

# How to Use Planning Center Services

## Volunteer Scheduling System

Queensway Baptist Church is launching a new online scheduling system called Planning Center Services for ministry schedules starting **January 2019**.

### Key Benefits

Provide *strength* and *stability* to the ministries of the good news of *Jesus Christ* through:



Receiving volunteer schedules and reminders through an app, email, and text.



Enabling volunteers to confirm their volunteer slot, thereby avoiding no-shows.



Communicating block out dates and contact information changes more efficiently.

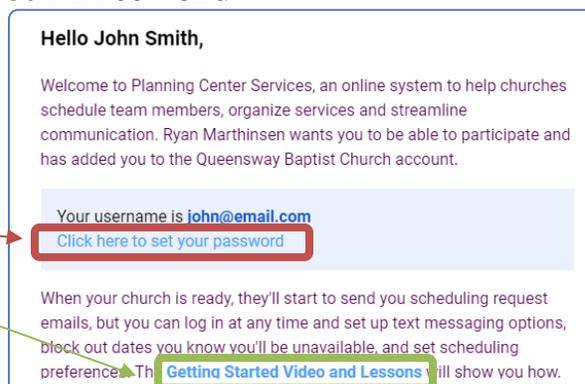
### Step 1: Receive the Welcome Email & Set a Password

You will receive an email that looks like this. →  
It will have the subject header:

*“Welcome to Planning Center Services”*

Click the link to **set a password** so you can begin using the app or the website. →

The email will also contain a link to the **Getting Started Video** which we recommend watching. →



### Step 2: Download the App or Bookmark the Website

Search **“Planning Center Services”** in either the Apple App Store or the Google Play Store.



You may also bookmark <http://planning.center> to access the service through your computer.

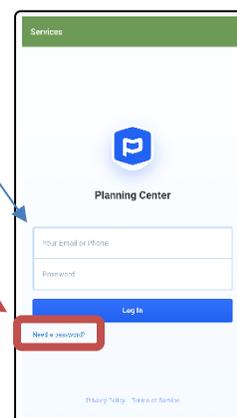


Log in to the app or website using your email address and the password you set.

If you forget your password, you may click the “Need password?” link. →

### Step 3 (Optional): Update Your Profile

You will be able to use service without any additional updates. However, you can add text notifications and other scheduling preferences by updating your profile. The **Getting Started Video** linked in your welcome email will guide you through this.



## Key Volunteer Features

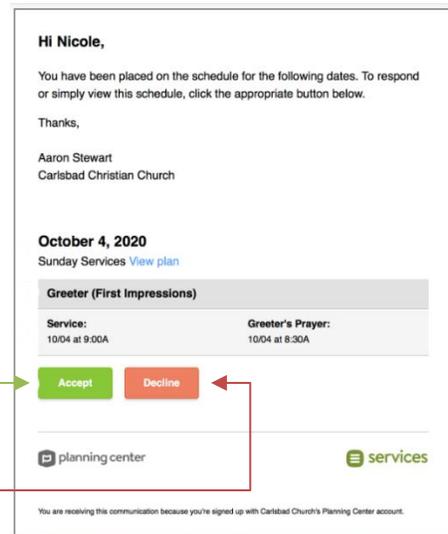
There are 3 features that we hope you will become accustomed to using regularly so that we may together build *strength* and *stability* into our ministries:

1. Responding to scheduling requests
2. Entering blockout dates
3. Signup sheets for unfilled positions

### Responding to Scheduling Requests

Individual volunteer schedules will be sent to volunteers through email (and text if requested). These are more than reminders. They are **requests to respond**. By responding to scheduling requests, you will improve the *strength* and *stability* of our ministries by preventing no-shows and allowing ministry leaders sufficient time to support you as you find a substitute.

In your scheduling emails there will be buttons with which you can **accept** or **decline** a scheduling request. Scheduling requests over text can be replied to with “ACCEPT” or “DECLINE”. We ask that you respond in this way for every service you are scheduled.



**Please note:** Even with the option to decline, we have a continued expectation that volunteers attempt to **find their own substitute**. Directly contacting another volunteer on your team and swapping weeks with them is our recommended course of action. Of course, if your initial attempts at finding a substitute are unsuccessful, please seek the support of your ministry leader.

### Entering Blockout Dates

Blockout dates are those dates you know in advance that you cannot serve (for example, you may be aware of an upcoming family vacation on certain dates). When the office is preparing for a new scheduling season, we will email all volunteers requesting that blockout dates be updated. This email will include instructions for how to do so.

However, you do not have to wait for us to ask. At any time you may log into the app or the website to add blockout dates. Adding blockout dates will automatically set your status to “**decline**” for any services on which you have been scheduled within those dates, even if you have previously accepted. We ask that volunteers get in the habit of proactively adding blockout dates whenever you make plans to be away. This will provide enough advance notice for our ministries to function in your absence.

For instructions on how to add blockout dates, watch the “[Getting Started Video](#)” linked in your welcome email (see the “Step 1...” section above).

### Signup Sheets

Ministries that have upcoming unfilled slots will show a signup sheet on the home screen of the app or website. If you notice available signup sheets, we would appreciate if you might consider signing up for unfilled slots so that our ministries can remain strong every week.

To browse and sign up for un-filled slots, click “SIGN UP...”

