders.

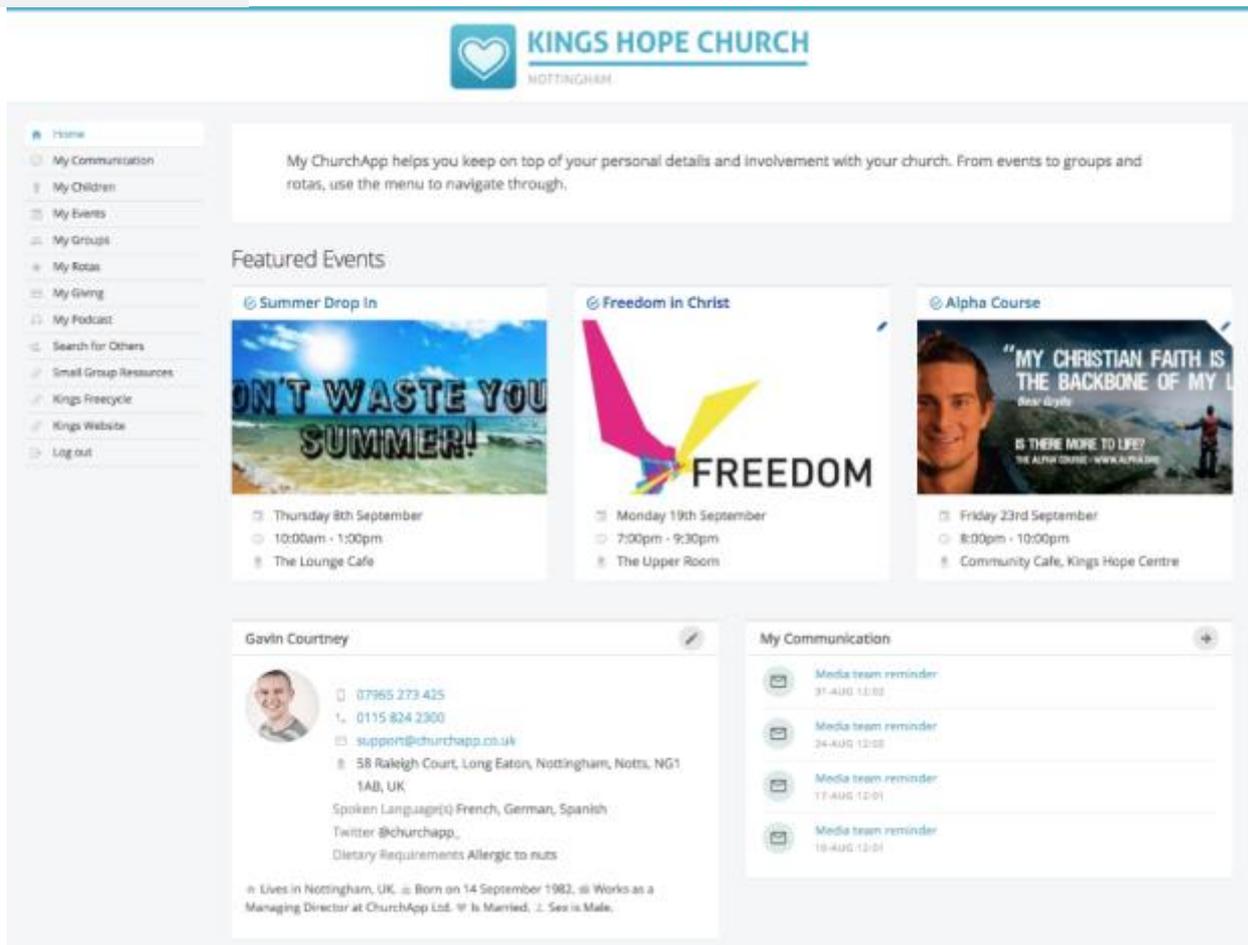
Navigating My ChurchApp

My ChurchApp runs within a web browser and also in our free iOS or Android apps (available from the respective app stores). App navigation follows traditional app navigation principles - clicking backwards, swipe, single-click menus etc. My ChurchApp is also fully responsive, which means that webpages resize automatically to suit the screen size of smaller devices like laptops, smart phones and tablets. We've created a separate support article for the apps - see the related articles section at the end of this guide. For the purposes of this guide though, we'll use screenshots taken from within a browser environment.

After logging in to My ChurchApp, the home page is displayed.



The login page features a 'Log in' heading, an email input field, a password input field, and a blue 'Log in' button. Below the button are two social login options: 'Login with Facebook' and 'Login with Twitter'. At the bottom, there is a link that says 'Help! I've forgotten my password'.



