



FREQUENTLY ASKED QUESTIONS

What is My ChurchSuite and why bother?

My ChurchSuite is your way of accessing all aspects of church life at St John's, with it you can:

- Keep your personal details up to date (and those of your children)
- Keep all emails and communication from St John's in one place
- Book tickets for events and check what's on the church calendar
- Communicate with your small group
- See when you are next serving on a rota (and make swaps)
- Listen to the latest podcasts
- Search for the details of other members of St John's (this is subject to both parties agreeing to their personal details being visible to other members of My ChurchSuite)
- Quickly access St John's social media and website
- Use the latest small group resources

My ChurchSuite isn't just about how it benefits you – our aim is that it will help to build community and communication within St John's. We think it's totally worth it!

How secure is My ChurchSuite?

It's roughly as secure as your bank – but if you want the technical stuff, read on!

All of ChurchSuite uses SSL encryption, meaning that all the data passing between your device and the ChurchSuite server does so using 256-bit military grade encryption. SSL is an industry standard technology and one you're probably familiar with if you use online banking; it's the same technology used by all the major UK and international banks.

Can I ask for my details to remain confidential?

Yes, of course. When you first login to My ChurchSuite, the default setting will not show any of your details to other church members (not even your name). Until you tick the relevant boxes and make them visible, other church members will not be able to see your details. The 'Search for Others' feature is the new church address book and as such remains a reciprocal process, so we ask that if you want to find the

details of another church member, you make your name visible as well as either your telephone or email address.

How confidential are my personal details?

Church members may access their own individual details and have the option of making their name, address and contact details (email and telephone) available to other St John's members.

A small number of St John's Staff Team are designated administrators for ChurchSuite and therefore have wider-access to personal data on the main database. Collectively this group maintain ChurchSuite and act as system managers. St John's Harborne and ChurchSuite themselves, are continually working to ensure ongoing compliance with GDPR (General Data Protection Regulations 2018).

Are children's details also held on My ChurchSuite?

Yes – Children's groups and activities are recorded in a separate section under the direct control of our Children's and Youth Pastors. The 'search for others' function will not reveal the names or details of any children. A child's record is linked to their parents and only parents have access to the data held on their children through My ChurchSuite. Parents can update or amend the details as they wish. One important feature is that parents will be able to record information such as their children's GP, allergies and special needs.

Please note that if your child is on a rota, their name (and only their name), will be visible to those who are also on a rota.

Is it easily accessible?

It is! Once you have a unique login for My ChurchSuite you can login from your computer, or even get the app for your phone or tablet, making it easy to check information whilst on the go!

Why are Small Groups included?

My Groups is a great way to keep in contact with your small group. You can use it to share resources, keep an up to date record of who's in your group as well as details such as time, date, location etc.... This information is a really handy tool for new members of your group.

What's so great about My Rotas?

My Rotas allows you to instantly find out when you are next serving for any given ministry you are involved in. A significant benefit of My Rotas is that it identifies clashes clearly, which can so easily be overlooked by volunteers with busy lives. Equally you can add in your unavailability in advance to help your ministry leader when scheduling rotas. And if you ever find you need to swap with someone you can quickly and easily arrange this; my ChurchSuite will even email the ministry leader for you!

How about Church members who do not have a smart phone, iPad, access to a computer or an email address?

Existing communication routes will continue for members who cannot, or prefer not to receive emails. One of the many advantages of ChurchSuite is that we can easily identify church members who do not have email addresses and make sure that they receive information in another form.

What if we only have a shared email address?

Families who share an email address can still use My ChurchSuite. Each family member is sent a My ChurchSuite email invitation, which will have a unique login link, so each individual can set their own personal password (just make sure it's different from the rest of your family).

What do I do if the app freezes?

In the unlikely event of this happening, we advise you to close the app entirely (there are different ways of doing this depending on your phone model) and then reopen the app to try again. We also recommend that you are within easy reach of a good wifi or mobile data connection, as this will really help! If the problem persists, please email churchsuite@stjohnsharborne.org

Will there be a printed version of Church members details?

The 2018 GDPR legal framework (new EU Data Protection rules) gives every individual specific rights to their data which in essence prevents us from being able to produce a printed Church address book. Fortunately for us the search for others function in My ChurchSuite provides a GDPR compliant solution to this!