



Getting Started with *"My Own Church"*

How to login to the Parish Database and update and view
YOUR OWN records.

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Getting Started

What is “My Own Church”, and why do I need it?

The My Own Church application in the ConnectNow Family Suite is your personal portal to your family's church records. This application enables you to quickly and easily view and make changes to your own church records. You can do this anytime and anywhere from any Web-enabled device as long as you have an Internet connection.

My Own Church uses ParishSOFT's technology to give you secure and personal access to the information in your family and member records. You can access your personal records using a smartphone, tablet, or computer. As a church member and registered user of the ConnectNow Family Suite, you can log in and perform any of the following tasks in My Own Church:

- Manage your own church records and keep your personal information accurate and up to date. For example, if you move or change phone numbers, you can quickly and easily log in to your account and update this information for yourself. No need to call your church, fill out and submit paper forms, and then wait for someone at the church to update your records.
- Add a record for a new family member.
- View your personal giving history.
- Upload a family photo and individual photos of family members.
- Check your ministry schedule and the schedules of all family members.

Changes you make are processed electronically and without the delays typically experienced from the processing of paper forms. Note that any changes you make to your records must first be approved by an authorized church administrator so there may be a short delay in getting your records updated.

Are you ready to begin? Getting started with My Own Church is simple. To open the My Own Church Website, [click here](https://connectnow.parishsoft.com/rochester) or copy the following URL then paste it into your browser address bar.

<https://connectnow.parishsoft.com/rochester>

Where Do I Start?

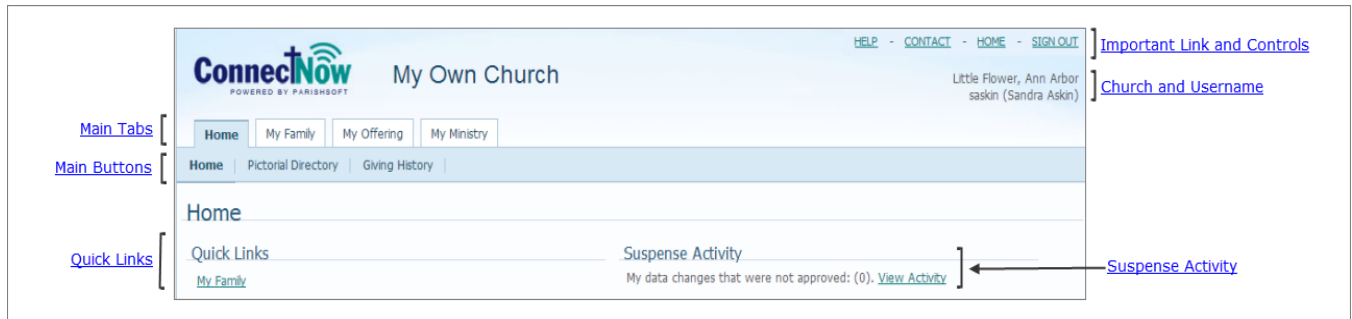
After you log in to your account, your personal **Home** page is displayed:



*Your **Home** page view may look different from the one shown below. The components and controls are privilege-based and tied to your login credentials.*

Your **Home** page is the first page you see after you log in to the My Own Church website. The page serves as your starting point for working in the application. The page provides links to important information as well tabs that give you access to main areas of the application.

You can start anywhere you want by clicking a [Quick Link](#) or one of the [main buttons](#) or [main tabs](#). Elements on the **Home** page are identified in the callout links accompanying the illustration below. Place your mouse pointer over a link (without clicking) to view a brief description of the element. For a more detailed explanation, click the callout link to jump to the description.



Important Links and Controls

In the upper-right, your **Home** page contains these important links:

- **HELP**: opens the application's Help file, an online resource that provides information and instructions on how to use My Own Church to perform a given task..
- **CONTACT**: opens an email window where you can write and [send an email to your church](#).
- **SIGN OUT**: [logs you out of My Own Church](#).

Church and Username


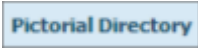
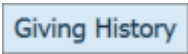
Shows the name of your church and the username of the logged-in member.

