ParishSOFT® | Family Suite

Getting Started Guide

Contents

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

• **Chrome**

• **Microsoft Edge**

• **Internet Explorer**

Version 9.0 or higher

• **Firefox**

• **Safari**

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 ☰ or More ⋮ .
2. Click **Settings** and Click ☰ **Settings** on the right
3. On the left click **Advanced**
4. Click **Privacy and security**
5. Scroll down Click **Content Settings**
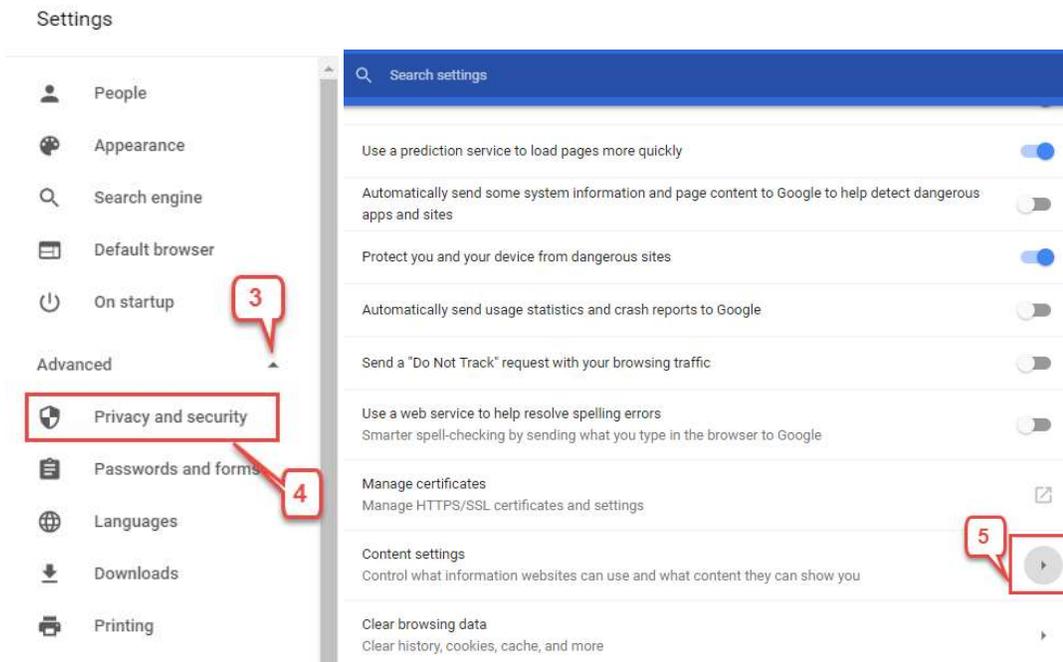
6. Scroll down and click **Popups**

7. Click **ADD** to the right of Allow
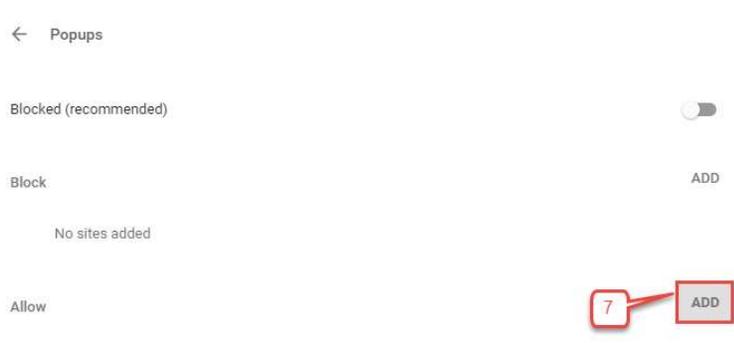
8. Type in the site: yoursite.parishsoftfamilysuite.com
9. Click ADD
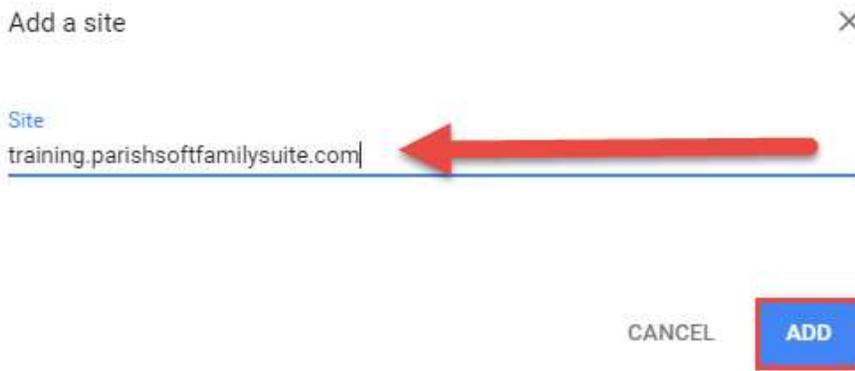
That will add ParishSOFT Family Suite site to the list and allow pop-ups to come up.

