

ParishSOFT
by Ministry Brands®

My Parish Marketing Guide

A Step-By-Step Guide to Engaging Your Parish Community with My Parish

Created for Catholic Parishes using ParishSOFT Solutions



INTRODUCTION

Dear Parish Leaders,

At the heart of every Catholic parish is a desire to build a welcoming, Christ-centered community where individuals and families feel seen, known, and invited into deeper discipleship. Your role in building that vibrant parish community matters deeply.

In this guide, you'll find step-by-step tools, inspiration, and ready-to-use templates to help your parish successfully introduce and grow engagement with ***My Parish***, the online portal built for Catholic parish life through ParishSOFT.

This guide is designed to help your staff encourage participation by:

- Offering FAQs and copy to use on your website
- Equipping staff with clear responses to parishioner questions about My Parish
- Reducing administrative burden with ready-to-share help resources and video links
- Helping your staff communicate the value of My Parish with clarity and confidence
- Providing customizable templates to align outreach with your parish's voice and needs

Whether your parish is large or small, rural or urban, this Marketing Guide will help your staff share the benefits of *My Parish* with your community to bring clarity and connection to the day-to-day life of your parish operations.

As you work through this resource, may you find encouragement, clarity, and practical help for your ministry. Together, let's make your parish more connected, more informed, and more welcoming than ever before.

With gratitude,

~ **ParishSOFT Marketing Team**



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PART 1

Goals for Your Parish

As you plan your My Parish implementation, take a moment to reflect on where you are today and where you hope to be. Let your vision guide the goals you set.

GOALS FOR YOUR PARISH

Before inviting parishioners to log in to *My Parish*, take a moment to reflect on where your parish stands today and where you hope to grow in service, connection, and discipleship through this powerful tool.

Begin by ensuring that your priest and parish staff understand the value of *My Parish* and feel confident speaking about it. When your team is united in purpose, you can explain clearly how accurate records strengthen your ability to care for the souls entrusted to you.

Parishes rely on *My Parish* for easy end-of-year contribution statements, streamlined Religious Education registration, and quick and accurate record updates and more.



Where Do You Stand Today?

Before moving forward, take time to prayerfully understand the current state of your parish community. Gather insights from your ParishSOFT system and from those who serve alongside you. This honest look at where you are will help identify needs, strengthen relationships, and prepare the way for more fruitful outreach.

- How many registered families are in your system?
- Are there parishioners you rarely see or hear from and could they have moved or become disengaged?
- Who regularly attends Mass but is not formally registered?
- How much does returned mail cost your parish each year?
- How many email addresses are blank, inactive, or outdated?
- What do your parish staff observe in their day-to-day ministry that could be improved with better contact and census data?

Listening closely to your staff and reviewing your data can reveal opportunities to not only strengthen your administrative foundation, but also to better shepherd the flock entrusted to your care.

Where Do You Want to Be?

Through prayerful discernment and the wisdom of your parish team, set goals that are both practical and inspiring and that will help My Parish become a true tool for ministry, not just administration.

Examples might include:

- 60% of families review and update their household records through My Parish
- 80% of parishioners have a current email address on file
- Census data that accurately reflects the true size, makeup, and opportunities to engage your parish family
- Reduced costs for insurance, mailings, and outdated outreach
- Correct name spellings for more personal and respectful pastoral correspondence
- Welcoming and registering families who call your parish home but aren't yet officially listed
- Strengthened communication between the parish and every household
- An office staff equipped to better support formation, sacraments, and life events
- Automated scheduling and preference tracking for priests through ParishSOFT Ministry Scheduler

Remember: this is more than a data project, it's a ministry opportunity to deepen connection, invite fuller participation, and strengthen the bonds that unite your parish family in Christ.

Don't Assume

While your parishioner-facing message should be simple and inviting, keep your leadership and staff rooted in the deeper *why*. Many parishioners don't realize what it takes to care for the daily needs of a parish. Some may think their information doesn't matter, or assume their presence is already known.

When inviting participation, go beyond asking for updated information. Share how this effort helps your parish love and serve them more personally. Show that every name, every detail, and every update represents a real person, a real family, and a deeper connection to the Body of Christ.

Consider launching My Parish with a theme that reflects your mission and calls your community into shared purpose. (See the Communications & Campaigns section for ideas.)