Main Tabs

You can access the main areas of My Own Church by clicking any one of these tabs:

- **Home**: returns you to the **Home** page.
- **My Family**: lets you access your [family records](#) and [member records](#).
- **My Offering**: lets you access your [giving history records](#).
- **My Ministry**: lets you access your minister records, including your [schedules](#), [scheduling preferences](#), and manage [schedule exceptions](#) and [event exceptions](#). You can also [volunteer for a ministry](#).

Main Buttons

- : displays the **Home** page.
- : displays the [Pictorial Directory](#), a directory listing of members in your church that includes both family and member photos.
- : displays your personal [giving history records](#).

Quick Links

Click the [My Family](#) link to view your family and member records. For details, see [How to View and Update the Information in Your Family Record](#) or [How to View and Update Information in a Family Member's Record](#).

Suspense Activity

Click the [View Activity](#) link to open your activity log. This log provides a history of any and all requests you make to change information in your family record. You can view the type of request made and the date. You can also see the administrative action taken to approve or deny each change request. For details, see [How to View Actions Taken on Your Change Requests](#).

How to Sign Up for a New Account

All users, including church members, administrators, and church staff, must have an account to access the ConnectNow website. Users who do not have an account must sign up for an account to receive login credentials (username and password).

Creating a user account is a one-time process. The process requires you to submit a few details of personal information to verify your identity to the system. It takes just a few minutes to complete the information required to set up an account. Use the following procedure to set up an account.

1. In your web browser, enter the URL for ConnectNow. For example:

<https://connectnow.parishsoft.com/yourdiocese>

where ***yourdiocese*** is the name of your diocese.

The ConnectNow **Welcome** screen is displayed:



Connecting People and the Church

Welcome! Sign In Below

Username:*


Password:*

[New User?](#) [Lost password?](#)

For security purposes - we only support the following browsers:
IE 8.0+, FireFox 3.0+, Safari 3.0+ and Chrome 2.0+.
 If you do not have any of these installed on your system you must install or upgrade to one of them before you can login.

Use of this software, website, and services is subject to the [Terms of Use](#)

- Click the [New User?](#) link to display the **New User Registration Form**:



Connecting People and the Church

New User Registration Form

Step 1: Account Request

Organization Not in List? If your organization is not available in the dropdown, please contact them for assistance.

Organization:*

User Name:*

Password: A temporary password will be generated and emailed to you. Monitor your spam folder!

Step 2: Personal Information

This information is used to verify your identity in the database OR create a new family record.

First Name:*

Last Name:*

Nick Name:

Primary Phone:*

Birth Date:*

Country:*

Address:*

City:*

Region:*

Postal Code:*

Step 3: Email Address

Why Multiple Email Addresses? People occasionally change email addresses. If you are in the family database, the additional fields help us find or update your family record.

Current Email:*

Prior Email #1:

Confirm Current:*

Prior Email #2:

3. Complete Steps 1 -3 on the form. Required fields are marked with a red asterisk: *.

For a description of the fields on this form, go to [Fields on New User Registration Form](#).



*If your organization or church is not listed in the **Organization/Church** list, it is currently not licensed to use ConnectNow Family Suite.*

4. Click  to submit your information to the system.

The system attempts to verify your personal information.

5. Do one of the following:

- If the system can verify all of the information in your registration request, it displays a confirmation message to inform you that your registration was successful. The system also sends an email containing your login credentials (username and temporary password) to the email address you provided in your registration.

After you receive the email, log in to your account. Check your **Spam** or **Junk E-mail** folder if the email does not arrive within a few minutes after you submit your request. For login instructions, go to [How to Log in to My Own Church](#).

- If the system cannot verify all of the information in your registration request, it displays an acknowledgement message to notify you that your registration was received. Your registration request is put on hold until an administrator can personally review it.

Review time varies, but the process is typically completed within three days. Upon approval, you will receive an email containing your login credentials (username and temporary password). Check your **Spam** or **Junk E-mail** folder if the email does not arrive within that time frame. After you receive the email, log in to your account. For login instructions, go to [How to Log in to My Own Church](#).

- If the system cannot verify the information in your registration request, it displays a message to inform you that the registration was not successful. The message provides one or more options to help you resolve the problem. Choose the option that best fits your particular circumstance. If you need assistance resolving the problem, [contact us for assistance](#).

