ServeWay™ User Manual

Today’s date: the date this manual is generated

Software version: 1.0.0.230

Build date: the date recorded for that build (`BuildDateUtc`, the date `BuildInfo` reports)

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Technical Support

When ServeWay™ is not doing what you expect, or you cannot finish a step, contact technical support. You can do this before you sign in.

Email: support@serveway.org

Support phone: (502) 788-6490

Sales phone: (770) 746-3607

Website: serveway.org

Say what you were trying to do, and what you saw on the screen.

When an error occurs, ServeWay™ can email an automatic report. **Send error reports to ServeWay™ support** is on unless the church turns it off during setup or under **Brevo** on App Settings. The report includes the church name, version, screen, exception type, and stack trace. Prayer request text, member names, phone numbers, email addresses, street addresses, passwords, connection strings, and server addresses are not included. A church copy goes only to the address in **Send error reports to** on App Settings, Diagnostics. A blank box sends no church copy. Turning the support switch off sends the report only to that address. **Email error reports** turns the email off and keeps the local log. The ServeWay™ Privacy Policy describes the same choice. The copy on serveway.org should say the same thing.

Ask ServeWay™ on Help can answer from this manual when the church turns on **Use AI for Help** and saves its own AI key under App Settings. The steps are in App Settings and users, under Ask ServeWay™. The church pays that provider for those questions. The question and manual excerpts are sent. Member data is not.

ServeWay stopped responding

ServeWay™ watches its own window. When the window stops answering for about 15 seconds, ServeWay™ writes a note in today's log. The note names the church, the program version, and which copy stopped: Staff, Kiosk, or Wall calendar. Each copy on one PC keeps its own note.

When **Email error reports** is on, one report is emailed that day for that church and that copy. A second stop the same day stays in the log. Turning **Email error reports** off keeps the log and sends no email.

If the window starts answering again, ServeWay™ writes how long it was quiet. It does not send another email.

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If the window is still quiet about 30 seconds later, Staff and Kiosk show **ServeWay™ stopped responding. Restart it? Restart** closes this copy and opens it again. **Keep waiting** leaves it open. **Help** sits to the left of **Keep waiting**. The Wall calendar does not ask. It opens itself again on the same screen.

A print window that is open on purpose is not a stop. Windows waking from sleep is not a stop.

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Getting started

Which church this computer uses

ServeWay™ keeps a church profile on the computer. The built-in profile is the original church, and that is the one the first install opens. Names on buttons, the spoken welcome, calendar files, and the Visit Church Website button follow that profile.

Ministry Name, Website, Email, and the logo under **App Settings** override the profile when those boxes are filled in. Address, phone, service times, and what the church believes always come from **App Settings**.

An administrator adds another church with **New Church** on **App Settings**. How many churches and campuses one PC can hold is in How many churches and campuses can ServeWay™ handle?. **Use Built-in Church** on that same screen switches back. **Edit Church** on that screen changes a church that is already saved, including one that is not active. Saving there does not switch churches. That screen is described in App Settings and users. Until **Open this church on this PC after restart** is turned on and ServeWay™ is restarted, the built-in church stays in use and ServeWay™ keeps opening the built-in database. **Save Church** does not create a database. **Create Empty Database** does that for the new church only. An office PC that already uses the built-in church does not need either step.

Where ServeWay™ keeps the database

Setup asks **Where should ServeWay™ keep its database?** ServeWay™ is supported on Windows 11 Pro.

This PC (recommended for churches with one PC) is already selected on a new install. ServeWay™ downloads MariaDB and installs it on this computer. That database program is not inside the ServeWay™ installer. The church's people and giving stay on this computer. Back up that database on a regular schedule. Plug the computer into a UPS so a power cut does not damage it. The **Database** tab on **New Church** offers the same three choices: **This PC**, **Church's own server**, and **Hosted by ServeWay™**. **This PC** is that install. It fills the new church's boxes and does not switch the church already in use. **Hosted by ServeWay™** starts sign-up and fills those boxes the same way.

Church's own server leaves a connection that is already set up. The first time ServeWay™ opens, if it cannot sign in, type the server, port, database, user, and password, then press **Test Connection**.

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Hosted by ServeWay™ is described in Hosted by ServeWay™. ServeWay™ does not download or install MariaDB for that choice. The database is created on the ServeWay™ server. The first time ServeWay™ opens, finish sign-up.

If the download cannot finish, setup still finishes. The first time ServeWay™ opens, it asks again when it cannot open a database.

- **This PC** tries the download again. Windows asks for permission once.
- **Church's own server** shows the server, port, database, user, and password. Press **Test Connection**, then **Use this server**.
- **Hosted by ServeWay™** starts sign-up.
- **Exit** closes ServeWay™.

When the database opens, ServeWay™ continues with the usual sign-in. On a new database it also builds the tables and the first-run account.

What still works with no internet is in Off Grid.

Hosted by ServeWay™

Hosted by ServeWay™ keeps that church's ServeWay™ database on ServeWay™. The price is $5 a month, billed once a year ($60). The charge starts after the 45-day trial. Nightly backups are included while the subscription is paid. During the 45-day trial, hosting is free.

Sign-up asks for the church name and an email address. **Continue** creates the database when payment is not required yet. A browser page opens only when payment is required. When that page finishes, press **I finished payment**. ServeWay™ stores the database login on this PC, with TLS required, and runs **Test Connection** before it continues. It also shows a separate website login, once. Write that login down. The Windows app uses a different login. Questions about the charge go to support@serveway.org. Paid support covers questions about hosting.

ServeWay™ Hosting backups lists each nightly backup with its date and size while the subscription is paid. It opens from App Settings, on Accounts, on the **Backups** tab, and only when this PC uses ServeWay™ Hosting. Local backups for the church database, the website files, and the website database are on that same Backups tab whether or not hosting is in use. **Restore** asks for an administrator sign-in and the word RESTORE. ServeWay™ copies that backup into a new database and switches to it only when the copy works. The previous copy is kept for 7 days. When this PC is not using hosting, **Restore** and **Download export** stay off, and the window says why.

Choose where the database is kept... is on App Settings, Accounts, Database. It opens **This PC**, **Church's own server**, and **Hosted by ServeWay™**. A switch asks first. The database you leave is not deleted. Choosing **Hosted by ServeWay™** offers **Start a new, empty hosted database** and **Move this database to ServeWay™ Hosting...**.

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The move copies every table, checks that each table has the same number of rows, and switches only after you confirm. The original database is not changed, and ServeWay™ says so. If the copy does not match, ServeWay™ stays on the original database.

Move database to ServeWay™ Hosting… on ServeWay™ Hosting backups does that same check, then asks before it switches. The current database is left in place. **Move database from hosting to this PC…** copies the hosted database onto the database installed on this computer, and switches only after that copy finishes. It does not delete the hosted database.

If you do not buy by day 45, the database becomes read-only. ServeWay™ emails a link to download your data. That email does not attach the backup. A reminder email is sent at day 52. The database is deleted on day 60.

If a paid subscription lapses, **Restore** is turned off. After 30 days the database is read-only. You can still press **Download export** and save a SQL file. After 90 days the hosted database is removed. Billing records for that subscription are kept for 7 years. Write to support@serveway.org before the 90 days if you still need an export.

The church website keeps its own WordPress database. The ServeWay™ plugin can use the separate website login on the hosted ServeWay™ database. That login has only the grants the plugin needs. After the tables exist, ServeWay™ asks the server to apply those grants. A database on this PC does not get that website login from ServeWay™.

Sign in

When ServeWay™ starts, a small startup window shows what it is doing: Starting…, Loading settings…, Connecting to the database…, Preparing the database…, then Opening sign-in…. A kiosk says Opening the kiosk…, and a wall calendar says Opening the wall calendar…. That window closes when Ministry Login, the kiosk, or the wall calendar opens.

When you start ServeWay™, the **ServeWay™ – Ministry Login** window opens before the main menu. This happens the first time you open ServeWay™ and every time you start it. The main menu is not usable until you sign in on that window.

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ServeWay™ Ministry Login window

1. Type the **Username** and **Password**. The boxes are not filled in ahead of time.
2. Press **Log In**.
3. When the sign-in works, the main menu opens. It shows that user name, and **Login** reads **Logout**. On the first sign-in for the first-run user named **admin**, ServeWay™ asks for a new password before that menu opens.
4. The ministry buttons your role allows turn on. Buttons you cannot use stay off.

A brand-new install of ServeWay™ creates one administrator account. The first-run user name is **admin**. The **Username** and **Password** boxes are not filled in ahead of time. The first successful sign-in with that account has to set a new password before the main screen. The window title is **New Password Required**. Type **New Password** and **New**