The home page displays the Kings Hope Church Nottingham logo at the top. Below the logo is a navigation menu on the left with options like 'Home', 'My Communication', 'My Children', 'My Events', 'My Groups', 'My Rotas', 'My Giving', 'My Podcast', 'Search for Others', 'Small Group Resources', 'Kings Freecycle', 'Kings Website', and 'Log out'. The main content area includes a welcome message, a 'Featured Events' section with three event cards (Summer Drop In, Freedom in Christ, and Alpha Course), a user profile for Gavin Courtney, and a 'My Communication' section with a list of reminders.

Navigation is via the menu on the left hand side of the screen. This menu is always visible. You can either use your browser's navigation buttons to go backwards at any time, or use the menu options (or the 'back' button in our apps).

Home

The home page displays a brief welcome message from your church and displays the next three upcoming featured events at your church. Clicking on a featured event will take you straight into the event page to see more information. You can even sign-up there, if applicable - your contact details are pre-populated into the sign-up form, so all you need to do is click 'sign up'! You can even pay for tickets by card for your church's pay events - it's simple, secure and helps your church with their event management.

My ChurchApp helps you keep on top of your personal details and involvement with your church. From events to groups and rotas, use the menu to navigate through.

Featured Events

- Summer Drop In**
Thursday 8th September
10:00am - 1:00pm
The Lounge Cafe
- Freedom in Christ**
Monday 19th September
7:00pm - 9:30pm
The Upper Room
- Alpha Course**
Friday 23rd September
8:00pm - 10:00pm
Community Cafe, Kings Hope Centre

Scrolling down the home page, on the right is a summary of recent communications sent to you from your church (see below) - perhaps a rota reminder or the latest e-news bulletin from your church. And on the left is the "My Details" section, which shows a summary of the contact information your church holds about you on their database.

Gavin Courtney

07965 273 425
0115 824 2300
support@churchapp.co.uk
58 Raleigh Court, Long Eaton, Nottingham, Notts, NG1 1AB, UK
Spoken Language(s) French, German, Spanish
Twitter @churchapp_
Dietary Requirements Allergic to nuts

Lives in Nottingham, UK. Born on 14 September 1982. Works as a Managing Director at ChurchApp Ltd. Married. Sex is Male.

My Communication

- Media team reminder 31-AUG 12:02
- Media team reminder 24-AUG 12:02
- Media team reminder 17-AUG 12:01
- Media team reminder 19-AUG 12:01

Clicking the pencil icon in the top right corner of the My Details window will open the page to allow you to edit or update your details, perhaps adding missing information - that's always helpful to churches!

Gavin Courtney My details

Save Changes or Cancel

Title: Mr

Name: Gavin Courtney

Sex: Male

Date of Birth: 14 September 1982

Privacy Settings

Your privacy settings determine which information is visible to other My ChurchApp users. In the same way, you can only see their information that they choose to make visible in their privacy settings. Whilst you can see any of your own children details in My Children, be assured these are never visible to any other church member.

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

your church.

Ordinarily your name should always be set as visible - this is so that you show as visible on rotas that you serve

A key area of interest to you will be your privacy settings. While your contact details are never visible to anyone outside of your church, you can still manage the level of information you want shared with other My ChurchApp members in

on and also to fellow group members and leaders of any small group you attend. Being totally invisible in Christian community is counter-productive and will make it more difficult for your leaders and co-members to do their roles!

Beyond your name being visible (which can only be set by your church), you now have the option to set which other contact information you will allow others to see. It's helpful to at least set a contact phone number and/or email address, for example.

Mobile

Yes No Receive SMS through ChurchApp?

Email

Yes No Receive emails through ChurchApp?

In the same way, you can only see contact details of others in your church based on their privacy settings too. Importantly, **no children contact details are ever displayed**. 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 small exception to this is if they are serving on a rota or are part of a small group - in this case only their name is visible to other rota team members, ministry overseers, fellow small group members and their small group leader. A further exception would be if they were signed up for one of your church's events, in which case an event overseer will be able to see their sign-up details along with those of all the other people who have signed up.

Beyond privacy settings, you can update and add in any missing information. It's not helpful to your church if you delete data, as your leaders will no longer be able to contact you. If there is any information you are not comfortable about them holding, speak to your leaders first to understand why it's helpful for them to store that data. Remember, their desire is to serve you well, and having useful information allows pastors and leaders to do that better!

By now we hope you will already know that your leaders are not in the habit of *spamming* you with unnecessary emails! It is possible, however, for you to opt out of SMS text messages and emails. **Be aware that opting out will prevent your leaders from ever being able to email or text you** - which isn't helpful if they need to communicate with you, or you want to receive your church's communications. Remember, these communications also include things like rota reminders, so if you opt out, you will no longer receive these either.