PART 2

Staff Training & Readiness

Your leadership sets the tone. Before launch, take time to ensure every staff member is confident in using My Parish and understands how it supports our mission. Have a welcoming plan ready to guide and encourage new registrants from their very first step.

PREPARE YOUR STAFF

My Parish works best when the administrative side is set up smoothly and consistently. Ensure that your team, including the person(s) responsible for approving registrations and maintaining records, has completed the My Parish & Administration course in ParishSOFT's PATHFinder training system. This essential course walks you step-by-step through setup, and daily use, so you can serve your parishioners with ease.

Need access to PATHFinder? Contact the ParishSOFT Training Team at pstraining@ministrybrands.com or call **866-930-4774 x 4**.

If you would prefer personalized consulting services, please submit a request [here](#).

Set Up Your My Parish Portal

Once training is complete, use the guidance from PATHFinder to complete your administrative setup.

To make it easy for parishioners to get started, we recommend adding:

- A clearly visible Login to My Parish Button on your homepage, linked directly to your My Parish parishioner portal.
- A disclaimer stating that if your parishioners do not have login credentials to contact the church to be invited.
- A downloadable or web-based FAQ placed near the button to answer common questions and offer quick support. (See prepared assets included with this toolkit.)



PART 3

Checklists for Success

Think of your launch as planting seeds for ministry growth. Use the pre-launch, launch, and ongoing checklists as tools to share the vision of My Parish and invite your community into deeper connection.

CHECKLISTS FOR SUCCESS

A strong launch of My Parish into your community doesn't happen by accident. It's the fruit of clear planning, consistent communication, and mission-minded teamwork. Use these checklists to guide each stage of your rollout.

PRE-LAUNCH MESSAGING CHECKLIST

Goals:

1. Raise awareness about the coming rollout
2. Build anticipation and openness
3. Invite participation from both staff and parishioners

Recommended Channels:

- Staff meetings or emails
- Bulletins
- Save-the-date social posts
- Brief pulpit mention

Tasks:

- ✓ Complete the PATHFinder "My Parish & Admin" training
- ✓ Assign staff responsibilities for admin approval and parishioner support
- ✓ Set parish goals (e.g., 60% of families logged in within 90 days)
- ✓ Customize email and pulpit announcement templates
- ✓ Add a Login to My Parish button and FAQs to your parish website
- ✓ Decide on an incentive campaign or prize (optional)
- ✓ Download help resources and gather visuals (posters, email headers, etc.)
- ✓ Host a staff Q&A meeting or dry run with 1-2 test users



LAUNCH WEEKEND MESSAGING & CHECKLIST

Goals:

1. Introduce My Parish at all Masses
2. Equip parishioners to accept the invitation from My Parish and set up a password
3. Inspire excitement and trust

Recommended Channels:

- Pulpit announcement
- Bulletin insert or call out
- Email campaign
- Parish website pop-up or banner

Tasks:

- ✓ Set up 2 buttons on your church website to register parishioners into My Parish: "Sign Up for My Parish" and "Login to My Parish"
- ✓ Announce at all weekend Masses
- ✓ Include a bulletin callout with registration instructions
- ✓ Email parishioners using the "Initial Campaign" template
- ✓ Email a reminder with a short video walkthrough
- ✓ Set up an in-person "Update Station" in the gathering space
- ✓ Approve new parishioner accounts promptly
- ✓ Share goal progress in mass, bulletins and emails
- ✓ Check engagement analytics (open rates, logins, etc.)

ONGOING ENGAGEMENT MESSAGING CHECKLIST

Keep momentum alive. Consistent, mission-centered reminders will help My Parish become part of your parish's everyday life.

Goals:

1. Reinforce My Parish as a normal part of parish life
2. Provide Universal Admin permission for one of your staff to access sign ups so they can celebrate milestones, follow up and thank participants
3. Invite those who haven't yet joined

Recommended Channels:

- Monthly bulletin features
- Short pulpit reminders
- Seasonal emails (Advent, Lent, etc.)
- Posters or QR code cards in gathering spaces



When you follow these checklists, you're doing more than promoting My Parish, you're strengthening your parish's mission of welcome, stewardship, and spiritual growth. Every update, every login, and every conversation is an opportunity to better know, serve, and accompany the people God has entrusted to your care.

