

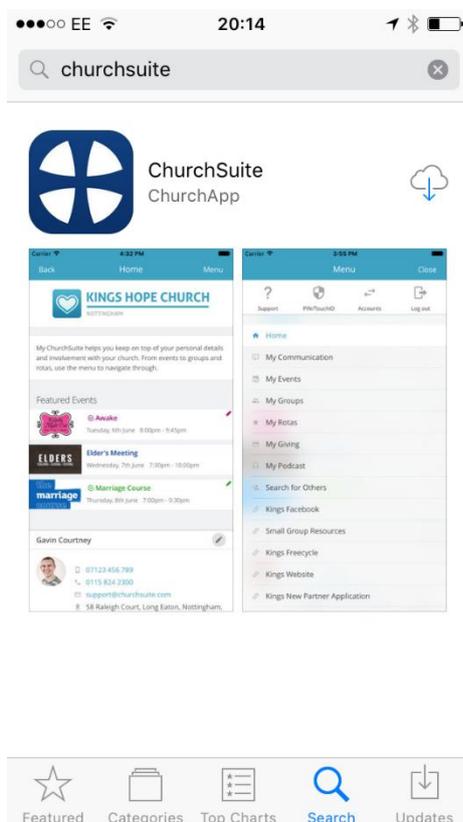
iOS and Android apps for smartphones and tablets

As well as accessing My ChurchSuite through your device's web browser, you can also log into your user account on the go using the **iOS** and **Android** apps for Smartphones and Tablets.

This article focuses on the **ChurchSuite** app for My ChurchSuite. A separate **ChurchSuite Connect** app is available specifically for Connect and includes wireless printer driver support for the child check-in system. Do not download the **ChurchSuite Connect** app. The **ChurchSuite Connect** app is a different app and is specifically used to either enter visitor information for visiting adults and will be required for children that join any children's session.

Downloading the ChurchSuite app

The **ChurchSuite** app is available to download for iOS through the [App Store](#) and for Android through Google's [Play Store](#). Windows mobile users can access ChurchSuite using their device's web browser.



Minimum device requirements?

iOS 9 or newer. Android 4.4.4 (Kit Kat) or newer. Chromebooks are not supported as they run Google Chrome OS, which is not full Android.

Can I print from within the ChurchSuite app?

iOS and Android have their own printing services that are not compatible with the iOS and Android apps. It is therefore not possible to print from within an app environment. To print, you will need to switch to using a browser environment on your device and log into your My ChurchSuite account there; then you will be able to print from Safari or Google to your AirPrint or GooglePrint-compatible printer from your device.

Common Android issue – WebView out of date

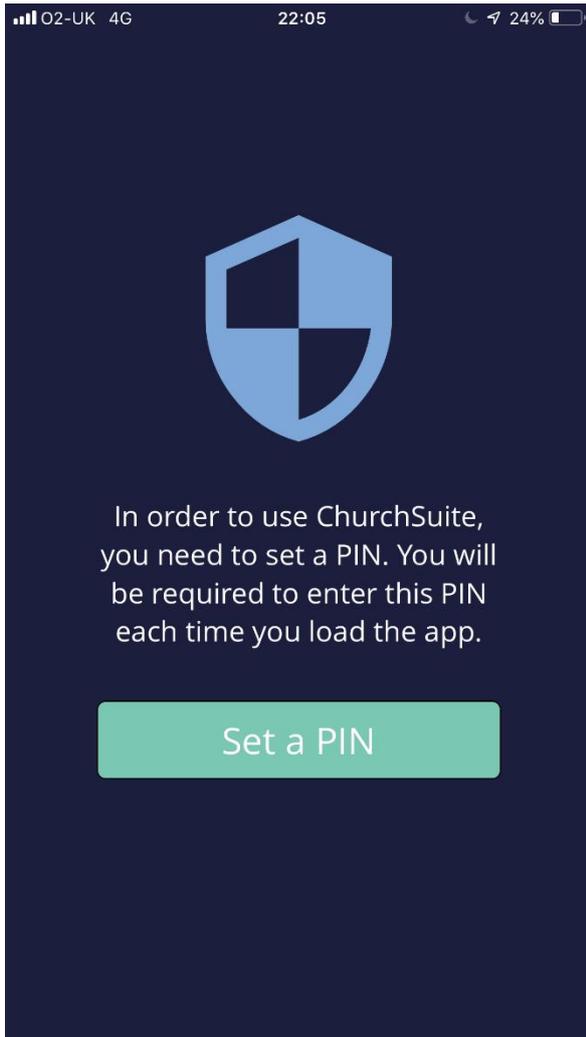
If your Android device is not displaying ChurchSuite app content, perhaps displaying it in an unformatted text-only layout without images, then it's possible your device's WebView app is out of date. All Android devices include a system component called WebView, required to correctly display web content in apps securely and correctly. It's important that your device is running the latest version of WebView – available here: https://play.google.com/store/apps/details?id=com.google.android.webview&hl=en_GB. Ordinarily your device will update automatically, but if automatic updates have been disabled, you may need to manually update the WebView app.

