

Questions You Might Ask

Ref #	Topic	Questions You Might Ask (QYMA)
1	A1. Profile - Address visibility	Can I hide some personal information such as address in the directory? Ans. Yes. In your profile, click on the three horizontal dots to the right of your name and photo (if you have a photo). This opens "Profile Visibility" where you can choose what information to hide or make visible in the directory.
2	A2. Profile - Birthday visibility	Can others view my birthday? Ans. No, <u>others cannot view your birthday</u> . Only you can see your birthday in your profile but others cannot. Deleting it is optional but not necessary since others can't see it. The birthday has been hidden for everyone.
3	A3. Login - Username	What is my username? Ans. The standard user name is your formal first name (i.e., Michael vs Mike) followed by a dot (.) and then your last name. However, if a middle initial/second name, suffix, or an extra space is included in the first or last name fields in the profile, then the username will include those extra characters and spaces. Make note of the username provided in the email after clicking on "Forgot Password?" There is a dot (.) between your first name and last name fields. You can change your username but it isn't advised.
4	A4. Directory	Why aren't we printing a directory like we did before? Ans. The last printed directory was in 2020. Not many participated in the directory, making it incomplete and less useful. It became outdated quickly. New members and friends were obviously not included. The online directory will be updated as new members and friends attend St. Andrew's and will reflect contact and profile changes when they occur. This directory is at no additional cost to St. Andrew's since it is included in the software St. Andrew's already uses for church management. The directory and church calendar can be accessed on-the-go via a cell phone or on a computer.
5	App - App Store	What App do I download for ShelbyNext? Ans. Download the ShelbyNext Membership App, not the Check-in or Giving App.
6	App - Check-in	How do I use the "Check-in" on Sunday feature using the App on my phone? Ans. On the first screen, touch "Check-in". Next screen choose an individual to check-in. Touch "Check-in" at bottom of screen. Next screen touch "Directory" under Groups. Touch "Done" at the bottom of the screen.
7	App - inserting Domain Name	How do I enter the St. Andrew's domain name when using the App for the first time? Ans. When using the App for the first time, <u>replace only</u> the word "domain", with the St. Andrew's domain name which is: sapctucson
8	Contacts - Add to your contacts	Can I add someone in the directory to my Contacts on my phone? Ans. Yes, however, permissions on your phone have to allow it. Select a person, click on "Add (name) to Contacts". Basic guidance is to be cautious if you are unsure about the permissions or options you are asked about.
9	Directory - Access	Who can ask for access to the church directory? Ans. Only members and designated friends of St. Andrew's will be allowed access. Friends are designated by St. Andrew's who are active at church but have not yet formally joined as a member.

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10	Directory - Finding someone	How do I find someone in the directory? Ans. If you know the first and or last name, enter that in the search window at the top of the page and all who match your search criteria will appear.
11	Groups	Are we going to use Groups in ShelbyNext directory? Ans. Groups is an advanced feature of ShelbyNext. We will likely use Groups in the future but not initially.
12	Help - Questions or difficulty	Who can I contact if I have questions or difficulty using the ShelbyNext directory? Ans. For now, contact a member of the Directory Team: Don Spiece, dspiece@gmail.com ; Claudia Harbers, claudia.tucson@gmail.com ; Ed George, ebg@aol.com ; Amy Barbarino, abarbarino@icloud.com ; Jim Barbarino, jbarbarino@icloud.com ; Church Office, 520-297-7201
13	Login - email	What if I don't receive a login instruction email? Ans. First check your spam folder for the email and then contact the church office or a member of the Directory Team.
14	Mobile/API Session message	Mobile/API is an optional security feature that may appear in your profile. If you get asked to delete a Mobile/API session, it is optional. You don't need to do anything. If you do delete a Mobile/API session it will force you to re-login.
15	Password - Edit/Account - Resetting Password page	When editing, in the Account section used to change the password, do I check "Reset Password and Mail User Account Details" and what does it mean? Ans. <u>No, don't check the box</u> . This is a way to send an email to yourself to reset your password again. This is not necessary unless you want another email sent with your username and temporary password.
16	Password - changing	Do I check the box "Reset Password and Mail User Account Details" at the bottom of the screen when changing my password? Ans. No, disregard the check box at the bottom of the page, it is not used unless you want to reset your password again.
17	Password - changing with App	How do I change my password with the App? Ans. Apple App: scroll to the bottom of the page. Tap on "Change Password" and follow instructions. Android App: tap on "My Profile" or your name at the bottom of the home screen. Tap on the three horizontal dots on the bottom right of the page. Enter new password and tap OK.
18	Password - criteria	What is the criteria for passwords? Ans. Passwords must be between 5 and 30 characters and contain at least one digit. Special characters are optional. Either upper or lower-case letters, or a combination of the two, are allowed. However, the password is case-sensitive.
19	Profile - editing with App	How do I edit my profile with the App? Ans. Apple App: scroll to the bottom of the page, click Edit to edit any information. Android App: tap on "My Profile" or your name at the bottom of the home screen. Tap on the three horizontal dots on the bottom right of the page. When finished, tap the check mark at the top right of the screen to save.

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20	Profile - Photo cropping - using App	Can I crop my photo using the App? Ans. No, your photo can only be cropped in the web-version of ShelbyNext. Normally this is with your laptop/desktop, however it is also possible to login on your phone to the web-based version without using the App.
21	Profile - Photo uploading	Does it matter what size photo I upload? Ans. Photo size and properties do matter. The file must be smaller than 5mb and either a PNG or JPG/JPEG file. ShelbyNext will let you crop photo before saving. The profile photo shown is only a small portion of the photo. When you click on the photo, the complete photo is shown. When uploading photos, you may need to experiment with your photo to choose a photo that works best with ShelbyNext. Note that It takes some time for ShelbyNext to show the photo once uploaded. It is possible, photo will be blurry at first but then be clear up while it is in the process of uploading.
22	Profile - Primary designation	What does "Primary" designation mean for an individual? Ans. For a family, one member is designated as "Primary". This person can edit the profiles of everyone in the family. Others in the family can only edit their own profiles.
23	Profile - Protection of Personal information	Does St. Andrew's have a Church Directory Privacy Policy for the protection of personal information? Yes. A copy was provided with the intial login message and is on the St. Andrew's webpage under ABOUT, CHURCH DIRECTORY.
24	Profile - Sharing an email address	Can I have an individual username and password if I share an email address with my spouse? Ans. No, if you share an email address with your spouse you will need to share a username and password to login into ShelbyNext. One of you is designated as the "primary" in ShelbyNext. That person's username and password will be shared. If you would like an individual username and password, provide the office or Directory Team a separate email address.
25	Profile - Edit/Account - Resetting Password page	When editing, in the Account section used to change the password, what does "Mobile/API Sessions" mean and should I delete them? Ans. This is a log of using the Mobile App to login. Deleting the log is optional but not necessary.
26	Schedules	What are Schedules and are we using them? Ans. Schedules is an advanced feature of ShelbyNext. Currently we don't have plans to use it.

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27	Username - changing	Can I change my username, can it be my email address? Ans. Yes, you can change your username and it can be your email address. However, once you are logged in, as long as you don't log out, you don't need your username and password again. Best to leave it as it is. However, here are the steps to change it: #1 In your profile, click on your initials in the circle at the top right of the screen. #2 At the menu at the top, click on Account. #3 Change your username. #4 Type in your existing password or change your password. #5 Confirm password by re-typing your password. # 6 Click Save at bottom right of screen.