



# Rock Training 101

**Introducing Rock: The church management system  
and database that feeds our church website**

**Saturday 9-Noon, March 23, 2019**

# Agenda



**Thank you for coming this morning!**

Clock	Time	Topic	By	For
9:00	15 min	Introduction	Trev	Everyone
9:15	60 min	Events & Registration	Jon	Office Team
10:15	15 min	Break		
10:30	60 min	Groups	Jon	LifeGroups & Volunteer Central
11:30	30 min	Questions for Jon	Jon	Everyone
Noon		Release		

**Our Goal:** Mobilize a team of people who are trained to use a vital ministry tool at Copper Hills: Our church database.

NOTES:



# Introduction

9:00 – 9:15

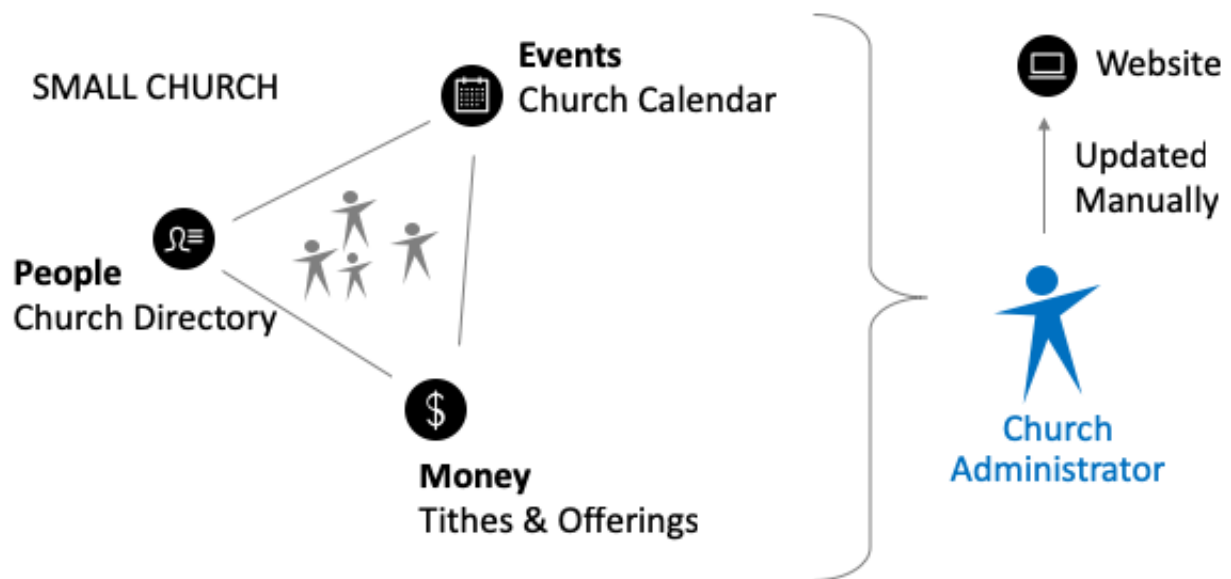
15 min

NOTES:

## Background



**From the moment they start, churches must securely store related pieces of important information. And at first that's pretty easy.**



*"I am the good shepherd; I know my sheep and my sheep know me"*  
*Jesus, John 10:14*

NOTES:

## The Problem



**But as the church grows, keeping all this interconnected information up to date and synchronized by hand becomes much more difficult.**