What if I forget my PIN?

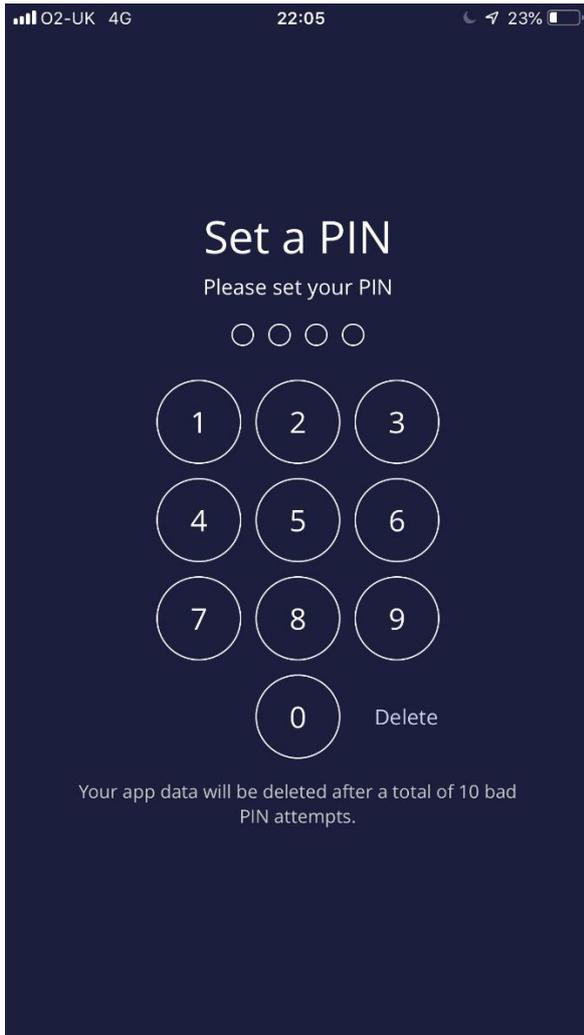
If someone forgets their app PIN they will need to delete the app from their device and reinstall it. During the process of reinstalling the app they'll be able to set a new app PIN and they'll be required to log-in to My ChurchSuite afresh. Unlike a forgotten password, which can be reset with a password reset request, there is no reset option for a forgotten app PIN – for security reasons the app is rendered unusable and must be removed and reinstalled in order to force the user to re-authenticate.

Logging into the app

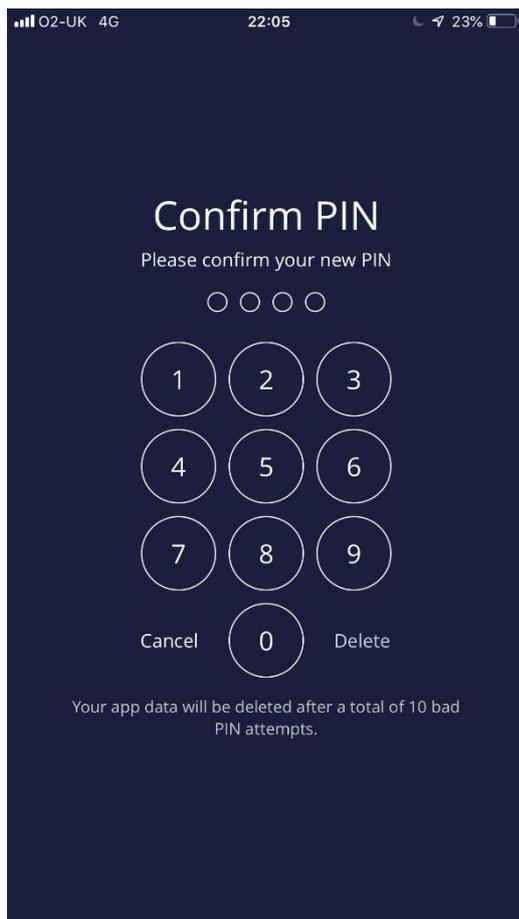
Before you can use the app you must **Set a PIN**. You will be required to enter this PIN each time you open the app. You'll also be able to open the app using TouchID if it is supported by your device.



