



Church360° Members

Communications

Navigating the Communications View

The Communications view includes all options for sending messages to your congregation. This module will allow email, text, and voice messages to be created ahead of time and sent out at a later time.

Action buttons

Like other views, each tab in the Communications view has action buttons for specific tasks.

- New Message - This button opens a drop-down menu to create a new email, text, or voice message that you can then schedule for delivery or send immediately.
- Print - This option allows you to print your list of messages in your grid directly from your browser.
- Export - This action exports all messages into a CSV file, which you can edit and share.

Pending Messages

The first section under the Message tab shows all created messages that have not been sent. Above the list is a search bar that can help filter by message title.

The grid itself will display information on each message, including its status, scheduled date (if set), channel, title, who created or scheduled the message, number of recipients, and available message actions.

Message Actions for draft or pending messages

- Edit Message - The pencil icon to the far right of a message will reopen the message for editing.
- Delete Message - The trash can icon to the far right of a message will delete the message from the view.

Pending Messages

Filter by...

Status	Scheduled Date (year)	Channel	Title	Scheduled By	Recipients	Actions
	Jun 19, 2024 12:00 PM		Prayer Request	Christ Community Church	121	
	—		Draft Message	Christ Community Church	0	

Sent Messages

The second section shows all messages that have been sent. Above the list is a search bar that can help filter by message title.

The grid itself will display information on each message, including its status, sent date, channel, title, the login that sent the message, number of recipients, and the view message action chevron.

Note: Sent messages cannot be edited or deleted.

Message Actions for sent messages

- View Statistics - The chevron icon to the far right of a sent message will open its communication statistics, including message details, deliveries, and failure statistics.

Sent Messages							
Filter by...							
Status	Date (year)	Channel	Title	Sent By		Recipients	Actions
✓	Apr 18, 2024 12:02 PM	✉	Inclement Weather		Christ Community Church	18	>
✓	Mar 17, 2023 12:00 PM	☎	Inclement Weather Alert - March 2023		Christ Community Church	176	>
✓	Mar 17, 2023 12:00 PM	✉	Warning This Sunday - Snow Storm		Christ Community Church	103	>

Choosing your Audience

When creating a voice, text, or email message, you'll choose groups (like Smart Groups and tags), individual person records, and/or a custom group for those to be included or excluded in your Communications correspondence.

When creating a message, there will be a section called Audience with the ability to add groups, people, or a custom group.

To include or exclude groups or individuals for your message, click to "Add filter" to start a new line.

In the entry line, use the drop-down menus to choose whether to include or exclude chosen records and what groups, individual records, or traits to use.

- group - This selection allows users to choose from saved Smart Groups and tags from the People view.
- people - This selection allows users to choose individuals from a list of all person records in the People view. A list of those selected will appear to the right of the selector.
- custom group - This selection allows users to choose specific traits for person records in the People view.

Continue to add lines for which records to include and exclude as appropriate. As you choose who to include and exclude, the statistics directly under the fields will update to show the number of People in this audience, the Number of unique contact points selected, and those People without a number selected.

Audience

Include

group

Members

×

Include

custom group

×

People...

who

have

Attended

×

1 Selected

Worship

In The Last

6

months

+

Add trait

Exclude

people

×

4 Selected

Dave Abbott

Charlotte Callaway

Leon Carter

Glenn Clayton

Exclude

group

Opted out of Emails

×

+

Add filter

Review recipients

→

To review your audience's contact information, click to "Review recipients" to open up the running list of selected individuals and their available contact information.

By default, the Communications module will only select one contact point for each individual. At the top of the Recipients list, you can click each selection priority to select and deselect each option to order which contact type to choose from first. You can also manually check the boxes next to each contact to select them to use.

Note: Manual selections are not affected by changes to the Selection Priority.

If a number is selected multiple times in your Recipients view, it will register as one number selected and will only receive one message.

Once you are satisfied with the contacts selected, click Done to return to the Audience view.

Note: The middle number (Numbers selected) will be the total number of messages sent.

Recipients

< [Done](#)

Selection priority: preferred 1 personal 2 home 4 work 3 household 5

Name	Email addresses
Diedre Barber	No email addresses
Julie Billings	☒ julie.billings@teleworm.us (personal)
Claire Bowen	No email addresses
Rick Bowen	No email addresses
Howard Brown	No email addresses
Teresa Carter	☒ cartert@teleworm.us (personal) ☐ tcarter@christcommunitychurch.org (work)
James Collins	☒ jacollins@jetable.org (personal) ☐ james.collins@starbright.com (work)

107 People in this audience	43 Emails selected	63 People without an email address selected
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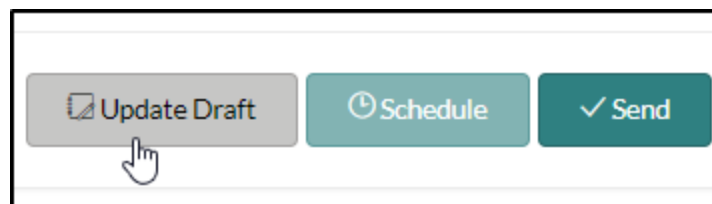
Saving, Sending or Scheduling a Message

After you've created a message, you can choose to send it immediately or schedule it to be sent at a later time.

At the end of your message, there will be action buttons that you can choose.

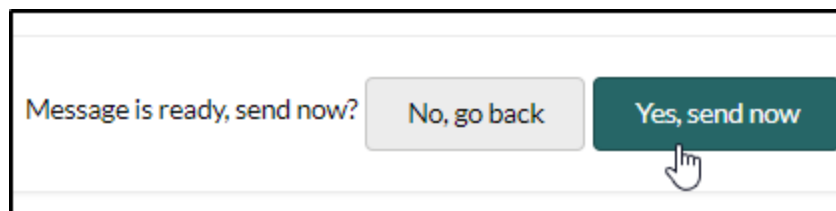
To save the message,

1. Click the "Save Draft" or "Update Draft" button to save the message to the main Communications view without sending it.
2. You will be able to edit this message before scheduling and sending it at a later time.



To send the message,

1. Click the "Send" button to send the message immediately to your audience.
2. Once the voice blast has been sent, you will be able to review the statistics from the Communications view



To schedule the message,

1. Click the "Schedule" button to set a date and time for your message to be sent to all chosen recipients.
2. You will be able to edit this message from the Communication view.
3. If you find you want to send out your scheduled message earlier, you can open up your pending message and click the "Send" button.



0:00/0:25

DELETE

You have 500 cre
This message w

< March 2023 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

05 : 00 PM

Message is ready, schedule to send on

Mar 17, 2023 5:00 PM



No, go back

Yes, send later

Editing a Message

If you have a Communications message in draft or scheduled status, you can add and edit features of the message up until the time when it's actually sent.

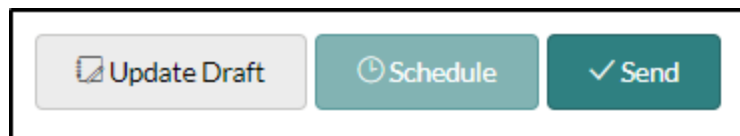
Note: Sent messages can be reviewed for statistics but cannot be edited.

To edit a pending message,

1. Go to the Communications view from the navigation bar.
2. Under Pending Messages, locate the message you'd like to edit and click the pencil icon to the far right of the row under Actions. This will open up the message for additions and edits.

Pending Messages						
Filter by...						
Status	Scheduled Date (year)	Channel	Title	Scheduled By	Recipients	Actions
	—		Join us for Soup and Salad Wednesdays!	 Christ Community Church	114	  Edit

3. You can edit the message type, title, audience, contacts, or recreate your message as you need.
4. After finishing your message, choose your desired action from the buttons at the bottom of the page.



- Cancel - This will cancel your message permanently and return you to the main Communications screen.
- Save Draft / Update Draft - This will save the message to the main Communications screen without sending it. You will be able to edit this message before scheduling and sending it at a later time.
- Schedule - This will allow you to set a date and time for your message to be sent to all chosen recipients.
- Send - This will send your message out immediately to all chosen recipients.

5. Once the message has been sent, you will be able to review its statistics from the main Communications view under Sent Messages.

Deleting a Message

If you have a Communications message in a draft or a scheduled status, you can delete the message entirely up until it's actually sent. Sent messages can be reviewed for statistics but cannot be deleted.

To delete a pending message,

1. Go to the Communications view from the navigation bar.
2. Under Pending Messages, locate the message you'd like to delete.
3. Click the trash icon to the far right of the row under Actions. A deletion cannot be undone so be sure this is the message you want to remove.

Pending Messages

Filter by...

Status	Scheduled Date (year)	Channel	Title	Scheduled By	Recipients	Actions
	—		Join us for Soup and Salad Wednesdays!	 Christ Community Church	114	 

Delete

Common Questions on the Communications View [FAQ]

Why don't I see a Communications view in my Church360 site?

If you do not see Communications in the main menu bar on your Church360° Members site, it is most likely that your login does not have permission to access Communications, in this case you'll want to reach out to your site administrator.

Does the communications module require a Church360° Members Subscription?

No, this module can be used with the free version of Church360° members.

What is included in the Communications module?

If your church has the free version of Church360° Members, the Communications module can be used only for sending voice messages. If your church has a Church360° Members subscription, you can use the Communications module for sending voice, email, and text messages.

I use Shepherd's Staff as my church management software. How do I get my contacts into Communications?

Initially, you can [upload your Shepherd's Staff database](#) by clicking the "Upload" button on the People view in Church360° Members.

After the first upload, if a person's phone number changes, you will need to manually update the phone number on your Church360° Members site.

How do I add or edit a person in my contact list?

We have articles on [how to add a person](#) to your Church360° Members site and [how to edit contact information](#) in our help center.

How do I create a Smart Group or tag?

We have articles on how to [create a Smart Group](#) using dynamic traits and how to [assign tags in bulk](#) in our help center.

How do I purchase credits?

You can purchase credits by calling your software consultant at 1-800-325-2399.

How much do credits cost?

Our pricing page [here](#) contains the most up-to-date information on bulk pricing for credits.

What happens to the remaining credits that I have in MemberCaller?

Those credits are still accessible in [MemberCaller](#) until their expiration date.

How long do credits last?

Credits for the Communication module never expire.

How do credits work?

One credit is consumed per every minute recorded per phone number that receives the message. Once your audience has been selected and your message has been recorded, you will see how many credits will be spent before you send out the blast.

The recording length is rounded up to the next minute. So if you deliver a 45-second message to 100 people, you would be charged 100 credits. A 1.5-minute message to the same group of people would cost 200 credits.

What happens if I make a call that uses more credits than I have in my account?