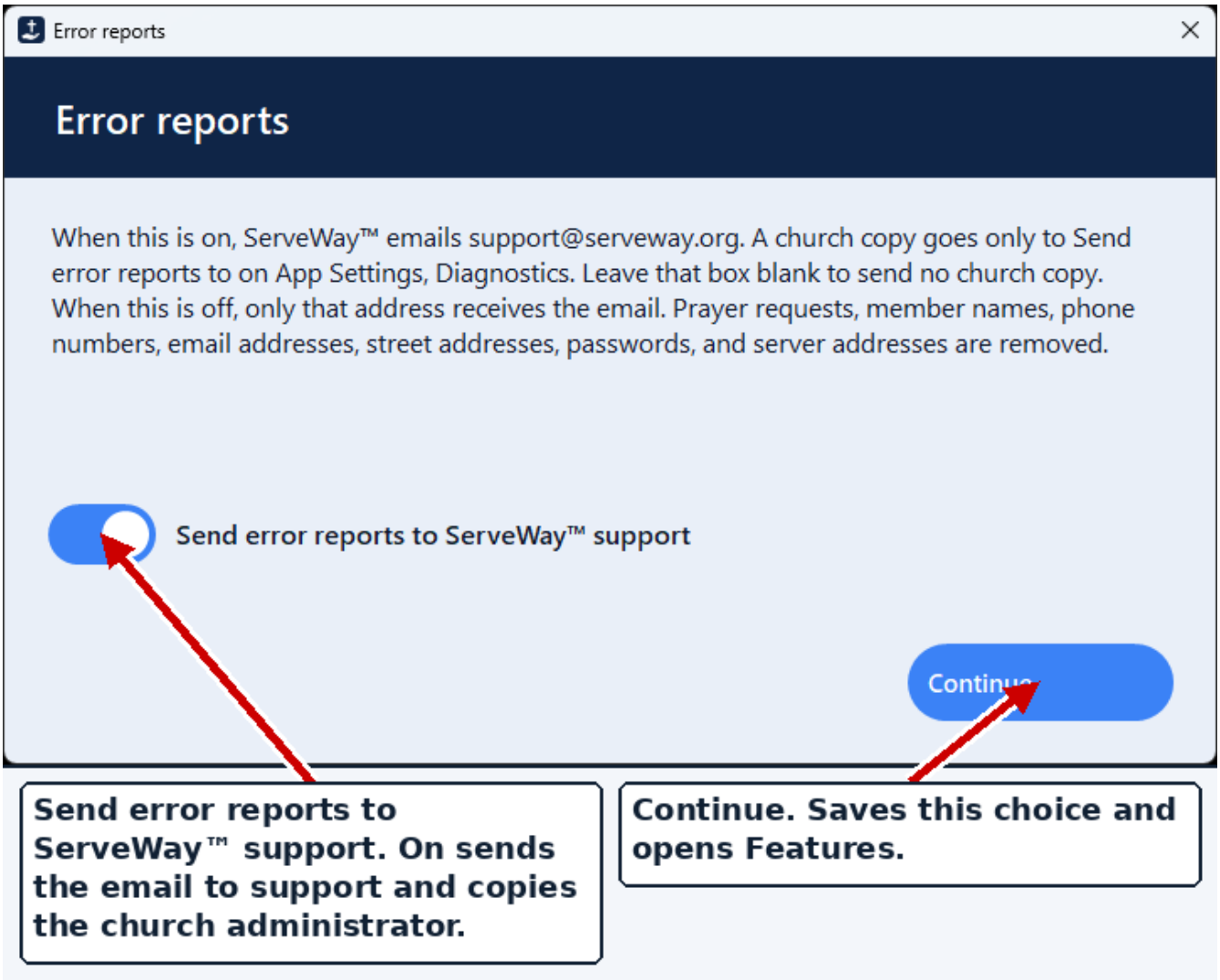
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Password (confirm), then press **Save**. The two boxes must match, and the new password must be different from the one you just used. **Cancel** stays on the login window. The main screen does not open until the new password is saved. After that password is saved, later sign-ins use the new password.

After that password is saved, ServeWay™ asks about error reports, then opens **Features**.

Send error reports to ServeWay™ support is on unless you turn it off. When it is on, an automatic error email goes to support@serveway.org. A church copy goes only to the address in **Send error reports to** on App Settings, Diagnostics. A blank box sends no church copy. When the switch is off, the email goes only to that address. A blank box with the switch off sends no email. The email keeps the church name, the program version, the screen, the kind of error, and the stack trace. It does not include prayer request text, member names, phone numbers, email addresses, street addresses, passwords, connection strings, or server addresses. Those are removed from the logged message and the exception text before the email is sent. Press **Continue**. You can change the switch later on App Settings, under **Brevo**. **Email error reports** on that same screen turns the email off and leaves the local log only.

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Error reports

Turn on the features this church will use, then press **Continue**. **Cancel** leaves the features as they were. A switch that was already on does not ask and does not open a browser. When a feature that needs an account, key, or secret changes from off to on, ServeWay™ asks whether to keep a saved value and does not show that value. **Yes** skips the steps. **No**, or when nothing is saved, asks whether you want help. **Yes** opens the steps and, when a company site is named, that site. **No** leaves the feature on and does not open a browser. You can open **Features** again later. It is a gold button on User Settings. The main-menu button that opens that window is **App Settings**. The window title is **FormUserSettings**. See Features.

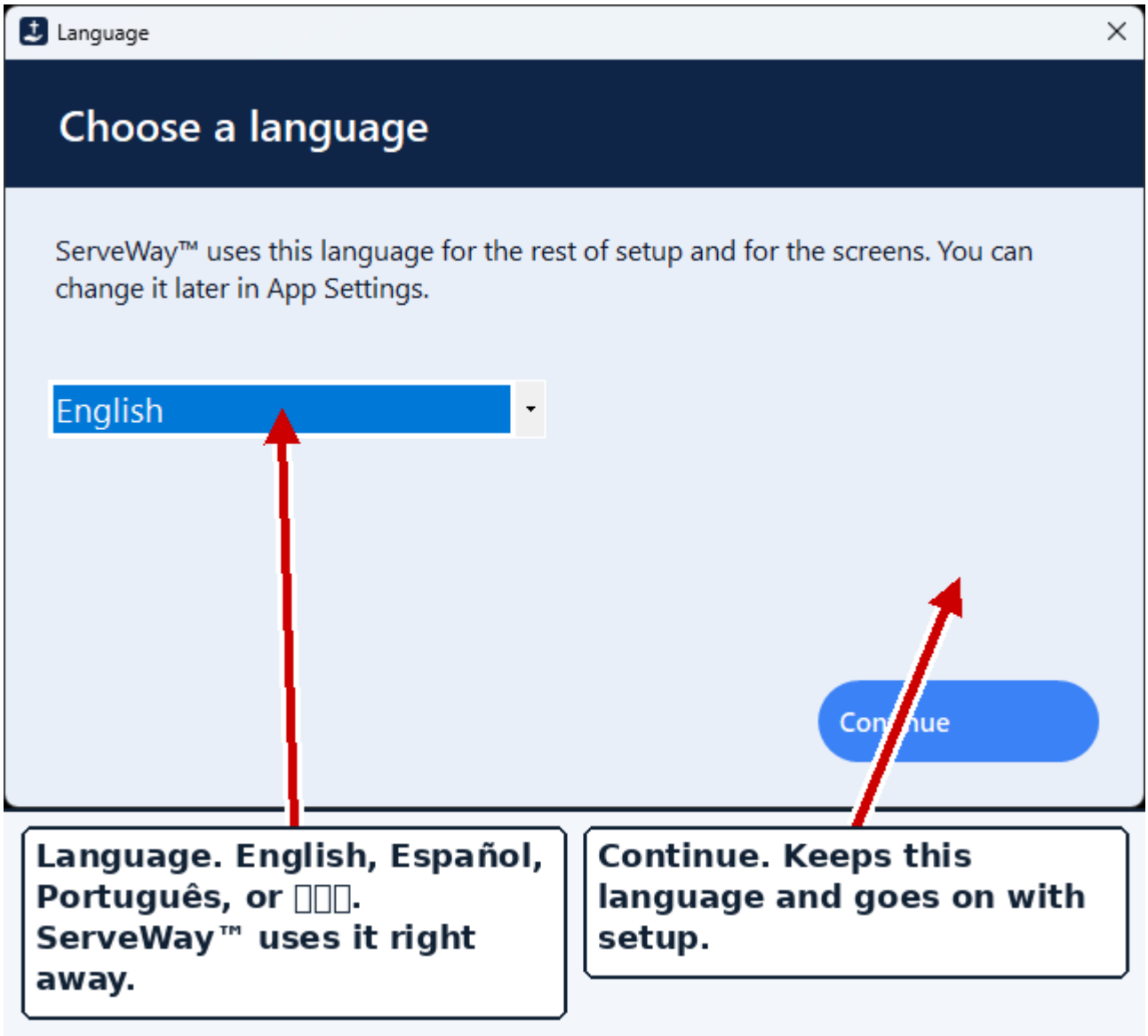
People who already have accounts are not asked to change a password at sign-in, unless an administrator pressed **Email Sign-In Info** for them. That sign-in opens **New Password Required** before the main menu. The new password must be different from the temporary one. After 72 hours that temporary password stops working, and ServeWay™ asks them to ask an administrator to email the sign-in info again. A New Church administrator who already chose a password is left alone.

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If you close the Ministry Login window at startup without signing in, ServeWay™ closes. The main menu does not open.

To sign in again from the main screen, press **Login**. That opens the same window. When that sign-in works, the label changes from **Logged Out** to that user name, and **Login** changes to **Logout**. Press **Logout** to sign out. ServeWay™ then asks for a user name and password again so the next person can sign in.

The first setup window asks for **English**, **Español**, **Português**, or 한국어 before the rest of setup. ServeWay™ uses that language right away. An administrator can change it later on **App Settings**. **Language** is in the header. Choose **English**, **Español**, **Português**, or 한국어, then open ServeWay™ again. A choice saved for this Windows user is used for that user. When this user has no saved language, ServeWay™ uses the language saved for the PC. The steps are in App Settings and users.



Language

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The **Help** button on Ministry Login opens Login Help. Login Help has these sign-in steps. It also says that a person who has no login obtains one through a system administrator. Login Help names one registered system administrator, or two names when at least two are registered. It does not name more than two. When none are registered, Login Help says: No system administrator is registered yet. When the names cannot be read, Login Help says: The registered system administrator names could not be read.

Change Password asks for **Current Password**, **New Password**, and **New Password (confirm)**, then **Save**. You must already be signed in. **Close** leaves the password as it was. The help button on that dialog explains those steps. On the Login Help window and the change-password help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

If you are not signed in, ServeWay™ says you must be logged in to change your password.

Main screen

The window title is **ServeWay™: Ministry Management Software**. The church logo is at the top. The **ServeWay™** button sits with the logo. Under that name it reads **MINISTRY MANAGEMENT SOFTWARE**. The signed-in name is on the bottom bar.

1. Press a large button to open that area. Press it again, or press **Close** on that screen, to return here.
2. Press **Logout** to sign out. When the bar says **Logged Out**, press **Login**.
3. Press **Change Password** to change the password for the person who is signed in.
4. Press **Manage Users** for user names and roles. Press **App Settings** for ministry settings. **App Settings** is for an administrator.
5. Press **Exit** to leave ServeWay™.
6. Press the church logo to open **About This Ministry**. Press the **ServeWay™** button to open **About This Application**.
7. Press **Report a Bug / Request a Feature** to send a bug or a feature request. The steps are below.