Password

Confirm Password

Photo
 No file chosen
Image must be in JPEG/PNG format. 8MB maximum file size

Social Logins

Finally, you can manage your own password. You can also upload an image to go with your My ChurchApp profile. As your church grows, it's helpful if there's a picture of you looking beautiful to help people identify you (and for you to be able to identify others), especially if you have a role in the church that requires you to be known. Lastly, you can optionally connect My ChurchApp to your social logins, making it easier for you to login with social logins, rather than needing to remember My ChurchApp login details, if you wish.

Remember to save any changes you make. Then press the Home option to return to the home page once more.

My Communication

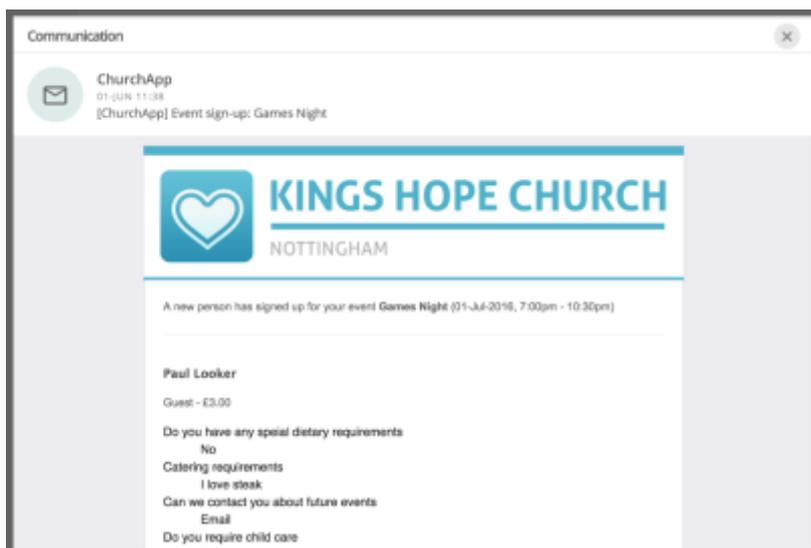


My Communication

- Home
- My Communication**
- My Children
- My Events
- My Groups
- My Rotas
- My Giving
- My Podcast
- Search for Others
- Small Group Resources
- Kings Freecycle
- Kings Website
- Log out

09-SEP 10:17	ChurchApp	[Kings Hope Church] My ChurchApp Login
31-AUG 12:02	ChurchAppreallyLongname	Media team reminder
24-AUG 12:02	ChurchAppreallyLongname	Media team reminder
17-AUG 12:01	ChurchAppreallyLongname	Media team reminder
10-AUG 12:01	ChurchAppreallyLongname	Media team reminder
05-AUG 16:53	ChurchApp	[Kings Hope Church] Rota swap: Stage Crew
05-AUG 16:53	ChurchApp	[Kings Hope Church] Rota swap: Stage Crew
30-JUL 08:50	ChurchApp	[Kings Hope Church] Rota swap: Welcome Team

You can easily view previous emails and text messages that have been sent to you from the My Communication page. Please note that My ChurchApp is not an email client, so it's not possible to forward or reply to messages from your My Communications page - for this you would need to use your preferred email application. Essentially it's intended to be a simple way of viewing recent messages your church has sent you.



My Children

If you're a parent, this menu option allows you to manage the information your church holds about each of your children. You can even add new children without needing to ask someone in the church office to do it.

My Children

A note to parents: When entering the name of the school which your child attends, please use the name as displayed on the schools website or signage.

Helen Clark [edit icon]

Born on 14 May 2010 (Age 6). Sex is Female. Attends Dunnington Primary School.

Henry Clark [edit icon]

07825 726 353
Born on 1 February 2011 (Age 5). Sex is Male. Attends St Trinian's School.

Just like My Details page for adults, clicking on the pencil icon in the top-right corner of a child will take you into their details so that you can update or add missing information. Only you as parent (and your leaders of course) can see this

information - it is never made visible anywhere else, or to other church members, in My ChurchApp. The My Children area is a great way to help your kid's leaders care best for your children. Dates of birth, for example, ensure children are assigned to correct groups. You can also keep you church informed of medical

conditions, allergies or special needs, and set parental consents for photo/video at the church. There's also a place to enter a note of a child's school. This information is really helpful for your church to understand friendship groups that might exist between children of the same age at the same school. Remember to save any changes you make.

My Events

My Events is your church's events calendar and information about upcoming featured events in the life of your church.

Calendar



Mums & Tots

Friday 9th September 11:00am - 2:00pm



Imagine Prayer Evening

Saturday 10th September 8:00pm - 11:00pm



Wednesday Morning Kids Club

Wednesday 14th September 9:00am - 11:00am



Summer Drop In

Selecting a date on the calendar (located just under the featured events list), will filter the list of events happening on just that date. Clicking on an event will open the event page and give you more information. Where applicable you'll also be able to sign-up and/or get tickets for your church's free and pay events (see below), including being able to pay for tickets online. All your details are pre-populated into the event sign-up page, so it's really easy to sign-up with just a few clicks.

