

St. Patrick My Parish App
Frequently Asked Questions
Issue #1: October 5, 2019

How do I refresh/reload the App?

To refresh the app tap on the 3 horizontal lines, tap “change parish,” and then reselect your church.

How do I reset my password?

- To reset your password you must tap on the 3 horizontal lines at the top left of your screen, tap on “My Account,” tap on “Tap to edit,” type in your new password, and then tap “Save.”

Is the Parish App available for the iPad?

- Yes. When searching for the myParish app in the app store you must switch from the iPad only store to the iPhone only store. This switch is located at the top left of your iPad screen.

How do I bookmark a reading?

- When viewing the “Readings” page, tap on the grey flag to the right of the date to bookmark the reading.
- When viewing the “Readings” page, tap at the top to view your bookmarked readings.
- Then simply swipe to the left on the bookmarked reading that you would like to remove. Tap the “delete” button that appears.

How do I delete a message?

- You can choose to remove messages that don’t apply to you.
- When viewing your messages, simply swipe to the left on the message that you would like to remove. Tap the “delete” button that appears.

How do I share information with family and friends?

- Sharing news and events from your Parish app is a great way to help strengthen your Catholic community.
- Items that can be shared will have an arrow icon pointing to the right (three connected notes on Android). Tap the icon to bring up your share options.
- Message: Tap “Message” to share via a Text Message.
Mail: Tap “Mail” to share via an email.
- Twitter: This option will be visible if you are using Twitter on your phone. Facebook: This option will be visible if you are using Facebook on your phone.

How do I reply to a message from my Parish?

- When viewing a message, you will see a small message icon with an arrow pointing to the left.
- Tap that icon to bring up a small contact form. Complete the form and hit Send. Your message will be sent directly to the parish.

How do I mark a message as important?

- You can keep a message for easy reference by clicking the star icon located in the upper right of the message.
- When you “favorite” a message, the star will turn yellow and move that message to the top of the message window. It will remain at the top until you tap the star again to “un-favorite” it.

How do I change my last or next confession date?

- Tap at the top of the “Confession” page where it reads, “MY LAST CONFESSION WAS.”
- This will display two areas where you can set the date of your last confession and the time until your ne
- Adjust the dates as you need and click “Save.”
- TIP: When viewing the Confession schedule, select the confession time you would like to attend to receive a MassMode™ reminder.

How do I set a prayer reminder or prayer request?

- At the bottom of the Prayer screen there is a “Reminders” button and a “Requests” button.
- To set a reminder tap on the “Reminders” button, tap the plus symbol, choose the prayer, choose the time that you want to be reminded, and then tap on the “Set Reminder” button.
- To send a prayer request to your parish tap on the “Requests” button. A form will open that you can then fill out and submit.

How do I RSVP to an event?

- Your parish has the option of enabling an RSVP feature when they post a new event. If they have enabled this option for an event, you will see a small calendar-RSVP button on the top of the event.
- Tap that icon and complete the small form that appears.
- After you RSVP, the icon will now appear as a calendar with a check mark to show that you have already RSVP'd to the event.

How do I add an event to my phone calendar?

- When viewing an event you will see a plus sign in the top, right corner of the message. Simply tap that plus sign and the event will be added to the calendar on your phone.

How do I get directions to an event?

- When viewing the calendar, tap the event to display all event information.
- Your parish has the option of adding a location when they post a new event. If they have added this option for an event, you will see a small circle with an arrow at the bottom, right of the event details.
- Tap that icon to view the location and use the GPS on your phone to guide you.

How do I return to the Home Screen?

- When viewing any part of the app, simple tap the 4 squares icon in the upper right to return to the home screen.

What is the resources button all about?

- The Resources button is a way for you to connect with the businesses and organizations that support your parish.

How do I use Mass Mode reminders?

- MassMode™ offers Mass reminders by time and by location (vicinity to the parish).
 - Time Reminders: To set a Mass time reminder:
 1. Tap the Mass Times button on the app home screen.
 2. Tap the day and time you would like a reminder for.
 3. When the MassMode™ Reminder overlay pops up tap the button to the right of the time you want and then tap the OKAY button.
 4. The flag next to the selected time will change color and you will get a weekly reminder to

silence your phone 20 minutes before your selected Mass time.

This process can be repeated for Confession time reminders from the Confession button on the home screen.

Location Reminders

- To set a reminder when you are in the vicinity of your parish (i.e. for Mass, adoration, devotions, or meetings):
 1. Tap the Mass Times button on the app home screen.
 2. Tap MassMode™ by Location or the accompanying bell icon at the bottom of the Mass Times screen.

When this is active the bell icon will be highlighted a color. When MassMode™ by Location is inactive the bell icon will be gray.