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Main menu

Report a Bug / Request a Feature

Report a Bug / Request a Feature is on the main screen, at the bottom. **Media Library** is on the left of that row. **Developer** is immediately to the right of **Media Library**, and only a developer sees it. **Report a Bug / Request a Feature** is the next button. Anyone who is signed in can press it.

1. Press **Report a Bug / Request a Feature**.
2. **Type** is **Bug** or **Feature request**.
3. Type a **Title** and a **Description**.
4. For a bug, type **Steps to reproduce** and **What you expected**.

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5. **Capture Screen** or **Browse** can add up to three pictures. **Remove** takes a picture off. **Retake** takes that picture again.
6. Before a picture is taken, and before **Browse**, ServeWay™ warns that a picture may show private information such as member names, addresses, prayer requests, giving, or passwords. **Continue** goes on. **Cancel** leaves the picture off. **Don't show again** keeps that warning off for you.
7. A line under the pictures says they will be emailed to the developers. Close or hide anything private before you send.
8. The lower box shows the app version, the Windows version, the language, the church, and your name and email. You cannot edit that box.
9. **Send** emails the developers who have an email address. **Help** is just left of **Close**. **Close** is at the bottom right and leaves the window without sending.

The report is sent only when Brevo accepts it and returns a message id. The developers who receive it are the people with the developer role and an email on their person record. When no developer has an email address, ServeWay™ says so and saves the report on this computer.

Report a Bug / Request a Feature

Private information

Choose a screen

About ServeWay™

Press the **ServeWay™** button on the main screen. The window is **About This Application**. It names the program and the version on this computer. **Close** leaves it.

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About ServeWay™

About this ministry

Press the church logo on the main screen. The window is **About This Ministry**. It shows the church this computer is using. **Close** leaves it.

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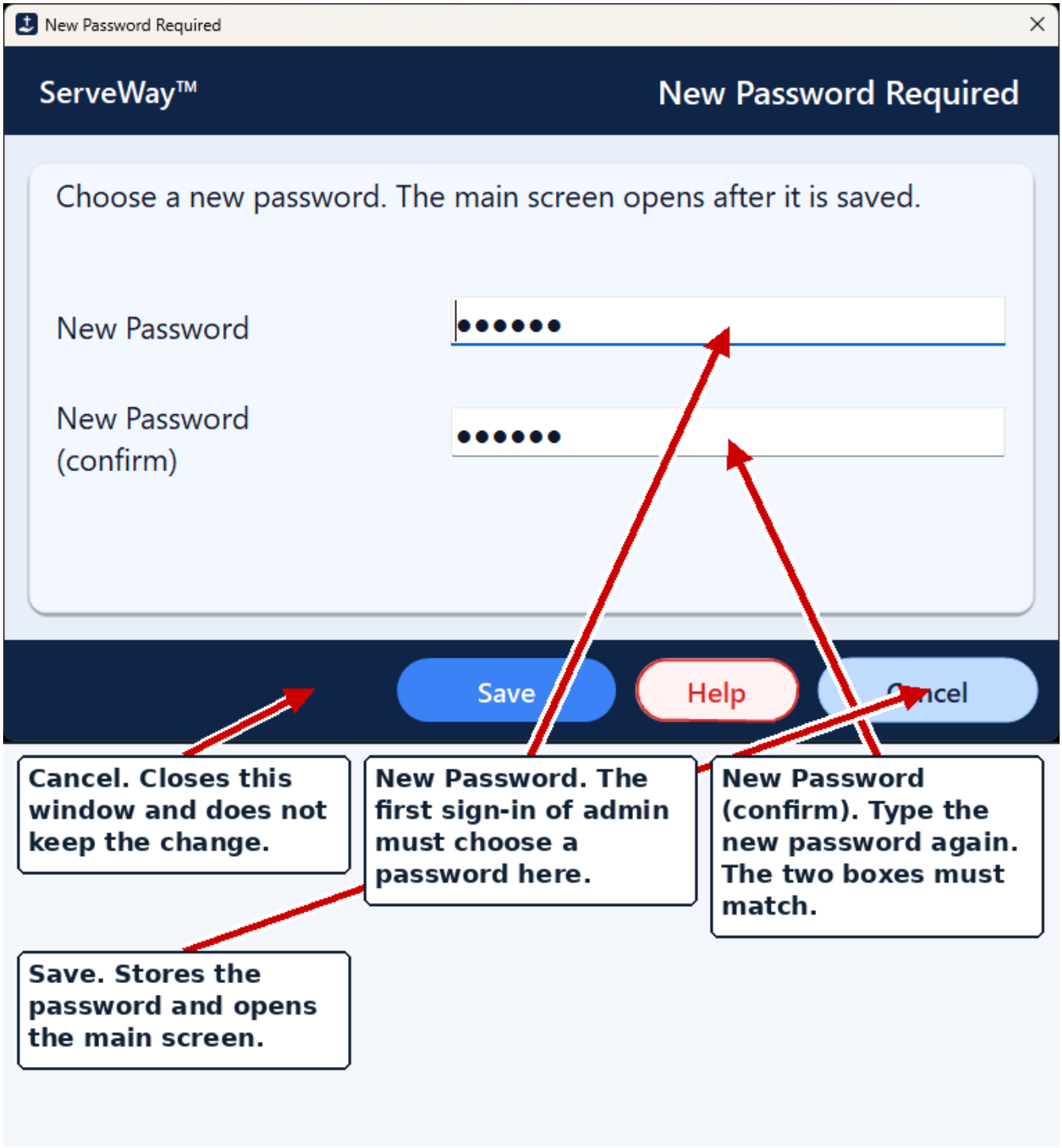
About this ministry

New Password Required

The first sign-in for the first-run user named **admin** opens this window before the main menu.

1. Type a **New Password**.
2. Type the same password in **New Password (confirm)**.
3. Press **Save**. The two boxes must match, and the new password must be different from the one you just used.
4. Press **Cancel** to stay on the login window. The main screen does not open until the new password is saved.

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New Password Required

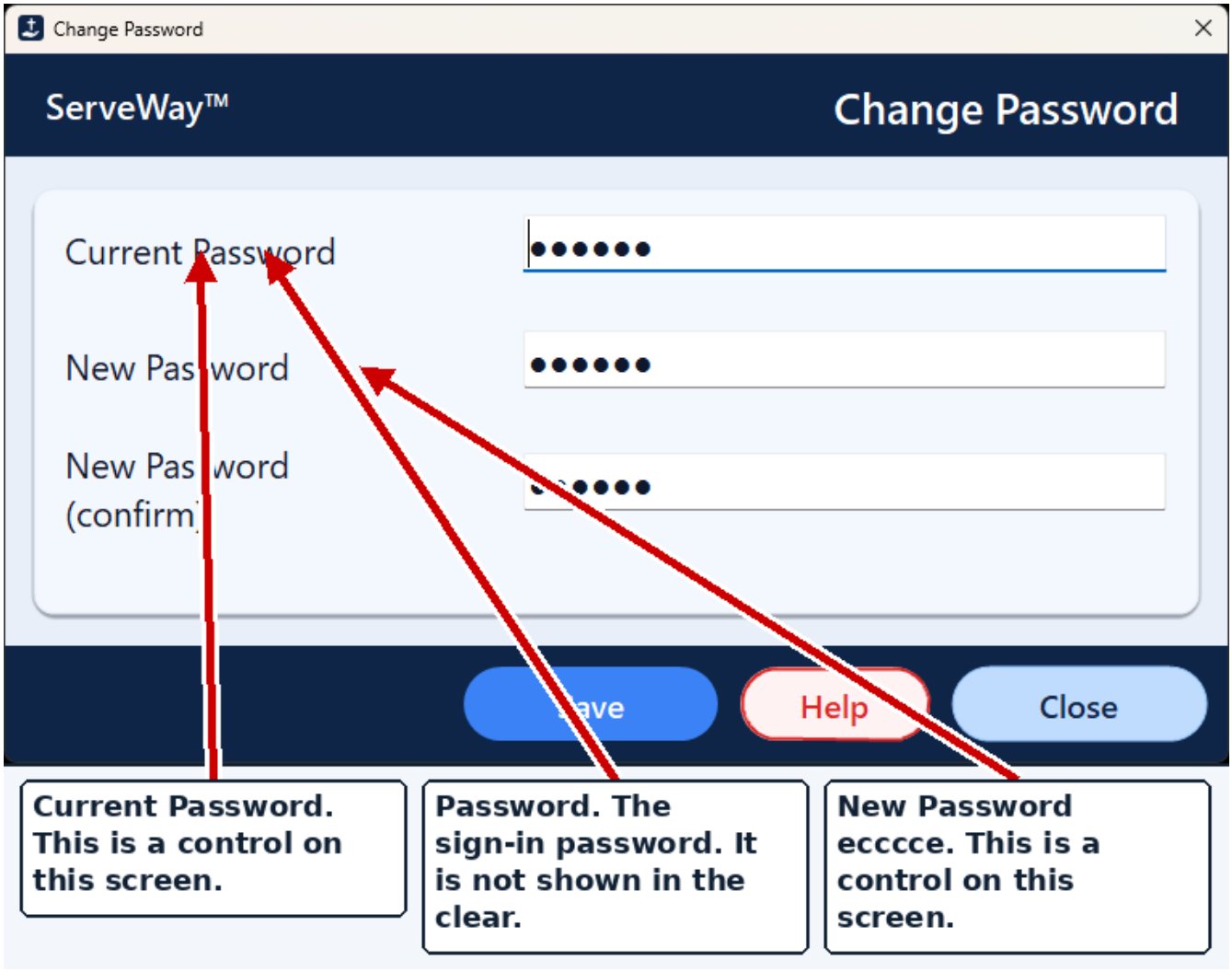
Change Password

Change Password on the main screen asks for **Current Password**, **New Password**, and **New Password (confirm)**. You must already be signed in.