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21 March 2019

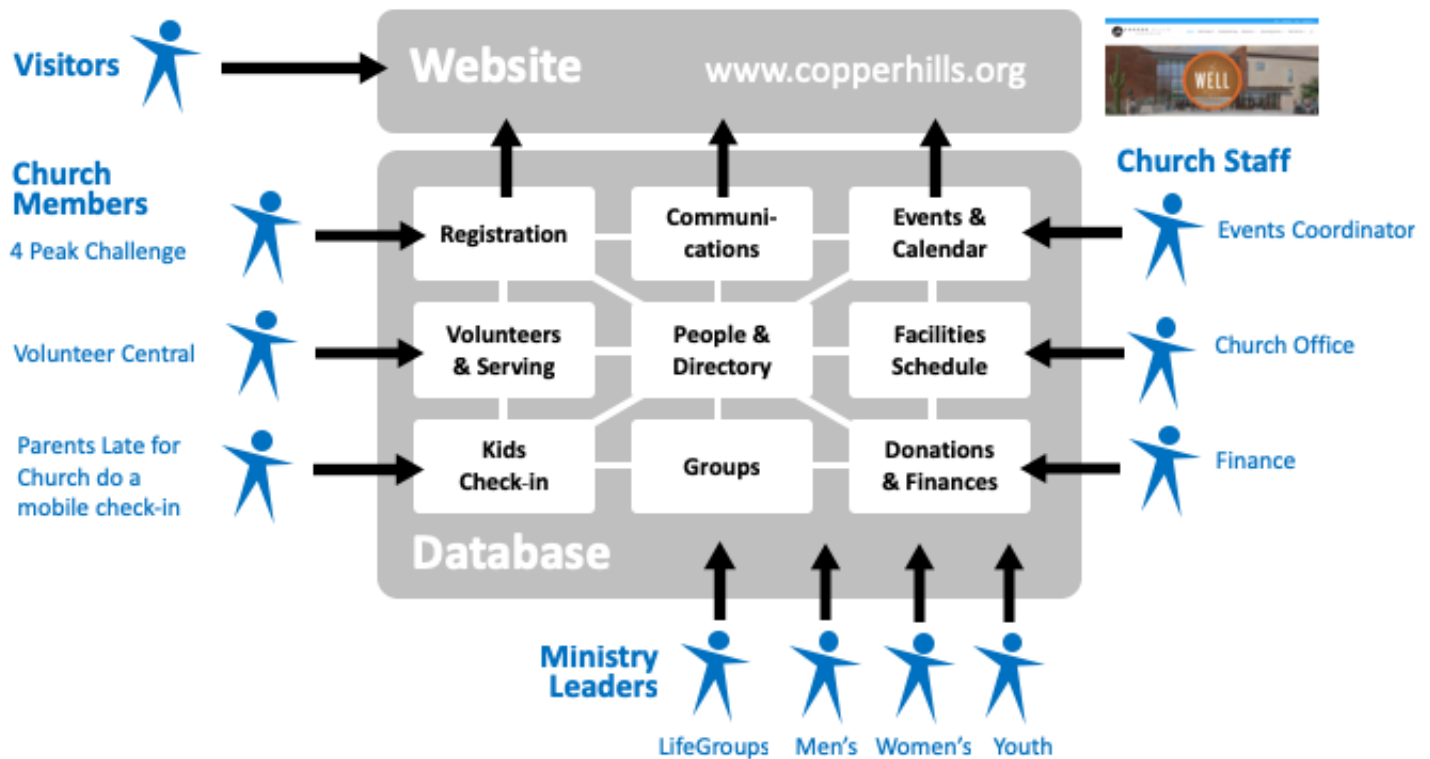
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# Church Management Systems



**A church management system manages all this information in a big database that automatically keeps the church website up-to-date.**



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21 March 2019

6

NOTES:

# Rock Church Management System



**Rock is the leading church database and much more!**

**Church Directory**  
Contact information

**Involvement**  
Attendance & Badges

**Relationships**  
Family and other Relationships

**Groups**  
Small groups and serving groups

**Interactions**  
Coordinating contact and pastoral care

**Ted Decker (Theodore)**  
Member Main Campus  
add tag

39 yrs old (2/10/1978)  
Male  
Married 16 yrs (1/14)  
(Graduated 1994)

(623) 555-3322 Home  
(623) 555-3322 Mobile  
(623) 555-2444 Work  
ted@rocksolidchurchdemo.com

Decker Family

Cindy 38  
Noah 11  
Alex 8

Home Address  
11624 N 31st Dr  
Phoenix, AZ 85029

Person Profile Extended Attributes Groups Contributions Benevolence Security History

**Timeline**

Alisha Marble April 2, 2014 at 11:00 PM  
Called Ted and heard that his mother is in the hospital and could use prayer.

