

## **ParishSOFT & Faith Direct Coronavirus (COVID-19) Webinar for Parishes FAQs from the Wednesday, March 18, 2020 Webinar**

1. **What re-occurring payment options are available?**  
Payment options can be weekly, bi-monthly, monthly and annual.
2. **What are the one-time special occasion options like?**  
All special occasion options are available (diocesan, campaigns, second collections, funds, etc.).
3. **With ParishSOFT, can parishioners print out their own personal tax letters at home?**  
Yes
4. **What ideas are available for helping parishes move from “crisis broadcasting panic mode” to actual ministry and evangelization?**  
All of the tools we talked about today can be used beyond crisis management and could be very valuable for day to day ministry as well. If you have specific questions after the webinar, please feel free to reach out to us and we would be happy talk through this with you.
5. **How can we present the Eucharist?**  
Consider the traditional notion of Spiritual Communion. We recommend taking a look at the description of that from <https://www.dolr.org/article/those-unable-receive-eucharist-can-have-spiritual-communion>.
6. **Does streaming REALLY increase giving?**  
There are multiple options within the giving platform. This includes text giving, mobile giving and the ability to give anywhere at any time. Having these options will help to increase your giving.
7. **What are suggestions for Palm Sunday and Easter? We’ve thought of drive thru palm distribution but I’m sure there are other ideas.**  
ParishSOFT and Faith Direct currently working on some ideas on how parishes can digitize Palm Sunday and Easter. Stay tuned!
8. **Our parish had PDS. Are you saying that our PDS software can send an outgoing voice message announcement?**  
PDS is not an application that we create, so I am not very familiar with it. I do know some of the features. I do not believe that it can communicate via voice message announcements. We do offer a 60-day free trial of a system that will allow you to do this type of messaging.
9. **Our parish has senior aged parishioners of 60 years and up. They are not very tech savvy. How can we communicate with them?**  
Many older adults use Facebook to keep in touch with their children and grandchildren. If you can do a Facebook live session or post a recording of a live stream that can be a great option.
10. **Where on ParishSOFT website can I find information about ParishCast?**  
<https://www.parishsoft.com/parish/parishcast/>

- 11. How do you use mass texts if the main phone numbers are land lines? The program asks for home numbers as a primary, and you can't get a directory with cell numbers. How are we supposed to implement cell communication when we can't even get a proper directory?**

If you have recorded the cell phone numbers, we can get that information out of the system so you can upload it to a messaging system. We would love to help you with this task if you are not sure how to accomplish this. Please contact us and we will assist you.

- 12. Do you have to worry about music licensures if you do live stream Masses?**

Facebook and YouTube do have software that detects music and can flag it and cut the stream. One way around this is to embed a player on your website with ChurchStreaming. Also, many CCLI licenses allow you to stream. We recommend that you check to make sure your license allows you to stream.

- 13. Can you embed the live videos on a website ahead of time?**

With ChurchStreaming you can embed a player in your website, push through YouTube, and not Facebook so multi-channel and you can schedule replays and other content.

- 14. When live streaming mass but with an aging population, that doesn't have Facebook, what other media would you suggest?**

You can embed a player on your website with ChurchStreaming and provide a link to senior adults. Contact us to learn more.

- 15. We have a text to give number but when we signed up I was told it should only be used for special donations, like Christmas & Easter.**

That recommendation was for "normal" times when we didn't want TTG to detract from regular weekly giving. The pandemic and church closures are an extenuating circumstance so you shouldn't worry about trying to get donations through whatever means available.

- 16. What website providers do you recommend?**

We have two options for you. One is more templated and the other is more customized. Clover Sites, <https://www.cloversites.com> is a great start and e360 <https://www.ekkleisia360.com> can set up a more robust and customized site for you.

- 17. Do you think PayPal, square etc. are suitable giving options for parishes?**

They are easy and cost-effective methods, but are very limited and do not allow the outreach and convenience that some parishioners want for recurring donations etc.