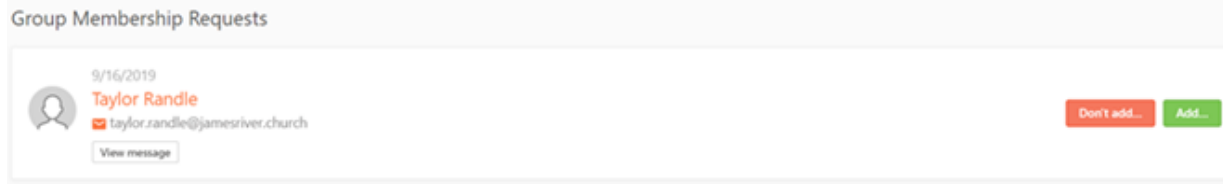


Planning Center Groups FAQ

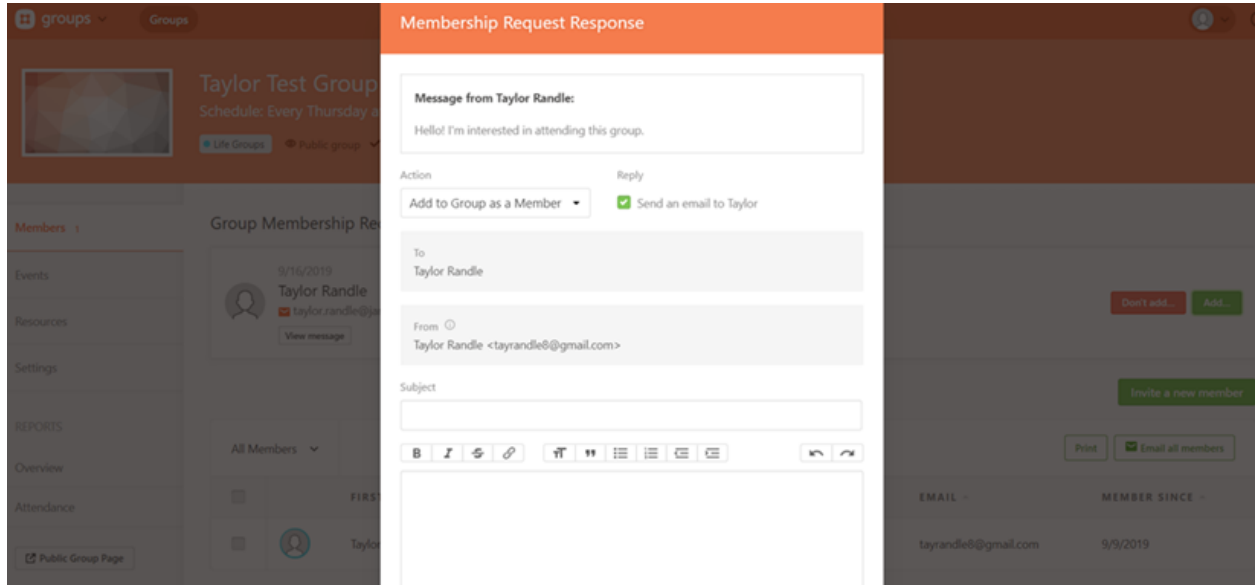
How do I respond to Prospects interested in my Life Group?

There are two different ways to show interest in groups, so there are two ways to contact a prospect (if they have not supplied their phone number):

- **Using the “Contact” button:** If someone sends a message with the “Contact” button, it’ll come as an email directly to your inbox. You can respond directly to that message and it will email the prospect.
- **“Join this group” button:** If someone reaches out using the “Join this group” button, you’ll have to click “Accept” to respond to them. Even if in the end they don’t end up attending our group permanently, to respond to them in that case you’ll have to accept their request to join. And that’s okay!
 - This is what it looks like when a person shows interested in this way.