Alisha Marble April 3, 2014 at 2:23 PM  
Talked to Ted today about starting a new Young Adults ministry

Bookmarked Attributes

Connection Requests

Known Relationships

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21 March 2019

7

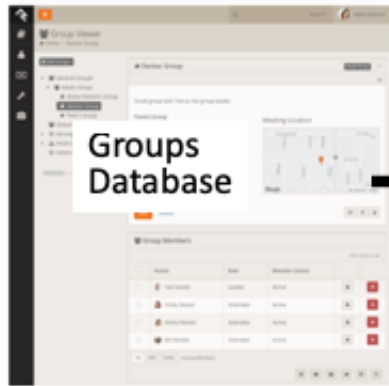
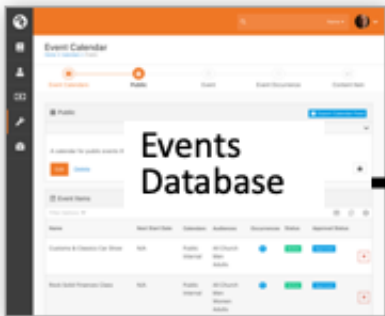
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Rock-driven Website



Copper Hills new website is being developed and sits on top of Rock which automatically feeds the website with events, groups and info.

Rock Church Database



New Copperhills Website



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21 March 2019

8

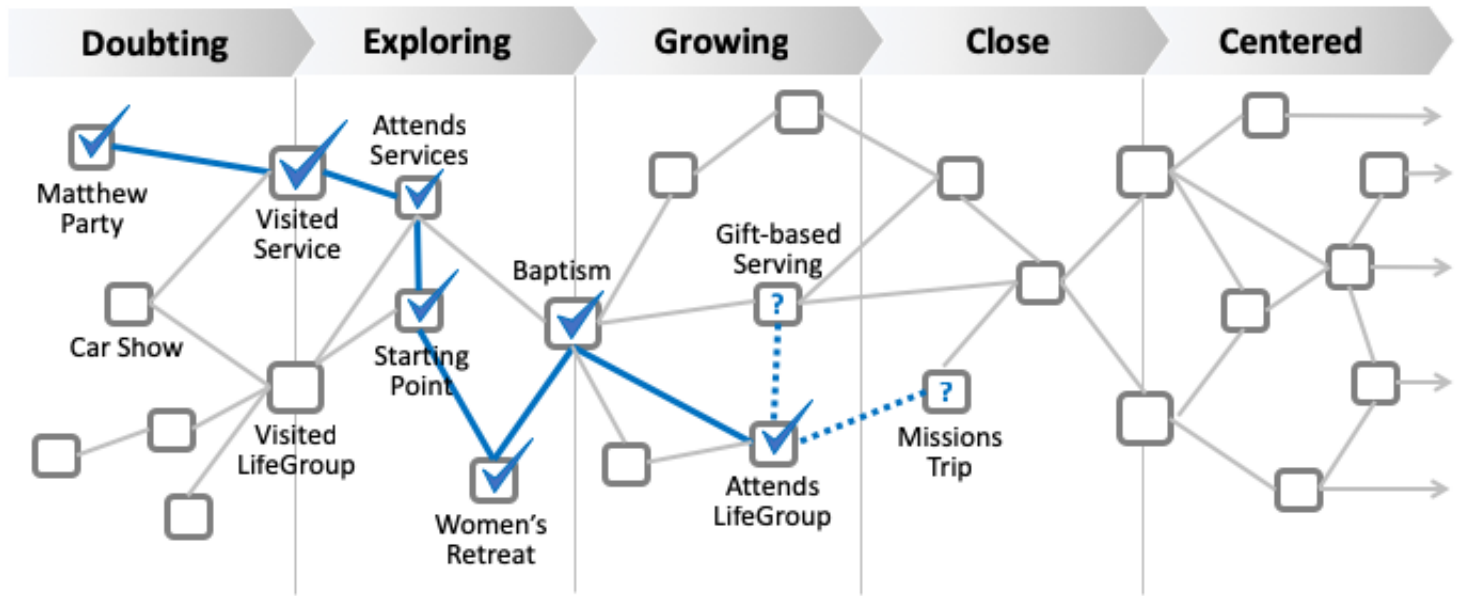
NOTES:



## The Dream



**As we increasingly “know our sheep” we can increasingly invite them to the best, most relevant and formative discipleship opportunities.**



**Imagine being able to offer people a customized discipleship path based on their personality, experiences and where they are currently on their journey!**

☐ = Opportunity

NOTES:



