

How to use My ChurchSuite

Why use My ChurchSuite?

My ChurchSuite is a free website and mobile app that helps you stay connected and keep up to date with everything going on in your local church and across Church St Helens.

You can update your personal details (and those of your children), see service times, check when you are serving on a rota, sign up for events, connect with discipleship groups, offer donations and much more. You can even find contact details for other people in your worshipping community, if they have set their privacy settings to permit it. Your information is completely secure, and you get to say what is shared and how we can contact you.


How can I join My ChurchSuite?


Access to My ChurchSuite is not open to the general public, but requires an invitation by email. If you have not received an invitation, email hello@churchsthelens.org and we will send one out to you. Any adult attending any of the churches in Church St Helens is eligible, as are any young people aged 13 and older.

The invitation email contains a unique link accessing My ChurchSuite for the first time. Follow the instructions in the email to create your password.

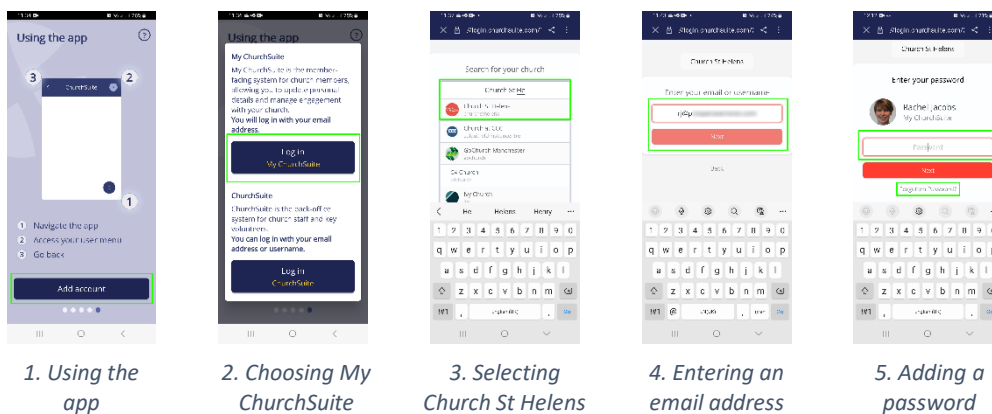
Where can I find My ChurchSuite?

After you have set up your password, you can use My ChurchSuite on your computer by opening a browser such as Chrome, Safari or Edge. Go directly to <https://churchsthelens.churchsuite.com/my>

Or search Google for “ChurchSuite login” and follow the link that has a  icon.

Or go to the App Store or Play Store on your phone, search for “ChurchSuite” and download the app with the  icon.

How do I login to the mobile app?



1. Swipe through any introduction screens until you reach ‘Using the app’, then click **Add Account**.
2. Choose **Login - My ChurchSuite** on the next screen (ignore the full ChurchSuite app).

If you have any problems using My ChurchSuite, please get in touch at hello@churchsthelens.org and we’ll be happy to help.

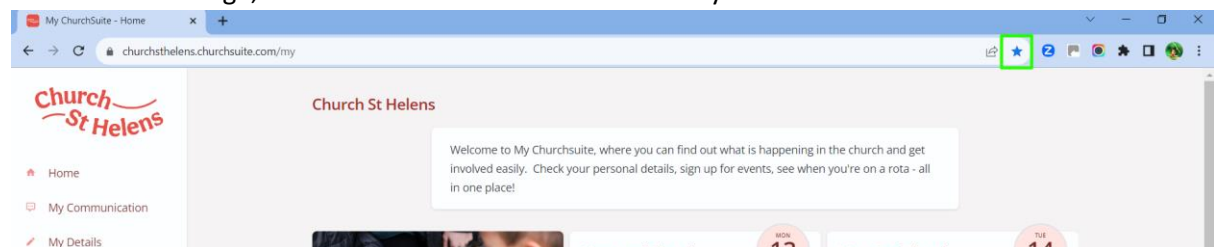
3. To choose your church, start typing “Church St Helens” until you spot the right logo, then select that. You may need to click **Next**.
4. Type in your email address and click **Next**.
5. Type in the password you created by following the invitation email and click **Next** again. Or if you have forgotten your password, click **Forgotten Password** and you will receive an email with a link to create a new one.