PART 4

Encouraging Participation Through Parish Communications

Communication is an act of hospitality. Prepare announcements, emails, and bulletin messages that not only inform but also inspire families to engage. We've included message ideas that speak to the heart and invite people into something meaningful.

ENCOURAGING PARTICIPATION THROUGH PARISH COMMUNICATIONS

Clear, heartfelt communication helps parishioners not only understand what My Parish is but also why it matters for our life together in Christ. Every announcement is an opportunity to connect this initiative to the mission of the parish: building communion, deepening discipleship, and strengthening the bonds that unite us.

Feel free to adapt these announcement to reflect your parish's mission statement, the liturgical season, or a theme that speaks to your community's heart.

INTRODUCING MY PARISH

When launching My Parish, share the news at Mass, in your bulletin, and through your parish email or newsletter. Parishioners will appreciate hearing how this tool works, why it supports their faith life, and how it helps us serve them better.

Pulpit Announcement

We are excited to introduce a new way for our parish family to stay connected in faith and fellowship: My Parish.

Through My Parish, you can easily update your family's information and share your ministry preferences and register for faith formation classes all on line.

This is more than just a tool—it's a way for us to know and serve one another better, to live our mission more fully, and to ensure no one in our parish family is left behind.

To get started, visit [Your URL] to access ParishSOFT and click on New User to create your account.

Once you have access you'll be able to:

- Update family birth dates, addresses, phone numbers, emails and communication preferences
- View and download your giving history
- Manage your ministry volunteer preferences and scheduling
- Access our parish directory and connect with fellow parishioners

Bulletin / Newsletter Text

Our parish family is growing stronger every day, and we want to stay connected with you on this journey of faith. We're excited to introduce My Parish, a secure and simple online tool designed to help you stay engaged and involved in the parish.

By keeping your family's information current, you help us care for one another more effectively and empower our ministries to thrive.

Getting started is easy: visit [www.yourparishwebsite.org], click [sign up button name], and create your account. Once invited to register by our parish office, you'll be able to:

- Update contact details for your family
- Share a family photo and choose whether it's visible in our parish directory
- View your giving history at any time and access tax statements once generated by the parish
- Register for RE

When we keep our records updated, we strengthen our parish's mission, building a vibrant, connected community where every member's gifts and talents are known and valued.

INITIAL EMAIL CAMPAIGN

Send this email within the first week or two of your launch. You can personalize it with your parish name, contact information, and any campaign themes or incentives you've chosen.

Subject: Welcome to My Parish. Your Online Connection to Parish Life

Dear **[Contact First Name]**,

We're delighted to introduce **My Parish**, a new online tool created to help you stay deeply connected with our parish family and mission.

This secure and user-friendly platform is designed not just for convenience, but to support your faith journey and active participation in parish life.

With My Parish, you can:

- Keep your contact and family information current, helping us care for you better
- Invite parishioners to join My Parish directly through Family Suite
- Assist our parish staff in communicating clearly and accurately
- Manage your ministry involvement; tell us when and how you want to serve
- Access your giving history and download contribution statements easily
- Register for religious education and parish events with a few clicks
- Connect with other parish families through our directory

Ready to join us in this mission of community and service? Visit **[Your URL]** to access ParishSOFT and click on New User to create your account today.

If you have any questions or need assistance, please reply to this email or call the parish office at **[Your Parish Phone Number]**. We're here to walk this faith journey with you.

In Christ,

[Your Name]

[Your Parish Name]

FOLLOW-UP EMAIL

Highlighting the Benefits of My Parish

Subject: Stay Connected and Serve More Easily with My Parish

Dear **[Contact First Name]**,

We're excited to remind you that **[Your Parish Name]** now offers My Parish, a secure, easy-to-use online platform where you can update your family's contact info and ministry involvement anytime. If you haven't created your account visit **[Your URL]** to access ParishSOFT and click on New User to create your account today.

