

Welcome to ChurchSuite!

Here's a list of Frequently Asked Questions about **ChurchSuite**.

FAQ 1 - What can I do with **ChurchSuite**?

As a member of Wantage Community Church, **ChurchSuite** allows you to do the following:

- Manage your details
- Manage what others can see of your details in the church address book
- If you are a parent you will be able to add, edit and update information about your children
- See the details of others that they have made available in the address book
- See the group(s) you are part of (including your Small Group and any Teams and Service Rotas of which you are a part)
- Communicate with everyone in your group(s)
- Give your availability for rotas and see your upcoming rota sessions – even swap rota times
- Manage regular tithing and one off giving as well as seeing the donations you have already made
- Book into upcoming events that require sign-up

FAQ 2 - How do I log into **ChurchSuite** from a web browser?

It's possible to access **ChurchSuite** from a web browser on a computer/tablet/smart phone.

To log into **ChurchSuite** via a web browser all you need to do is:

- Go to <https://opengatecc.churchsuite.co.uk/my>
- Enter in your user name, which is your email address
- Then the password you created
- And finally click on 'Log in'

FAQ 3 - How do I access **ChurchSuite** on my phone or tablet?

The **ChurchSuite** app is available to download for free, you can get the:

- IOS app from the Apple store
- Android app from Google Play

Once you have downloaded the app to your phone, all you need to do to login is enter:

- The name of the church – This is "opengatecc"
- Your username – This is the email address you registered with
- Your password – This is the password you created

FAQ 4 - What do I do if I forget my password?

All you need to do is follow these easy steps:

- Go to the login page <https://opengatecc.churchsuite.co.uk/my>
- Click the link at the bottom called 'Forgotten password?' and follow the instructions

FAQ 5 - Where's the Church Address Book?

The address book is now available via the "Search for Others" menu in **ChurchSuite**. It can be accessed as follows:

- Log into ChurchSuite
- In the menu on the left of the screen (or in the App tap on MENU at the top right of the screen) select the entry called Search for Others
- Scroll up and down to find the person you're looking for
- Alternatively, type part of their name into the Search box and then click the magnifying glass button to the right of it

Once you have found the person you want to contact you can click on their email address to email them, and (in the phone App) tap their phone number to call them.

FAQ 6 - How do I update my contact details?

- Log into ChurchSuite
- Scroll down to where you see your profile
- Click on the pen icon in the top right-hand corner to edit your details
- Scroll down to the address section, email or phone section
- Input your new details
- Once updated scroll to the bottom and click on 'Save Changes' to update your address

If you have allowed us to claim Gift Aid then please make sure your address details are correct and up to date.

FAQ 7 - How do I upload a photo to my profile?

- Log into ChurchSuite
- Scroll down to where you see your profile
- Click on the pen icon in the right-hand corner – which is for editing your details
- Click on the camera icon in the circle at the top of the Details tab.
- Click on 'Choose a file' and select your image
- Click on 'Save Changes' at the bottom, to save that image to your profile

FAQ 8 - How do I manage what other people can see about me?

To manage what information people can see about you. All you need to do is:

- Log into **ChurchSuite** (on web browser or mobile app)
- Scroll down to where you see your profile
- Click on the pen icon in the right-hand corner – which is for editing your details
- Click the **Privacy** tab
- You can then decide which of your following details you would like to make visible to your church community, by checking the box next to it. The following options will be displayed:
 - Address
 - Telephone
 - Mobile
 - Email
- To save your changes, scroll to the bottom and click on 'Save Changes'

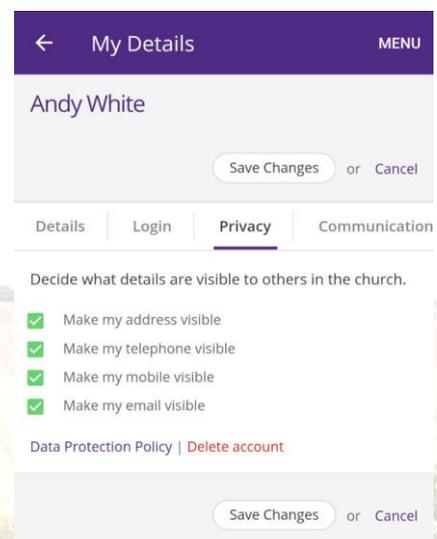
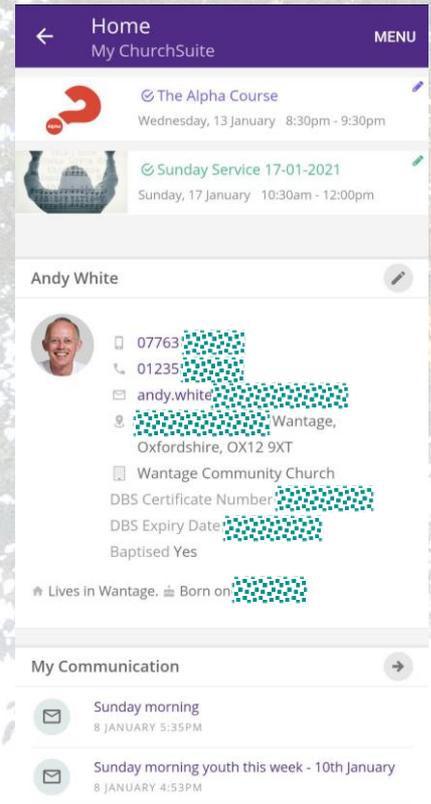
FAQ 9 - How is my privacy protected?