If you're designated as an overseer for an event, you'll also have some additional functionality on the event page for events you oversee. For

example, at the bottom of the event page you'll see the current sign-up list, showing you exactly who's signed up for the event so far. Clicking on a 'sign-up' will show you all their sign-up information and sign-up question responses. You can even download the sign-up list to a CSV file.

Name	Details	Notes	Ticket
James Andrews	james.andrews@andrews.com 07876 609 163	I'm coming!	Free
Alison Johnson	alison.johnson@sky.com 07767 964 222	I'm coming!	Free
Peter Miller	mllema@gmail.com 07986 543 21	I'm coming!	Free
Paul Nation	pau.nation@me.com 07834 127 981	I'm coming!	Free

My Groups



My Groups

- Home
- My Communication
- My Children
- My Events
- My Groups**
- My Rotas
- My Giving
- My Podcast
- Search for Others
- Small Group Resources
- Kings Freecycle
- Kings Website
- Log out



Beeston

Weekly on Various Days
8:30pm
14, The Crescent
20-May-2009 → 30-Apr-2017

76% full

More information



Gamston 2

Weekly on Wednesday
7:45pm
NG2 5GS
01-Feb-2016 → 31-Jul-2017

87% full

More information

My Groups is all about the small groups in your church. The top of the page, titled My Groups, is the group(s) that you are already a member of or are signed up to. Click on your group(s) to see the group information (see below). The group email button is located in the top right corner. This is ideal for circulating prayer requests or group information.

Beeston Mygroup

[Edit](#) [Attendance](#) [Group](#)

Sign Up

You are currently signed up for this group.

[View full](#) [Cancel group sign-up](#)

About

We're a group of passionate followers of Jesus trying to do life together and be family. We meet weekly on Wednesdays - we'd love for you to join us!

Location



Some notes about the group email feature:

(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 (currently) 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 group members. Therefore, one-to-one, private messages should not 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.

Beeston Send email

[Send email](#) [Cancel](#)

From: Gavin Courtney <gavinc@kingshope.co.uk>
To: Beeston <beeston@kingshope.co.uk>
Subject:
Body:

Reply: Send just to me
 Send to me and all other members

Members	Attendance	
18 Members		
 Samuel Bradley	samuel.bradley@facebook.com 07258 594 857	
 Nick Brown	nick.brown@gmail.com 07160 510 088	Worship
 Clare Carter	07632 380 694	Co-Leader
 Phil Carter	phil.carter@aol.com 07521 934 446	Co-Leader
 Kevin Clark	kev.clark@yahoo.co.uk	

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

Sign Up

Our group sign-up period is now open - simply browse the list of groups below and sign up for one that you like the look of! To sign up for a group, simply click in to view the details and then click the "Sign up to this group" button on the page that loads.



Bob & Kate's Small Group

- Weekly on Thursday
- 8:00pm
- 28 Mansfield Gardens, Bulwell
- Started Oct-2015

90% full



East Bridgford

- Weekly on Wednesday
- 7:45pm
- NQ2 5G5
- Started Feb-2016

10% full



Gamston

- Monthly on Wednesday
- 7:45pm
- The Clark's Home
- Started Nov-2007

10% full

Signing up for small groups

One of the great features of My Groups (if enabled by your church) is the ability for you to view the list of small groups in your church so that you can find the group that's right for the you - perhaps a group that meets on a certain day, or in a certain location, or that has a particular emphasis or focus. Just scroll down to the "Sign Up" part of the My Groups page.

It's even possible for you to sign-up to one or more small groups with just a single button click; and because you're

logged in to My ChurchApp, the system has all the information it needs to add you to the group. What's more,

the small group leaders will get an immediate email notification to let them know that you've signed up, so you'll probably get a welcome message from them and a phone call to invite you to the next group meeting!

...And if you sign up to a group by mistake, you can easily un-signup too! Just click 'Cancel group signup'.

Gamston My group



- Monthly on Wednesday
- 7:45pm
- The Clark's Home
- Started Nov-2007

Sign Up

10% full Sign up for this group

About

We are a really mixed group of people but our heart to love God is something we definitely have in common. We really enjoy spending time with each other and with God encouraging and supporting one another through the ups and downs of life.

