# ParishSOFT | Family Suite

# Getting Started Guide

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# **Get Connected**

Go to your ParishSOFT Family Suite Site AFTER your data is available!

1. Go to https:// ...parishsoftfamilysuite.com and enter your User Name and password

# **Internet Connectivity**

**Browser Compatibility & Information** ParishSOFT Family Suite supports the following browsers only



# **Pop-up Blockers**

You will need to add an exemption to your browser pop-up blocker in order to generate reports and send emails through the system. For Chrome, Edge, Internet Explorer and Firefox, you can add an exception for the ParishSOFT Family Suite site. Safari does not have any way to set exceptions for individual sites. Safari can only block pop-ups for all sites, or none. If you do not wish to allow all pop-ups for every site you visit, we recommend you install and use another browser.

### **Google Chrome**

- 1. At the top right corner of Chrome, click the icon you see: Menu  $\equiv$  or More i.
- 2. Click Settings and Click  $\equiv$  Settings on the right
- 3. On the left click Advanced
- 4. Click Privacy and security
- 5. Scroll down Click Content Settings

•	People		-
P	Appearance	Use a prediction service to load pages more quickly	
ર	Search engine	Automatically send some system information and page content to Google to help detect dangerous apps and sites	0
Ш	Default browser	Protect you and your device from dangerous sites	
Ŀ	On startup 3	Automatically send usage statistics and crash reports to Google	0
dvar	nced	Send a "Do Not Track" request with your browsing traffic	0
9	Privacy and security	Use a web service to help resolve spelling errors Smarter spell-checking by sending what you type in the browser to Google	0
Î	Passwords and forms	Manage certificates	~
₽	Languages	Manage HTTPS/SSL certificates and settings	
ŧ	Downloads	Content settings Control what information websites can use and what content they can show you	
-	Printing	Clear browsing data	,

<>	JavaScript Allowed	•
*	Flash Ask first	•
	Images Show all	,
Ø	Popups Blocked	,
RD	Ads Blocked on sites that tend to show intrusive ads	

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#### 7. Click ADD to the right of Allow

	÷	-	Popups		
	BI	lock	d (recommended)		
	BI	lock		ADD	
			No sites added		
	A	llow		7 ADD	
8. 9.	Typ Clic	be ck	in the site: yoursite.parishsoftfamilysuite.com ADD		
	Add	as	ite		×
	Site trainir	ng.	parishsoftfamilysuite.com		
					14
					4.000
				CANCEL A	<u>d</u> D

That will add ParishSOFT Family Suite site to the list and allow pop-ups to come up.

The other way is to make the change when the pop-up is activated. If you are trying to print a report or send a webbased email and it doesn't open in another window, you will see the following at the top of the Chrome:

👹 Family List			
← → C 🔒 Secure	https://training.parishsoftfamilysuite.com/Secure/FamilyDirectory/FamilyList.aspx#		7 :
	ParishSoft         Family Suite           Home         Family Directory         Religious Education         Offering         Ministry Scheduler         Tuition         IQ	HELP - CONTACT - HOME - SIGN OUT Blessed Sacrament Parish, Ann Arbor User2 (Kimberly Spindler) Administration	
Click on the <b>Ic</b> o	on and then choose Always allow pop-ups from g	parishsoftfamilysuite.com	
<ul> <li>ở Family List</li> <li>← → C</li> <li>A Secure</li> </ul>	× https://training.parishsoftfamilysuite.com/Secure/FamilyDirectory/FamilyList.aspx#		<b>福</b> ☆
	Parish Contine Contine	Pop-ups blocked	

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# **Microsoft Edge**

The only way is to make the exception is when the Pop-up is activated. If you are trying to print a report or send a web-based email and it doesn't open in another window, you will see the following at the bottom of the Edge:

D Alm.1	Sactor	1155	malien@demoemaladdress.com	555-666-8888	42 Vine Ave	Belleville	
D Alton P	Paul and Andrea	1000	allen@demoemailaddress.com	545-2323	3 Jackson Blvd	Ann Arbor	_
□ <u>800</u>	Microsoft Edge blocked a	a pop-up from t	training parishsoft family suite.co	n. 📻		Always allow	<
ere to search	Ð	0 8	🗎 💼 🙃			Ŕ	^ 1∎ 4 0

Click on Always allow. That will add ParishSOFT Family Suite site to the list and allow pop-ups to come up.