1. Type the password you use now.
2. Type the new password twice.

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3. Press **Save**.
4. Press **Close** to leave the password as it was.



Change Password

What each person can open

An administrator can open every area, including **App Settings**.

For everyone else, a role is a checklist of areas. The names on that checklist (under **Manage Users**, **Manage Roles**) line up with the main menu like this:

Role checklist	**Main-menu button**
Visitors	**Visitor** and **Contact Us**
Members	**People** and **Church Directory**
Child Check-In	**Children**
SundaySchool	**Sunday School**
Offering	**Offering**

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Role checklist	Main-menu button
Finance	Review tools inside **Expenses** (the **Expenses** button itself is on for every signed-in person)
Facilities	**Facilities** (request, your own reservations, and the schedule)
Facility Manage	**Manage Facilities** inside Facilities
Facility Approve	**Approval Queue** inside Facilities
Calendar	**Calendar**
Announcements	**Announcements**
Prayer Requests	**Prayer Requests**
SermonNotes	**Sermon Notes**
LiveStream	**Live Stream**
Notifications	**Notifications**
User Management	**Manage Users**
User Settings	Stored with the role. It does not by itself turn on **App Settings**.

Is Admin on a role turns on the whole menu, including **App Settings**.

Each screen on **Manage Roles** has four levels: **View**, **Email/print**, **Create/edit**, and **Send to church**. A higher level includes the ones under it. A control this person cannot use is hidden. **Guest (not signed in)** sets what someone sees before they sign in. A guest can enter visitor information and print a visitor label, use **Contact Us**, and press **Visit Church Website**. A guest can view Announcements, Sermon notes, the Google calendar, and public events. Church Directory and People stay off until someone signs in. A guest cannot check in a child. Children's check-in is not on the kiosk menu before sign-in. It opens for a signed-in staff member whose role includes Child Check-In. **Contact Us** shows the church's public information and a request form. It does not show the directory or member records. In Kiosk Mode, **Visit Church Website** opens inside ServeWay™ and **Close** returns to the menu. A guest cannot email or print anything else. An administrator can still edit Guest. It cannot be deleted.

A role checkbox does not choose which features the church uses. **Features** does that. When a feature is turned off there, its main-menu button stays off, including for an administrator.

Moving around

- Press a large button to open that area. Press the same button again, or **Close** on the screen, to go back to the menu. Opening one area hides the others.
- **Exit** closes ServeWay™.
- The picture button at the top of the main screen (no words on it) hides the main screen briefly and shows it again. It does not sign you out.

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- Help windows use **Close**, **Annunciate Help**, **User Manual**, and **Email Manual**. Annunciate reads the help aloud. On the main help screen the button says **Loading voice...** for a few seconds while it starts. **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer. That is the main Help window and every per-screen help window. On the main Help window, **Licenses** sits on that same row and opens the ServeWay™ License Terms. **Privacy Policy** and **Third-party licenses** are on that window. The License Terms are shown first. Those words are stored in the program. The same documents are described in License Terms and Privacy Policy.

Kiosk and voice

App Settings has a **Kiosk Mode** switch. When it is on, the main menu fills the screen with no window border. **Show on-screen keyboard automatically** is on for a kiosk PC and off for a staff PC until you change it. When it is on, ServeWay's own keyboard opens when a text box, an editable list, a masked or number box, or a notes box is tapped. That includes Sign in, the sign-in code, a recovery code, the church and database chooser, and the first-run prompts. The keyboard sits on the same screen as that window, along the bottom, and the window moves or scrolls so the box stays visible. **Hide** closes it. **Shift**, the number and symbol keys, **Backspace**, **Enter**, and **Tab** are on it. An email box also shows @ and **.com**. A password box does not show the keys in a preview. ServeWay™ does not open the Windows touch keyboard. **Small**, **Medium**, and **Large** change the size of **ServeWay Keyboard**, the long keyboard with a number pad. **Exit** on the bottom bar stays hidden until an administrator signs in. That administrator can press **Exit**. **Visit Church Website** opens inside ServeWay™. **Close** on that window returns to the menu. It does not open the computer's browser. Children is not on the menu before sign-in. A guest cannot check in a child. Alt+Tab, Alt+F4, and the Windows key stay blocked while Kiosk Mode is on. ServeWay™ opens again about five seconds after the window closes, unless that administrator pressed **Exit**. The main menu changes as soon as you move the switch.

A kiosk PC should sign in to Windows by itself. Use Windows auto-logon, or the Windows touch keyboard on the Windows lock screen. ServeWay™ cannot put a keyboard on the Windows sign-in screen.

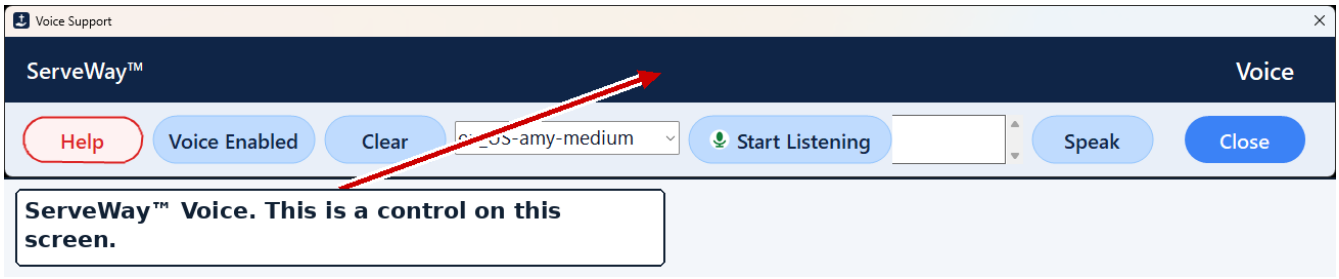
Windows account for the kiosk PC

Use a standard Windows account on the kiosk PC. Sign that account in, then turn on **Kiosk Mode**. For a tighter lock, Windows **Assigned Access** can open only ServeWay™ for that account. In Windows Settings, open **Accounts**, then **Other users**, then **Set up a kiosk** (**Assigned Access**). Choose the standard account and ServeWay™.

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Many forms also have a **Virtual Keyboard** button (sometimes labeled **Keyboard**). That keyboard can type into the field that has focus. **Use Voice** on that keyboard is the microphone path described in the main help.

Voice Interface on **App Settings** opens the voice window. The steps, the button names, and a picture are in App Settings and users.

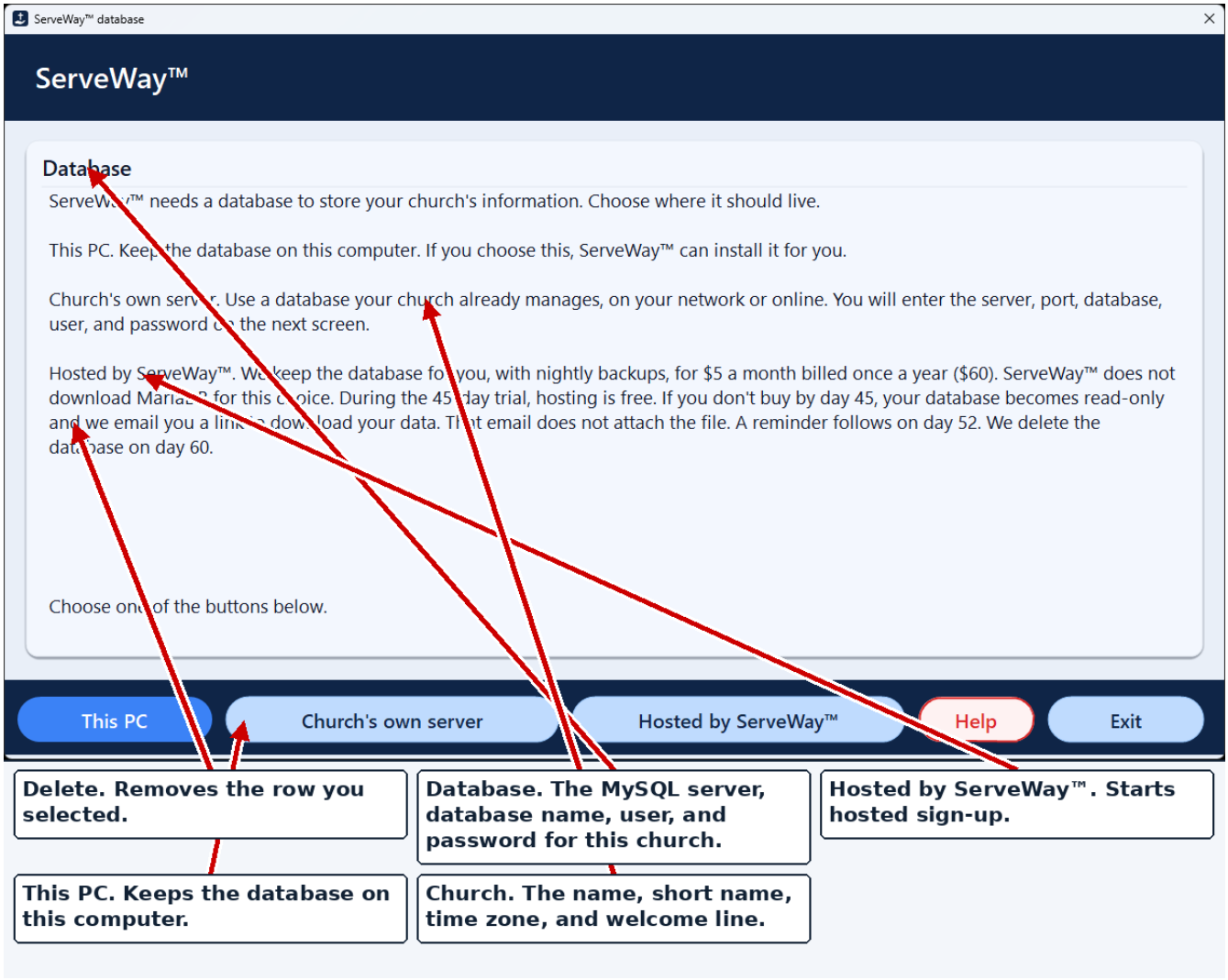


Voice Interface

Where should ServeWay™ keep its database?