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 top of the Chrome:
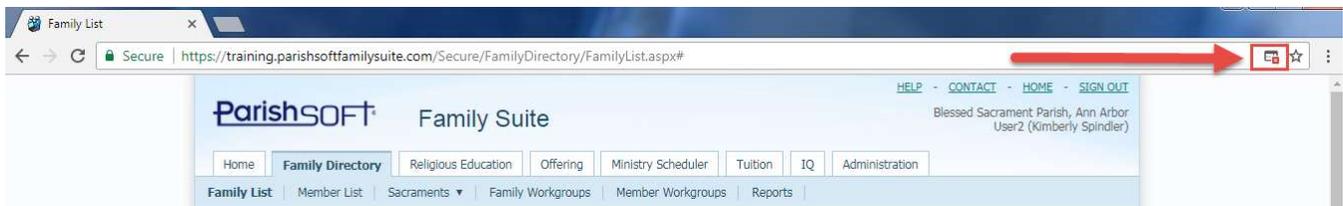
Click on the **Icon** and then choose **Always allow pop-ups from parishsoftfamilysuite.com**

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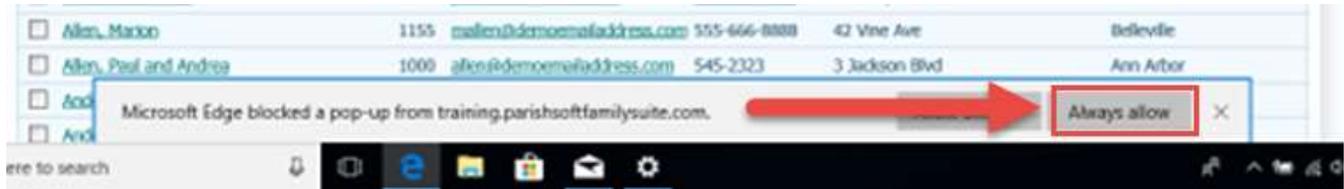
Click on **Always allow**. That will add ParishSOFT Family Suite site to the list and allow pop-ups to come up.

Internet Explorer

1. At the top right corner of Internet Explorer, click the **tools icon**

2. Click on **Internet Options**

3. In the window that opens, click on **Privacy**

4. Under the section called Pop-up Blockers, click on **Settings**

5. In the white box under Address of website to allow, type **yoursite.parishsoftfamilysuite.com**

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:

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 ☰ or More ⋮
2. Click **Options**
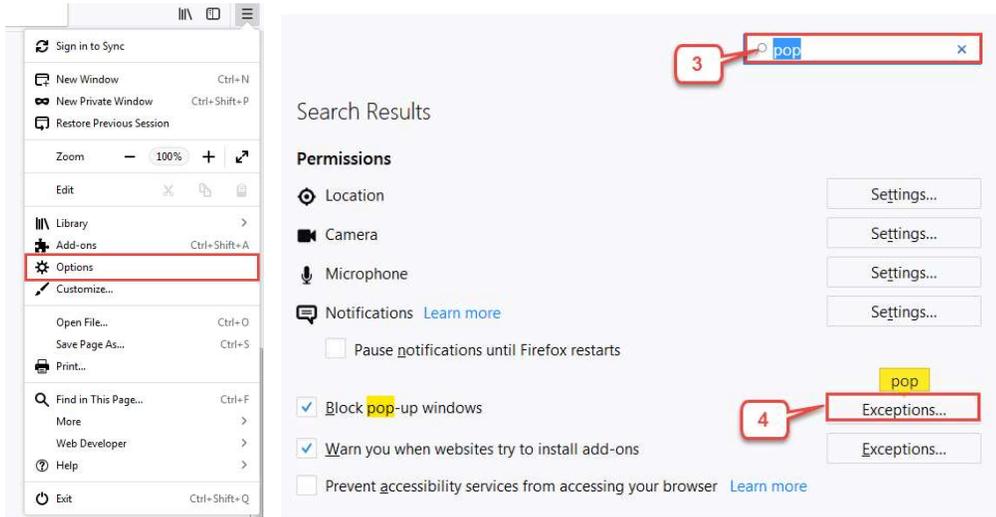
3. Type **pop**
4. Click on **Exceptions**
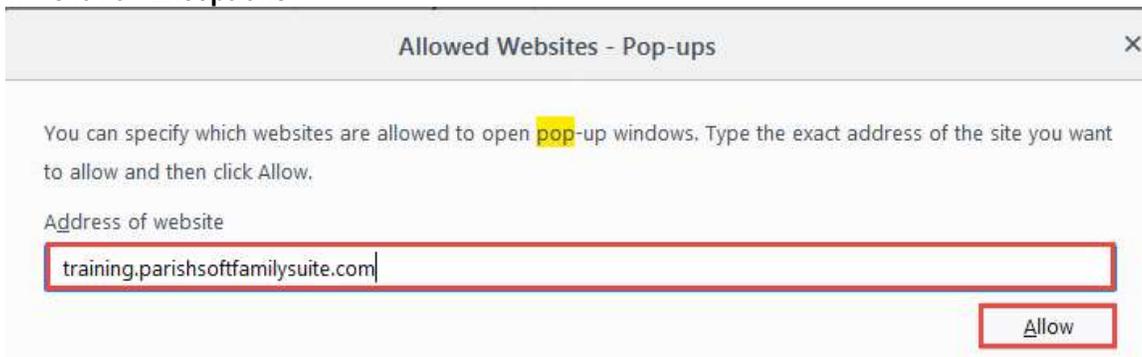
5. Under section of Address of website, type in **yoursite.parishsoftfamilysuite.com**
6. Click **Allow**
7. Then click **Save Changes**

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 web-based email and it doesn't open in another window, you will see the following at the top of Firefox:
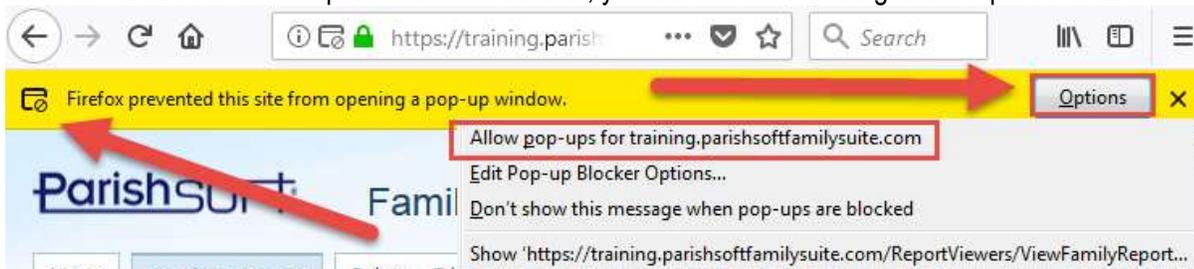
Click **Options** and then **Allow pop-ups for parishsoftfamilysuite.com**. That will add ParishSOFT Family Suite site to the list and allow pop-ups to come up.

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: https://traingdemo5.parishsoftfamilysuite.com

**What is your birthday? MM/DD/YY   You will use the DD in the username i.e. 10/1/1987 = user1

Username: userD or userDD

Password: pass12

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:
https://www.parishsoft.com/training

PATHFinder: https://parishsoft.litmos.com
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**