The Communications View will not send a voice message if there are not enough credits. So if you send out a message to 75 people but have only 60 credits, no messages will be sent.

Do email or texting messages use credits?

No, only the voice messaging system in the Communications view uses credits. Emailing and texting is included in the Church360° Members subscription.

What number shows on the Caller ID for a voice message? Can it be customized?

Any voice message from the Communications view will be from 855-248-7295. for some phones, the Caller ID will read as a toll-free number. It cannot be customized so it would be prudent to let your congregation know to add this number to their contacts to avoid any missed voice messages. At this time, the number cannot be customized.

How will I know who received my message?

After the message is processed and sent, you will be able to review statistics on how many messages were delivered successfully and how many failed. An event log will show specifics on each contact's delivery status.

Will the voice message re-attempt to send a message if it doesn't reach them on the first attempt?

No, the blast will send out a single message to the contact and will not attempt to reach them again.

Are there any restrictions for messages?

The voice message is limited to three minutes. Other than that, as long as there are enough credits to send out a voice message, you shouldn't run into any restrictions.

How will my congregation access and edit their preferences?

Your congregation can visit "https://[your subdomain].360members.com/communications/access-preferences" (with [your subdomain] replaced with your site's unique identifier preceding ".360members.com") to update their preferences. For more information on Communication preferences, please visit [our article](#).

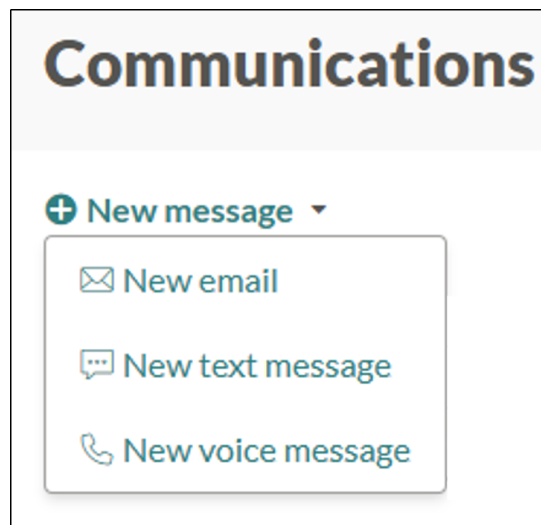
Creating an Email Message

In the Communications module of Church360° Members, you can create and format an email message and audience all in one screen.

This is in contrast to [emailing via a client](#), where your chosen emails are grouped into a recipient line within your default email client (where you would then create your message).

To send an email blast,

1. Go to the Communications view and click the link to start a "New Message".



2. In the drop-down menu, choose "New email".
3. For your new message, choose a message type that best describes the purpose of your message. Message types can be created under [Communication Settings](#).
4. Type in your message title. This will be used on the main Communications view to show statistics for your message.
5. Using the drop-down menu, choose who you'd like this email to be addressed from. If it is from the church, the email will be sent from email@email.church360.org and have your church name as it appears in Account Settings. If it is from you, it will be from the email used to log into your account (followed by @email.church360.org) and have your name as it appears in User Settings.

Whichever is chosen will also act as the Reply-To address for your message.

New Message

Message type

Announcement

Title

Closure due to inclement weather

Send from

The church

6. Under the Audience section, click to "Add filter" to choose which groups, individuals, and/or custom criteria to use to determine those you want to receive your message. Multiple lines can be added to include and exclude person records. The statistics below the menus will automatically update to show how many people are selected in total, as well as the number of selected records that have emails on their records and those that do not.

For more information on choosing your audience, please visit our article [here](#).

7. After selecting the groups and persons for your Audience, click the "Review recipients" link to review the email addresses used for each person. Click "Done" once your review is complete.

Note: If filters are added or edited after changes where made under "Review recipients", manual selections will be reverted according to Selection Priority. For this reason, it is recommended to add and choose inclusion and exclusion filters under Audience before reviewing and editing individual contact selections.

Audience

Include

group

Members

×

Exclude

group

Opted out of Emails

×

+

 Add filter

8. In the next section of the screen, type or paste your message into the text editor. For more information on composing your message, please visit our article, which goes into more detail [here](#).

9. Once finished with the text of the message, click "Choose Files" under Attach files to add an attachment to the message if desired.

10. After composing your message, choose your desired action from the buttons at the bottom of the page.

- Cancel - This will cancel your message permanently and return you to the main Communications screen.
- Save Draft - This will save the message to the Communications view without sending it. You will be able to edit this message before scheduling and sending it at a later time.
- Schedule - This will allow you to set a date and time for your message to be sent to all chosen recipients.
- Send - This will send your message out immediately to all chosen recipients.

Attach files:

Choose Files

No file chosen

Cancel

 Save Draft

 Schedule

 Send

Composing an Email Message

When creating an email message, you'll use the text editor to create the body of your message. You will be able to type or paste a message into the text editor.

This content box houses features very similar to an email client so you can compose the message directly within the Church360° software.

These features are denoted by buttons found at the top of the text editor.

The first group of buttons has actions you can use for specific text in your message.

- Text buttons - The first three buttons (Bold, Italic, Strikethrough) pertain to the formatting of your text. Simply select your text and click the button for your chosen task to apply the action.
- Link - When clicking the chain-link button, enter the URL for the link you desire into the pop-up that appears and click "Link" to add it. Your link will show as orange in your message. To remove the link, highlight the linked text, click the chain-link button, and click "Unlink".

The second grouping of buttons affects entire text lines.

- Heading - Click this toggle button to change the entire text line into a heading format.
- Quote - This button will indent a text line with a bar denoting a quote. This can be helpful for scripture readings or direct quotations from the church pastor or president.
- Bullets - This action applies bullets starting with the current text line. Bullet points are best for listing things that have no set order
- Numbers - This action applies number bullets starting with the current text line. Numbering bullets are best for listing things with a set, or preferred, order.
- Indenting buttons - The next two buttons (Decrease Level, Increase Level) are greyed out and are only available when currently on a line with either the Bullets or Numbers action being applied.

The final grouping of buttons is located on the far right of the text editor.

- Undo - This will remove the last action or revision to your message.
- Redo - This will reapply an action that had been undone.

Sending Emails via your Default Email Client

Communicating with your congregation is vital and Church360°Members has an easy-to-use email function that allows you to send emails to one or all of your people.

To send from your chosen email address, you must first designate the default email client. For more information on setting up your email, please visit our article on the topic.

Regardless of the app, it is recommended to have your email inbox open while sending Church360° emails.

To send an email through the Church360° relay,

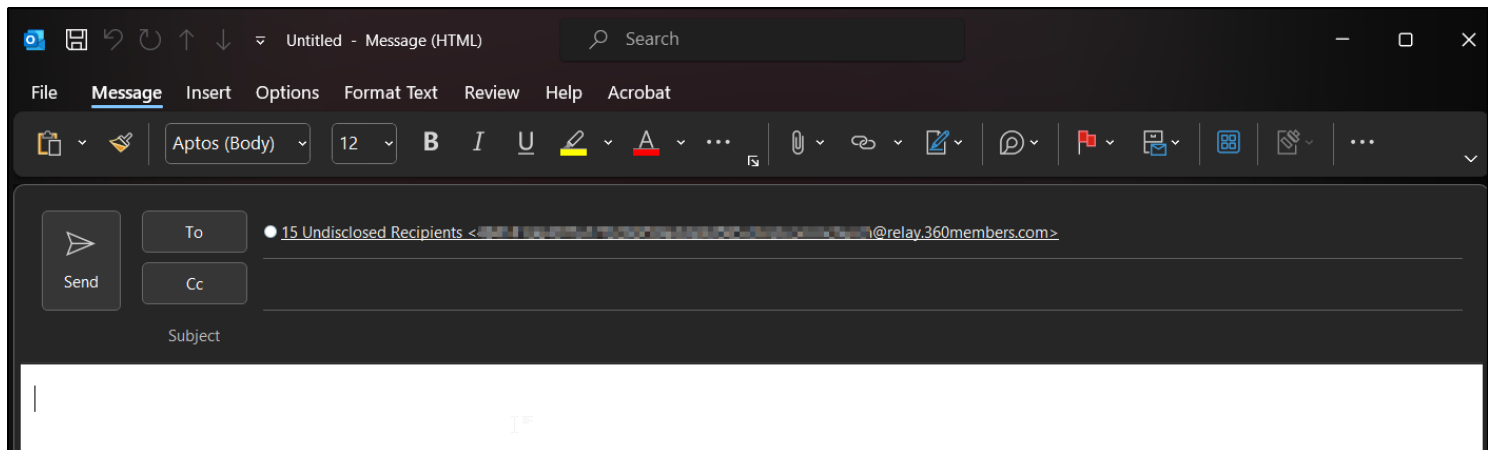
1. Go to the People view, and choose who you are looking to send your email to, either by checking boxes next to each name or filtering using Smart Groups, traits, or tags. If filtering you will want to click the topmost checkbox to select all visible records.
2. Once your selected records have been checked, a black bar will appear at the bottom of the screen. Click the button that's labeled "Send Email via Client".

The screenshot displays the 'People' view in the Church360° application. The interface includes a sidebar with navigation icons, a top navigation bar with tabs for 'Individuals', 'Households', 'Givers', 'Marriages', 'Pastoral Visits', and 'Church Register'. A search bar is present with the placeholder text 'Type to filter people'. Below the search bar, a table lists people with their names and email addresses. The table has two columns: 'Name' and 'Email Addresses'. The 'Name' column includes checkboxes for each person. The 'Email Addresses' column lists one or more email addresses for each person. The bottom of the screen features a black bar with several action buttons: 'Bulk Archive', 'Bulk Update', 'Add or Remove Tags', 'Send Voice Message', 'Send Text', 'Send Email', and 'Send Email via Client'. The 'Send Email via Client' button is highlighted with a mouse cursor. The top right corner of the interface shows options for 'Upload', 'Download', 'Print', and 'Save Report'.

Name	Email Addresses
☐ Dave Abbott	abbott@teleworm.us david.abbott@xmpaero.com
☐ Sue Abbott	saabbott@mailinator.com sabbott@tciaccounting.com
☒ Sally Baxter	slbaxter@teleworm.us
☐ Kira Belton	beltonk@jetable.org beltonk@bohackpharmacy.com
☒ Troy Belton	troy.j.belton@sofmail.com belton@actionauto.com
☐ Tim Benedict	timb@jetable.org
☐ Julie Billings	julie.billings@teleworm.us
☒ Rob Callaway	robertc@guerrillamail.com robert.callaway@hcblaw.com
☐ Carmen Carroll	ccarroll@guerrillamail.com

3. A pop-up window will appear with the rest of the screen greyed out behind it. This window will have all available email addresses for those in your selection. You can check which addresses you would like to receive the email message. The addresses you checked will be saved and selected for the next time you send an email.