LOCATION

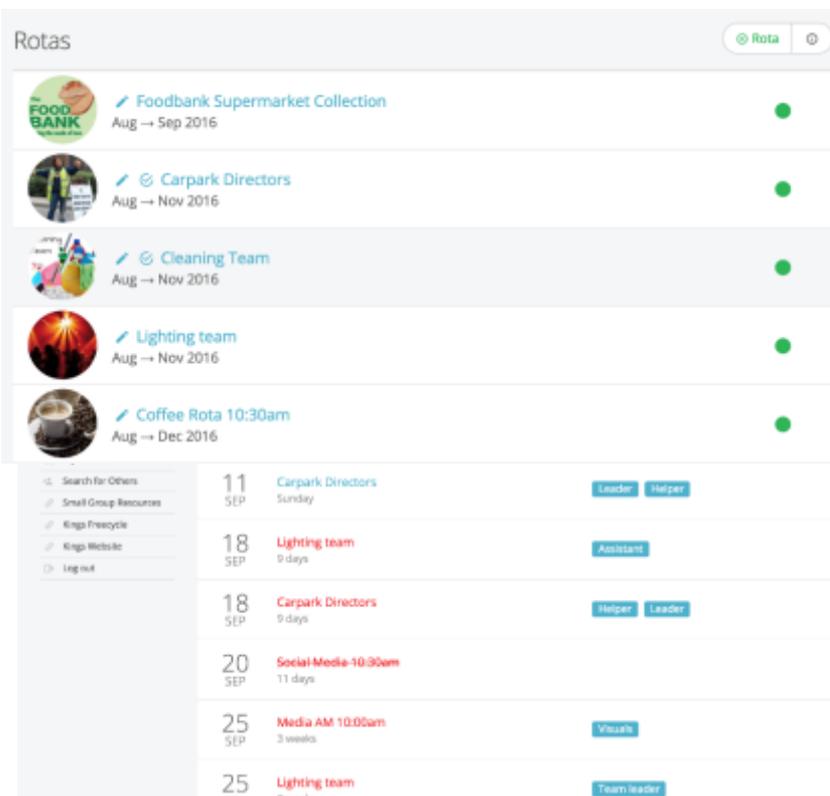


The Clark's Home, NQ2 5PQ

Sign Up

You are currently signed up for this group.

76% full Cancel group signup



My Rotas

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

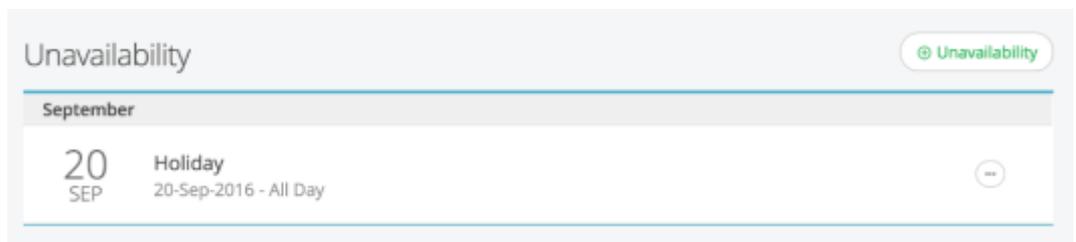
At the top of the My Rotas page is the "Next Serving" section (shown above), detailing your upcoming serving - dates, rotas and possibly your role(s) on those dates.

Dates shown in red indicate that a rota clash. In the example above, there's a clash because this person is on both the Lighting Team and the Carpark Directors team at the same time. Some clashes are legitimate - it's perfectly possible to be on multiple teams in a

Sunday service, for example. Some clashes, however, might require you to swap or ask to be removed from a rota.

Dates shown in red strikethrough relate to unavailability that you've scheduled and that your ministry overseer has not yet replaced you on the rota for. When you add unavailability, you might see entries in your 'next serving' section turn from green to red strikethrough - that's happens when you're already on a rota. Please arrange a swap with someone else on the team, and let the Team Overseer know.

Scrolling down the My Rotas page further is the Unavailability section (see above). Here you can add a note of your unavailability - perhaps



holidays or known dates when you won't be available to serve. Adding unavailability sets you as unavailable for all rotas in that date range - so you can't set yourself unavailable for one rota but available for another - you'd need to liaise with your ministry overseer to communicate that if this is the case.

By adding your unavailability, overseers can manage rotas 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 at short notice.

Note that you cannot *edit* unavailability once it has been added, but you can remove it and add new unavailability, if applicable.