6. Click on **Add.** That will add ParishSOFT Family Suite site to the list and allow pop-ups to come up. The other way is to make the change when the Pop-up is activated. If you are trying to print a report or send a web-based email and it doesn't open in another window, you will see the following at the bottom of IE:

			Always allow
Internet Explorer blocked a pop-up from training.parishsoftfamilysuite.com.	Allow once	Options for this site 🔻	More settings

Click **Options for this site** and then **Always allow**. That will add ParishSOFT Family Suite site to the list and allow pop-ups to come up.

## **Mozilla Firefox**

- 1. At the top right corner of Firefox, click the icon you see: Menu  $\equiv$  or More
- 2. Click Options



#### 3. Type **pop**

#### 4. Click on Exceptions

	Allowed Websites - Pop-ups	2
You can specify which websit to allow and then click Allow.	es are allowed to open <mark>pop</mark> -up windows. Type the exact addres	s of the site you want
A <u>d</u> dress of website		
training parishs of the milvs uit	te.com	

- 5. Under section of Address of website, type in yoursite.parishsoftfamilysuite.com
- 6. Click Allow
- 7. Then click Save Changes

The other way is to make the change when the Pop-up is activated. If you are trying to print a report or send a webbased email and it doesn't open in another window, you will see the following at the top of Firefox:

(←) → 健 @	🛈 🗔 🔒 https:/	//training.parish	… ◙ ☆	Q Search	III\ 🖽	Ξ
Firefox prevented this	s site from opening a pop	o-up window.	-		Options	] ×
		Allow pop-ups for tr	raining.parishsoftf	amilysuite.com		
Parishsu	Fami	Edit Pop-up Blocker	Options sage when pop-u	ps are blocked		
		Show 'https://trainin	ng.parishsoftfamil	ysuite.com/ReportView	ers/ViewFamilyRe	port

Click **Options** and then **Allow pop-ups for parishsoftfamilysuite.com**. That will add ParishSOFT Family Suite site to the list and allow pop-ups to come up.

#### Safari

Reminder: Safari can only block pop-ups for all sites, or none. If you do not wish to allow all pop-ups for every site you visit, we recommend you install and use another browser.

Complete the following to disable all pop-up blocking in Safari:

- 1. Select **Safari > Preferences**, then click **Security**.
- 2. Uncheck the box next to Block pop-up windows.

Safari is now configured to display all pop-up windows.

# **Additional Information**

# **Practice Site:**

If you would like site to practice, please visit our sandbox: <u>https://traingdemo5.parishsoftfamilysuite.com</u> \*\*What is your birthday? MM/DD/YY You will use the DD in the username i.e. 10/1/1987 = user1

Username: <u>user</u>D or userDD

Password: <u>pass12</u>

Please Note: This is a database is reset every night. If you put something in the today it should not be there tomorrow.

# Video Help:

For training videos to help with specific areas, please go to: <u>https://www.parishsoft.com/training</u>

PATHFinder: <u>https://parishsoft.litmos.com</u> Login: your email address



#### When will I need to clear the Cache in ParishSOFT?

The most common reasons are, but not limited to:

Reports are not loading, you expect to see a report, you've enabled popups and it still doesn't load. The website seems to be running slower than normal.

- The website is not performing as it did before.
- Icons and Favicon are not loading or appearing the in the appropriate places
- Modules are crashing or not progressing

#### How do I clear my Cache?

The process of clearing a cache varies from browser to browser. It is located in browser settings and titled delete/clear cache or temporary files. Below are more detailed directions. However, depending on the browser version, they may very:

#### Chrome:

- 1. Select **Menu** in the upper right corner
- 2. Select Settings
- 3. At the bottom of the window, select Show advanced settings
- 4. Select Browsing History
- 5. Select how far back to delete the cache information from the **Time Range:** drop down menu and be sure that the box next to **Empty the cache** is selected
- 6. Select Clear data

#### Internet Explorer

- 1. Select **Tools** in the upper right corner
- 2. Select Internet Options
- 3. Select Delete... in the Browsing History section of the General tab
- 4. Be sure that the box next to Temporary Internet files is checked
- 5. Select Delete

#### **Firefox**

- 1. Select the Firefox button in the upper left corner
- 2. Select **Options**
- 3. Select the Advanced tab
- 4. Select the **Network** tab
- 5. Select Clear Now from the Cached Web Content section

#### Safari

- 1. Select the Safari Settings button in the upper right corner
- 2. Select Preferences...
- 3. Select the **Privacy** tab
- 4. Click on the Remove All Website Data...
- 5. Select Remove Now