4. Click “Send.” Church360° Members will create a new email message in your default email client. In the message, the recipient will resemble a string like "XX Undisclosed Recipients<.....@relay.360members.com>"



5. After typing your email message, click “Send” to send your message from your email client. This message will be sent to the Church360° email relay which will distribute the message to all recipients.

6. If any email is not delivered, you will receive a Mail Daemon message to your email client. For more information on email deliverability, please visit our [article on the subject](#).

Setting a Default Email Client

Before sending an email through the Church360 relay, you may need to set your default email program and client.

Setting a default email app in Windows 10:

To change your current default program,

1. Go down to the Windows logo at the bottom left of the screen. When the Start menu appears, start typing "Default apps".
2. Once that match appears, click on it to see your default setup. Email is usually the first app shown.

Best match

 **Default apps**
System settings

Settings

 Choose a **default** web browser >

 **Default** save locations >

 Choose a **default** app for each type of file >

 Reset **default** apps >

 Choose a **default** email app >

 Sound settings >

Search work and web

 default - See work and web results >

Documents - This PC (7+)

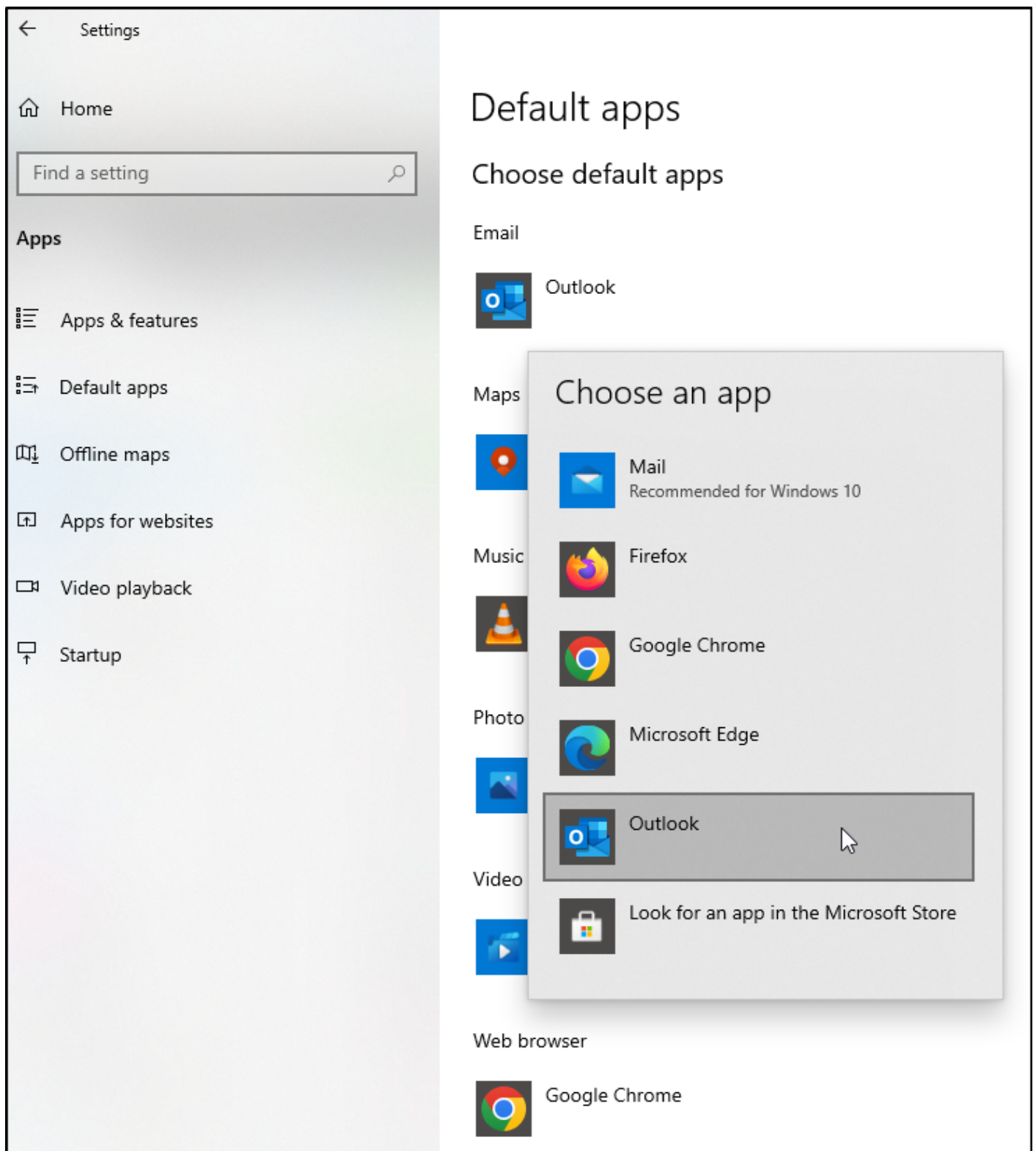


Default apps
System settings

 Open

🔍 defaultapps

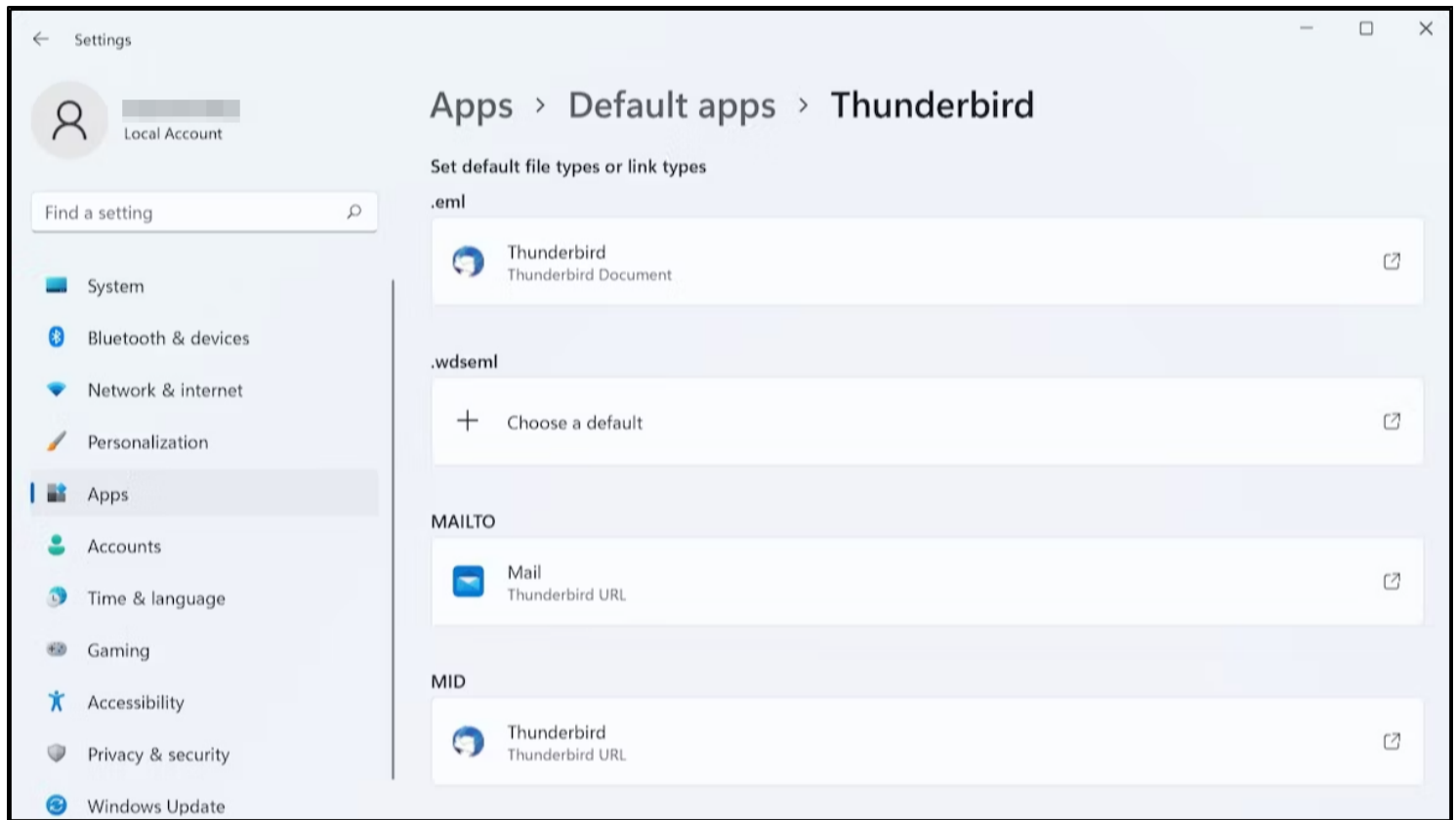




Setting a default email app in Windows 11:

To change your current default program,

1. Go down to the Windows logo at the bottom left of the screen. When the Start menu appears, start typing "Default apps".
2. Instead of choosing your default app for Email, you will need to choose a specific file type instead. In this case, search for the MAILTO file type and choose your preferred email client.



- What you want as your email client depends on how you use your email.
- It's recommended to use your email address through the Outlook desktop app on your computer.
- Due to some configurations on Windows, the default Windows Mail app (not Outlook) doesn't seem to work with third-party software like Church360° very well.
- However, using an online email can work as well. To use these email clients, you would need to set your internet browser as the default email app, like Firefox or Chrome.
- Regardless of the app, it is recommended to have your email inbox open while sending Church360° emails.

If you choose a desktop application like Outlook, you should be ready to use the email relay.

If you choose to use an online email client, like Gmail, you will need to set your email client as the default in your browser.

To set up a default email client in the most popular browsers (using Gmail as an example):

Google Chrome

1. In Google Chrome, click the three dots button near the top right corner of the browser, then click Settings.
2. On the left, click Privacy and security, then click Site Settings.
3. Click Additional permissions. Click Handlers, and make sure Allow sites to ask to become default handlers for protocols is toggled on.
4. If mail.google.com appears in the list, ensure that it is not blocked on the handlers sections of permissions.
5. Open your online email client in Chrome. In the address bar, click the double-diamond Service Handler icon.
6. When prompted to "Allow [your email client's url] to open all email links?", select Allow, then click Done. The handlers page should now have the entry for your chosen email client.



