

Parish Database Update Help

(An Initiative by Digital and Media Committee)



*Our Lady of Sorrows Church
Singena Agarahara, Electronics City,
Bangalore, Karnataka, 560100*



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Parish Database Overview

Dear friends in Christ,

We are in the second stage of the parish database creation. We have successfully registered all the families in the parish in the database. Now during the second stage, we need to enter the details of the family and each individual members of the parish. Request everyone's instantaneous response and cooperation in completing this task. It takes hardly 15 minutes to complete the entire process, if you have the data handy.

Important: Please Keep in mind the below points while updating details.

- You need to enter all the details in the database, as mentioned in the original certificates. Later, if you need to change the data entered in the database, you may need to produce the original certificates.
- You need to add your individual photos and a family photo.
- Use the Help Desk option at the end of the doc to raise any query or request a support while filling the details, or any time.
- The URL to login to the database, username and password is generated securely for all the head of the families separately and will be sent to you personally.
- You can change the password of the login, if required.
- The data is safe and can be accessed by Parish priest and the Digital and Media Committee only.

Important URLs

Here is a list of the URLs you can use to view/log in to the database of parish.

- Self-Registration: <https://www.olscatholicchurch.com/Directory/external/register/>
- Database Login: <https://olscatholicchurch.com/Directory/session/begin>
- Database Help Desk: <https://olscatholicchurch.com/HelpDesk/index.php>





Logging into the Database

Click on the URL provided: <https://olscatholicchurch.com/Directory/session/begin>

Enter your **Username** and **Password** received from the parish.

OLS Church Hebbagodi
Directory

Please Login

Username

Password

Remember Me

Sign In

[I forgot my password](#)

[Register a new Family](#)

Click **Sign In**.

After logging in you are required to make the following changes.

Upload Personal Photo

Click on the highlighted icon to upload the photo of the member. You need to add the photo for all the members of the family.

Person Profile

TT

Test Member 1 Test Family
[1844]





Edit the Member Details

Click on the **Edit** button to edit the member details.

The **Edit** page appears, where you need to fill in all the details.





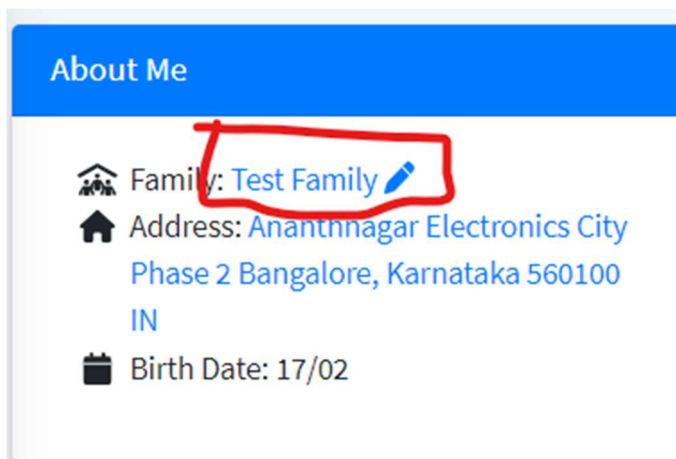
You need to fill the applicable fields of the below sections.

- Personal Info
- Family Info
- Contact Info
- Membership Info
- Custom Fields

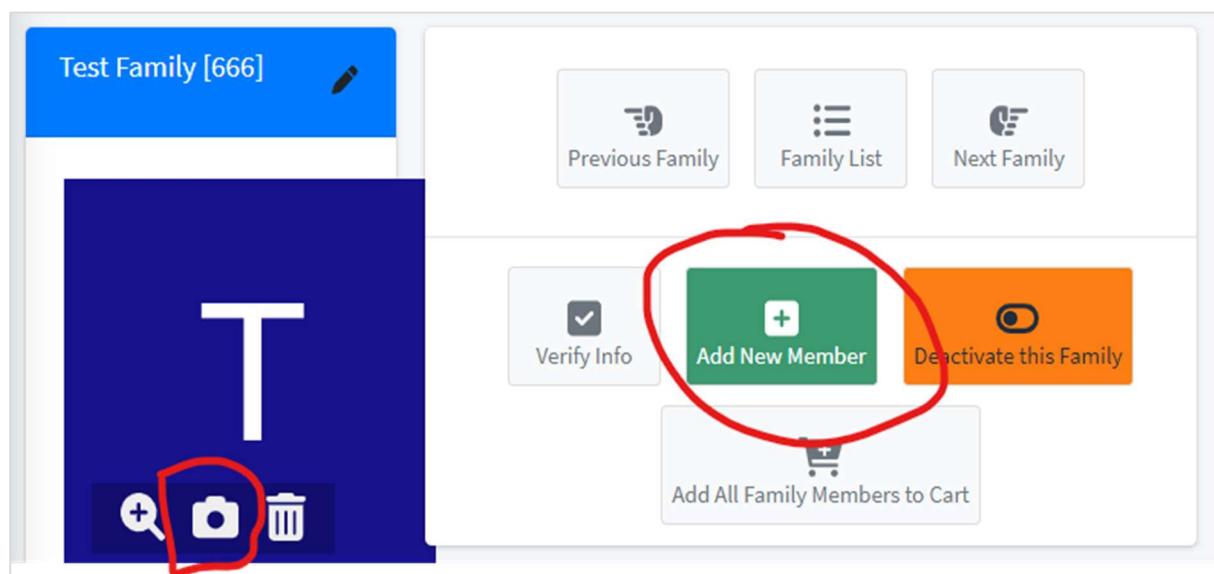
Click **Save** to save all the information you have entered.