# Events & Registration

9:15 – 10:15

60 min

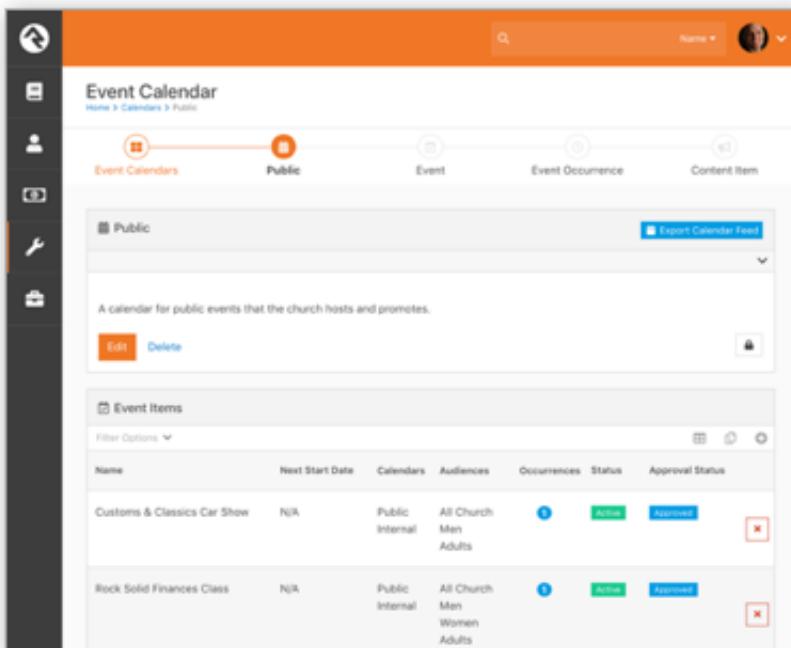
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## Events | Debbie & Hollianne



**Rock enables us to create a database of events that automatically show on the church website at the time, to the right people.**

### Hands-on Demo/Walkthrough



### Copper Hills Use Cases

- ☐ Update a Rock Webpage Directly
- ☐ Create a New Calendar Event
  - Set Picture
  - Set Time to Show
  - Set Audience
  - Set Public/Private
- ☐ Update Ministry-specific Page
  - Youth
  - Men's
  - Women's
- ☐ Edit the Staff Landing Page

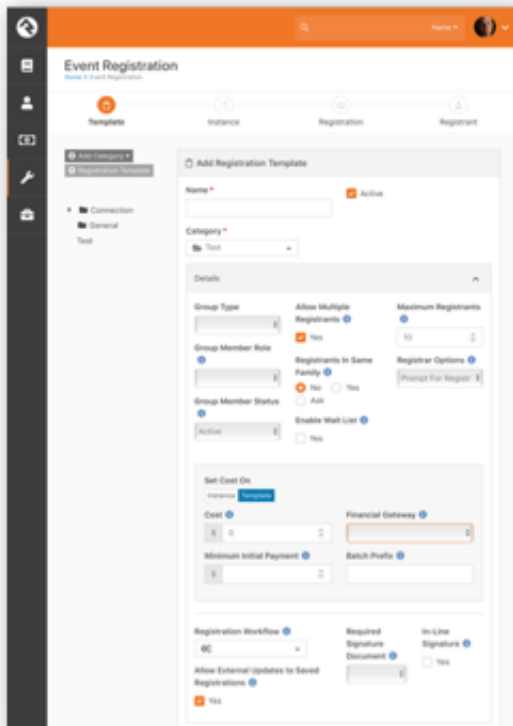
## NOTES:

## Registrations | Debbie & Hollianne



**Having up-to-date information on people enables fast, accurate, online (and even mobile) registration for all kinds of events.**

### Hands-on Demo/Walkthrough



### Copper Hills Use Cases

- ☐ Set up Categories for Registrations
- ☐ Set up Templates for Registrations
- ☐ Online Registration
- ☐ Mobile Registration



### **Extra Credit: Online Payments**

*When people register and pay for events online (lessons, retreats, paid events) our payments processor costs the church both a one-time annual fee as well as taking a percent of each transaction. In 2019 we want to try to move to a less expensive payments processor (e.g. MyWell). We need help working on this if anyone is interested.*

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21 March 2019

12

NOTES:



# Break

10:15 – 10:30

15 min

NOTES:



# Groups

10:30 – 11:30

60 min

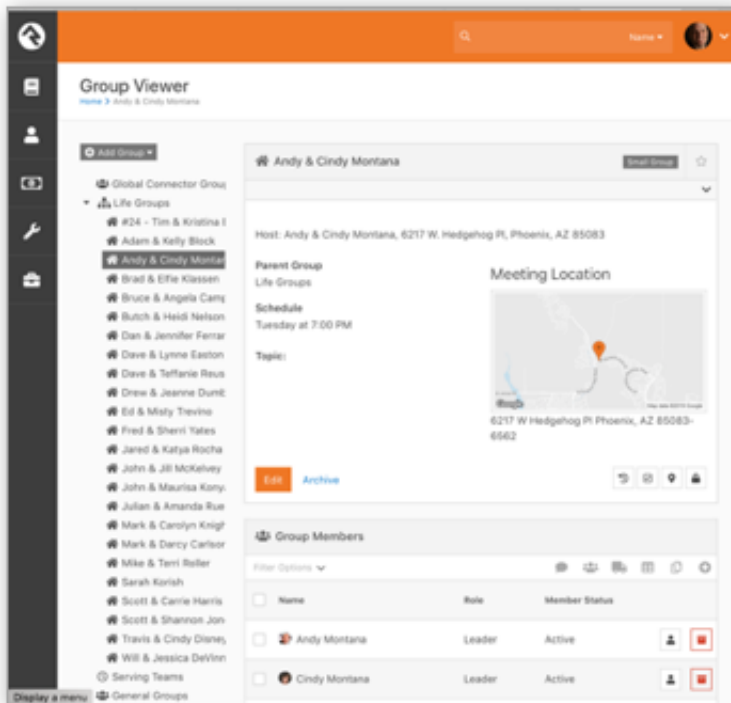
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## LifeGroups | Nick, Tim, Trev



**Rock enables use to keep a database of all our LifeGroups, their location and demographics and show them on the church website.**

### Hands-on Demo/Walkthrough



### Copper Hills Use Cases

- ☐ Add a new LifeGroup
- ☐ Update a LifeGroup
  - New Time
  - New Location
  - New Members
- ☐ How could we create a LifeGroups dashboard?
  - # groups, # people, # co-leaders
  - % Retirees, % Young Families
  - Geographic and demographic spread?
- ☐ How could we take attendance?

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21 March 2019

15

NOTES:

## Communications | Debbie, Trev



**Groups can be used for more than Small Groups ministry. Groups are also used to make administer and communicate groups of people.**

### Hands-on Demo/Walkthrough

### Copper Hills Use Cases

- ☐ Create a group of Baptism candidates
- ☐ Send an email to all men in the church to help set up chairs
  - By email
  - Get an email response
- ☐ Send a text to all parents of youth that tonight's location for Youth Group has been changed
  - Send by text
  - Get responses
  - Answer questions

NOTES:

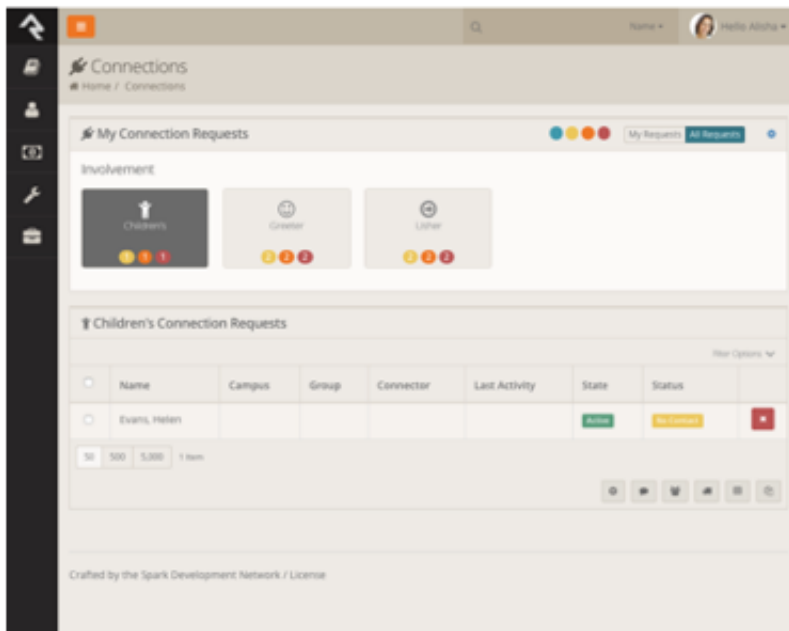


## Connections | Martie, Julian, Elfie



Rock has a “Connections” capability that helps us to connect with members and coordinate follow-up done by different people.