Mozilla Firefox

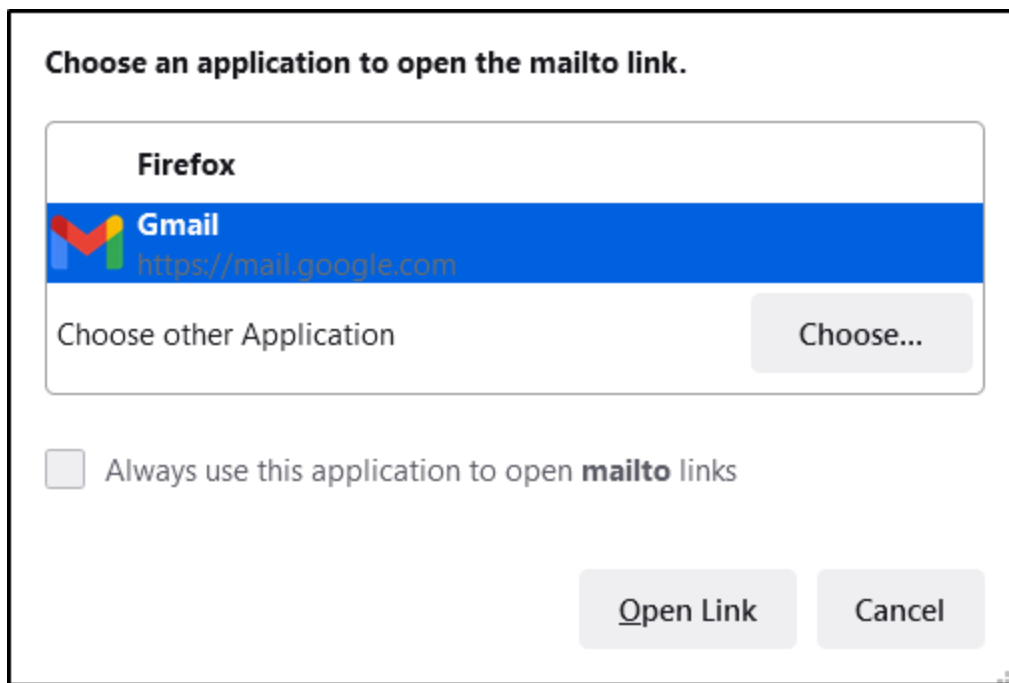
1. Open the Firefox menu by clicking the icon near the top right of the browser (looks like 3 horizontal lines on top of each other), then click Settings.
2. In the Find in preferences search box, type "mail" – the Applications preference will appear.
3. Beside where it says "mailto," click the Action column and select your email client.
4. Close Firefox settings.
5. When you go to send your first email through Church360°, you'll be asked to choose which application you want to use to open the mailto link. Choose your email client, and check the "Always use this application to open mailto links." box.

Search Results

Applications

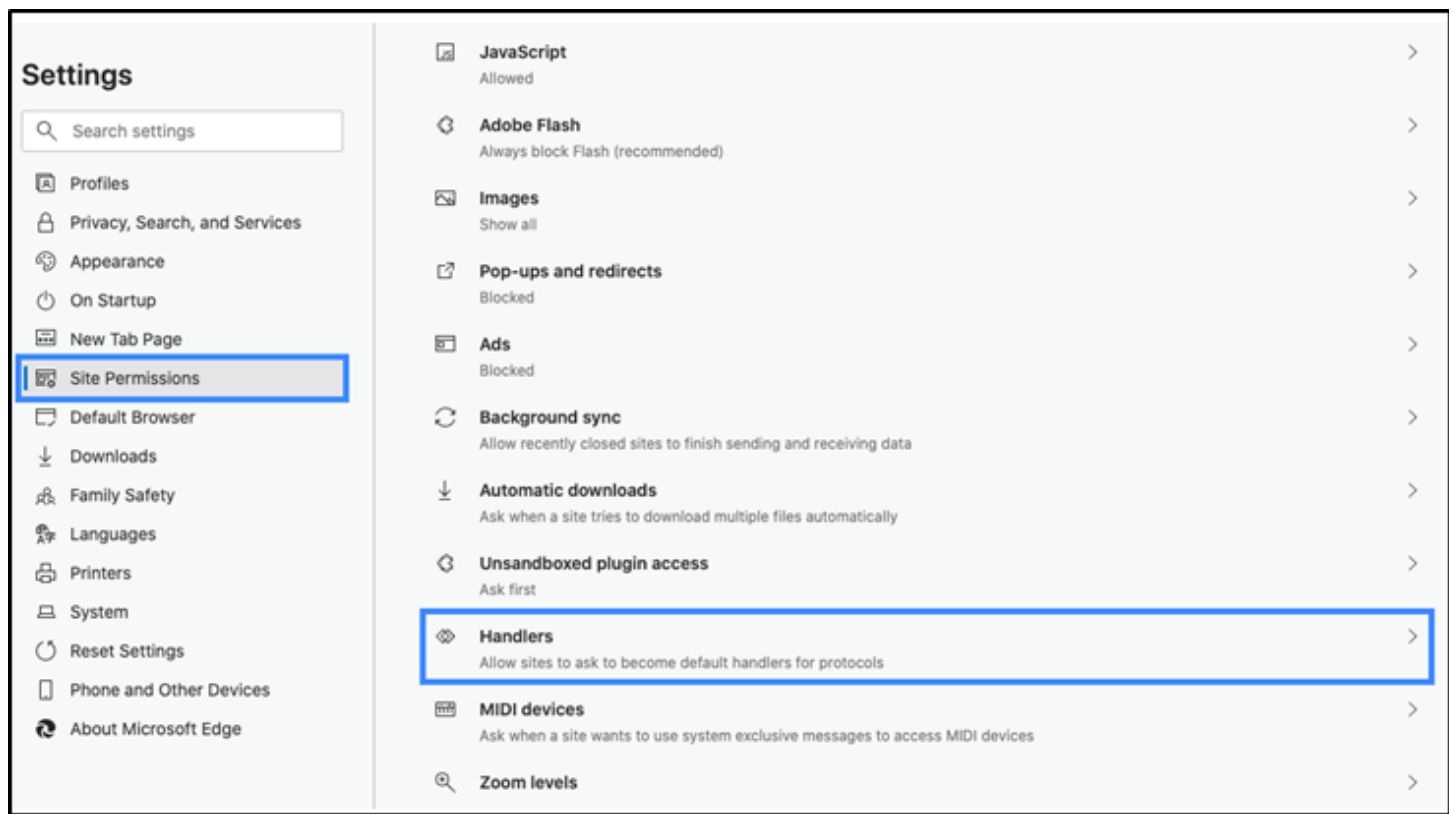
Choose how Firefox handles the files you download from the web or the applications you use while browsing.

Content Type	Action
 irc	 Always ask
 ircs	 Always ask mail
mailto	 Use Mail (default) 
 Portable Document Format (PDF)	 Open in Firefox



Microsoft Edge

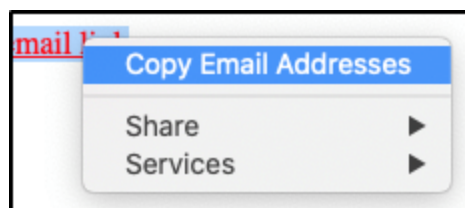
1. Click the three dots icon near the upper right corner of Microsoft Edge, then click Settings.
2. On the left, click Site Permissions, then click Handlers.
3. Make sure Allow sites to ask to become default handlers for protocols is toggled on.
4. Open your email client in Microsoft Edge.
5. In the address bar, click the double-diamond Service Handler icon.
6. When prompted to Allow [your email client's url] to open all email links?, select Allow, then click Done.



Safari

Though recent versions of Safari have removed the ability to set a default mail program. There is a workaround when you encounter an email link in Safari.

1. Right-click (or hold Control, then click) the email link.
2. Click Copy Email Address(es).
3. Open your email client in Safari.
4. Click Compose.
5. Click the To: field, then press Command+V on your keyboard to paste the email address(es) you copied. You can also right-click (or hold Control, then click), then click Paste.



Communication Statistics for Email Messages

After an email message has been sent out, users can review the message and its delivery statistics by going into the Communications view, finding the message in question under Sent Messages, and clicking on the arrow to the far right of the row under Actions.

Under Communication Statistics, the first row will show the message title and when the message was sent.

The next section houses the Audience summary, including any Smart Groups and tags used as well as the number of individuals selected for either inclusion or exclusion.

To the right of this section, you can see the message sent and the filename of any attachments added to the message.

The next row contains a summary of delivery statuses:

- **Sent** - The number here shows how many email addresses were selected for the email blast and sent.
- **In Process** - This shows if any messages are currently in progress. Once this number drops to zero, users will know that the blast has been completed.
- **Delivered** - This shows that the message was successfully sent to the person's inbox with no delivery failure messages.
- **Undelivered** - This indicates that the system was unable to deliver the message to the contact in question, usually due to the email address not existing or being incorrect.
- **Opens** - This shows when an email has been opened for viewing.
- **Clicks** - This shows when a link within the email has been clicked while in a person's inbox.

For more information on specific numbers, click "Display Event Log" to show each number's delivery status.

- **Delivered** - This status indicates that the system received a status of delivered, for the email that was sent.
- **Opened** - This shows when an email has been opened for viewing.
- **Failed** - This status shows that the email did not complete its delivery. Usually, this status is followed by more information as to why the delivery failed, like an invalid email address.

Communication Statistics

Messages

✉️ Reminder: Choir Practice Rescheduled

✓ Sent
March 13, 2023 11:00 AM

Sent By
The Big Church (rod.kyles@cph.org)

Audience
People in the group Choir plus an additional 1 person

Message

Don't forget, our practice was rescheduled for tonight. See you at 6!

Sent	In Process	Delivered	Undelivered	Opens	Clicks
2	0	2 (100%)	0 (0%)	0 (0%)	0 (0%)

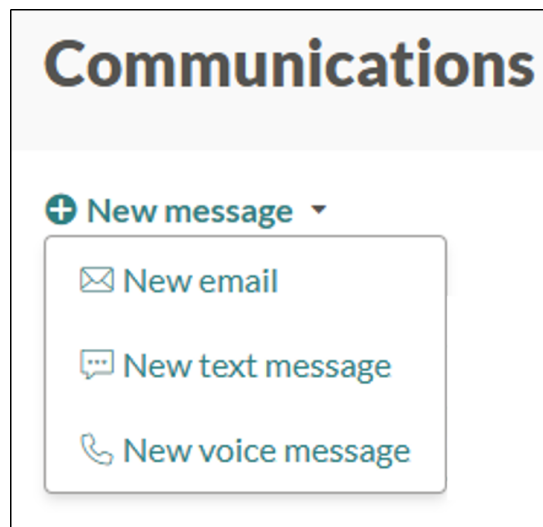
Filter by...			
Email Address	Contact	Last Status	Date of Last Status
rod.kyles@cph.org	Rod Kyles	Delivered	Mon, Mar 13, 2023 4:00 PM
kimberly.moon@cph.org	Kimberly Moon	Delivered	Mon, Mar 13, 2023 4:00 PM

Creating a Text Message

Once you've [had congregants sign up for texting](#) and [matched up contact information to their corresponding person records](#), you can create and format a text message and assign an audience all in one screen from the Communications.