By keeping your information current, you help our parish staff coordinate ministries smoothly and ensure every member can serve and be served well. Here's how My Parish supports our shared mission:

- Keeps your contact details up to date so we can stay connected
- Helps ministry leaders schedule volunteers efficiently and thoughtfully
- Makes religious education registration simple and paper-free
- Frees up staff time so they can focus on welcoming and supporting you

Here's what you can do in My Parish:

- Review and update your household's contact information
- View your giving history and download tax statements
- Manage your ministry preferences and check your schedule
- Register easily for religious education or parish events
- Connect with other parishioners through the pictorial directory

Taking a few moments to update your info is a powerful way to support our parish community and live out your ministry calling.

If you have questions or need assistance, simply reply to this email or call us at **[Your Parish Phone Number]**. We're here to help you stay engaged and serve with joy.

In Christ,

[Your Name]

[Your Parish Name]

ONGOING ENCOURAGEMENT & PROGRESS UPDATES

Maintaining momentum after launching My Parish is essential to fostering an engaged, vibrant parish family. Regular communication not only encourages participation but also celebrates the ways we are growing together in mission. Use these messages in bulletins, pulpit announcements, newsletters, and emails to keep the invitation alive and gently inspire those who have yet to join.



PROGRESS UPDATE ANNOUNCEMENTS

Pulpit:

We're grateful for the strong start! Already, **[xx]** families have logged into My Parish to update their household information and ministry preferences, taking an important step in supporting our parish mission.

If you haven't registered yet, now is the perfect time. Visit **[Your URL]** to access ParishSOFT and click on New User to create your account today. Once invited, you can update your contact details, view your ministry schedule, indicate your availability, and even access your giving history.

If you didn't receive the reminder email we sent on **[Wednesday]**, we may not have your current email address. Please help us stay connected by updating your information today.

Bulletin:

Thank you to the **[xx]** families who have already signed into My Parish and verified their records!

If you haven't yet, it only takes a few minutes—and your participation strengthens our parish community by:

- Keeping your contact information current
- Managing your ministry preferences and availability
- Accessing your personal ministry schedule
- Viewing your giving history
- Registering for religious education online
- Connecting through our parish pictorial directory

We sent a reminder email last **[Wednesday]**. If you didn't receive it, please help us stay in touch by updating your family record.

PERIODIC REMINDER ANNOUNCEMENTS

Quarterly or seasonal message sample:

Has something changed in your family? A new address? New email? A new member? Or has your availability for ministry shifted?

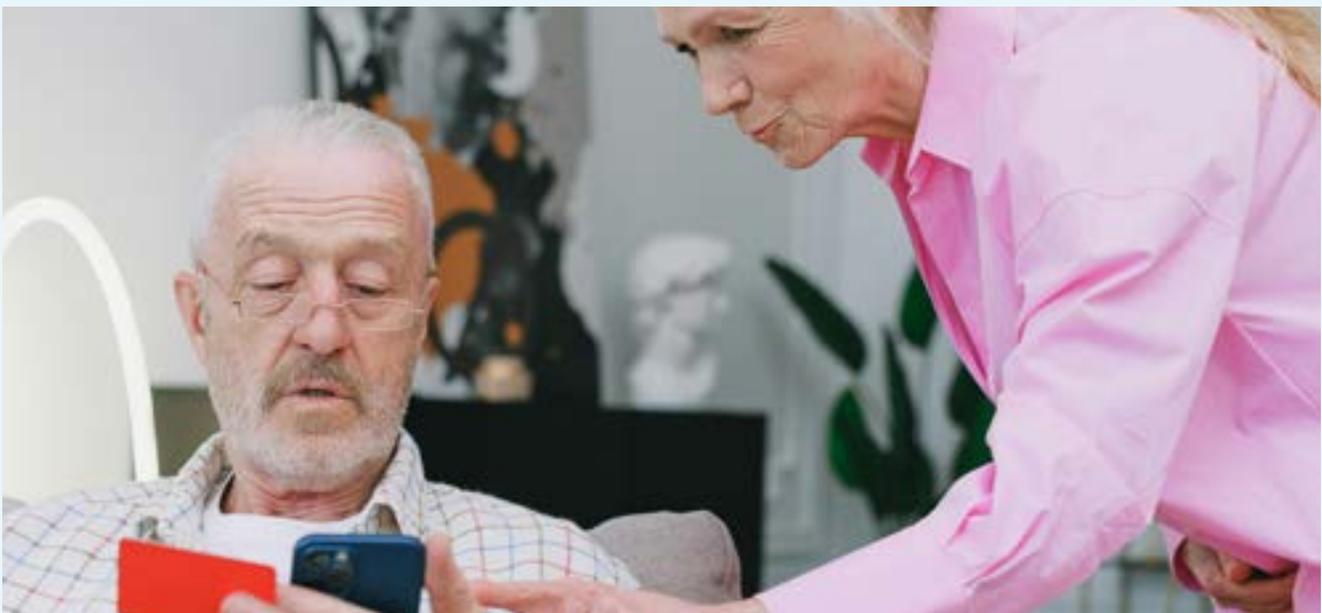
Keeping your information current helps us care for your family and coordinate ministries with greater love and precision.

