



COURAGEOUSLY
Living the Gospel

Frequently Asked Questions about our Flocknote Partnership

Why is the Diocese of St. Petersburg collaborating with Flocknote?

Flocknote helps you to reach your community. The Communications Office has researched the service and believes it is a smarter way for churches and ministries to email and text message. You can reach your flock at a moment's notice and make meaningful connections. Our partnership makes it more affordable for your parish and provides you extra support and training to make the most of this unique service. In addition, Flocknote was founded by a Catholic computer engineer whose mission is to help churches and dioceses more effectively communicate the Good News of Jesus Christ using the technology of our times. [Click here to learn more.](#)

How do people sign up to receive emails and text messages?

It's simple with the Text-to-Join feature. It's free for the congregation and they don't have to download anything or create a password in order to participate. A parish or school selects a unique keyword that your members can text in to instantly be added to your network. You can also include a 'call to action' prompting them to provide their full contact info and choose more groups to join. This is the best way to efficiently gather your members' contact info and allow your members to get connected to your church or organization. Parishioners can also sign up by visiting your parish website and entering their email address and/or cell phone number. [Watch the short VIDEO here to see this in action from your members' point of view!](#)

Is this service available in Spanish?

If you have any native Spanish-speakers at your church, they can text-to-join and register in Spanish. People using Spanish text-to-join will use the same keyword as English registrants. They'll simply get return prompts in Spanish and be able to navigate the site in Spanish. Content sent through Flocknote, however, must be written manually in the desired language; it is the admin's responsibility to ensure that Spanish users are sent Spanish content whenever necessary.

How do I import my existing contacts into Flocknote?

To import your members to Flocknote, you'll want to have a spreadsheet that contains their names, email address, and phone numbers. It can either be an excel spreadsheet (.xls or .xlsx) or a .csv file. If you have separate spreadsheets for email addresses and phone numbers, you will want to combine the contact information into one spreadsheet - that way, each member will just have one account in Flocknote that contains both their email address and cell phone number. You can read more about this [here](#).

How do I know if I should send a text message or an email?

Your parishioners will decide! When they become a member or subscriber, they choose how they want to receive notifications from you! We honor their preferences. Also, at any time, a member can unsubscribe to stop receiving your messages/emails.

What are Groups on Flocknote?

Groups are normally created for each group or ministry within your church, ministry, team or organization. For example, a church can have a group set up for the entire parish, as well as a group for Youth Ministry participants and parents, catechists, altar servers, Faith Formation parents, and Respect Life participants. Sub-groups can also be created. For example, Youth Ministry can have a sub-group for middle school and a sub-group for high school. Emails, E-News and text messages can be sent to the specific groups or sub-groups as needed. With Flocknote, you can have an unlimited number of groups.

Does this replace any apps my parish is using?

Flocknote does not replace an app but can work in harmony with apps. Apps do not send emails or text messages. They send notifications. However, notifications are optional. When downloading an app, a person can turn off notifications.

Is my information kept safe and secure?

Your information is kept private and secure. Flocknote uses a distributed, scalable server architecture over multiple geographic locations to allow for nearly infinite scalability and near-immediate failover in the event of a disaster or outage. All data transferred to and from Flocknote by users is done so using TLS protocol and is encrypted and authenticated using SHA-256 with RSA Encryption.

Flocknote databases are backed up with point-in-time access across multiple geographical locations, ensuring that data is safe and recoverable. Of course, you can also export all of your data for your own private storage and backup (which we also recommend for your own records).

Any scheduled maintenance or significant impact to users will typically be communicated via email ahead of time to all Flocknote admins. However, most of our regular software updates are done with zero downtime for users.

You can read our full privacy and security policy at [Flocknote.com/privacy](https://flocknote.com/privacy).

How can I promote this to the congregation?

Organizing a Sign-Up Sunday is a great way to invite your parishioners to join your network to stay informed. We will provide you the promotional [graphics](#) and [scripts](#) to make it easy and fun! [Click here to learn more.](#)

For more information, contact Teresa Peterson, tlp@dops.org or 727-344-1611, ext. 5402.