To send a text in the Communications view,

1. Go to the Communications view and click the link to start a "New message".



2. In the drop-down menu, choose "New text message".
3. For your new message, choose a message type that best describes the purpose of your message. New message types can be created under [Communication Settings](#).
4. Type in your message title. This will be used in the Communications view to show statistics for your message.

New Message

Message type

Prayer Request

Title

Prayer Request - Susie Mannor

5. Under the Audience section, click to "Add filter" to choose which groups, individuals, and/or custom criteria to use to determine those you want to receive your message. Multiple lines can be added to include and exclude person records. The statistics below the menus will automatically update to show how many people are selected in total, as well as the number of selected records that have phone numbers on their records (that have been opted-in for texting) and those that do not.

For more information on choosing your audience, please visit our article [here](#).

6. After selecting the groups and persons for your Audience, click the "Review recipients" link to review the phone numbers used for each person. Click "Done" once your review is complete.

Note: If filters are added or edited after changes where made under "Review recipients", manual selections will be reverted according to Selection Priority. For this reason, it is recommended to add and choose inclusion and exclusion filters under Audience before reviewing and editing individual contact selections.

Audience

Include

group

 Opted In to Text Messages

 Add filter

7. In the next section of the screen, type or paste your message into the text editor. Text messages have a 160-character limit.

8. After composing your message, choose your desired action from the buttons at the bottom of the page.

- Cancel - This will cancel your message permanently and return you to the Communications view.

- Save Draft / Update Draft - This will save the message to the Communications view without sending it. You will be able to edit this message before scheduling and sending it at a later time.
- Schedule - This will allow you to set a date and time for your message to be sent to all chosen recipients.
- Send - This will send your message out immediately to all chosen recipients.

Cancel

 Save Draft

 Schedule

 Send

Once the text blast has been sent, you will be able to review the statistics from the Communications view.

Communication Statistics for Text Messages

After a text message has been sent out, users can review the message and its delivery statistics by going into the Communications view, finding the message in question under Sent Messages, and clicking on the arrow to the far right of the row under Actions.

Under Communication Statistics, the first row will show the message title and when the message was sent.

The next section houses the Audience summary, including any Smart Groups and tags used as well as the number of individuals selected for either inclusion or exclusion.

To the right of this section, you can see the message that was sent.

The next row contains a summary of delivery statuses:

- **Sent** - The number here shows how many phone numbers were selected for the text message and were sent by the system.
- **In Process** - This shows if any messages are currently in the process of being sent. Once this number drops to zero, users will know that the blast has been completed.
- **Delivered** - This shows that the message was successfully sent to the person's phone with no delivery failure messages.
- **Undelivered** - This indicates that the system sent an undeliverable message to the contact in question, usually due to the phone number not existing or being incorrectly formatted. If a phone number gets this status, it will be flagged as unavailable on the People view.

For more information on specific numbers, click "Display Event Log" to show each number's delivery status.

- **Delivered** - This status indicates that a person's phone registered the text message as delivered.
- **Failed** - This status shows that the text did not complete its delivery. Usually, this status is followed by more information as to why the delivery failed, like an invalid number.

Communications

Messages

text Draft

Message type

Band and Choir

Title

Choir Practice Tonight

Audience

Include

Choir

Select people

Exclude

Select groups

Select people

3

2

1

People in this audience

Numbers selected

People without a cell number selected

Review

Text Message

Don't forget, our practice was rescheduled for tonight. See you at 6!

70/160 characters

Cancel

Update Draft

Schedule

Send

9:49

LTE 77

< 33



69089 >

Text (17) for receiving text messages
from other (iPhone) messages.
Temporary status. Text & messages
from other (iPhone) messages will be
sent to the other (iPhone) messages.



Thank you for your response to
the text messages from your
(iPhone).

Thank you for your response to
the text messages from your
(iPhone).

Thank you for your response to
the text messages from your
(iPhone).

Today 9:49 AM

Thank you for your response to
the text messages from your
(iPhone).

Thank you for your response to
the text messages from your
(iPhone).

Today 9:49 AM

Don't forget, our practice was
rescheduled for tonight. See you at
6!

Subject

Text Message

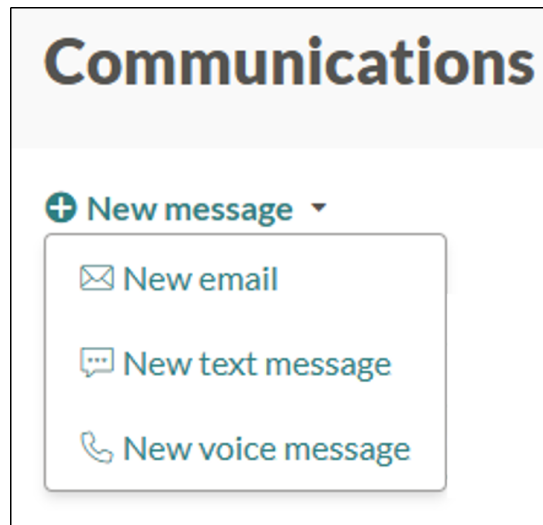


Creating a Voice Message

One of the main features of the Communications view is the ability to record a voice message and send it out to a list of chosen phone numbers.

To send a voice message in the Communications add-on,

1. Go to the Communications view and click the link to start a "New message".



2. In the drop-down menu, choose "New voice message". If you currently have the free version of Church360° Members with Communications, this will be your only option.
3. For your new message, choose a message type that best describes the purpose of your message. New message types can be created under [Communication Settings](#).
4. Type in your message title. This will be used on the main Communications view to show statistics for your message.

New Message

Message type

Announcement

Title

Closed due to inclement weather

5. Under the Audience section, click to "Add filter" to choose which groups, individuals, and/or custom group to use to determine those you want to receive your message. Multiple lines can be added to include and exclude person records. The statistics below the menus will automatically update to show how many people are selected in total, as well as the number of selected records that have phone numbers on their records and those that do not.

For more information on choosing your audience, please visit our article [here](#).

6. After selecting the groups and persons for your Audience, click the "Review recipients" link to review the phone numbers used for each person. Click "Done" once your review is complete.

Note: If filters are added or edited after changes where made under "Review recipients", manual selections will be reverted according to Selection Priority. For this reason, it is recommended to add and choose inclusion and exclusion filters under Audience before reviewing and editing individual contact selections.

Audience

Include

custom group

People...

who are Members Now

who do not have any Email Address At All

who have any Phone Number At All

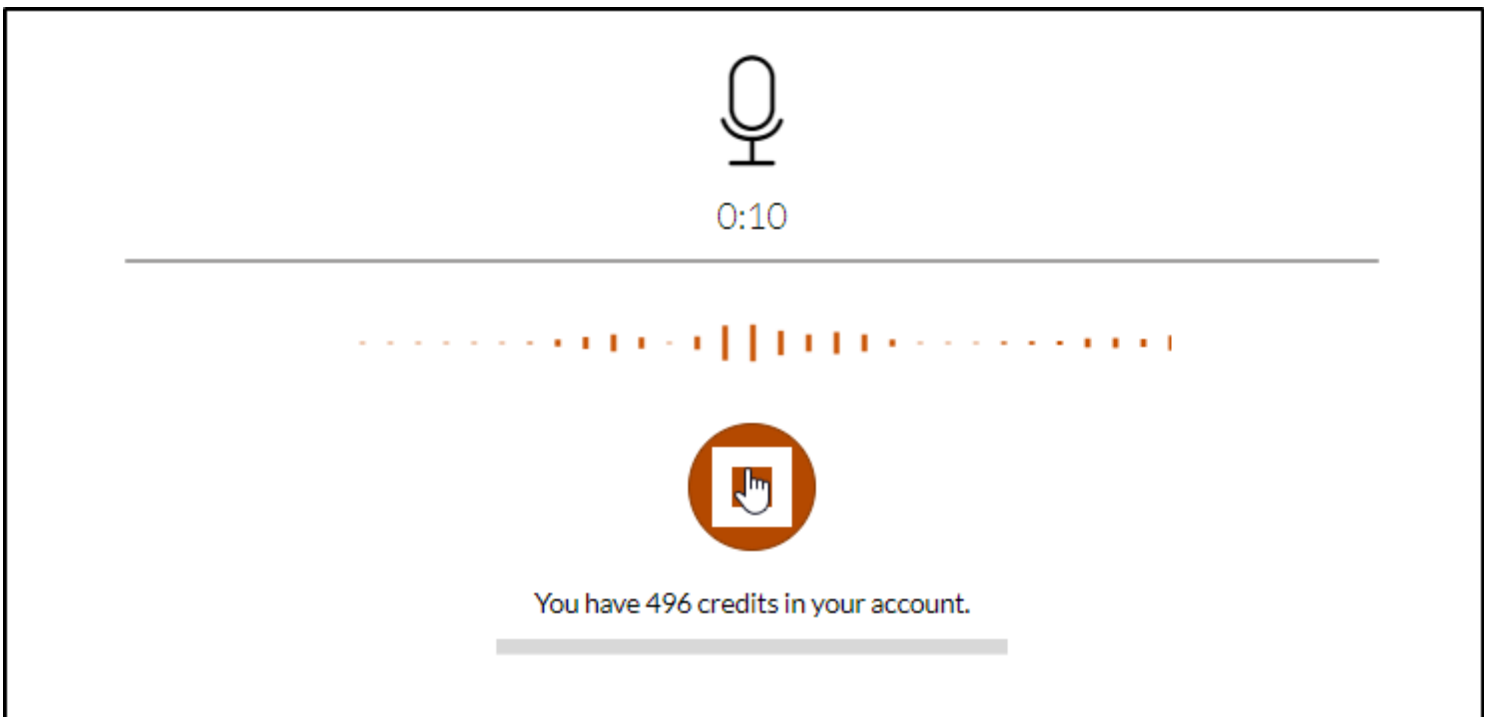
+ Add trait

+ Add filter

7. To the right, click the orange button to start recording your message using a microphone or headset attached to your computer. You'll want to keep your message concise with minimal pauses to ensure

your listeners will not hang up before they receive your full message. The maximum recording time is three minutes.