Please log in to My Parish today to confirm or update your household details. Visit **[Your URL]** to access ParishSOFT and click on New User to create your account today.

Remember, My Parish also helps you:

- Register for religious education and parish events
- View your ministry schedule and preferences
- Update your contact info anytime
- Review your giving history and tax statements
- Connect with our parish community through the pictorial directory

Thank you for partnering with us to build a stronger, more connected parish family through your faithful participation.



REACHING OUT TO TARGETED GROUPS

To deepen engagement, consider reaching out personally to those already serving in ministries or formation programs. Tailored messages acknowledge their contributions and show how My Parish supports and simplifies their service.

Use ParishSOFT's advanced filters to generate accurate email lists, then craft your communications with gratitude, clarity, and encouragement.

Tip: Enhance your emails with parish branding and visuals. Include a clear "Sign Up for My Parish" button, and ensure completed parishioner forms are submitted to someone ready to assist.



EMAIL FOR CURRENT MINISTERS & VOLUNTEERS

(Ideal for lectors, Eucharistic ministers, sacristans, catechists, hospitality teams, choir members, and all who serve)

Subject: Helping You Serve Our Parish More Effectively

Email Body:

Dear **[First Name]**,

Thank you for generously sharing your time, talents, and faith through your ministry at **[Your Parish Name]**. Whether you serve at the altar, in formation, or behind the scenes, your dedicated presence is vital to our parish mission and community life.

To support you better and ensure smooth coordination, we're introducing **My Parish**, a secure online tool designed to make ministry scheduling and communication easier for everyone. Through My Parish, you can:

- Update your contact details anytime
- Mark your availability and ministry preferences
- Access your ministry schedule 24/7

Please take a moment to visit **[Your URL]** to access ParishSOFT and click on New User to create your account today. Keeping your profile up to date helps us honor your ministry commitments while respecting your time and needs.

If you have questions or need any assistance, simply reply to this email or call the parish office at **[Your Parish Phone Number]**. We're here to support you!

With heartfelt gratitude for your faithful service,

[Your Name]

[Your Parish Name]



STRONGER MESSAGE: MINISTRY SCHEDULING REQUIREMENT

In some parishes, the priest may ask all liturgical ministers to use My Parish for managing availability and scheduling. When communicated with kindness and clarity, this requirement helps reduce administrative burdens and improve accuracy.

Subject: All Liturgical Ministers: Please Log In to My Parish

Dear **[First Name]**,

As part of our ongoing commitment to serve our parish family with care and excellence, we ask that all liturgical ministers manage their availability and schedules through our new online platform, **My Parish**.

Using this tool, you can:

- Indicate when you are unavailable to serve
- Select preferred roles if you serve in multiple ministries
- Choose if you'd like to be scheduled with family members or separately
- View your schedule anytime

Your preferences will guide our scheduling, helping us honor your ministry while balancing the needs of the community.

To get started, visit **[Your URL]** to access ParishSOFT and click on New User to create your account today. Review your family contact information so we can stay in touch with important updates.

If you need help or have any questions, reply to this email or call the parish office at **[Your Parish Phone Number]**.

Thank you for your faithful ministry and for helping us build a vibrant, well-coordinated parish community.

In Christ,

[Your Name]

[Your Parish Name]

WELCOMING EMAILS FOR NEW & FORMING FAMILIES

These message templates help you connect personally with families at meaningful moments in their faith journey—welcoming new parishioners, preparing for sacraments, and enrolling in religious education. Thoughtful communication and an invitation to use My Parish strengthens parish life and ensures your records are up to date.