The window title is **ServeWay™ database**. **This PC** uses a database on this computer. **Church's own server** asks for the server, port, database, user, and password. **Test Connection** checks those words. **Use this server** keeps them. **Hosted by ServeWay™** starts sign-up. **Exit** closes this window. The same three choices are on App Settings, Accounts, Database, under **Choose where the database is kept...**. From there, **Hosted by ServeWay™** also offers a move of the database this PC already opens.

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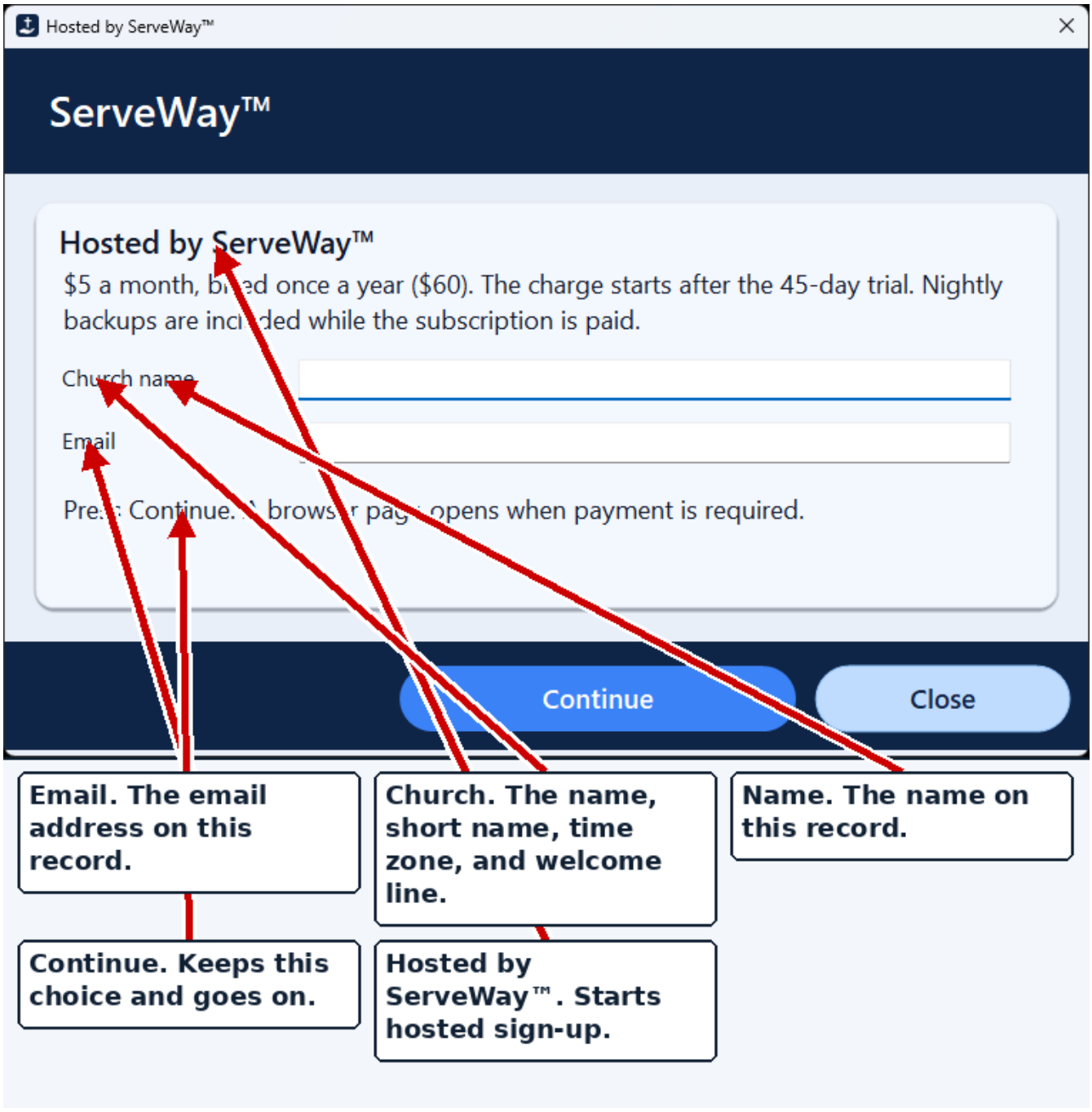


ServeWay™ database

Hosted sign-up

Hosted by ServeWay™ asks for the church name and an email address. **Continue** creates the database when payment is not required, and opens a browser page when a payment is required. **Close** leaves without starting that page. ServeWay™ does not download MariaDB for this choice. The price on the window is $5 a month, billed once a year ($60). The charge starts after the 45-day trial.

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Hosted by ServeWay™

Help on the main menu

The red **Help** button opens **Help**. **Annunciate Help** reads the overview aloud. **User Manual** opens this book in ServeWay™. **Licenses** opens the ServeWay™ License Terms. **Close** leaves the window.

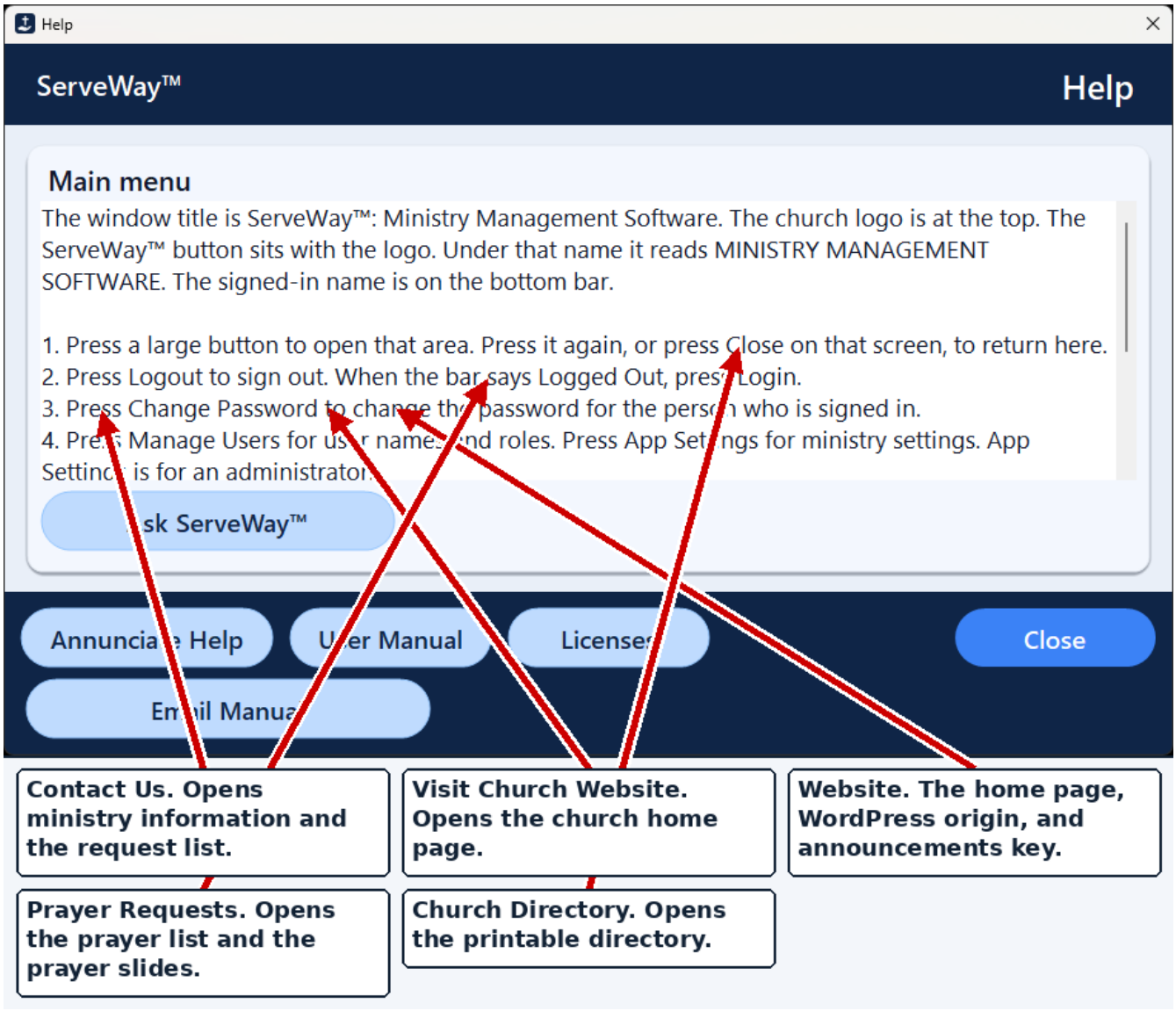
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Email Manual is on this Help window and on every help window. It opens a small window.

1. **Email to** is the coworker's address. It is required. ServeWay™ checks the address before it sends.
2. **From** is your name or email. When you are signed in, ServeWay™ fills in the name and email it has for you. You can change it. The email names whoever is in **From**. If that box includes an email address, a reply goes to that address.
3. **Message** is optional. If you type one, it is at the top of the email.
4. **Send** emails this book. The window shows **Sending...** while that happens, then one result. The result says the manual was sent only when the mail server accepted it. Otherwise the result is the error from that send.
5. **Cancel** closes the window and does not send.

