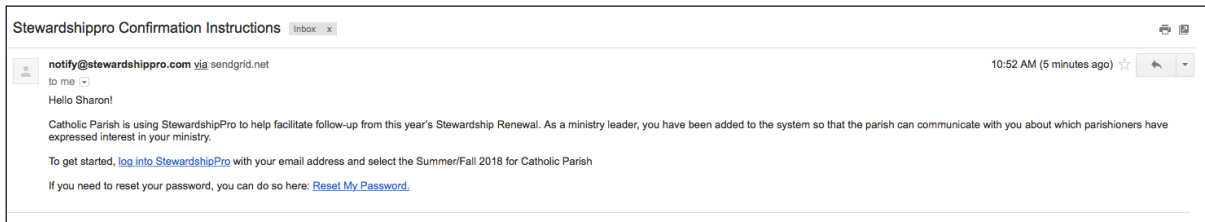


# StewardshipPro: Frequently Asked Questions

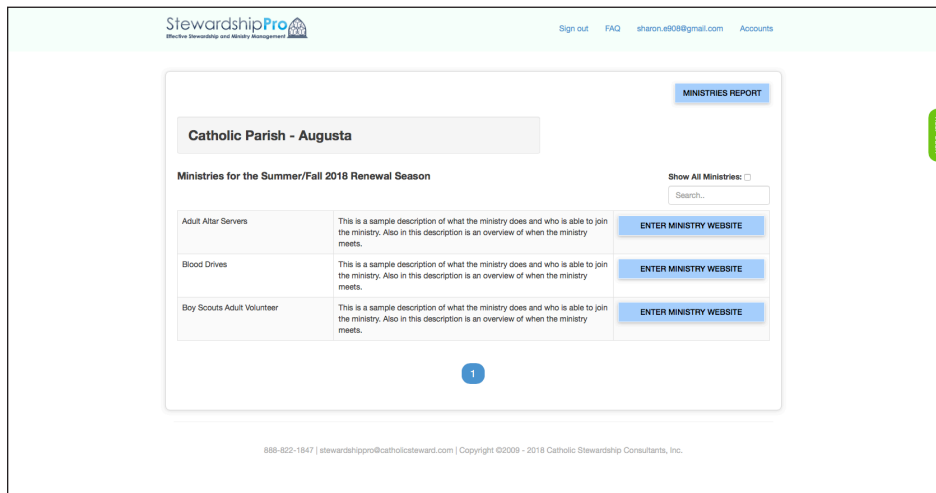
## Q. How do I get started on StewardshipPro?

**A.** Each ministry leader will have received an email invitation from StewardshipPro sometime after Commitment Weekend. Click on the blue “log into StewardshipPro” link located in the email to access a page where you can create your own unique password (at least 8 characters long) and gain access to StewardshipPro. If you cannot find the invitation email in your inbox, check your spam/junk folder. If you cannot find the invitation email in any of your email folders, request a new invitation email be sent using the green “Help” tab on the right side of the StewardshipPro screen (www.stewardshippro.com). If you still don’t receive an invitation please email [stewardshippro@catholicsteward.com](mailto:stewardshippro@catholicsteward.com).



## Q. How do I access my ministries?

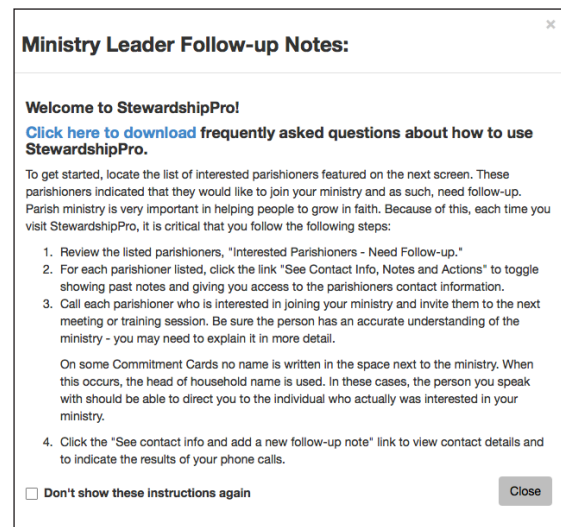
**A.** When you log on to StewardshipPro, you’ll be directed to a homepage that lists the ministry/ ministries you are the leader of. To access the page for each ministry, click the blue “Enter Ministry Website” button to the right of the ministry name. If this is not the first renewal, you will need to select the current year first.



