

Parishioners now have access to their family information online at *My Own Church*!!

Our parishes now have a new system, called *My Own Church*, for updating your family information! All you need to do is visit <https://lacrosse.parishsoftfamilysuite.com> and create an account by following the directions below. Then, someone in the church office will approve your account and you'll be able to review and, if needed, update your information, including names, addresses, phone numbers, and email addresses.

Please remember to check out *My Own Church* soon! With your updated information, we'll be able to contact you when we need to, so you don't miss anything important, and you'll be able to view your own family record and giving history.

Benefits for our parishes:

- Access to your updated contact information
- Accept your Faith Formation registration online—less paperwork!
- By updating your information for us, you'll save our staff time and ensure that we're able to contact you when we need to!

Benefits for You:

- Ensure that your family, member, and contact information is correct
- View your giving history
- Register for Faith Formation online when registration process is opened

We hope you'll take a few minutes to update your information—it's a great help to your church staff and your church family!

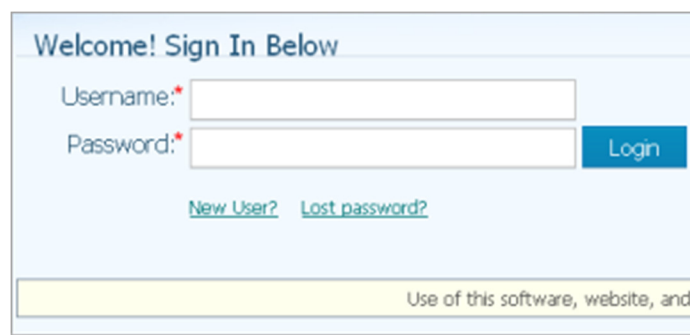
If you have questions, please email smoffice@eastsideparishes.org or call 715-842-4283.

How to Sign Up for a User Account in *My Own Church*...

Creating a user account is a one-time process. The process requires you to submit a few details of personal information to verify your identity to the system. It takes just a few minutes to complete the information required to set up an account. Use the following procedure to set it up.

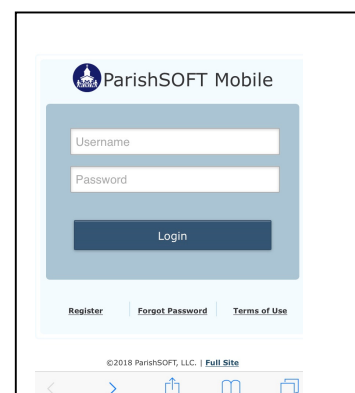
1. In your web browser enter <https://lacrosse.parishsoftfamilysuite.com> for the ParishSOFT website. The ParishSoft Welcome will appear.

On desktop and laptop computers:



2. Click the [New User?](#) (below Username and Password)

On mobile devices:



2. Click [Register](#) (below Username and Password)

3. Click to display the **New User Registration Form**:

The screenshot shows a web form titled "New User Registration Form". It is divided into three sections:

- Step 1: Account Request**: Includes a dropdown for "Organization*", a text field for "User Name*", a "Password:" label with a note "A temporary password will be generated and emailed to you. Monitor your spam folder!", and a "Submit Registration" button.
- Step 2: Personal Information**: Includes text fields for "First Name*", "Last Name*", "Nick Name*", "Primary Phone*", "Birth Date*" (with a date picker), "Country*", "Address*", "City*", "Region*", and "Postal Code*".
- Step 3: Email Address**: Includes a note "Why Multiple Email Addresses? People occasionally change email addresses. If you are in the family database, the additional fields help us find or update your family record.", and text fields for "Current Email*", "Prior Email #1:" (optional), "Confirm Current*", and "Prior Email #2:" (optional).

After you have successfully registered and have your own user name and password, you may access My Own Church at any time by visiting: <https://lacrosse.parishsoftfamilysuite.com> and enter your user name and password. Update your address, phone numbers, e-mail, and register students for Faith Formation when the process is available.

Make note of your user name and password for future reference!!

4. Complete Steps 1 -3 on the form. Required fields are marked with a red asterisk: *.



*Step 1 Note: Choose the drop-down arrow for **Organization/Church** list to find your parish name.*



Step 3 Note: Current Email is required and may be used for future parish communications.

Prior Email is only needed if you know former addresses you may have used.

5. Click  to submit your information to the system.

The system will attempt to verify your personal information.

Do one of the following:

- If the system can verify all the information in your registration request, it displays a confirmation message to inform you that your registration was successful. The system also sends an email containing your login credentials (username and temporary password) to the email address you provided in your registration.
- After you receive the email, log in to your account. Check your **Spam** or **Junk Email** folder if the email does not arrive within a few minutes after you submit your request.
- If the system cannot verify all of the information in your registration request, it displays an acknowledgement message to notify you that your registration was received. Your registration request is put on hold until an administrator can personally review it.
- Review time varies, but the process is typically completed within a couple business days. Upon approval, you will receive an email containing your login credentials (username and temporary password). Check your **Spam** or **Junk Email** folder if the email does not arrive within that time frame. After you receive the email, log in to your account.
- If the system cannot verify the information in your registration request, it displays a message to inform you that the registration was not successful. The message provides one or more options to help you resolve the problem. Choose the option that best fits your particular circumstance. If you need assistance resolving the problem, contact Phyllis at 715-842-4283.