For security reasons, families must have an email addresses recorded in the ParishSOFT database in order for them to request an account under that email address in My Parish, My Parish is not available to families who do not yet have any records in your database.



NEW PARISHIONERS

Dear **[First Name]**,

Welcome to the **[Your Parish Name]** family! We are truly blessed to have you join our faith community. As you begin this new chapter of your spiritual journey with us, we look forward to walking alongside you in faith, fellowship, and service.

To stay connected and deepen your involvement, we invite you to create an account on My Parish, our secure parishioner portal. Visit **[Your URL]** to access ParishSOFT and click on New User to create your account to get started.

Once your account is registered, you will be able to:

- Update your family's contact information
- Share your family photo for our parish directory
- View your giving history as a stewardship tool
- Explore and sign up for ministries that match your gifts and interests
- Access ministry schedules and volunteer opportunities

Keeping your information current helps us better serve your family and strengthens the bonds of our parish community.

If you have any questions or need assistance, please reply to this email or call the parish office at **[Your Parish Phone Number]**. We're here to help you feel at home.

May God bless you abundantly as we grow together in faith and mission!

In Christ,

[Your Name]



SACRAMENTAL PREP FAMILIES

Subject: Help Us Prepare for Your Family's Upcoming Sacrament

Dear **[First Name]**,

Congratulations on your family's upcoming **[Sacrament]** at **[Your Parish Name]**! This is a sacred milestone in your faith journey, and we're honored to support you every step of the way.

To prepare smoothly, we ask that you log in to your My Parish account to review and update your family's information. This ensures we have the correct details for communication and sacramental records.

Visit **[Your URL]** to access ParishSOFT and click on New User to create your account today. You will be invited to:

- Confirm name spellings (important for certificates)
- Verify phone numbers and email addresses
- Update family member birthdays
- Access your giving history and ministry schedules
- Register for faith formation or sacramental classes.

If you haven't created an account yet, it only takes a few minutes. Keeping your records current is a vital part of our shared mission to form disciples with clarity and care.

Thank you for your partnership in this important time. If you have questions, please don't hesitate to reach out by replying to this email or calling **[Your Parish Phone Number]**.

Blessings to your family,

[Your Name]

[Your Parish Name]



RELIGIOUS EDUCATION FAMILIES

Subject: Religious Ed Registration Now Open. Save Time with My Parish.

Dear **[First Name]**,

It's time to register for religious education at **[Your Parish Name]**! We invite you to use My Parish, our secure online portal.

If you already have an account, simply log in and click the "My Education" tab.

If you're new to My Parish, here's how to get started:

1. Visit **[Your URL]** to access ParishSOFT and click on New User to create your account.
2. Log in to confirm and update your family's information

Along with registration, your My Parish account offers you the ability to:

- Update contact information and birthdates for each family member
- View your giving history as part of your stewardship journey
- Manage ministry preferences and schedules
- Access the parish pictorial directory

If you need help or have questions, please reply to this email or call us at **[Your Parish Phone Number]**. We're here to make the registration process smooth and welcoming for your family.

Together, let's nurture the faith of our children and youth as part of our parish mission!

In Christ,

[Your Name]

[Your Parish Name]





ENCOURAGE ELECTRONIC CONTRIBUTION STATEMENTS

Empowering Stewardship, Saving Time, and Supporting Our Parish Mission

As part of our commitment to faithful stewardship and effective ministry, we're excited to share that parishioners can now access their own electronic contribution statements through My Parish. This secure, self-service feature not only makes giving records instantly available to parishioners but also frees up valuable staff time to redirect toward deepening ministry and outreach.

Electronic statements are available for parishes using ParishSOFT Offering.

Why Encourage Electronic Statements?

- **Stewardship Made Simple:** Once statements are generated by the parish, parishioners can quickly download their giving history and tax statement, making it easier to reflect on their generosity and plan future gifts.
- **Efficiency for Ministry:** Reduces paper, postage, and administrative tasks so our staff can focus on serving you and growing parish life.
- **Confidential & Secure:** Giving records remain private and accessible only to the parishioner.

Key Moments to Promote E-Statements:

- **End-of-Year Giving:** When many review their stewardship and prepare final gifts.
- **Tax Season:** When parishioners need ready access to prior-year giving records.