When prompted **Set a PIN...**



...and **Confirm** your new PIN to proceed.



You are now taken to the **Log in** screen.

Search for and select your **Church**. For **Church**, please enter "**withamurc**", and you should see one option. Just as in a browser, you log into the member-facing **My ChurchSuite**, with an **Email** address and **Password**.

To reset a forgotten password click **Help! I've forgotten my password**, which will open your device's browser and take you through the steps of resetting your password. Passwords must be a minimum of 8 characters and include at least one uppercase, one lowercase and one number. Symbols are also permitted characters.

Navigating My ChurchSuite in the app

When accessing the member-facing **My ChurchSuite**, the **Menu** button in the top-right corner functions as the main navigation menu, giving access to all the familiar My ChurchSuite menu options. The name of the menu currently being viewed is shown at the top-centre of the page above your logo – the Home page in the example below – so you can easily see where you are in **My ChurchSuite**.



My ChurchSuite helps you keep on top of your personal details and involvement with your church. From events to groups and rotas, use the menu to navigate through.

Featured Events



Awake

Thursday, 13 June 8:00pm - 10:00pm



The Alpha Course

Friday, 14 June 7:00pm - 9:00pm



The Alpha Course - The Holy Spirit Week...

Saturday, 22 June 7:00pm - 9:00pm

Paul Nation



07123 456 788

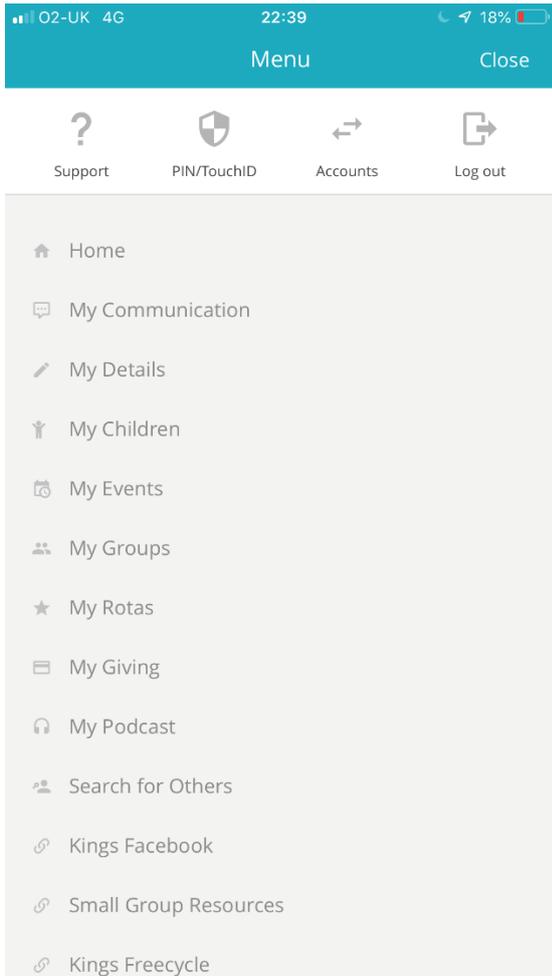
0115 824 2300

paul@churchsuite.com

At the top of the **Menu** are shortcuts to:

- **Support** – to contact the ChurchSuite Support team (not our church!). Do not use this. Please contact Gavin at gavin.mccall@withamurc.org.uk if you have email, or see the directory for my phone number.
- **PIN/TouchID**– to change your PIN
- **Accounts**– to add further accounts to your app or switch between accounts. Do not use this.
- **Log out**– logging out will remove your profile from the app and require you to enter your church name and login credentials again next time you open the app. It is not necessary to log out. Every time you return to the app, you will need to enter the PIN or use TouchID to access any data.
- **Close** – to close the Menu and return to the last viewed page

Listed underneath are the various My ChurchSuite menu options. Only those menus enabled by your church and relevant to you will be visible.



Please refer to the document **WURC My ChurchSuite User Guide** for details of each option.