Beneath the Unavailability section are all the rotas that you are set to serve on that still have future serving dates that you're 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 (see image above) on the right hand side are *published* rotas - they are live to all

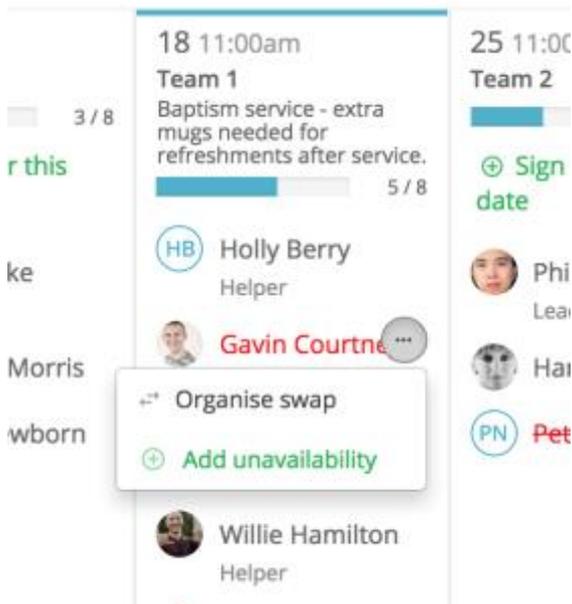
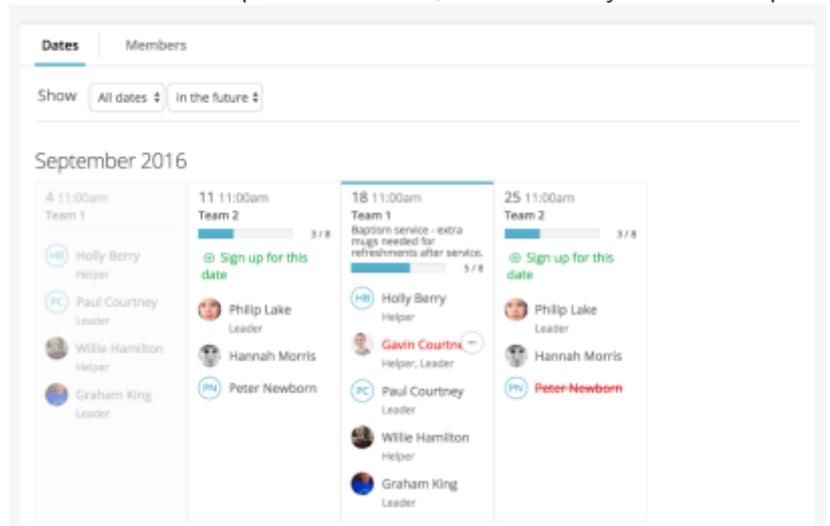
rota members. Ministry overseers may also see their rotas with a red traffic light, indicating that they are *draft* rotas that are only visible to them and not yet visible to rota members.

Essentially overseers can plan ahead, create rotas and work on them without them being visible to rota members until they are ready to be published.

Clicking into a rota displays the rota dates and the members and roles serving on those dates. Depending on the rota functionality enabled by your church, it may be possible to sign up to future dates on the rota, to organise swaps with others, or add your unavailability.

Selecting "Organise swap" (if feature enabled), allows you to record details of the person with whom you have already made arrangements to swap with (i.e. you can't inflict a swap on someone!) You can only record swaps with people who are already a member of the ministry. Select their name from the "Swap with" drop-down list, and then add details of any return swap you have agreed. Saving the changes will update the rota immediately.

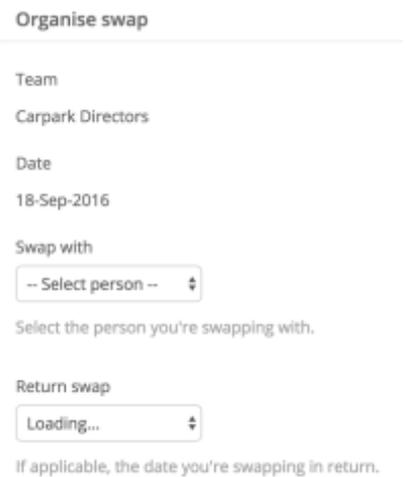
After adding a rota swap, an email confirmation will be sent to *you* confirming you are no



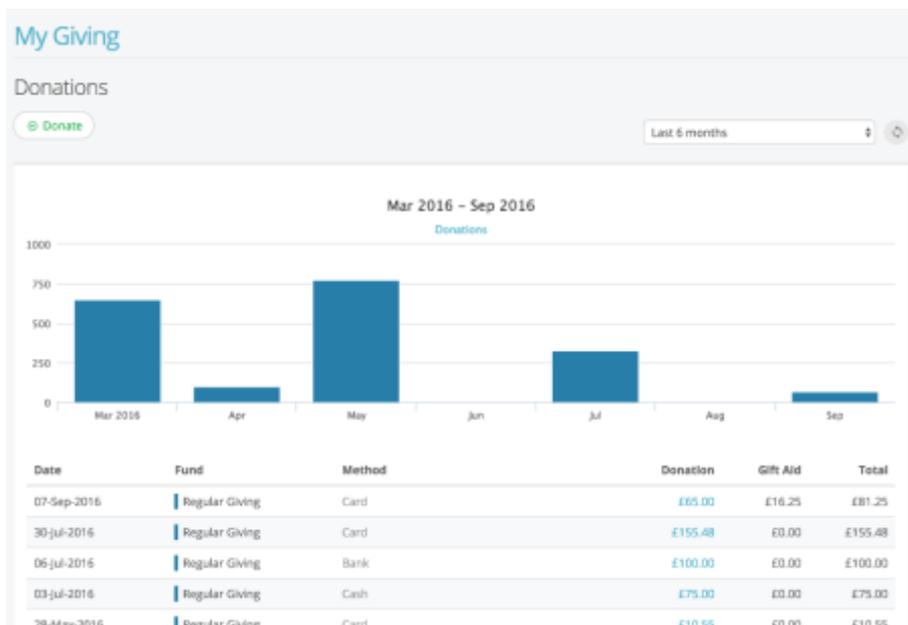
longer serving on that date, and to the *swapee* confirming to them that they are now serving on that date. A further email is sent to the *ministry overseer* advising the swap transaction.