How to Log in to My Own Church

1. In your web browser, enter the URL for ConnectNow. For example:

<https://connectnow.parishsoft.com/yourdiocese>

where ***yourdiocese*** is the name of your diocese.

The ConnectNow **Welcome** page is displayed:



The screenshot shows the ConnectNow login page. At the top left is the ConnectNow logo with the tagline 'POWERED BY PARISHSOFT'. To its right is the text 'Connecting People and the Church'. Below the logo, it says 'Welcome! Sign In Below'. There are two input fields: 'Username:*' and 'Password:*', followed by a blue 'Login' button. Below the password field are two links: 'New User?' and 'Lost password?'. To the right of the login fields, there is a note about supported browsers: 'For security purposes - we only support the following browsers: IE 8.0+, Firefox 3.0+, Safari 3.0+ and Chrome 2.0+'. Below this note is another line of text: 'If you do not have any of these installed on your system you must install or upgrade to one of them before you can login.' At the bottom of the page, a yellow banner states: 'Use of this software, website, and services is subject to the [Terms of Use](#)'.

2. Do one of the following:

- If you are a new user, you must create a new account. Go to [How to Sign Up for a New Account](#).
- If you have a user name and password, type them in the **Username** and **Password** fields. Then, click [Login](#).



If you are prompted to change a temporary password, keep the following in mind: your password is case sensitive and must contain at least six characters, two of which must be numbers.



If you forget your password, click the [Lost password?](#) link.

After you log in, your **Home** page is displayed:



The screenshot shows the 'My Own Church' home page. At the top left is the ConnectNow logo. To its right is the text 'My Own Church'. In the top right corner, there are links: 'HELP - CONTACT - HOME - SIGN OUT'. Below these links, it says 'Little Flower, Ann Arbor saskin (Sandra Askin)'. Below this, there are four tabs: 'Home', 'My Family', 'My Offering', and 'My Ministry'. Below the tabs, there are three more links: 'Home', 'Pictorial Directory', and 'Giving History'. Below these links, the word 'Home' is displayed in a large font. Below 'Home', there are two sections: 'Quick Links' and 'Suspense Activity'. Under 'Quick Links' is a link 'My Family'. Under 'Suspense Activity' is the text 'My data changes that were not approved: (0). [View Activity](#)'.

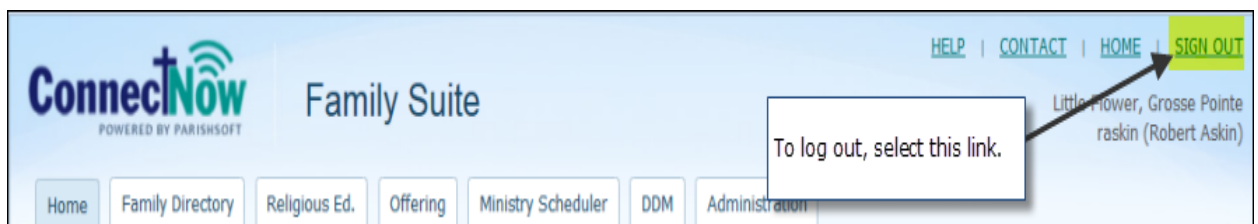
3. Click any tab or button to go to a page and begin working. For detailed descriptions of elements on the **Home** page, go to [About the Home Page](#).



If you want to bookmark the website to make it easier to access in the future, see [How to Bookmark the ConnectNow Website](#).

How to Log Out of My Own Church

1. In the upper-right corner, select the [SIGN OUT](#) link:



2. Close your browser.



For added security, we recommend that you close your browser after you sign out.

How to Recover a Forgotten Password

If you forget your password, complete these steps:

1. Click the [Lost password?](#) link on the **Welcome** page:



The **Reset Password** form is displayed:

Reset Password

Please enter all required information below to receive an E-Mail with your username and new temporary password.

User Name:

First Name: *

Last Name: *

E-Mail: *

Postal Code: *

Phone Number:

2. Complete the fields in the form.



*Required fields are marked with a red asterisk: *.*

3. Click .

After the system validates your request, you will receive an e-mail containing your username and a temporary password. The e-mail is sent to the e-mail address that the system has on file for you.

4. [Log in](#) with your temporary password.

The system prompts you to change the temporary password after you log in.