Wantage Community Church
**Home for all   Space to encounter God
Family for discipleship   Base for sending**

Welcome to My ChurchSuite!

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

FAQ 1 - What can I do with My ChurchSuite?

As a member of Wantage Community Church, **My 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 can 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 My ChurchSuite from a web browser?

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

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

1. Go to https://opengatecc.churchsuite.co.uk/my
2. Enter your **user name** which is the email address you registered with
3. Then the **password** you created
4. And finally click on **Log in**

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

The **My 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** – the email address you registered with
- Your **password** – 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:

1. Go to the login page https://opengatecc.churchsuite.co.uk/my
2. Click the link at the bottom called **Forgotten password?** and follow the instructions

FAQ 5 - How do I update my contact details?

1. Log into **My ChurchSuite** (on web browser or mobile app)
2. Select the **My Details** entry in the menu on the left of the screen (or in the App tap on the round button in the bottom right corner of the screen)
3. Scroll to find the information that you want to change and then click on the **Edit** button the right of the screen
4. Enter your new details
5. Once updated scroll to the bottom and click on **Save** to update your address

If you have allowed us to claim Gift Aid (see FAQ 17) then please make sure your address details are correct and up to date

FAQ 6 - How do I upload a photo to my profile?

1. Select the **My Details** entry in the menu
2. Click on the **Edit image** button in the image section of the page.
3. Click the **Edit** button and navigate to the file containing the picture you want to use.
4. Click on **Open** at the bottom to save that image to your profile

FAQ 7 - How do I manage what other people can see about me?

1. Select the **My Details** entry in the menu
2. Scroll down to the **Privacy** section and click the **Edit** button
3. 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
4. To save your changes, scroll to the bottom and click on **Save**

FAQ 8 - How do I let the church know about my children?

1. Select the **My Children** entry in the menu
2. Click upon a child that you have already informed the church about to view their details and update them if needed
3. Click the **+ Add child** button
4. **IMPORTANT**: Please complete as much of the form as you can as this is a very important part of our safeguarding process
5. To save your changes, scroll to the bottom and click on **Save**

FAQ 9 - How is my family's 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 **My 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 **My ChurchSuite** is to help the church family connect with each other, we encourage all **My 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 **My ChurchSuite** to keep people connected and informed by texting and emailing members. You can manage your own communication preferences.

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

1. Select the **My Details** entry in the menu.
2. Scroll down to the **Communication** section and click the **Edit** button
3. Check that your Email, Mobile, Telephone and Address are correct, editing them as necessary
4. Below that you will see four Communication options. Tick those you are happy to receive
5. Note: our system does not currently support SMS (i.e. text) messages
6. Once you have made your changes, scroll to the bottom and click on **Save**

FAQ 11 - Where's the Church Address Book?

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

1. Select the **Search for Others** entry in the menu
2. Scroll up and down to find the person you're looking for
3. Alternatively, type part of their name into the Search box and then click on their name

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

- Select **My Events** in the menu to see a calendar with events and meetings coming up.
- You'll see the next 3 Featured Events at the top of the page.
- Click on an event to see further details and to register, if registration is required.

FAQ 13 - How do I see when I am next serving or meeting in a Small Group?

WCC uses ChurchSuite Rotas for service ministries (e.g. Stewarding and Children's work on Sunday mornings) and also church Small Groups

- Select the **My Rotas** entry in the menu
- This shows you the dates on which you are currently scheduled to serve or meet in a group

FAQ 14 - How to I send an email to everyone in a Rota that I'm in?

- Select the **My Rotas** entry in the menu
- Click the **Rotas** tab just under the page title to see all the rotas in which you currently serve.
- Click the rota whose team members you want to email
- Click the **Email Members** 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 team click the button at the bottom of the page next to **Send replies to me and all other members**
- Click the **Send Email** button

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

FAQ 15 - How do I indicate that I am not available to serve or meet?

- In the menu select the entry called **My Rotas**
- Click the **Unavailability** tab just under the page title to see the dates on which you have already indicated that you are unable to serve or meet
- Click the **+ Add unavailability** button to indicate that there are more dates when you are not available
- Tick the boxes next to the members of your family that are not available
- Choose the start and end **dates**
- Optionally add a **Description**
- Once you have made your changes, scroll to the bottom and click on **Save**

FAQ 16 - How do I make a gift to the church or check the gifts I have made?

- In the menu 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 left of the page let's 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
- **IMPORTANT**: Make sure you pick the right fund. Please use **Wantage Community Church** for general donations and regular tithing

FAQ 17 - How do I make or manage my Gift Aid declarations?

Gift Aid is really important to the church as, so long as you are a UK taxpayer, it allows the Church to claim an additional 25% from the government at no cost to you

- In the menu select the entry called **My Giving**
- At the top of the page, just below the title, there is a **Declarations** tab. Click on this to manage your Gift Aid Declarations
- Click the **+ Add declaration** button to create a new declaration
- Please select the **Fund** called **All Funds**
- Enter a **start date**, noting the comment on the screen about backdating your declaration to cover your historical donations
- Leave the **end date** blank to indicate that you are happy for Gift Aid to be claimed on all your future donations
- Once you have made your changes, scroll to the bottom and click on **Save**

FAQ 18 - How do I cancel my account?

In some cases, you may wish to have your personal **My 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 **My ChurchSuite** account, please email the team who will be able to assist you at churchsuite@wantagecc.org.uk

FAQ 19 - What if I have another Question about My ChurchSuite?

If you would like to have a look at the full **My ChurchSuite** user guide then click here.

Alternatively contact us at churchsuite@wantagecc.org.uk with your question.

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FAQ 20 - How would you summarise what I can do in My ChurchSuite?

The following picture summarises how WCC uses the items in the My ChurchSuite menu:

My Communication contains any emails sent within the church that are relevant to you. This is updated automatically by ChurchSuite.

My Events shows you upcoming events in the church calendar. These are updated by the admin team.

My Rotas shows when you're next serving at church gatherings or attending small group or team meetings. You can send emails to everyone involved in each of your rotas. These are updated by the group/team leaders.

Search for Others is the church address book. This is updated by you via My Details.

- Home
- My Communication
- My Details
- My Children
- My Events
- Groups
- My Rotas
- My Giving
- Search for Others
- WCC Website
- WCC on Facebook
- WCC Sunday Pre-Meeting Prayer
- WCC Sunday Chat & Prayer

My Details allows you to update your personal details and control how much of this is included in the church address book (see Search for Others)

My Children allows you to update details of your children (note that these are not included in the church address book).

Groups are used by WCC to allow communication with groups of people with a shared interest. These are updated by the admin team.

My Giving allows you to make and manage your donations to the church for tax purposes. It also shows you the donations you have made to date. This is updated by you and the admin team.

The items within the **Links** item at the end of the menu provide shortcuts to various websites or Zoom meetings of interest to WCC. These are updated by the admin team.