- To start recording, click the circular orange button.
- To stop recording, click the square orange button.
- To listen to the message, click the play button.
- To redo the message, click "Delete" and rerecord.
- To use the message, click "Save"



8. After finishing your message, choose your desired action from the buttons at the bottom of the page.

- Cancel - This will cancel your message permanently and return you to the Communications view.
- Save Draft / Update Draft - This will save the message to the Communications view without sending it. You will be able to edit this message before scheduling and sending it at a later time.
- Schedule - This will allow you to set a date and time for your message to be sent to all chosen recipients.
- Send - This will send your message out immediately to all chosen recipients.

DELETE



SAVED

Send me a test message

You have 496 credits in your account.
This message will use 181 credits.

Cancel

 Update Draft

 Schedule

 Send

Once the voice blast has been sent, you will be able to review the statistics from the Communications view.

Communication Statistics for Voice Messages

After a voice message has been sent out, users can review the message and its delivery statistics by going into the Communications view, finding the message in question under Sent Messages, and clicking on the arrow to the far right of the row under Actions.

Under Communication Statistics, the first row will show the message title and when the message was sent.

The next section houses the Audience summary, including any Smart Groups and tags used as well as the number of individuals selected for either inclusion or exclusion.

To the right of this section, you can click on the orange play button to play back the message that was delivered.

The next row contains a summary of delivery statuses:

- **Sent** - The number here shows how many numbers were selected for the voice messages that were sent out.
- **In Process** - This shows if any voice messages are in progress. Once this number drops to zero, users will know that the voice blast has been completed.
- **Human answers** - This means a phone was manually picked up and connected for at least five seconds.
- **Machine answers** - This means the message was picked up by an automatic voice messaging system, either an answering machine or a voice mail.
- **Busy/No Answer** - This indicates that the system picked up a busy signal or otherwise temporarily unavailable message from the contact in question.
- **Undelivered** - This indicates that the system was unable to deliver the message to the contact in question, usually due to the phone number not existing or being incorrectly formatted. If a phone number gets this status, it will be flagged as unavailable on the People view.
- **Hangups** - This status is when a message is picked up either automatically or manually and is hung upon after four seconds and before the end of the message.

For more information on specific numbers, click "Display Event Log" to show each number's delivery status.

- **Answered** - This status indicates that a person answered the call and stayed connected to hear the message.

- Voicemail - This status shows that a voicemail or answering service took the message.
- Failed - This status shows that the call did not complete and was not delivered. Usually, this status is followed by more information as to why the delivery failed, like an invalid number.
- No Answer - This means the system encountered either a busy signal or another temporarily unavailable message.
- Hang-up - This status indicates that someone answered the call but disconnected the call before the message was finished.

PeopleEventsAttendanceOfferingsReportsCommunications

Communication Statistics

Messages

Inclement weather 2/26

✓ Sent
February 24, 2023 5:00 PM

Audience
People in the group Members plus an additional 1 person
Excluding people in the group Delinquents

0:00 / 0:21

Sent
2

In Process
0

Human answers
1
(50%)

Machine answers
1
(50%)

Busy / No Answer
0
(0%)

Undelivered
0
(0%)

Hangups
0
(0%)

Filter by...

Phone	Contact	Last Status	Date of Last Status
+16185305621	Taylor Brown	Answered	Fri, Feb 24, 2023 11:00 PM
+13143572489	Rod Kyles	Voicemail	Fri, Feb 24, 2023 11:00 PM

Navigating Communication Settings

In this view, users can create templates, defaults, and message types for your Communication module.

Email

Settings related to emailing through the Communication view are found here.

- **Edit template for** - Under this section, users can use the drop-down menu to select the template for a message type to edit the contents of the template. In the text box below the menu, type additions or edits to the template.
- **Email Sending Name** - This section allows users to choose the name they would like associated with the emails sent from the Communications view. This will not include emails sent from the People view via client; those emails are sent by the default email account on the users' computer.
- **Email Sending Address** - Under this section, users can choose the email address they would like associated with the emails sent from the Communication view. This will not include emails sent from the People view via client; those emails are sent by the default email account on the users' computer.
- **Email Selection Priority** - This setting will help users quickly choose email addresses by type for each person to be used when a message is sent. If the type chosen as priority number one is unavailable for a chosen person record, the next available type will be selected. Users will always be able to review their email addresses and tweak priority settings while choosing the audience for their message.

Email

Edit template for

Email Sending Name

This is the name associated with the sending email address.

Email Sending Address

This is the email address associated with the sending email address.

Email Selection Priority

preferred 1

personal 2

work 5

home 3

household 4

This is the priority Church360 will use to determine which kind of email address to select for each recipient when sending an email. You can always double check the selections before sending the email.

Texting

Settings related to sending text messages through the Communication view are found here.

- **Personalized Opt-in Message** - Under this section, users can create a default personalized opt-in message to email to their congregation to sign up for text messages. This message can be sent out from the Texting view.
- **Edit template for** - Under this section, users can use the drop-down menu to select the template for a message type to edit the contents of the template. In the text box below the menu, type additions or edits to the template.
- **Phone Number Selection Priority** - This setting will help users quickly choose phone numbers by type for each opted-in person to be used when a message is sent. If the type chosen as priority number one is unavailable for a chosen person record, the next available type will be selected. Users will always be able to review their contacts and tweak priority settings while choosing the audience for their message.

Texting

Personalized Opt-In Message

Hey, please feel free to use this link to sign up for text messages from Christ Community Church!

Use this setting to add a customizable message to the body of the invitation email sent out to people for opting-in to receive text messages.

Edit template for

Phone Number Selection Priority

preferred1

cell2

work3

home4

household5

This is the priority Church360 will use to determine which kind of phone number to select for each recipient when sending a text message. You can always double check the selections before sending the text message.

Voice Messaging

- Credits - Here, users can see how many credits they have currently for the Communication module and how many credits are to be used soon for messages scheduled to be sent out in the future.
- Phone Number Selection Priority - Like text messaging, this setting will help users quickly choose phone numbers by type for each opted-in person to be used when a message is sent. If the type chosen as priority number one is unavailable for a chosen person record, the next available type will be selected. Users will always be able to review their contacts and tweak priority settings while choosing the audience for their message.

Voice Messaging

Credits

You have 496 credits remaining. An additional 0 will be used by currently-scheduled messages.

Phone Number Selection Priority

preferred1

cell2

work5

home3

household4

This is the priority Church360 will use to determine which kind of phone number to select for each recipient when sending a recorded voice message. You can always double check the selections before sending the recording.

Message Types

Message types are used to group different kinds of messages to help your congregation choose whether they'd like to opt-in or out of certain messages. By default, Announcement, Invitation, Prayer Request, and Reminder types are automatically available. However, you can also click on the "Add new" button to add a new message type. You'll want to keep these message types concise as congregational preferences show each of these as a message group that one can opt out of.

Message Types

Default Message Types

- Announcement
- Invitation
- Prayer Request
- Reminder

Custom Message Types

- Band and Choir
- [Add new](#)



Managing Communication Preferences

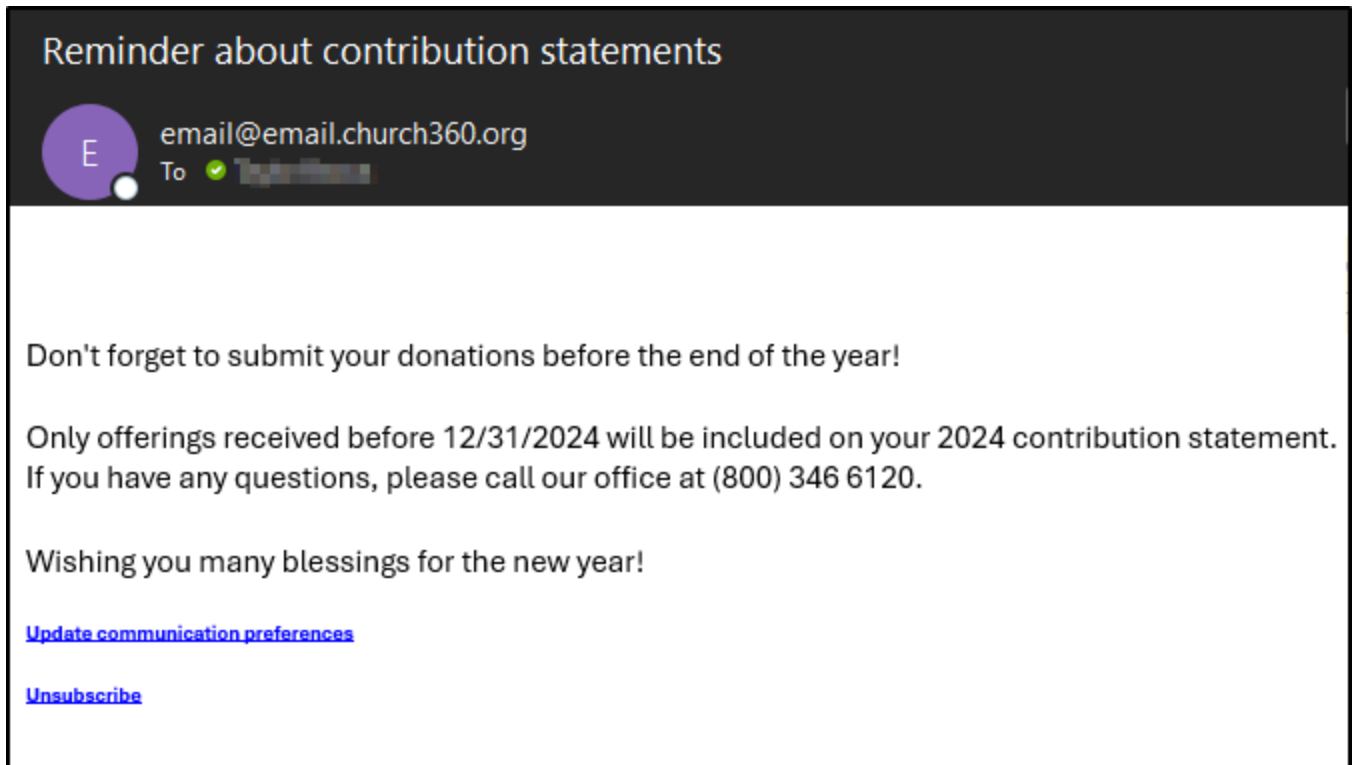
Throughout the process of sending out mass communications, there may be some members of a congregation that have preferences on how they'd like to be contacted.

There are two ways a person's contact preferences can be updated.

The first would be to use a link located at the bottom of all mass emails sent to addresses from the Church360° relay. The other would be for anyone with a person record (with an email address) on your Church360 site to visit your site's preference's page, enter in their email address and receive a link to access their preferences.