Edit Family Details

Click on the Family name you have added to edit the family details.



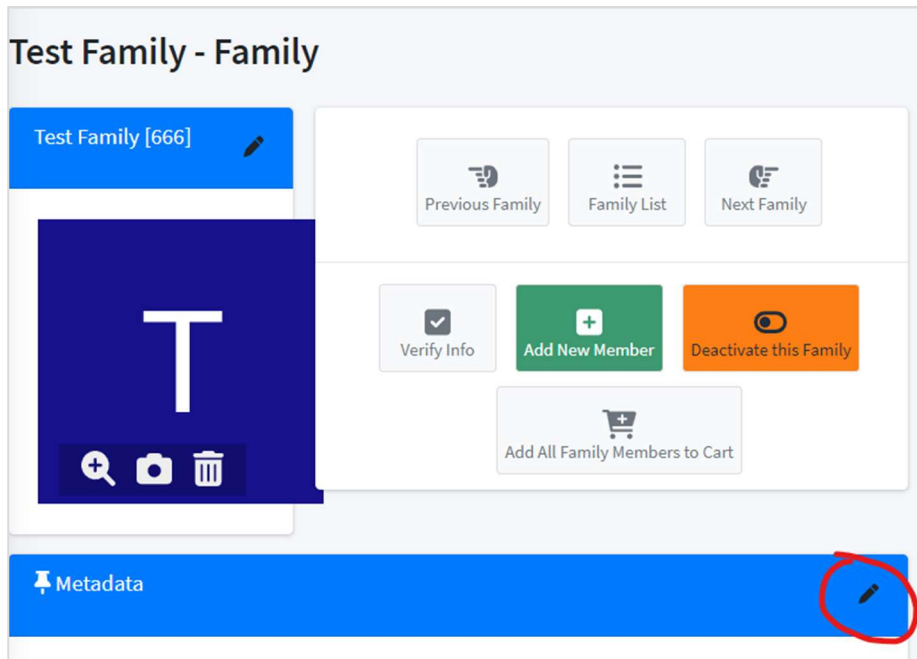
The family details are displayed.





You can do the following actions from this page.

- Click on the **Edit button** to edit the family details.
- Click the **Camera** button to add the family photo in the application.
- Click the **Add New Member** button to add new members to the family.



The **Family Editor** page appears.

Add/edit the required details.





You need to fill the applicable fields of the below sections

- Family Info
- Contact Info
- Other Info
- Custom Fields
- Family Members

Click **Save** to save all the information you have entered.

Family Info

The **Family Info** provides all the information of a family.

- Click on the Family link to view/edit the family details.
- Click on the address to view location map of the address.
- Click on the Mobile Phone to make a call to the mobile using the available apps on the mobile/laptop.
- Click on the Email to send an email to the address.

Add Members to Family

Click on the **Add New Member** button to add the new members to the family.

The screenshot shows a 'Person Profile' page for 'Test Member 1 Test Family [1844]'. The page has a navigation bar with buttons: 'Add New Member', 'Printable Page', 'Add to Cart', 'Assign New Group', 'List Members', 'View User', and 'Change Password'. The 'Add New Member' button is circled in red. Below the navigation bar, there are tabs for 'Family', 'Timeline', 'Assigned Groups', 'Volunteer Opportunities', and 'Assigned Properties'. The 'Family' tab is active, showing a table of family members.

Family Members	Role	Birthday	Email
Test Member 1 Test Family	Head of Household	17/02	test@gmail.com
Test Member 2 Test Family	Spouse	13/04	test@gmail.com
Test Member 3 Test Family	Daughter	13/11	test@gmail.com
Test Member 4 Test Family	Daughter	18/09	test@gmail.com
Test Member 5 Test Family	Son	15/05	test@gmail.com





The **Person Editor** page appears.

You need to fill the applicable fields of the below sections:

- Personal Info
- Family Info
- Contact Info
- Membership Info
- Custom Fields

Click **Save** to save all the information you have entered.

Assign New Group

You can add the ward of the family, if you have not added yet.

- Select the ward and click **OK**.





Change Password.

You can change password using this feature.

Change Password: Test Member 1 Test Family

Enter your current password, then your new password twice. Passwords must be at least 6 characters in length.

Old Password:

New Password:

Confirm New Password:

- Enter the **Old Password** provided.
- Enter the **new password** in the two fields.
- Click **Save** to save the new password.

Help Desk

Click on the below link to raise a ticket. You can also share your feedbacks with us using this feature. <https://olscatholicchurch.com/HelpDesk/index.php>

SUPPORT CENTER

Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

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We don't accept queries through emails or WhatsApp or calls for safety and tracking purpose.

Click **Open a New Ticket** to raise the concern.

Support Center Home | Open a New Ticket | Check Ticket Status

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *
Test@gmail.com

Full Name *
Test No 1

Phone Number
1234567890 Ext:

Help Topic
Report a Problem

Ticket Details
Please Describe Your Issue

Issue Summary *
Not able to enter the mobile no

Details on the reason(s) for opening the ticket.

Drop files here or **Choose them**

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powered by csTicket

- Click **Choose them** to upload the attachments, or images.
- Click **Create Ticket** to send the query.
- You can click **Check Ticket Status** to view the status of the concern. You will also get emails with the query status.
- If you need to view the status, you need to register before raising ticket.

SUPPORT CENTER Guest User | Sign In
Support Ticket System

Support Center Home | Open a New Ticket | Check Ticket Status

Support ticket request created

Test No 1,
Thank you for contacting us.
A support ticket request has been created and a representative will be getting back to you shortly if necessary.

Support Team

