

ShelbyNEXT FAQ's

TECHNOLOGY

Which ShelbyNext is the right app?

From your App Store or Google Play, choose the ShelbyNext Membership app.



The icon looks like this.

What is the ShelbyNext desktop web address?_

<https://deermeadows.shelbynextchms.com>

How do I login?

On the ShelbyNext app or the ShelbyNext desktop, fill in the following fields:

Domain > Deermeadows

Username > Your email address (use the email address where you receive email from the church)

Password > Click reset password. Then check your email, reset your password, and log in with the new password.

How can I view my group?

Desktop computer: From the ShelbyNext menu, choose the Groups tab along the left side of the page. Click "list".

From the ShelbyNext app home screen choose Groups

How can I get a class list?

Shelby calls class lists CSVs. They can only be accessed from a computer.

From the ShelbyNext Desktop menu:

Choose the Groups tab along the left side of the page

Click "List"

Check the gray box beside the group to select all members of the group.

Check the "gear" dropdown menu on the right side of the page.

Select the information you'd like to view for your group (basic, full).

Click "Export Individuals to CSV"

On the next screen, click Export

Check your downloaded files on your computer.

Will I mess the system up?

You cannot make any permanent changes to records or the system. You can suggest edits to an individual record if you find something that needs to be updated, but these will be approved by the Shelby church administrator before being made final.

Can I edit my ShelbyNEXT profile?

You may submit an edit on the desktop version by selecting the profile icon on the top right of the home screen and then selecting "Edit". All edits will not be final until approved by the Shelby church administrator.

Why do I keep getting emails about interactions every day?

This is the default setting in Shelby for any interactions that have not been completed. If you do not want daily reminders, you may change the frequency of the reminders by going to your profile. The default setting is daily.

On the ShelbyNext Desktop:

Select "Account"

Look under "Settings" on the right side of the page

Change the "Desired Frequency" to "Daily" or "Weekly"

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COMMUNICATION

Who do I tell if I need to remove someone from my roll?

Please contact the minister over your group.

Who has access to see the notes I type in interactions?

Ministerial staff, lead teacher, and connect leader have access to read the interactions.

Who is going to follow up on any info I put in the interactions and how to assign an interaction.

Our ministry team will look over the interactions on a weekly basis. However, if you need to bring something or someone to one of the minister's attention immediately, or have one of the ministers follow up with someone, you have 2 options:

1. Email/call the minister directly
2. Create an interaction for the minister:
 - a. On the ShelbyNext Desktop, select the Interaction Tab on the left side of the page
 - b. Select "Assign"
 - c. Follow the directions on the screen.

Is every member of a family who is absent supposed to be contacted?

Yes, because we love all of you.

What do I do about the people on my roll who are serving elsewhere? (i.e. teaching somewhere in the building)

Only on the ShelbyNext app, you can mark these people as "In service" under the attendance tab. Attendance > find your group > find the person

On Android devices, press and hold their name > choose "In Service"

On Apple devices, swipe left on their name > click "Options" and choose "In Service"

What happens if I don't do an interaction?

You will continue to be reminded until it is completed.

What should I do if I know a person has moved or should no longer be on my roll?

Please contact the minister over your area.

Can I take attendance electronically?

Yes. Only on the ShelbyNext App, click Attendance > Choose group > Touchname of those present so green circle appears > press SAVE when complete.

How can I send an email/text to my entire group?

From the ShelbyNext Desktop, go to "Groups" tab along the left side of the page. Select "List" > search "Group" > click Group > check gray box > check the "gear" dropdown on the right side of the page > send email/text > choose method (Email or SMS/text message) > complete instructions on the screen.

If you desire for the parents of the child/student to receive the email, be sure to check "Send to Parents of Group Members"

On the ShelbyNext App > Contact > Group choose > Search for group > Select Group > Type your subject line > Type message > Click send

YOU CANNOT SEND A GROUP MESSAGE TO THE PARENTS OF KIDS OR STUDENTS FROM THE APP. THIS MUST BE DONE FROM THE SHELBYNEXT DESKTOP. SEE ABOVE.

Can I view the entire church directory?

Yes.

On the ShelbyNext Desktop, click "Individuals" tab along the left side of the page. Choose List.

Choose Directory tab.

On the ShelbyNext App, click "People"

Click "People" again at the top of the screen.

Change to Directory.

How can I update incorrect information for someone in my class?

You may submit an edit by going to the person's profile > edit. All edits will not be final until approved by the Shelby church administrator.

How do I find out the parents' contact info when I am trying to reach a child who has been absent?

On the ShelbyNext App, click "People".

Click "People" again at the top of the screen.

Change to Directory.

Search for parent by name.

On the ShelbyNext Desktop, click “Individuals” tab along the left side of the page.
Choose “List”
Choose Directory tab.
Search for parent by name.

What if I know someone is going to be out for an extended period of time? How do I get the interactions to stop for that person?

On the ShelbyNext app, you can mark these people as “excused absence” under the attendance tab. Attendance > find your group > find the person.

On Android devices, press and hold their name > choose “Excused absence”

On Apple devices, swipe left on their name > click options > choose “Excused absence”