EMAIL CAMPAIGN: ACCESS YOUR GIVING STATEMENT ONLINE

Subject: Electronic Giving Statements Now Available

Dear **[First Name]**,

At **[Your Parish Name]**, we strive to make stewardship as simple and meaningful as possible. Through My Parish, our secure parish portal, you can now download your electronic contribution statements any time you need them.

If you already have a My Parish account:

- Log in
- Navigate to the My Offering tab
- View your Giving History
- Click Download to save or print your statement

This convenient, confidential process saves time, reduces paper waste, and supports our parish's mission by helping you engage fully in your faith journey.

If you don't have a My Parish login yet, here's how to get started:

Visit **[Your URL]** to access ParishSOFT and click on New User:

- Create your login
- Watch for your invitation email

Keep your login handy—you'll find **My Parish** a valuable tool to manage your family's involvement in parish life.

Blessings,

[Your Name]

[Your Parish Name]

P.S. Need help?

Visit **[insert help page or tutorial link]** for step-by-step guidance.



PULPIT AND BULLETIN ANNOUNCEMENTS

End-of-Year Giving:

As we approach the end of the year, many of you are planning your final gifts. Thank you for your generous stewardship that strengthens our parish mission.

Please note that end-of-year giving statements will be available in January, once all contributions for the calendar year have been entered. In the meantime, we encourage you to set up your My Parish account now so you'll be ready when statements are released. Simply log in to My Parish, go to the My Offering tab, and download your statement when it becomes available.

If you haven't created your account yet, visit **[insert website link]** to get started. Thank you for being a vital part of our parish family.

Tax Season:

Tax season is here! Your contribution statements for [Your Parish Name] will be available in January, once the parish has finalized all year-end entries.

If you already have a My Parish account, you'll be able to log in, click the My Offering tab, and download your statement as soon as it is released. If you don't yet have an account, we encourage you not to wait. Visit **[Your URL]** to access ParishSOFT and click on New User to create your account today so your records are easily accessible when you need them.

Thank you for supporting our shared mission through your faithful stewardship.



PART 5

My Parish Help Center & Facts

Be ready to walk alongside your parishioners as they learn. The “Member Guide to My Parish” and “What You Can Do in My Parish” will help answer questions and build confidence. Our downloadable resources and FAQs are here to equip you as you accompany your community on this journey.



MY PARISH HELP CENTER & FAQs

Supporting Our Parish Family with Clear, Compassionate Guidance

Providing accessible help resources is a vital ministry tool that empowers parishioners to fully engage in parish life with confidence and ease. By offering clear instructions and answers, you help remove barriers and invite deeper participation in the mission we share.

Suggested Resources to Include:

Frequently Asked Questions (FAQ) Page:

Create a customized FAQ page tailored to your parish's unique community and needs, or provide direct access to ParishSOFT's My Parish FAQ page. These resources answer common questions on topics like logging in, updating family records, viewing giving history, and more—offering parishioners the support they need to stay connected and involved.

See page 31 in this guide for details.

Help Resources

To support our parishioners in embracing My Parish as a vital tool for deepening their connection to parish life, here are best practices designed to encourage adoption and foster active participation:

- **Become well-acquainted with the help resources** available within the My Parish system, both for parish staff and parishioners, so you can confidently guide and support your community.
- **Add a dedicated FAQ page on your parish website** near the My Parish login or portal button to make help easily accessible.
- **Include a direct link to the FAQ page** (or a downloadable PDF, if preferred) in all parish email communications to ensure parishioners always know where to turn for support.

Note: A web-based FAQ page is preferred as it is more user-friendly, especially on mobile devices, and allows for seamless updates without re-uploading files.

PARISHIONER GUIDE TO USING MY PARISH

Our parish is blessed to offer My Parish, a secure platform designed to empower parishioners to manage their giving, update contact information, engage in ministries, and register for Religious Education. Here's how to get started:

How to Create an Account:

Visit **[Your URL]** to access ParishSOFT.

1. At the login screen, select "New User?" to request an account.
2. After parish staff approve your request, you'll receive an email with a login link.