Note, it is 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, the swapee will inherit the same role as the swapper. If in doubt, contact your overseer to advise them what is happening and let them

update the rota, as they have greater functionality that allows them to manage team member roles from within My ChurchApp.



My Giving



Here you can see a summary of your personal donations to your church, including the funds that your donations have been assigned to, the dates and methods you gave, and the reclaimed Gift Aid (UK) or tax deductible status (US).

You can filter the list of donations displayed, perhaps to just see a particular tax year or filing year.

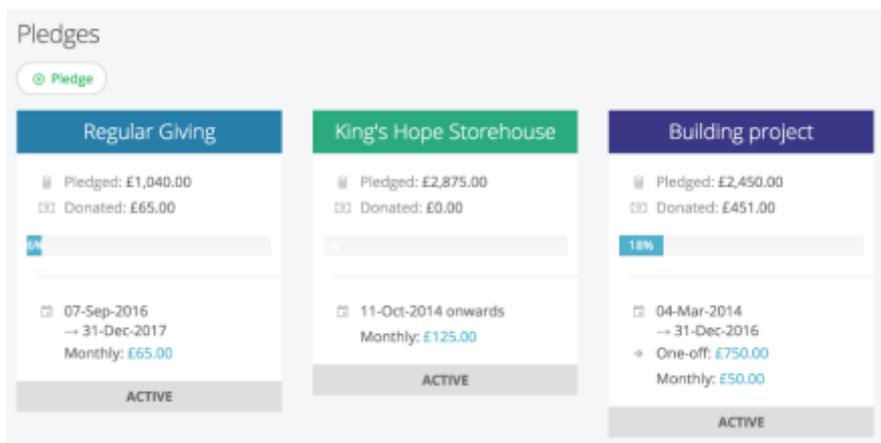
There's also a "Donate" button that takes you to your church's online giving portal, where you can easily set up one-time or recurring donations to your church.

Scrolling further down the page you can set up financial pledges to your church, perhaps to support a building campaign, a mission, or simply the regular tithes and offerings of your church...

The screenshot shows the 'KINGS HOPE CHURCH' online giving portal. It has a 'SECURE' indicator. There are three main options:

- Donate regularly:** "I'd like to make a regular donation: £ [] every [] month [] on the [] 10th []". A note says: "Your donation will be requested on or immediately after this date."
- One-off donation:** "I'd like to make a one-off donation of: £ []". A note says: "This can be in addition to a monthly donation."
- Claim Gift Aid:** "I would like you to reclaim Gift Aid on this/these donation(s). I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference."

At the bottom, there's a field for "Email address" (support@churchapp.co) and a dropdown for "My donations are for" (Regular Giving). A "Proceed" button is at the bottom.



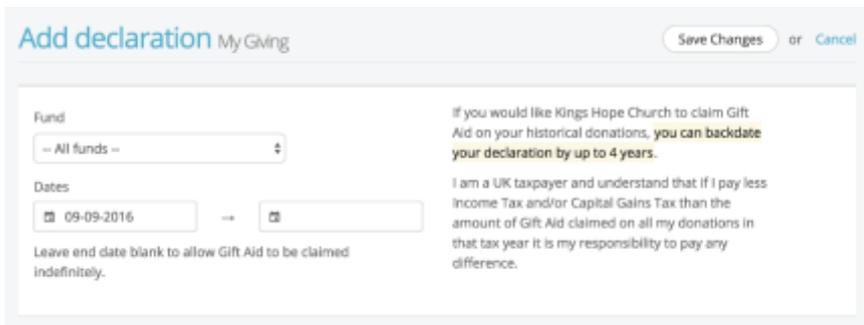
...entering details of the Fund, frequency and amount(s) - see below. You can also specify the date range of your pledge, or leave the end date blank if it to run until further notice. Changes to pledges can

only be made by your church's finance office; it is not possible to make changes within My ChurchApp.