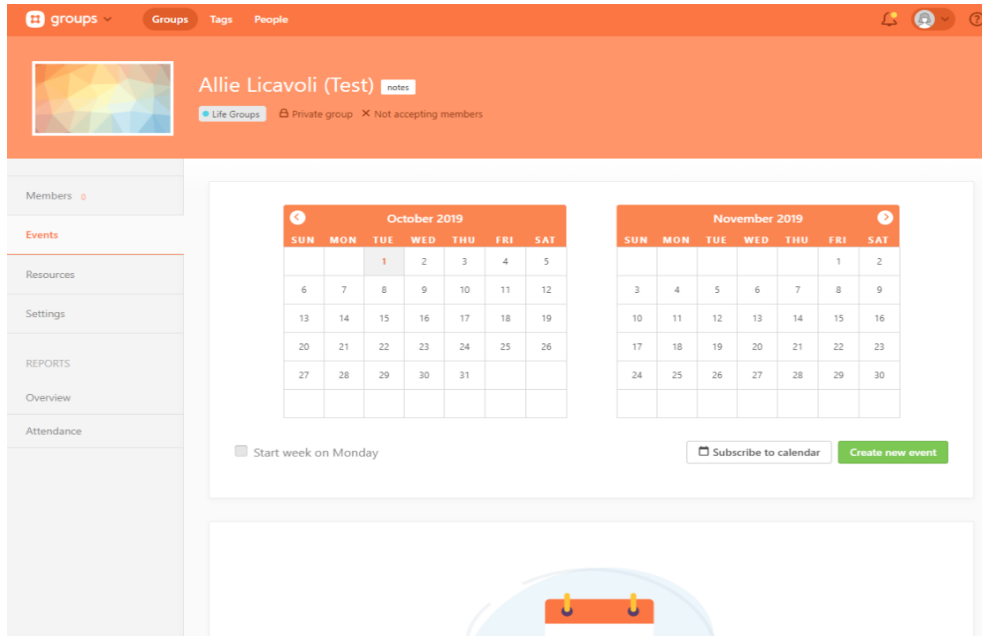


- This is what you see when you Accept. You can send a message to the prospect interested in your group here!



How to create Events

To create events in Planning Center Groups, click on the “Events” tab. In the “Events” tab, your page will look like this. To create an event, click on “Create New Event.”



After you click on “Create New Event” a page will appear like this. You can set up reoccurring events or fun one-time events! Creating events is necessary for taking attendance and very helpful for your group members so they are able to keep up with the group schedule. When you are finished, click “Create Event.” Remember to create an event for each time your Life Group meets!

Members

Events > New Event

Event Details

Event Name:

Date: 10/1/2019 Start time: 9:00 am End time: 11:00 am

This is a multi-day event

Repeat: Never

Location: (no location)

Description:

Event Reminders

Send reminder emails

3 days before

Create event

How to take Attendance

To take attendance, your group's event schedule needs to be up to date. Once you have a correct schedule, you'll be able to take attendance for those specific dates. When taking attendance, you're also able to add new members to the group or visitors to that particular meeting time!

The screenshot shows the interface for the "Taylor Test Group". The header includes the group name, schedule ("Every Wednesday at 8:30am"), and status ("Life Groups", "Private group", "Not accepting members"). A sidebar on the left contains navigation options: Members, Events, Resources, Settings, REPORTS, Overview, and Attendance. The main content area features two calendar views for September and October 2019. Below the calendars is a table of events:

DATE & TIME	EVENT	STATUS	RSVP
9/18/2019 8:30 am - 11:00 am	Life Group Meeting	Report Attendance	Request now
9/25/2019 8:30 am - 11:00 am	Life Group Meeting	Has not started yet	Request now
10/2/2019 8:30 am - 11:00 am	Life Group Meeting	Has not started yet	Request now

This is what it looks like when you click "Report Attendance." It will list all your current group members. You can add new members to your group from here or add visitors to certain group meeting times! You will receive an email reminder to take attendance on the same day your group is scheduled to meet.

Events > Life Group Meeting > Attendance Report

The screenshot shows the "Attendance Report" page for a "Life Group Meeting" on September 18th at 8:30am. The page includes options to "Edit date/time" and "Cancel event". A table lists the current members:

	FIRST NAME	LAST NAME	ROLE
<input type="checkbox"/>	Taylor	Randle	leader

Below the table are search fields for "New Member:" and "New Visitor:", both with the placeholder text "name, email, or phone number". At the bottom, a summary shows "0 Members" and "0 Visitors", with a prominent green "Submit Attendance Report" button.

Can I take attendance on my Planning Center Online App?

Unfortunately, no. If you are a Dream Teamer, you will be familiar with Planning Center Services so you may have the App on your phone. This app is NOT the same as Planning Center Groups and you cannot access your group or take attendance on it. There is not an app for Planning Center Groups. To take attendance or make edits, you will need to use the web browser on your phone, tablet, or computer.