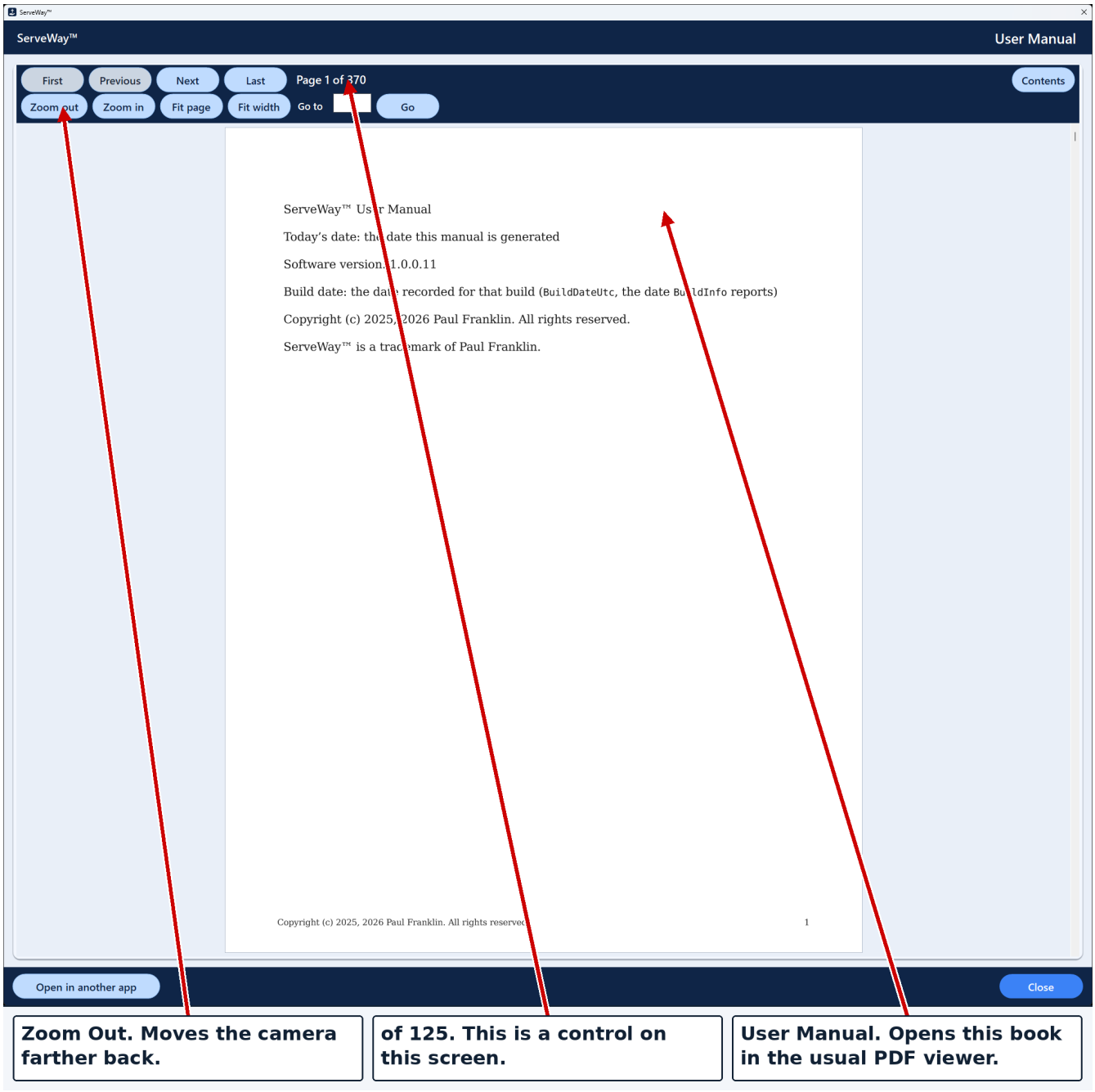
The email attaches the ServeWay™ user manual. It then says ServeWay™ is ministry management software for Windows, and it gives the free 45-day trial at https://serveway.org. The sales line is Sales: (770) 746-3607.

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Help

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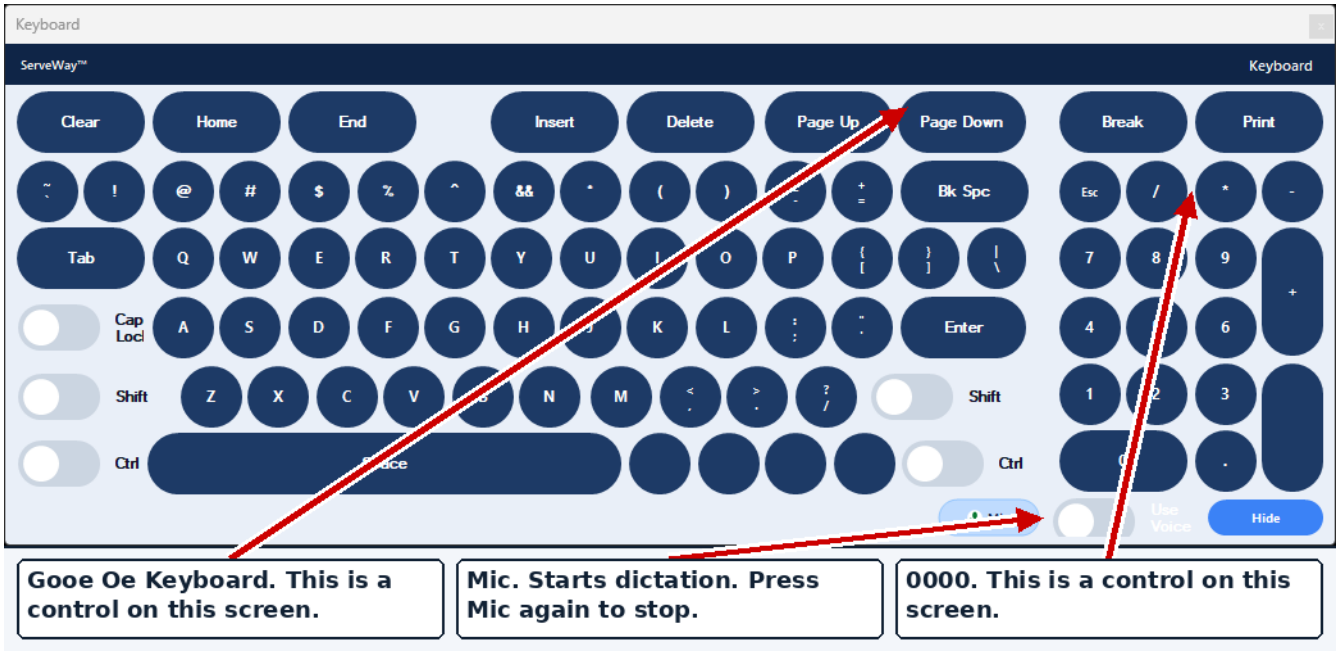


User Manual

Virtual Keyboard

Keyboard (sometimes labeled **Virtual Keyboard**) shows ServeWay's on-screen keys. That keyboard is the long one with a number pad. The keys type into the field that has focus. **Use Voice** is the microphone. **Esc** leaves a key sequence. **Hide** closes the keyboard. **Small**, **Medium**, and **Large** change its size.

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Virtual Keyboard

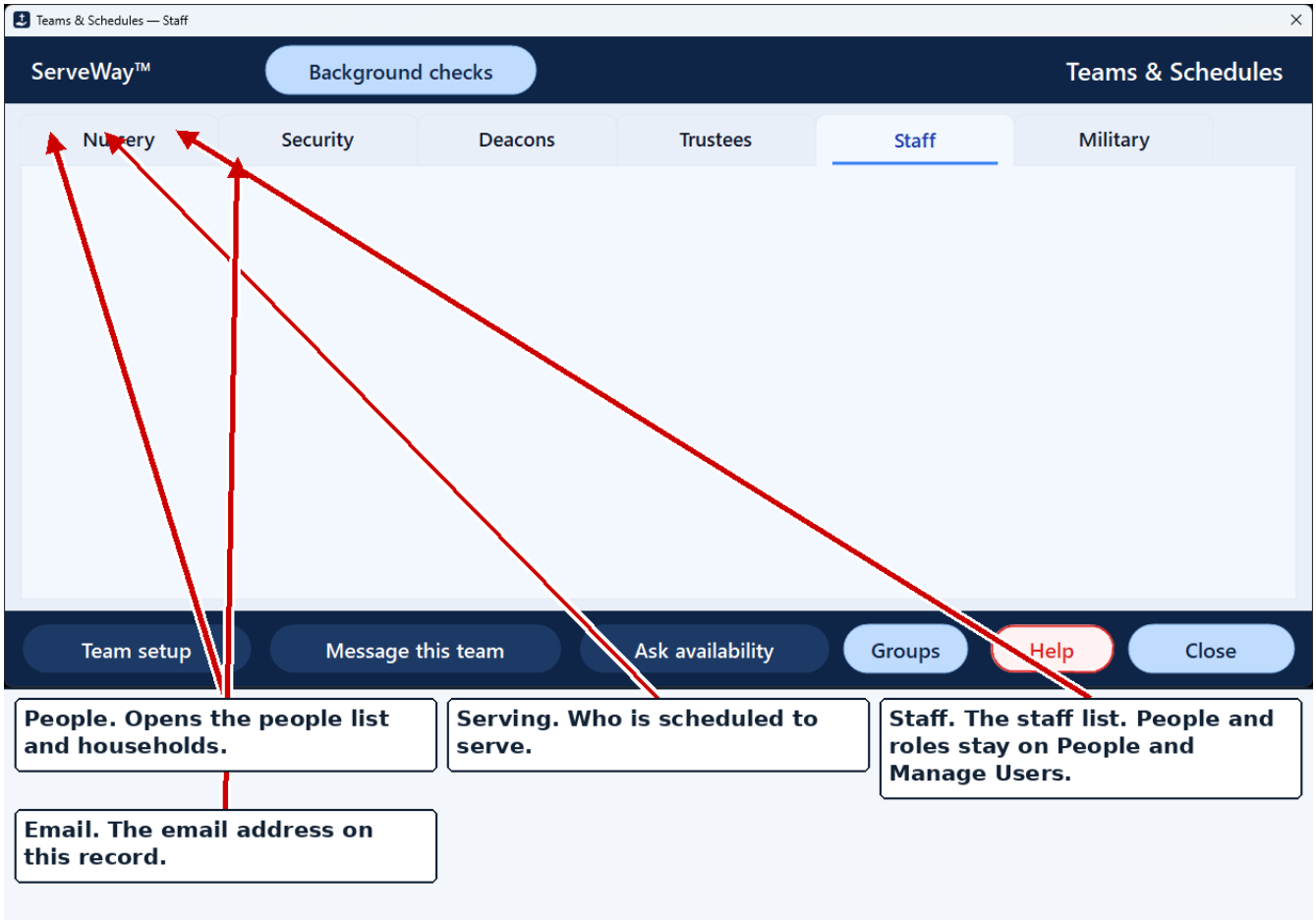
Other windows

These windows are in ServeWay™. They are not buttons on the main menu. Use the main-menu screen named with each one.