### Hands-on Demo/Walkthrough



### Copper Hills Use Cases

- ☐ **Recruit a volunteer**
  - Capture info Sunday in the plaza
  - Capture gift mix, skills, passions
- ☐ **Follow-up during the week**
  - By email
  - By text
  - By phone
- ☐ **Recommend a potential volunteer to a specific ministry**
  - e.g. Kids Ministry
  - Queue them for a security check

## NOTES:



# Question & Answer

**11:30 – 12:00**

**30 min**

NOTES:

## More Rock Resources



For more information, videos and manuals on using your specific corner of Rock, please consult the Rock website: [www.RockRMS.com](http://www.RockRMS.com)



**Rock U Videos**  
Take your knowledge of Rock to the next level with a whole library of Rock training videos.  
[Watch now...](#)



**Workflow Actions**  
A good craftsman knows their tools. Take a look at all of the tools available in your toolbox.  
[Learn the Tools...](#)



**Developer**  
Find out how to extend Rock to meet your every need. From simple blocks to whole new modules, anything is possible.  
[Dive in...](#)



**Documentation**  
Hate reading the manual? Our guides are different! We put effort into making our guides fun to read with concise topics and a touch of humor.  
[Read on...](#)



**Lava**  
Rock is about power and flexibility. Lava adds both by allowing you to tailor the application to meet your specific needs.  
[Learn Lava...](#)



**Conference Session**  
Learn from the experience of others. Our Rock Experience conference is the highlight of our year.  
[Take a look...](#)

Tons of short instructional videos at: [www.rockrms.com/rocku](http://www.rockrms.com/rocku)

### Individuals In Rock

- [Impersonation](#) (3:51)
- [Searching for a Person](#) (3:19)
- [Person Profile](#) (14:31)
- [Bookmarked Attributes](#) (2:27)
- [Adding and Editing Individuals and Fa](#)
- [Extending the Add Family Block](#) (5:14)
- [How to Delete a Person](#) (1:59)
- [Blended Families](#) (1:52)
- [Data Integrity](#) (7:53)
- [Merging Duplicate Records](#) (3:48)
- [Prayer Requests](#) (5:49)
- [Tags](#) (3:30)
- [Tag Security](#) (1:51)
- [Person Attributes](#) (8:16)
- [Family Attributes](#) (2:34)
- [Known Relationships](#) (5:30)
- [Person Note](#) (5:01)
- [Merge Documents](#) (7:11)
- [Following](#) (6:14)
- [Background Checks](#) (5:42)
- [Bulk Updates](#) (3:33)
- [Custom Badges](#) (4:45)

### Communication

- [Communication Overview](#) (6:34)
- [Communication Wizard](#) (6:58)
- [Communication Lists & Segments](#) (6:29)
- [Communication Templates](#) (4:14)
- [Communication Preferences](#) (4:30)
- [Communication Analytics](#) (4:32)
- [System Emails](#) (2:19)
- [Sending Email \(Simple Mode\)](#) (5:38)
- [Sending SMS \(Simple Mode\)](#) (4:35)
- [Communication Templates \[Legacy\]](#) (2:15)

### Event Registration

- [Registration Walk-through](#) (3:56)
- [Registration Fees](#) (1:01)
- [Partial Payments](#) (3:04)
- [Registration Structure](#) (2:04)
- [Registration Templates](#) (11:44)
- [Registration Instances](#) (3:12)
- [Group Placement in Event Registration](#) (2:41)
- [Wait Lists](#) (3:30)
- [Calendar Overview](#) (3:21)
- [Calendars and Events](#) (7:57)
- [Linkages](#) (7:07)

### Groups

- [Group Viewer](#) (3:11)
- [Group Attendance](#) (2:43)
- [Group Types](#) (18:49)
- [Group Type Inheritance](#) (3:08)
- [Group Location](#) (2:53)
- [Group Purposes](#) (3:36)
- [Group Placements](#) (3:25)
- [Alternate Placements](#) (2:55)
- [Group Requirements](#) (4:42)
- [Group Security](#) (8:53)
- [Extending Groups](#) (7:51)
- [Group Details](#) (9:27)

### Connections

- [Overview](#) (13:59)
- [Connection Types](#) (9:04)
- [Connection Opportunities](#) (8:29)

## NOTES: