

FAQ's for GROUPS in Church Center

Q: Why are we using Groups in Church Center?

A: The Church Center App is a great new feature that we are utilizing across Antioch Waco. Through this app, you can access sermons, resources, giving, registrations, the digital bulletin, serving requests and now...GROUPS! The Groups feature allows us to see every church member that is connected to a Lifegroup plus allows leaders to message their Lifegroup, create Lifegroup events, access resources provided by leadership and manage new guest requests (*coming soon*).

Q: Do we have to switch to this app or can we continue using GroupMe or another messaging app?

A: Yes, we are asking every Lifegroup leader to manage their group in the Church Center app by at least adding all your Lifegroup members to the group (and in the future using the group app to manage guest requests). If you would like to also use a separate messaging app, you're welcome to do so; however, here are three reasons why you should consider using the Groups app for most of your communication with your Lifegroup:

1. It has great features that other messaging apps don't have! Create events for your group (that members can RSVP for), create different message topics to organize your conversations, and access resources such as upcoming events that we'll provide straight to your group.
2. Our Zone Pastors want to know all the people they are responsible for shepherding. In the past, we've had no way to track Lifegroup members as this information changes often and Lifegroups use so many different ways to communicate with their members. By using one central app, our pastors will be able to identify all Lifegroup members, not just the leaders of our Lifegroups.
3. Soon guest requests will show up in the app and if you do not have an active group, then you would essentially be adding them to an unused group which is not ideal.

Q: Can you create subgroups of people or just text an individual from the group?

A1: No, you are unable to message a subgroup of people. However, on the members tab, you can access everyone's phone number and text individuals through your regular messaging app.

A2: If you want to create separate messages for a subgroup (ie: a men's or women's group), you can create message threads specifically for these subgroups. While everyone would have the ability to read the messages in that thread, if desired, they can also mute any message thread that doesn't apply to them so they don't receive the notifications.

Q: How do I add a new location option for events?

A1: If you have a different or additional regular meeting location for Lifegroup that is not listed, please email your Zone Pastor or jessica.grindell@antiochwaco.com and we will add your new location on the admin side.

A2: If you want to use a one-time location that is not used regularly (ie: a potluck at another home or a restaurant or a park), then please use “No Location” for the event and instead put the address in the description. *(We have a request into Church Center to add the ability to create new locations from the app, but currently this is only available on the admin side through the browser.)*

Q: What if I accidentally create events in my group that I want to delete?

A: While you are able to *cancel* an event in the app, to completely remove an event, this must be done on the browser instead of the app. If you accidentally create an event that you want deleted from your group, just email jessica.grindell@antiochwaco.com and she can remove the event(s) for you.

Q: Do guests/members need the app to receive notifications?

A: Yes. When a member scans the QR code or clicks the link you send them, they will be prompted to download the Church Center App if they haven't already.

Q: What if my group information is wrong or we need to list/unlist our group?

A: Simply email your Zone Pastor or jessica.grindell@antiochwaco.com with any changes and we will update your information.

Q: Can I add additional leaders to the group?

A: You can add new members to a group but in order to make them a group leader, please email your Zone Pastor so we can make this update on the admin side.

Q: Is there a training video for members?

A: Not at this time. Since members are unable to create new message topics, add other members or create new events, there isn't a lot of training needed for them. But here are a few things to mention to your members:

1. Let them know they can edit their visible info on the members tab.
2. Show them how to mute or unmute a specific message thread if it's not applicable to them or they want fewer notifications.
3. If you'd like members to RSVP for your weekly Lifegroup gathering or a special event, communicate this to them so they get in the habit of responding to an event notification.
4. Show them where they can access the resources tab as well as the digital bulletin that is always available on the home page of the app.

Q: Will my group info be saved in Planning Center if I lose my phone?

A: Yes, when you get a new phone, you would simply download the Church Center App again and log-in. Your information will all be saved through your profile.

Q: Can I send both texts and emails at the same time to my group? Some prefer one over the other.

A: In place of text messages, you'll use the messages feature within the app unless you want to text an individual. To send a group email, click the three dots in the top right within your group. You'll see one of the options is to email the group. When you click this option, you can choose the drop-down arrow next to the "Send to:" line if you'd like to only email some members of the group.

Q: Can I access the Church Center app on my laptop?

A: Yes, you can use this link: <https://antiochwaco.churchcenter.com/groups>

Q: If a Lifegroup member attends another church that uses this app, can they download both?

A: Yes, an individual can switch between churches in the same Church Center app. They will click on their profile picture and scroll past "My schedule," "Activity & Involvement" and find "My organizations." Here is where they can add another church, if desired.