To manage Communication preferences from a Church360° email,

1. Under the message content, there should be two links relating to actions for the email relay. Click "Update communication preferences" to open communication preferences for the person record attached to the email address that received the message.

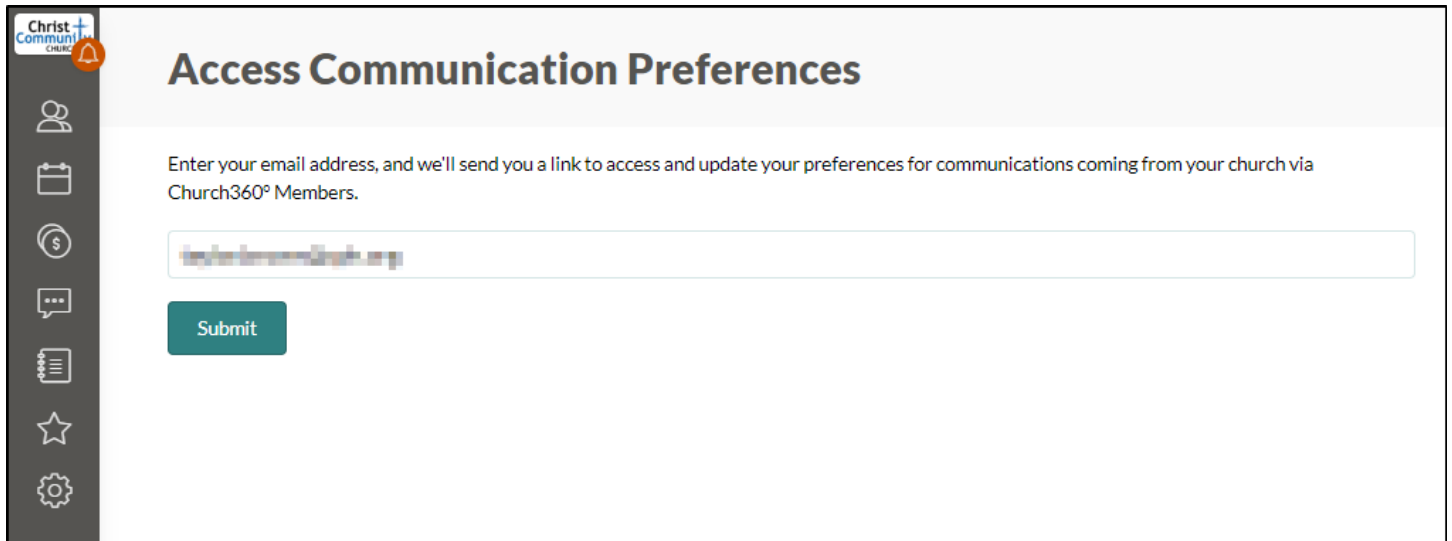


2. Select preferred contact information and message types as needed.
3. Click "Update Preferences" to save any changes.

Without an email from the relay, users can still update their preferences with some information from the site administrator.

To manage Communication preference from a church's Church360° url,

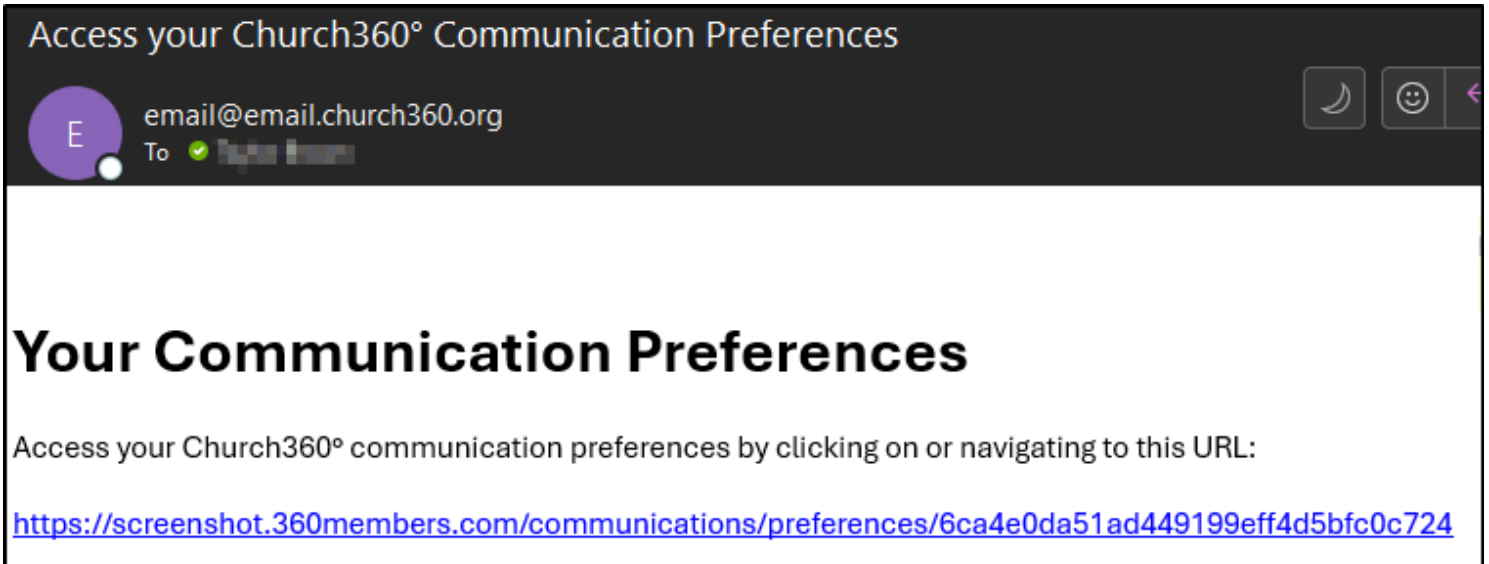
1. Go to a church's access page for Communication preferences.
 - The preference page is different for each Church360 Members site. Using the URL ([your subdomain] replaced with your site's unique identifier preceding "..church360.app") of your Church360 site, add "/communications/access-preferences" to the end to be taken to your site's specific preference page.
 - For example, if your Church360 Members site has the URL "christcommchurch.church360.app", then your preference page would be "christcommchurch.church360.app/communications/access-preferences".
 - If you need any assistance with finding your church's preferences page, please feel free to reach out to support by clicking on the "i" icon at the bottom right corner of the help center.
2. Once on the preferences page, enter in the email address attached to your person record.



- For a person to be able to edit their preferences, they will need to have a personal or work email attached to their record.
- If you receive a "Record not found" error, you will need to contact your site administrator to add your email to your record in order to update your preferences.
- If your email is valid and accurately attached to your person record, you will get a message stating that you will receive an email with a link to edit your preferences.

- It may take a few minutes before you see a message. If you still do not see your message after 10 minutes, please check your spam folder for an email titled, "Access your Church360° Communication Preferences".

3. Click the link provided in the email to open up preferences specific to your email.



4. On the Update Communication Preferences view, use the drop-down menus to choose your preferred contact information and check the boxes next to any message types you'd like to receive messages for.

- If you are unsure on what each message type entails, please contact your site administrator or staff member for more information on how your church office uses the Communications module.
- You cannot add additional contact information on this view. You will need to let your church office know if you need to edit or add contact information to your record.

5. Click "Update Preferences" to save your changes. If you need to edit your preferences in the future, you can request another link.

Setting up Texting

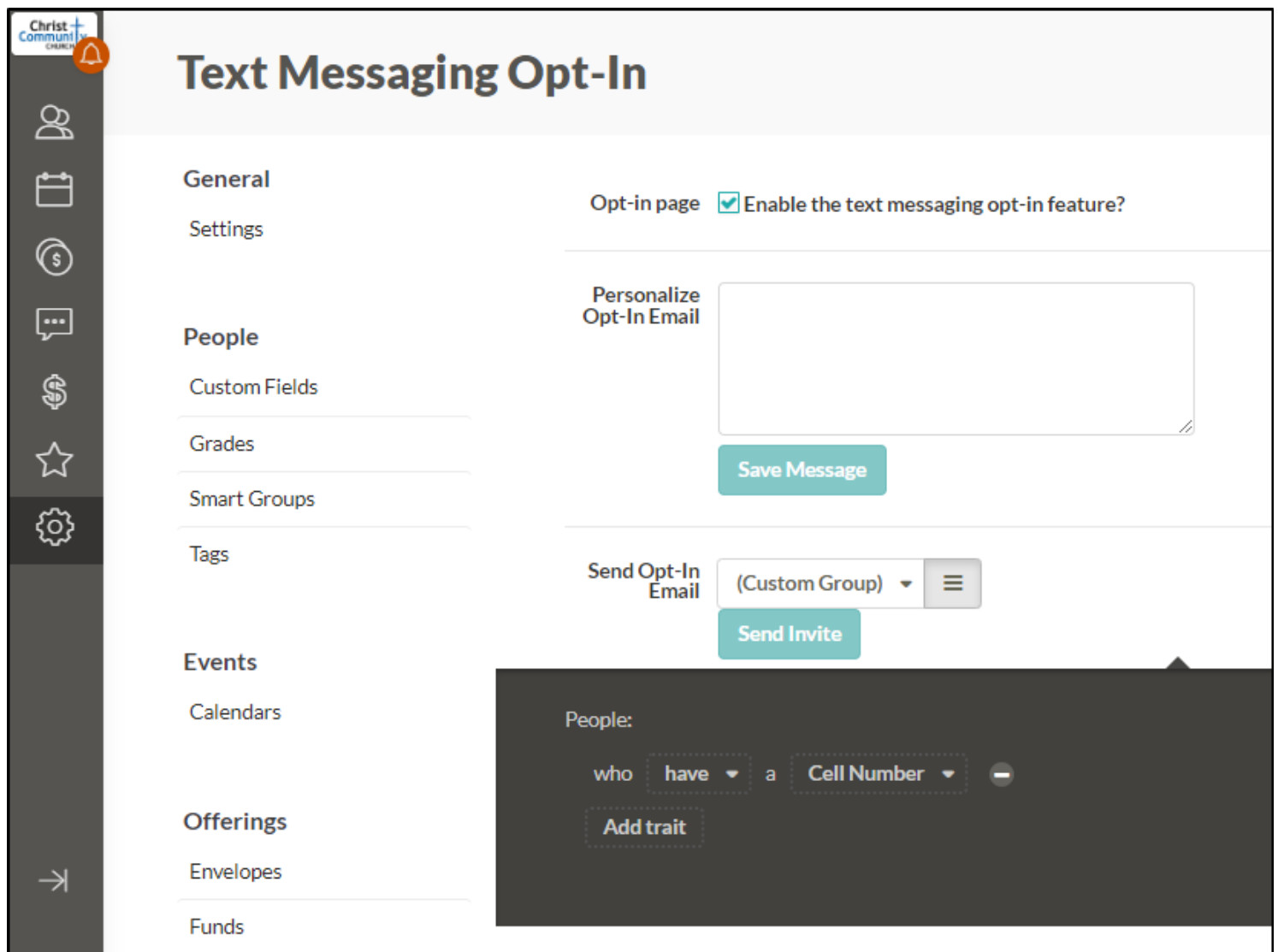
The Communication module allows text messages to be sent directly from the site to people in your congregation.