Essentially, your church matches the donations you make against your pledges, so you'll always be able to see your up to date pledge progress. Importantly, pledges (if this feature is enabled), help your church to budget; knowing what income they can anticipate, and then plan accordingly. Pledges are a great way of being accountable in our financial stewardship, with a helpful visual reminder each time you view your My Giving page.

The screenshot shows the 'Add pledge' form. It has a 'Save Changes' or 'Cancel' button at the top right. The fields are:

- Fund:** Regular Giving
- Frequency:** Weekly
- Dates:** 09-09-2016 to []
- Recurring Amount:** []
- One-off Amount:** []



Finally, for UK churches, is the Gift Aid Declarations section, where you can view the active Gift Aid declarations held by your church. You can add new declarations at any time.

When adding a declaration you can specify a backdated start date of up to 4 years (under current legislation), allowing you church to reclaim back-dated Gift Aid on

past gifts for up to four previous years from the date of your declaration. The declaration will remain active until the end date is reached. Leaving the end date blank will set it active until further notice. Note that it is not possible to cancel a declaration within My ChurchApp - this must be communicated to your church finance office for action.

My Podcast

Catch up on missed sermon messages in the My Podcast page. It's great on a smart phone or table - sermons on the go, all from within My ChurchApp!

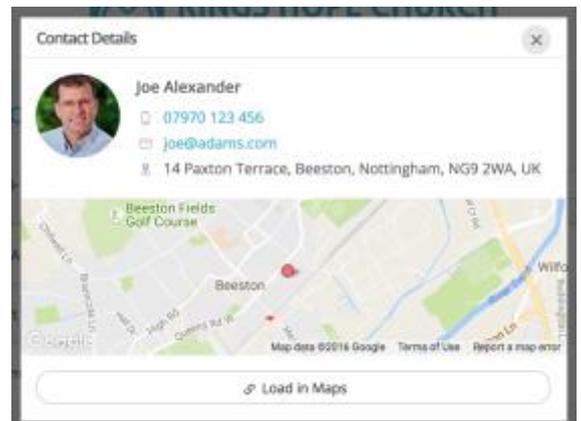
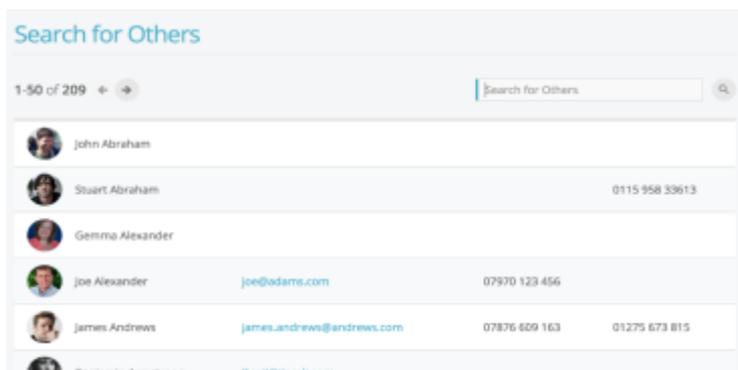


Search for Others

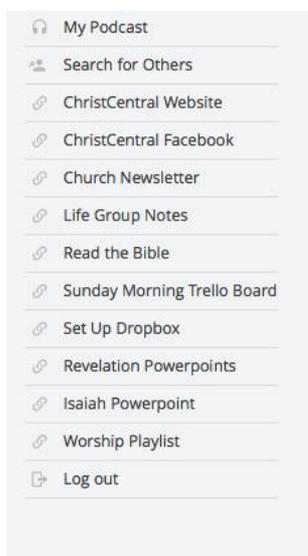
This is the My ChurchApp contact directory provided by your church for church members. If enabled, your church may restrict which church members can access

this feature, and also restrict church members will display in search results (perhaps excluding newcomers, for example, who may not yet be on My ChurchApp themselves).

It's therefore possible you might not find the person you are looking for - you'll need to contact your church office if this is the case.



Remember, you'll only be able to view the contact details of others based on their personal privacy settings. In the example above, John Abraham has chosen to not set any contact details visible to others. Clicking on a contact displays a pop-up contact card.



External Links

The remaining items you might possibly see on the menu after "Search for Others" are what we call "external links". These are links to external websites and resources that your church may have set up for you. Your church may also have set some links to only be available to some groups of people, but not to others - this is so the content they provide you is relevant to you. If you think there are missing external links, contact your church office.

Examples of information you may find on ChristCentral's My ChurchApp include links to weekly Life Group notes, the online Bible reading app (bible.com), a Spotify playlist of worship songs we use and serving team resource folders.