When you have logged in once, My ChurchSuite will remember you, so you won’t have to repeat these steps often. Instead, you will immediately see the home page.

How do I login on the website?

1. Open a browser (Chrome, Safari or Edge), and type <https://churchsthelens.churchsuite.com/my>
2. Enter your email address and the password you created by following the invitation email.
3. Add the website to your favourites or bookmarks to make it quicker next time.

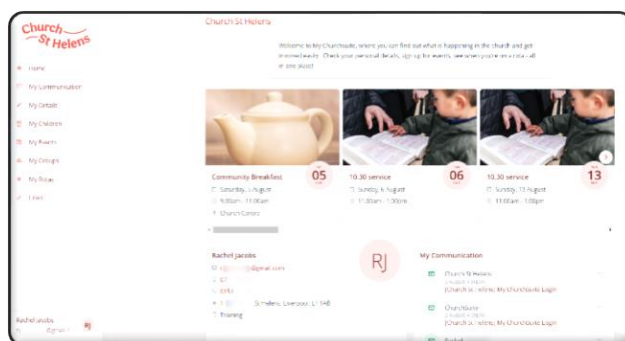
In Chrome and Edge, there is a star in the address bar that you can click:



In Safari on a Mac, click the Share icon and choose Add Bookmark:



My ChurchSuite home page



The home page highlights upcoming featured events in your own worshipping community. Click on any of them to see more information.

You can even sign up for events if applicable, and the form will already know your contact details.

Other pages

In the mobile app, you may need to tap the red icon with three lines to see the menu – this may be at the top or the bottom of the screen, depending on your phone model.

Some pages may not show if you have no data in them.

If you have any problems using My ChurchSuite, please get in touch at hello@churchsthelens.org and we’ll be happy to help.

My Communication

View a summary of any emails that have been sent to you from ChurchSuite, such as rota reminders or an email about your children's group.

My Details

Details section

Please check the information we hold about you and edit anything that is wrong or out of date. Any fields with a red star are mandatory, while you can choose whether to answer anything else.

Image

It is helpful for newcomers to have a photo of everyone's faces that we can use within the worshipping community. However, it is essential if you are picking children up from their groups, and for all children's leaders and others who have a role that requires you to be known.

You can add or change your photo here at any time.

Spouse/partner

If you are married or have a partner, you can find their record and link yours to it. You will then be able to keep an eye on each other's rotas.

Communication

Update your contact details, and choose whether we can contact you by email, SMS (text message), phone or post. Rotas have separate permission, to make sure you can get rota reminders even if you don't want other contact.

Bear in mind that nobody can contact you for pastoral care if you say no to all contact. We will only override your choice where there is a strong reason, such as your children's safety or a specific request that you have made.

If you are happy to get some emails but not others, **leave the contact permissions ticked**. There is a more specific question further down the page.

Privacy

Assuming you allow contact, your details can be used by the clergy and the Support Services Team.

However, you can choose whether you also want your contact details to be seen by people you are serving on a rota with, or in your discipleship group, or when someone is looking in the Search for Others page. Edit your privacy settings to choose which details are visible.

Additional information

This is where you can choose your areas of interest for communications. Tick as many or as few as you like to tailor the emails that we send you.

Login

You can change your password here. If you wish to change your email address, please contact hello@churchsthelens.org.

My Children

If you have children, you can see their records here and add further children. Tap **View** next to each child to update their details, add a photo for them etc. A couple of sections are different to your own details.

Parents/Carers

You can add extra parents or carers for the child. If the new parent/carer is already in ChurchSuite, you can search for their record and link them. Or you can add contact details for parents/carers who are not in ChurchSuite (perhaps because they do not attend church). You can add parents, step-parents, guardians, foster parents, grandparents, aunts/uncles etc.