Ways to Engage Through My Parish:

- Update Family and Member Information: Keep your contact details current and add new family members to stay connected.
- Set Directory Visibility Preferences: Choose what contact details and photos you want shared in the parish pictorial directory, protecting your family's privacy while fostering community.
- Upload Photos: Share your family's images to help build fellowship through the online directory.
- Explore the Parish Directory: Find and connect with fellow parishioners by browsing or searching the directory.
- Review Giving History: Reflect on your stewardship by viewing your giving records by year or individual household members.
- Manage Ministry Involvement: Update your

ministry preferences and availability, helping us coordinate liturgical and volunteer roles that fit your calling.*

- Access Ministry Schedules: See your full ministry schedule at any time.*
- Register for Religious Education: Conveniently sign up for classes and programs through the platform.*

*Note: Ministry Scheduler, Offering, and Faith Formation are add on modules with in Family Suite.

Important Reminders for Parishioners

- The pictorial directory is exclusive to verified parishioners with secure logins; your information remains private and protected.
- Bookmark the My Parish login page to easily access your account anytime throughout the year.

Website Buttons for Easy Access

Enhance your parish website by adding information on how to sign up and accept the My Parish invitation. Choose colors and designs that complement your site's look, making it simple and inviting for parishioners to stay connected.

Equip your community with these clear tools and thoughtful guidance, strengthening our shared mission in Christ.

Don't have a website, or ready to refresh your current one? Our Catholic-focused parish websites are designed to inspire connection, strengthen stewardship, and bring your mission to life online. Visit parishsoft.com/websites learn more.

FREQUENTLY ASKED QUESTIONS FOR PARISHIONERS

The My Parish portal helps you stay connected to parish life. Below are answers to common questions we hear from parishioners. If you need additional help, please don't hesitate to reach out to the parish office.

Is my giving history confidential in My Parish?

Yes. Only you and your household can view your family's giving records. No one outside your household can access your giving information and you can't see theirs either.

If I update my record in My Parish, do I also need to update information for Religious Education or ministries?

No. My Parish is connected to our parish's main system. Once your update is approved, your information is automatically available to staff and ministry leaders who use our system.

How can I keep my information private?

The pictorial directory and parishioner listings are only visible to families with authorized accounts. If you wish to keep certain information private (such as your phone, email, address, or photo), simply uncheck the "Publish" boxes in your Family Detail record.

I made changes to my record, but they're not showing up. What happened?

Updates must be reviewed by a parish staff member before going live. If you don't see your changes right away, it just means they are awaiting approval. Thank you for your patience!

I recently created an account. Why can't I log in yet?

If your account is brand new, it's likely that your login request hasn't been approved yet. As soon as our staff authorizes your account, you'll receive a confirmation email with login instructions.

I forgot my login. What should I do?

Go to the login page and click on "Lost Password." Enter your registered email address to receive a reset link. If you no longer have access to the email you used, please contact the parish office.

My Parish isn't working in my browser. What can I do?

For security reasons, My Parish works best in updated browsers such as Chrome, Firefox, Safari, and Microsoft Edge. If the portal isn't loading properly, try switching browsers or updating your current one.

Is this a one-time setup, or should I return to My Parish in the future?

Please keep your login handy! My Parish is an ongoing tool for staying connected. You can return at any time to view your giving history, update contact information, or sign up for parish ministries. As new features are added, you'll have even more ways to stay involved in the life of our parish.



CONCLUSION & CALL TO ACTION

As parish leaders, you are shepherds guiding parishioners into deeper connection with Christ and with one another. My Parish is more than a digital tool, it is a way to nurture discipleship, foster community, and care for every member of your parish family.

As Scripture reminds us: *“Let the little children come to me, and do not hinder them, for the kingdom of heaven belongs to such as these.”* (Matthew 19:14) By welcoming every parishioner—young and old—into My Parish, you help them engage more fully in parish life, ministries, and the sacraments, strengthening both their faith and the life of the parish.

Now is the time to lead with vision and encouragement: equip your staff, communicate with clarity, and personally invite families to register and participate. Together, we can build a more connected, informed, and Christ-centered parish community that fosters discipleship, celebrates generosity, and supports the mission of the Church.

Take the first step today: begin implementing the strategies in this guide, walk alongside your staff, and contact the ParishSOFT Training Team at pstraining@ministrybrands.com or **866-930-4774 x 4** for support as you embark on this journey.

Lead with faith. Welcome with joy. Inspire discipleship.