# StewardshipPro: Frequently Asked Questions (cont.)

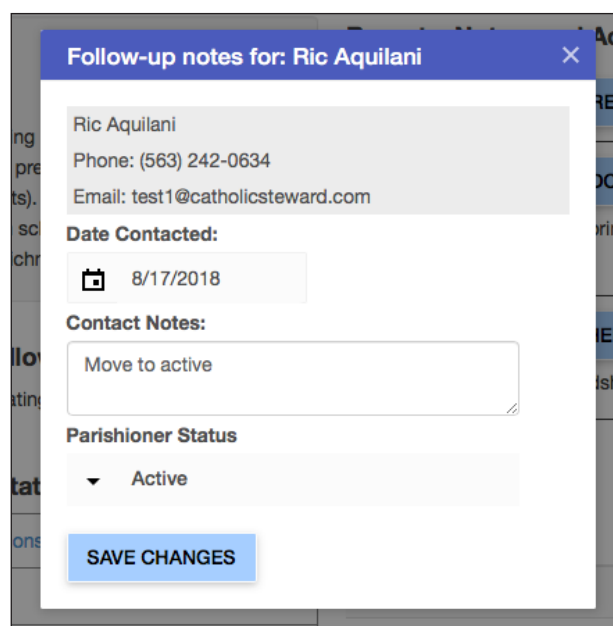
## Q. What do I do when I'm inside a ministry's page?

**A.** Once inside a ministry's page, you will be shown a "Follow-up Notes" screen that gives detailed instructions on how to conduct follow-up for the Stewardship Renewal. Be sure to thoroughly review the follow-up notes before proceeding to the actual ministry page and beginning follow-up. Once you have reviewed the follow-up notes, click "Close" at the bottom of the notes screen or the "X" at the top right corner to proceed to your ministry's page. This notes screen will pop up each time you attempt to access your ministry's page. Click "Don't show these instructions again" at the bottom left corner of the screen to disable the notes screen. However, it is recommended that you only disable the notes screen once you have begun completing follow-up and understand the process well.



## Q. Someone signed up as "Interested." What do I do?

**A.** This individual has indicated that they would like to join your ministry and as such, needs follow-up. First, contact the individual and invite them to the next meeting or training session. Be sure the person has an accurate understanding of the ministry. If the person is interested and wants to join, document your conversation in the "Notes" section after clicking on "See Contact Info, Notes & Actions" next to their name, type in a note indicating that they are joining your ministry, and then click "Active" to move them to the "Active" list. Make sure to hit the "save changes" button once you are finished.



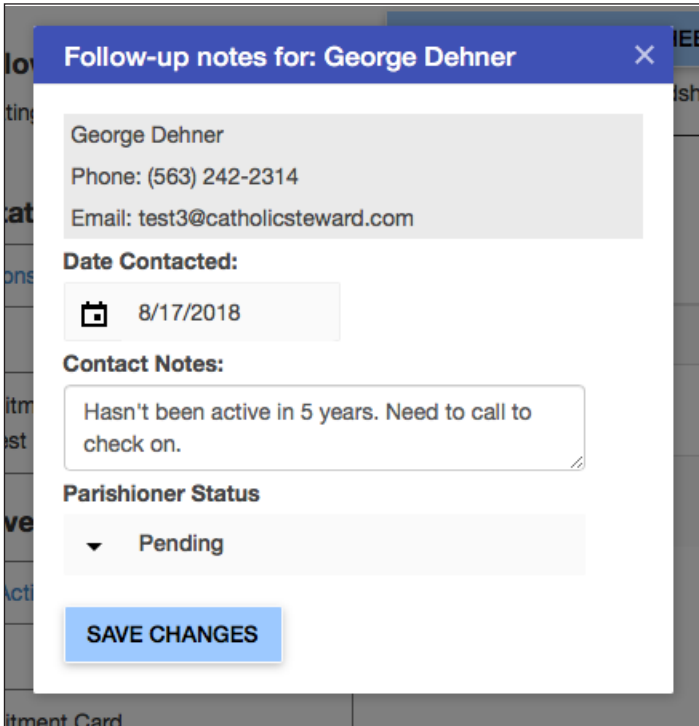
## StewardshipPro: Frequently Asked Questions (cont.)