Staff

Staff is a staff list on **Teams & Schedules**. Open that window from the top of **People**, or from **Announcements**. People and roles are on **People** and **Manage Users**. Phone numbers and email addresses stay in People. Team setup stores a description of what Staff does. **Help** on this tab shows that description, then this section. Add and remove people on this tab. **Message this team** and **Ask availability** use this roster.

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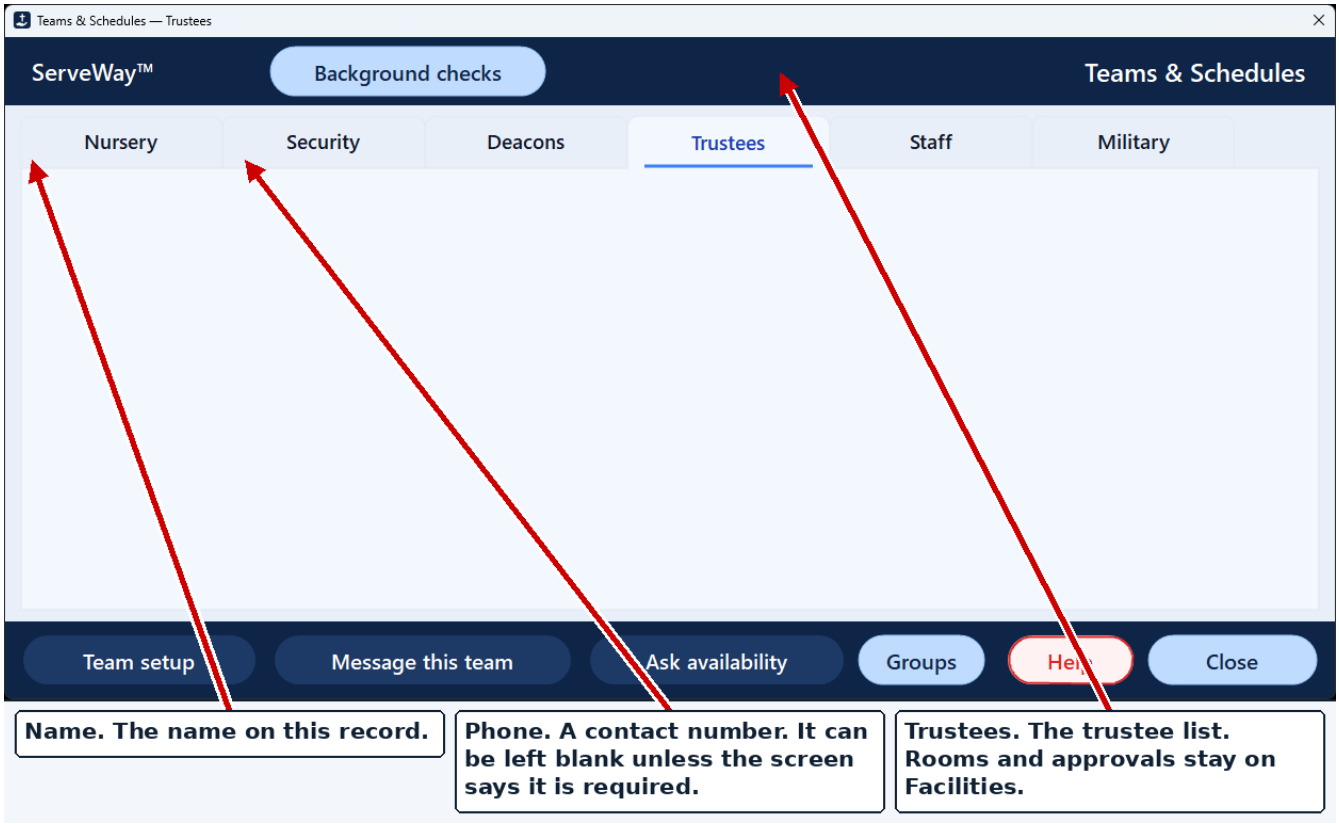


Staff

Trustees

Trustees is a trustee list on **Teams & Schedules**. Phone numbers stay in People. Rooms and approvals are on **Facilities**. Team setup stores a description of what Trustees does. **Help** on this tab shows that description, then this section. Add and remove people on this tab. **Message this team** and **Ask availability** use this roster.

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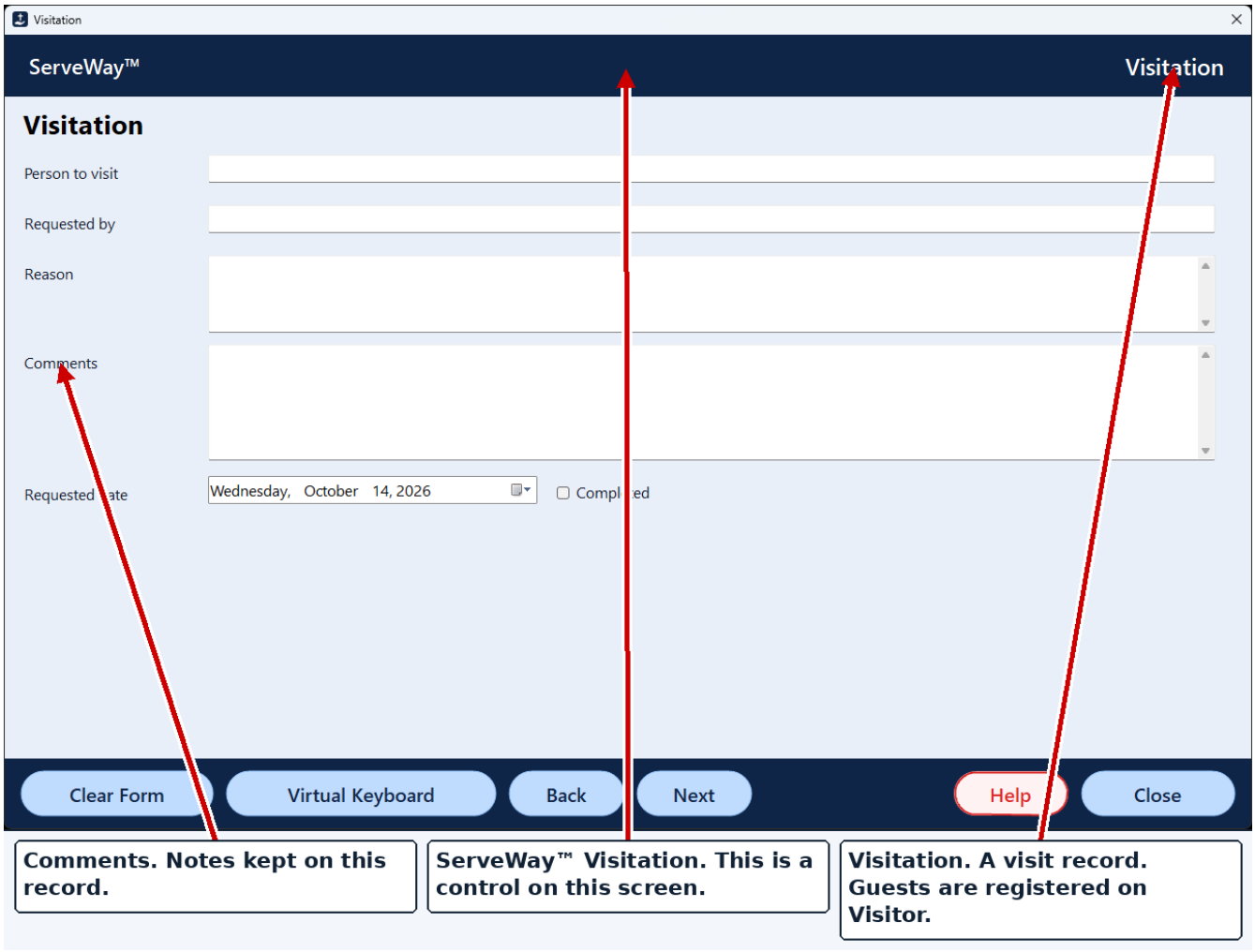


Trustees

Visitation

Visitation is a visitation form. Guests are on **Visitor**.

