Wantage Community Church
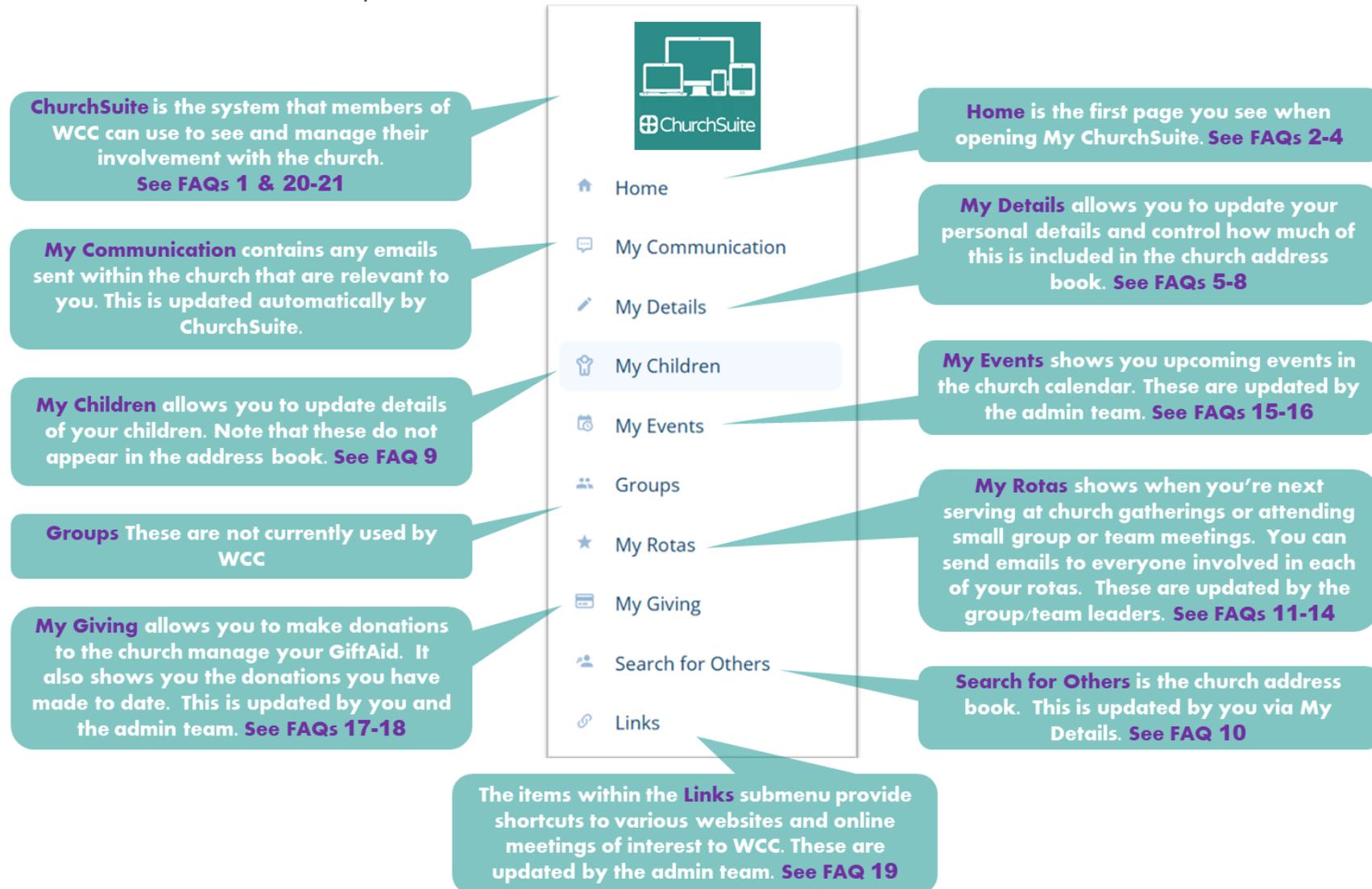
Welcome to My ChurchSuite!

This user guide explains how WCC uses the My ChurchSuite system. This is explained in detail by addressing a series of Frequently Asked Questions (FAQs). The way in which WCC uses each item in the My ChurchSuite menu is summarised below:

ChurchSuite is the system that members of WCC can use to see and manage their involvement with the church.
See FAQs 1 & 20-21

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

My Children allows you to update details of your children. Note that these do not appear in the address book. **See FAQ 9**

Groups These are not currently used by WCC

My Giving allows you to make donations to the church manage your GiftAid. It also shows you the donations you have made to date. This is updated by you and the admin team. **See FAQs 17-18**

Menu items:
- Home
- My Communication
- My Details
- My Children
- My Events
- Groups
- My Rotas
- My Giving
- Search for Others
- Links

Home is the first page you see when opening My ChurchSuite. **See FAQs 2-4**

My Details allows you to update your personal details and control how much of this is included in the church address book. **See FAQs 5-8**

My Events shows you upcoming events in the church calendar. These are updated by the admin team. **See FAQs 15-16**

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. **See FAQs 11-14**

Search for Others is the church address book. This is updated by you via My Details. **See FAQ 10**

The items within the **Links** submenu provide shortcuts to various websites and online meetings of interest to WCC. These are updated by the admin team. **See FAQ 19**

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ChurchSuite

Introducing 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

The Frequently Asked Questions (FAQs) in this user guide address the following topics:

FAQs 2-4 how to access the My ChurchSuite system

FAQs 5-10 how to manage the information held about you and your family

FAQs 11-14 how to keep track of when and how you are serving in the church

FAQs 15-16 how to find out what's happening in the church

FAQs 17-18 how to manage your donations to the church

FAQ 19 how to access important information about the church and how it is run

FAQs 20-21 how to get more help about My ChurchSuite

Accessing My ChurchSuite

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** in this way all you need to do is:

1. Go to https://saltandlightadvanceone.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:

1. The name of the church – this is **Salt & Light (South Oxon)**
2. Your **username** – the email address you registered with
3. 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://saltandlightadvanceone.churchsuite.co.uk/my
2. Click the **Log in** button
3. Click the link at the bottom called **Reset your password** in the page that appears and follow the instructions

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Managing info held about you and your family

FAQ 5 -   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

Finally, be assured that information about your children is not published to others in the church in the address book. Only those serving the children's activities have access to this.

FAQ 6 -   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 that information on the screen
4. Enter your new details
5. Once updated scroll to the bottom and click on **Save** to update your details

If you have allowed us to claim Gift Aid (see FAQ 18) then please make sure your address details are correct and up to date

FAQ 7 -   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 8 -   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**

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FAQ 9 - How do I let the church know about my children?

This is a key part of our safeguarding process for any children who take part in our children's activities

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 10 - Where do I see what others in the Church are sharing with me?

The WCC address book is available via the "Search for Others" menu item in **My ChurchSuite.** It contains only the information that they have agreed to share with others in the church and 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

Serving in the church

FAQ 11 - 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 to see the dates on which you are currently scheduled to serve or meet in a group

If you use a Google or Apple online calendar then you can get ChurchSuite to populate this automatically with events when you're serving on your rotas:

1. Log into My ChurchSuite in a browser (**NB**: not in the app on your phone)
2. Select the **My Rotas** entry in the menu
3. Click the either the **iCal** or **Google** button at the top right of the page depending on the whether you use an Apple or Google calendar respectively
4. Follow the prompts to add rota events to your calendar

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

The most likely time that you'll want to contact everyone in the team for a rota is if you're looking to swap with someone as you can no longer make a particular date

1. Select the **My Rotas** entry in the menu
2. Click the **Rotas** tab just under the page title to see all the rotas in which you currently serve.
3. Click the rota whose team members you want to email
4. If you can see an **Email members** button at the top right of the page then click it. If you can't see this then click the **… Actions** button and then the **Email members** options that it reveals.
5. Type in the Subject and Body of the email into the boxes
6. 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**
7. Click the **Send Email** button at the bottom of the page

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.

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FAQ 13 - How do I swap a date on a rota with someone else in the team?