**Q. I've contacted the "Interested" parishioner and they stated they did not sign up for your ministry.**

**A.** On some Commitment Cards no name is written in the space next to the ministry. When this occurs, the head of household name is used. In these cases, the person you speak with should be able to direct you to the individual who actually was interested in your ministry.

**Q. Someone not in my ministry signed up as "Active." What do I do?**

**A.** First, contact the individual to make sure he or she did not accidentally choose "Currently Involved" on the commitment card, instead of "Interested in Joining." If the person is interested and wants to join, document your conversation in the "Notes" section after clicking on "See Contact Info, Notes & Actions" next to their name. If the person does not want to be a member of your ministry, click the "See Contact Info, Notes & Actions" link next to their name, type in a note indicating that you will be removing them from the roster, and then click "Remove - Not Interested." Make sure to hit the "save changes" button once you are finished.



The screenshot shows a web form titled "Follow-up notes for: George Dehner" with a close button (X) in the top right corner. The form contains the following fields and sections:

- George Dehner** (Name)
- Phone: (563) 242-2314
- Email: test3@catholicsteward.com
- Date Contacted:** 8/17/2018 (with a calendar icon)
- Contact Notes:** Hasn't been active in 5 years. Need to call to check on.
- Parishioner Status:** Pending (with a dropdown arrow)
- SAVE CHANGES** (button)

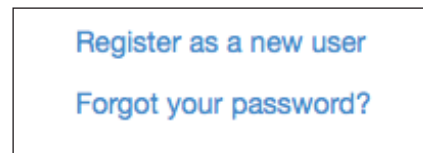
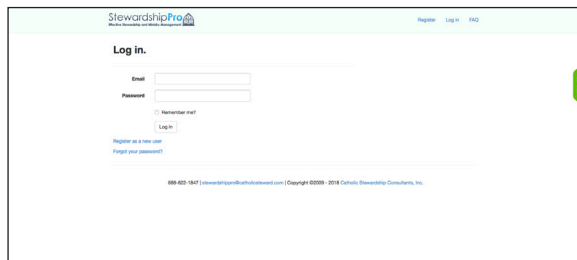
**Q. I've completed my follow-up. Why do I continue to receive emails about new "interested parishioners"?**

**A.** Commitment cards will be entered into StewardshipPro each week for 6-8 weeks after Commitment Sunday. Even if you complete follow-up, new interested parishioners may want to join your ministry. Also, the parish may use StewardshipPro year round, and as new families join the parish and express interest in joining a ministry, ministry leaders will receive email notification from StewardshipPro.

# StewardshipPro: Frequently Asked Questions (cont.)

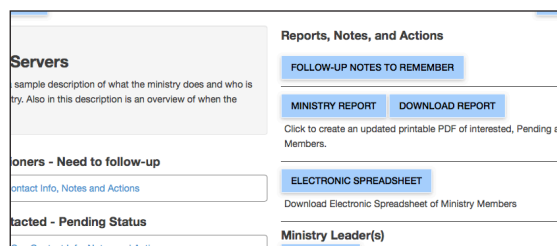
## Q. I can't remember my user ID or password. What do I do?

**A.** If you've forgotten your password, first click "Forgot Password" in blue, right below the "Sign In" button. You'll receive instructions for how to reset your password. If you cannot remember your Email or password, click the green "Help" tab on the right side of the screen. You'll be able to email a Catholic Stewardship Consultants representative who will help you reset your Email and password.



## Q. How can I access a printout of all those interested in joining my ministry?

**A.** Once inside your ministry's page, on the right side of the screen, under the heading "Reports, Notes, and Actions," click on "Ministry Report." A PDF of the current list of interested and active parishioners will pop up for you to print. Please note that recording notes on a print out will not simultaneously update StewardshipPro. StewardshipPro must be updated for the parish to see that you have finished follow-up.



Adult Altar Servers, Sharon Example, Ministry Leader				
Household Information	Interested Name	Contacted on Date	Couldn't Contact (After 3 attempts)	Comments and Notes (Example: Contacted and invited, Left message, will call again on... etc.)
Bob Williams 4325 Washington Rd. Evans, GA 30800 (123) 456-7890 family@stewardshippro.com bwilliams@stewardshippro.com	Bob			