Due to spam filters and carrier requirements for texting, some additional setup is required in order to take advantage of this feature.

The first step would be to turn on the opt-in page and allow people to sign up for texting. It's recommended to let congregants know this email is coming to avoid users marking the message as spam.

To send out a sign-up email,

1. Click on the gear icon to open your Settings view.
2. On the navigation menu on the left, select "Text Messaging Opt-In" under the Communications section.
3. Check the box to "Enable the text messaging opt-in feature".
4. Type an optional personalized message to send to recipients in addition to the invitation text.
 - The personalized message has a 200 character limit.
 - Click "Save Message" to save this message for future invites.
5. Under "Send Opt-In Email", select a Smart Group or Tag you'd like to send the opt-in email to, and click "Send Invite".



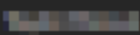
6. Review and mark all email addresses to receive the invitation and click "Send".

An email will be sent out to all email addresses inviting them to sign up for text messages from your church. Your name (the name attached to the login used to send the invitation email) and the church name will be included in the invitation message.

Sign up for text messages from Christ Community Church



automail@360members.com

To 



9:28 AM

Hello,

 from Christ Community Church has invited you to sign up for text* notifications about important church information. What does this mean?  doesn't want you to miss out on anything from Christ Community Church. They want to make sure they can send you quick text updates using their church software, Church360°, so you can get notified without having to check your email.

Now, in order to do this, you must confirm that you would like to opt-in to these text messages or else they cannot send you these important messages via text. If you'd like to opt-in to the program click here: [Sign me up](#) or use the button below.

[Sign me up](#)

Have a great day!

Christ Community Church

 (201) 200-XXXX

*Message and data rates may apply. Message frequency will vary. Please see [terms of service](#) and [privacy policy](#) for information on how Church360° may use your information.

Christ Community Church | 3558 S Jefferson Ave St. Louis, MO 63118

The second step to the opt-in process would be for users to go to the opt-in page and enter in their cell phone number. For security and spam-prevention purposes, texting opt-ins cannot be done in bulk.

When users click on the "Sign me up" link, they will be taken to your church's texting opt-in page ("[your-subdomain].church360.app/opt-in/texting") where they can enter in their cell phone number.

- If the number entered into the opt-in page is in the system under a person's record, the number will automatically be linked to that person's record.

The screenshot shows a web interface for a text messaging opt-in. At the top left, there is a logo with a green person icon and the text "CHURCH360: Members". To the right, a green banner contains the text: "Look for a text message soon to finalize your opt-in for Christ Community Church." The main content area is titled "Text Messaging Opt-In" and features the "Christ Community Church" logo and name. Below this, a light blue box contains the instruction: "Type your cell phone number to receive text messages from your church." Underneath is a text input field with a blurred placeholder number. To the right of the input field is a teal button labeled "Opt-In Now". At the bottom, a disclaimer states: "Message and data rates may apply. Message frequency will vary. Please see [terms of service](#) and [privacy policy](#) for information on how Church360® may use your information."

- If the number entered into the opt-in page is not in the system, the page will also request a name to be entered. There is an additional step to connect these numbers to their respective person records.



CHURCH360:

Members

We could not locate this cell number in your church's database. Please submit your name so that your church knows this cell phone number belongs to you.

Text Messaging Opt-In



Christ Community Church

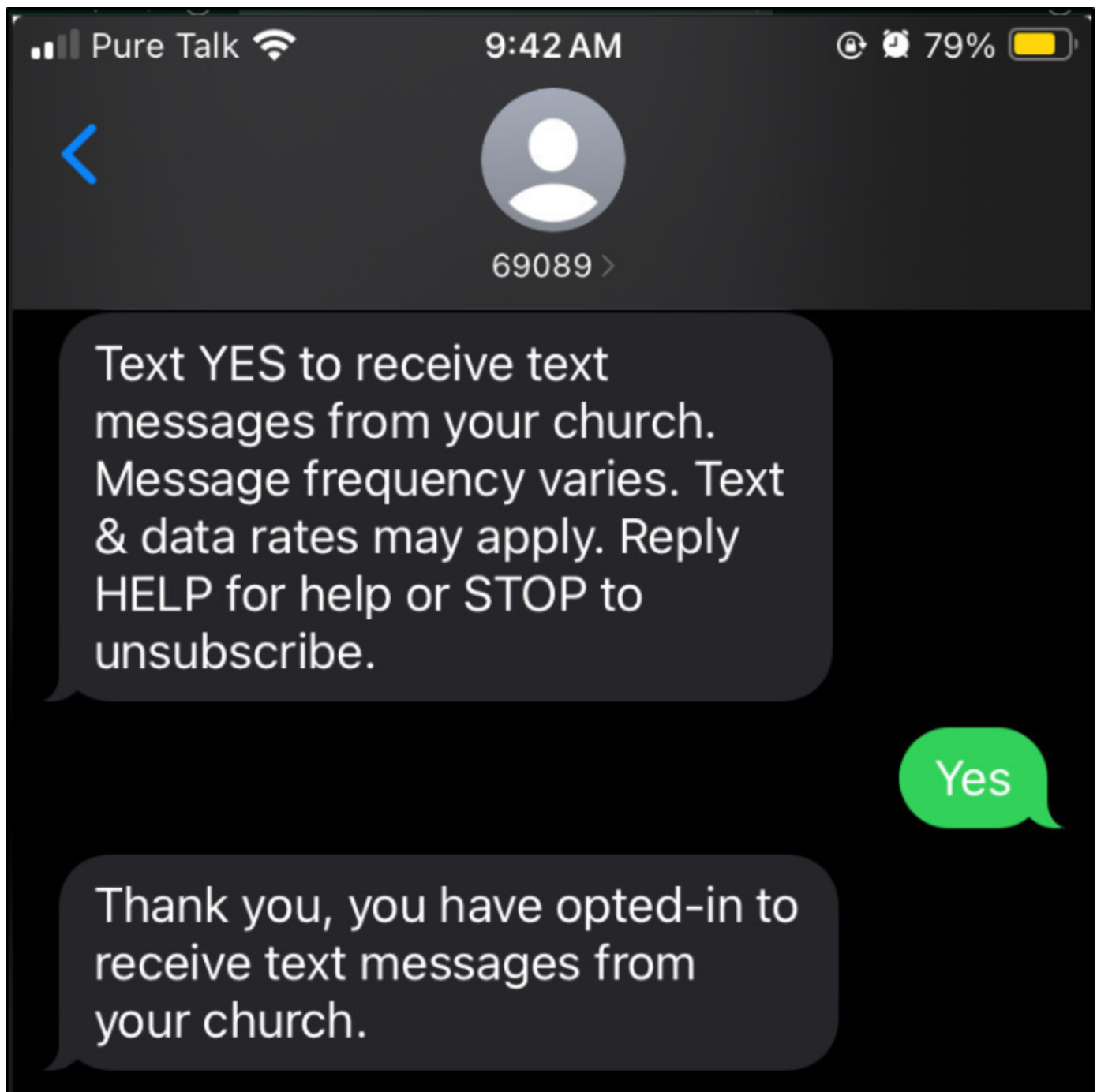
Type your cell phone number to receive text messages from your church.

Full Name

Opt-In Now

Message and data rates may apply. Message frequency will vary. Please see [terms of service](#) and [privacy policy](#) for information on how Church360[®] may use your information.

Once a number has been entered into the opt-in page, the number in question will receive a confirmation text from the texting relay. Users have to reply with "Yes" in order to be fully opted-in.



If a person has fully opted-in and their number is listed on their person record, they should now be ready to receive text messages.

If the person has fully opted-in but their number is not yet connected to their person record, there is one additional step for an administrator to match them up.

To match up an opted-in number to their respective person record,

1. Click on the gear icon to open your Settings view.

2. On the navigation menu on the left, select "Text Messaging Opt-In" under the Communications section.
3. Under the Send Opt-in Email section, click to "Match Phone Number Submissions".



4. On the Opt-in Submissions page, click on any row that doesn't have a record selected in the "Members Contact" column and use the drop-down menu to select (or create) a person record to attach the phone number to.
5. Click "Link" to confirm the link.

Opt-in Submissions

These numbers have been submitted via the Text Messaging Opt-in page or previously belonged to a person who was deleted or removed this phone number from their profile. Please select a person under Members Contact to link the phone number to a person.

Name	Number	Members Contact
DAVE ABBOTT	[REDACTED]	Select a Person New Person: Dave Abbott Jacob Abbott Lacey Abbott Sue Abbott David Alexander Jeffrey Alexander

Link X

Now your opted-in numbers are ready to receive text messages! For more information on creating and sending text messages, please visit our article [here](#).

Matching Phone Number Submissions

If a person has fully opted-in and their number is listed on their person record, they should now be ready to receive text messages.

If the person has fully opted-in with a number not yet connected to their person record, there is one additional step for an administrator to match them up.

To match up an opted-in number to their respective person record,

1. Click on the gear icon to open your Settings view.
2. On the navigation menu on the left, select “Text Messaging Opt-In” under the Communications section.
3. Under the Send Opt-in Email section, click to "Match Phone Number Submissions".



4. On the Opt-in Submissions page, click on any row that doesn't have a record selected in the "Members Contact" column and use the drop-down menu to select (or create) a person record to attach the phone number to.
5. Click "Link" to confirm the link.

Opt-in Submissions

These numbers have been submitted via the Text Messaging Opt-in page or previously belonged to a person who was deleted or removed this phone number from their profile. Please select a person under Members Contact to link the phone number to a person.

Name

Number

Members Contact

DAVE ABBOTT

[REDACTED]

Select a Person

Link

X

New Person:

Dave Abbott

Jacob Abbott

Lacey Abbott

Sue Abbott

David Alexander

Jeffrey Alexander

Unsubscribing from Texting

A member of your congregation may choose to unsubscribe from texts sent out from the Communication. If they would like to do this, they'll need to open a text message they received from the relay on their phone and send "STOP" as a reply to the message. This will unsubscribe this person from texts from Church360.