Once you have agreed the swap with another member of the team (probably after emailing the rota team as in the previous FAQ) please register the change in the system as follows

1. Scroll to the entry in the rota where you have agreed to swap with someone else
2. Click the three dot **…** (ellipsis) button next to your name on that date
3. Select the person you're swapping with from the **Swap with** drop down list
4. If you've also agreed a return swap (i.e. another date when you'll take their place to serve) then select from the dates on which they currently appear in the rota from the **Return swap** drop down list.
5. Click the **Save Changes** button

FAQ 14 - How do I indicate that I am not available to serve or meet?

1. In the menu select the entry called **My Rotas**
2. 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
3. Click the **+ Add unavailability** button to indicate that there are more dates when you are not available
4. Tick the boxes next to the members of your family that are not available
5. Choose the start and end **dates**
6. Optionally add a **Description**
7. Once you have made your changes, scroll to the bottom and click on **Save**

Finding out what's happening in the church

FAQ 15 - How do I manage the emails that the system sends to me?

We use **My ChurchSuite** to keep people connected and informed by email. 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 **Save**

FAQ 16 - How can I see upcoming events and book a place?

1. Select **My Events** in the menu to see a calendar with events and meetings coming up
2. You'll see the next few Featured Events at the top of the page and can scroll to the right to see more
3. Below that is a calendar and a list of all the events
4. Click on a date to see the event(s) on that day
5. Click on an event to see further details and to register, if registration is required for that event

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Managing your donations to the church

FAQ 17 - How do I make a gift to the church or check the gifts I have made?

1. In the menu select the entry called **My Giving**
2. 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
3. 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
4. **IMPORTANT**: Make sure you pick the right fund. Please use **Wantage Community Church** for general donations and regular tithing

FAQ 18 - 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

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

Accessing useful information

FAQ 19 - How to I find information about the church and how it is run?

The **Links** menu has the following useful shortcuts to key information related to the way WCC operates.
IMPORTANT - Please note that the items in **green** below are for the use of church members only. Please do not forward this information to anyone who is not a member of the church family without agreement from a member of the church leadership team.

- **WCC Website** is our public facing website
- **WCC Facebook** is our channel on Facebook which includes live streams of our Sunday meetings
- **WCC YouTube** is our channel on YouTube which includes live streams of our Sunday meetings
- **WCC e-News** is a form that can be filled in by anyone to request access to our weekly e-News
- **WCC User Guides** provides access to private user guides related to the smooth running of the church
- **WCC Online Meeting** is a private Teams meeting room for online church family meetings
- **WCC Prayer Meeting** is a private Team meeting room for online church prayer meetings
- **The Hub Website** is the public facing website for The Hub
- **Advance Churches Website** is the public facing website for Advance Churches of which we are a part
- **OCC Safeguarding Policy** is the public facing statement of our Safeguarding Policy
- **OCC Safeguarding Handbook** is the internal guidance on how to apply the Safeguarding Policy
- **OCC Safeguarding Report** is an internal form to be used to report any safeguarding concerns
- **OCC Incident Report** is an internal form to be used to report any Health and Safety incidents

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Getting help with My ChurchSuite

FAQ 20 - 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.

FAQ 21 - 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

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Using Rotas in My ChurchSuite (see FAQs 11-14)

Rotas in ChurchSuite show you when you're next serving at church gatherings or attending small groups or team meetings. You can see your rotas as follows:

1. **Login to My ChurchSuite on your PC or smartphone.**
2. **If you can't see the list of Menu items then tap/click ☰ at the bottom of the window.**
3. **Select My Rotas from the menu. The next few dates on which you are serving or attending meetings appear in the Next Serving page.**
4. **The Unavailability tab allows you to enter any dates on which you are not available.**
5. **All the rotas on which you serve or for which you attend meetings are listed in the Rotas tab.**
6. **Click/tap the name of a rota to see its details. Click/tap on ... Actions and then Email members to email everyone on that rota.**
7. **To see everyone who is serving at the next Sunday meeting click/tap on All Rotas.**

To add your ChurchSuite rotas to your Google or iCal calendar open My ChurchSuite in a browser on your computer (**NB**: **not** your smartphone) and then click/tap on the relevant button at the top of the My Rotas page.