Firstly, we care about people's privacy and data security. We take our responsibilities under the General Data Protection Regulations (2018) seriously.

Secondly, WCC have put in place certain controls such as:

- Only people who have been invited can log into **ChurchSuite**
- Only WCC members can see contact details for other members

Thirdly, you have control over who can see what. You have the option to not show your address, email, landline, and mobile number. Given that a key aim of **ChurchSuite** is to help the church family connect



with each other, we encourage all **ChurchSuite** users to make their settings as open as they are comfortable with.

FAQ 10 - How do I manage the emails and texts I get sent?

We use **ChurchSuite** to keep people connected and informed by texting and emailing members. You can manage your own communication preferences.

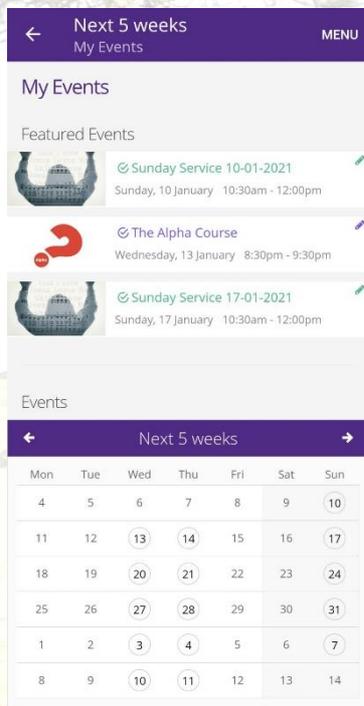
Note: amending your communication preferences will affect all communication sent via **ChurchSuite** – this includes general WCC news, rota reminders, notifications from ministries. Think carefully before changing this!

- Log into ChurchSuite
- Scroll down to where you see your profile
- Click on the pen icon in the right-hand corner – which is for editing your details
- Click on the Communication tab
- You will see the options to select ‘Yes’ or ‘No’ to:
- Receive SMS through **ChurchSuite**
- Receive emails through **ChurchSuite**
- Once you have made your choice, scroll to the bottom and click on ‘Save Changes’

FAQ 11 - How can I see upcoming events and book a place?

To see all upcoming events, click on “My Events” in the menu and you will see a calendar with events and meetings coming up.

You’ll see the next 3 Featured Events. Click on an event to see further details and to register, if registration is required.



FAQ 12 - How to I send an email to everyone in a Rota that I'm in?

- Log into ChurchSuite
- In the menu on the left of the screen (or in the App tap on MENU at the top right of the screen) select the entry called Rotas
- Click the rota you want to email
- Click the Email button (top right of the screen)
- Type in the Subject and Body of the email into the boxes
- By default, replies to your email will only be sent to you. If you want replies to go to everyone in the group click the button at the bottom of the page next to "Send replies to me and all other members".
- Click the Send Email button

Your email will be sent to everyone in the group. They can read it and reply to it using their usual email system, or in **ChurchSuite** itself.

FAQ 13 - How do I make a gift to the church or check the gifts I have made?

- Log into ChurchSuite.
- In the menu on the left of the screen (or in the App tap on MENU at the top right of the screen) select the entry called My Giving.
- On this page you'll see a graph and a list of the donations you have made to the church. The drop-down menu at the top right of the page lets you choose the time period for which information is shown.
- At the top of the page there is a Donate button where you can make new one-off or regular donations to the fund of your choosing. Make sure you pick the right fund. Please use "Wantage Community Church" for general donations and regular tithing.
- At the bottom of the page you can manage your Gift Aid Declarations. These are really important to the church as, so long as you are a UK tax payer, they allow the Church to claim an additional 25% from the government.

FAQ 14 - How do I cancel my account?

In some cases, you may wish to have your personal **ChurchSuite** account closed – perhaps you've left the church and/or moved, or perhaps there is another reason you want to be removed from our church membership database.

If you would like to cancel your **ChurchSuite** account, please email the team who will be able to assist you at churchsuite@wantagecc.org.uk

FAQ 15 - What if I have another Question about ChurchSuite?

If you would like to have a look at the full **ChurchSuite** user guide then [click here](#). Alternatively contact us at churchsuite@wantagecc.org.uk with your question.