The main purpose of this is to let the children's activity leaders know who is authorised to collect your child and how to get in touch if there is an issue.

For each parent/carer, choose if they are a Primary carer. If so, they will also see the child's details in My ChurchSuite and be able to update them. Most communications and permission requests will be sent just to the primary parents and carers.

Privacy

You can choose whether your child is allowed to use My ChurchSuite themselves. Even if you tick to allow it, ChurchSuite will only permit login by young people who are 13 or older.

Be aware that there is only one copy of your child's information. If your child or another parent/carer updates their data, your app will reflect those changes.

Photo and video consent

Choose whether Church St Helens has permission to use photographs and videos that identify your child. This permission is split between internal (eg during a Sunday service) and external (eg on social media). Child protection policies will also be followed when any images of children are used.

Additional information

Add any medical, dietary or allergy information that children's leaders need to know. There is also space for additional information, eg about accessibility requirements. Some of this information will be printed on registers to make sure that session leaders are fully informed, while the short version will be printed on any children's check-in stickers so that all helpers are aware.

My Events

There are three tabs across the top of this: Calendar, Search and My Events.

Calendar

Featured events are shown at the top, followed by a calendar for the next 6 weeks.

Tap on any date in the calendar to see what is on that day. Tap on any event to see when and where it is. If the event asks for sign-ups, there will be a button to sign up. Or if the event has tickets, there will be a button to order tickets.

Search

If you know part of an event name but not its date, you can search for it here.

My Events

This tab will show events that you have been invited to, or signed up to, or ordered tickets for, or are organising. If you have been invited to an event, there will be easy options to accept or decline the invitation.

My Groups

There may be two tabs across the top of this, depending on what groups are available: My Groups and Sign Ups.

My Groups

If you are in a discipleship group, you can check when and where it is meeting. If people allow you to see their contact details, you can quickly find the other members of your group and send an email to them. And if the group is meeting online, you may be able to join from here by clicking the link.

Sign Ups

Some groups allow anyone to choose to join. Tap on a group to see its details and decide whether to sign up. If you tap **Sign Up**, your membership may become active immediately, or it may be set to pending. If it's a pending request, you will be contacted by the group leader to confirm.

My Rotas

This has three tabs across the top: Next Serving, Rotas and Unavailability.

Next serving

See when your next rota slots are, and accept or decline to let the rota organiser know whether you can fulfil them.

If you have a spouse/partner or children in ChurchSuite, you will have a drop-down choice of names at the top of the rota list, so you can see any rotas that your family are serving on, and accept or decline on their behalf.

Rotas

If you want to see who else you are serving with, tap on the rota name and you will see a list of dates with people's names (or if anyone has turned off permission to show their name, the rota will just say "1 hidden due to privacy settings"). From here, tap Actions to send an email to everyone on the rota, for example to request a swap.

If someone agrees to a swap, you can update My ChurchSuite. Tap on the rota, then find your name against the date that you cannot do and tap the three dots next to it. Then choose **Organise swap**. That lets you choose who is taking over for you. If you are doing one of their slots in return, you can add that at the same time. If you can't find the person's name in the list, contact the rota organiser.

Unavailability

Use this to tell all rota organisers if you are going on holiday or need time out for other reasons. You can quickly choose the dates and whether other members of your family will also be unavailable.

Search for Others

Make deeper connections with other people around you. Link a face to a name, and find contact details for them. Search by any part of the name to filter the list of people. Emails and phone numbers are shown in the list, or click on a name to see their home address.

If you have any problems using My ChurchSuite, please get in touch at hello@churchsthelens.org and we'll be happy to help.

Data protection is built in by design:

- You can only search for adults, not children.
- You can only see people at your own worshipping community(ies).
- People who have not had an invitation to My ChurchSuite cannot log in at all.
- You can choose what data you want other people to see about you, so you can limit visibility of your email, address and phone numbers individually, as well as choosing your own photo.

Links

This section has shortcuts to other useful websites, for instance **Give Now** will take you to the Parish Giving Scheme page where you can make a one-off donation or set up a regular gift.