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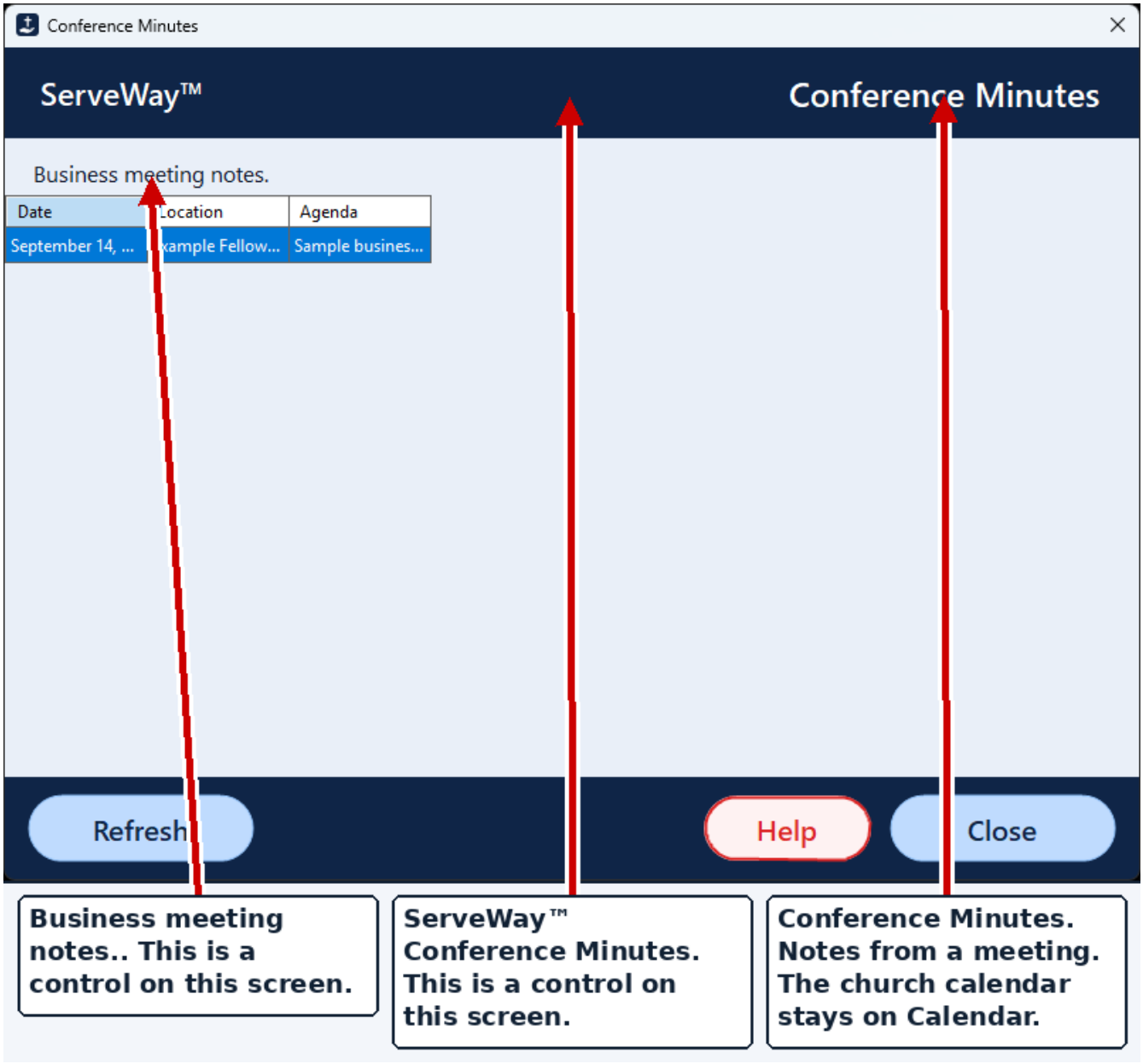


Visitation

Conference Minutes

Conference Minutes is a minutes window. The church calendar is on **Calendar**.

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Conference Minutes

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People and households

Open **People** from the main menu. You need the Members permission.

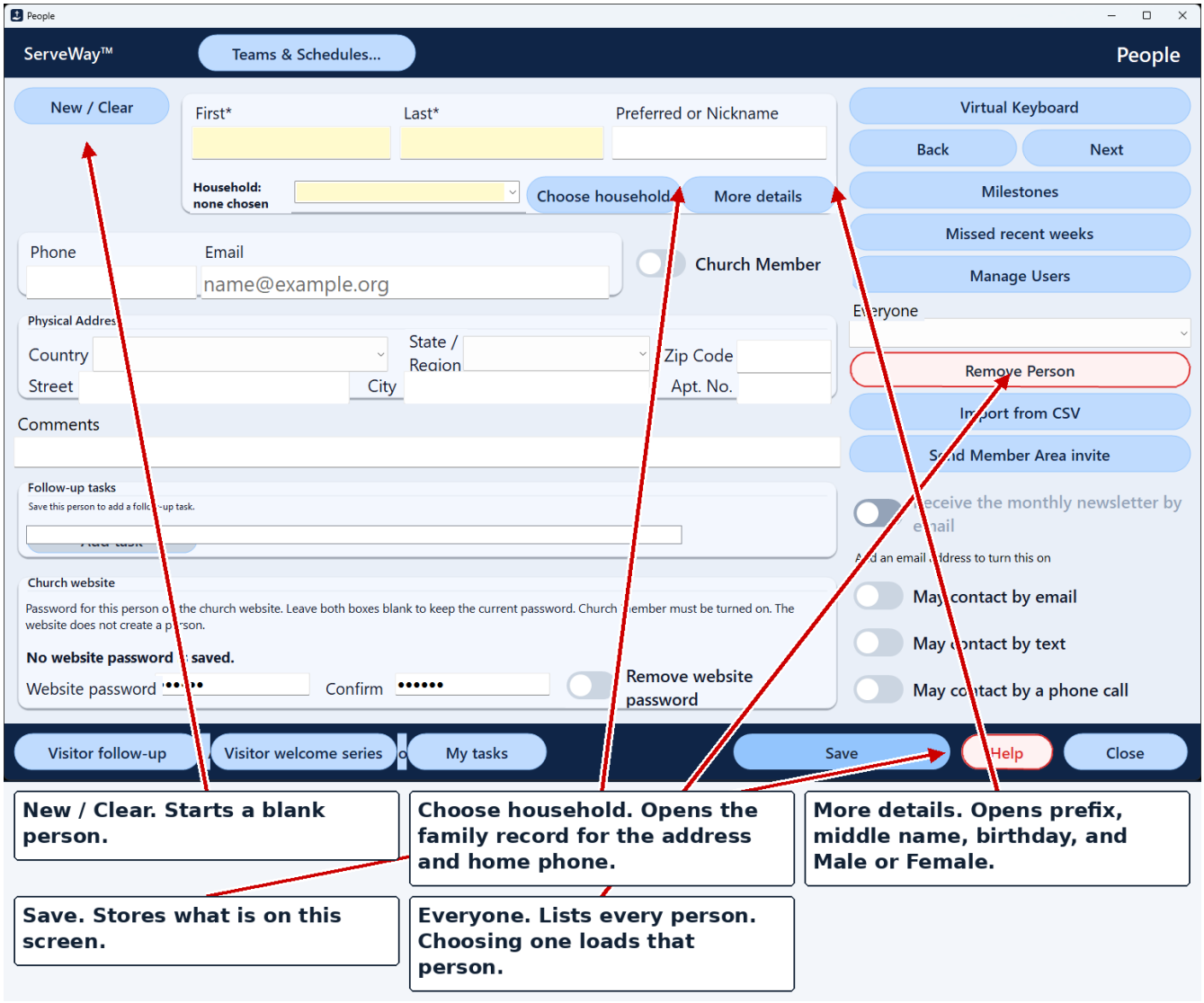
A person and a household are two different things.

- **First** and **Last** are the person’s name. Last name is the surname. It is not the household name.
- The household is the family record: the family name, home phone, and the street address.
- Two people can share one household and still have different last names.

The address on People (street, apartment, city, state, zip, and country) belongs to the household. It is saved with the household. Visitor uses the same layout.

On the People help window, the person help window opened from **More details**, and the household help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

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People

Teams & Schedules, at the top of this window, opens Nursery, Security, Deacons, Trustees, Staff, and Military. You need the Announcements permission. Phone numbers and email addresses stay on People.

Milestones

Milestones, on the right, opens weddings, funerals, and baptisms. You need the Milestones permission. It is not a main-menu button.

Type is Wedding, Funeral/Memorial service, or Baptism. Date, start time, and end time are the event. Location is a facility and a room, or Off campus. People involved are chosen from People or typed as a new name, and each person has a role. Officiant is chosen from People. Notes are optional. **Add photo from Media Library** uses a picture already in the Media Library.

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Include in bulletin starts off. **Show on the public website calendar** starts off. Nothing is sent to the public website calendar unless that switch is on and you press **Add calendar entry**.

Add to Sunday announcements stores the milestone for the coming Sunday. **Make welcome slide** (a wedding or a baptism) or **Make memorial slide** (a funeral) stores a slide request. Those slides are drawn the same way as birthday and graduation slides. That writer is not in this build yet. **Add calendar entry** writes the church calendar and checks Facilities when the place is a facility. An approved booking stops the entry. Off campus does not check a room.

Save milestone writes the fields. **New milestone** clears the form. **Remove milestone** deletes the selected one. **Close** leaves the window. **Help** is just to the left of **Close**.

Milestones

Missed recent weeks

Missed recent weeks, on the right under Milestones, lists people who used to attend and have now missed several weeks. The same button is on the Sunday School bottom bar, to the right of Help. You need the Members permission, the Sunday School permission, or the Worship attendance permission. It is not a main-menu button.

Weeks missed starts at 3. **Attended at least** starts at 4, **of the previous** 8 weeks. A person is listed when they attended that many of those earlier weeks, and then missed the number of weeks you set. A new person whose first attendance is inside that earlier stretch is left off. A person who came this week is left off. The current Sunday is not counted as missed, because attendance may still be taken.

The switches are **Child check-in**, **Adult check-in**, **Sunday School**, **Worship roll**, and **Groups**. They start on. Child check-in is a child who was checked in. Adult check-in is a visit saved on Visitor, or a check-in recorded at a kiosk. Sunday School is a present mark on a class roll. Worship roll is a present mark on the worship roll. Groups count when the church has recorded group attendance, including a VBS or camp group tied to a person. Turn a switch off to leave that attendance out.

Each row shows the name, the household, the last date they attended, the ministry or class, how many weeks they have missed, and a snooze when one is set.

Open in People loads that person on People. You need the Members permission for that. **Start follow-up** opens the visitor follow-up for that person when you may act on follow-up. **Create follow-up task** starts an assigned task for the person you selected. You need Follow-up tasks for that. It is separate from Start follow-up. **Message** opens the email or text window. Nothing is sent until you press send there.

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Snooze 2 weeks and **Snooze 4 weeks** hide the person until that date. **Snooze until date** lets you pick the date. **Dismiss** hides the person until you show them again, for example when they moved away. **Show snoozed and dismissed** puts those people back on the list, and the Snooze column says why. **Show again** clears the snooze or the dismissal for the selected person.

Print prints the list on the screen. **Export CSV** saves that same list as a file. **Refresh** reads attendance again. **Help** is just to the left of **Close**.

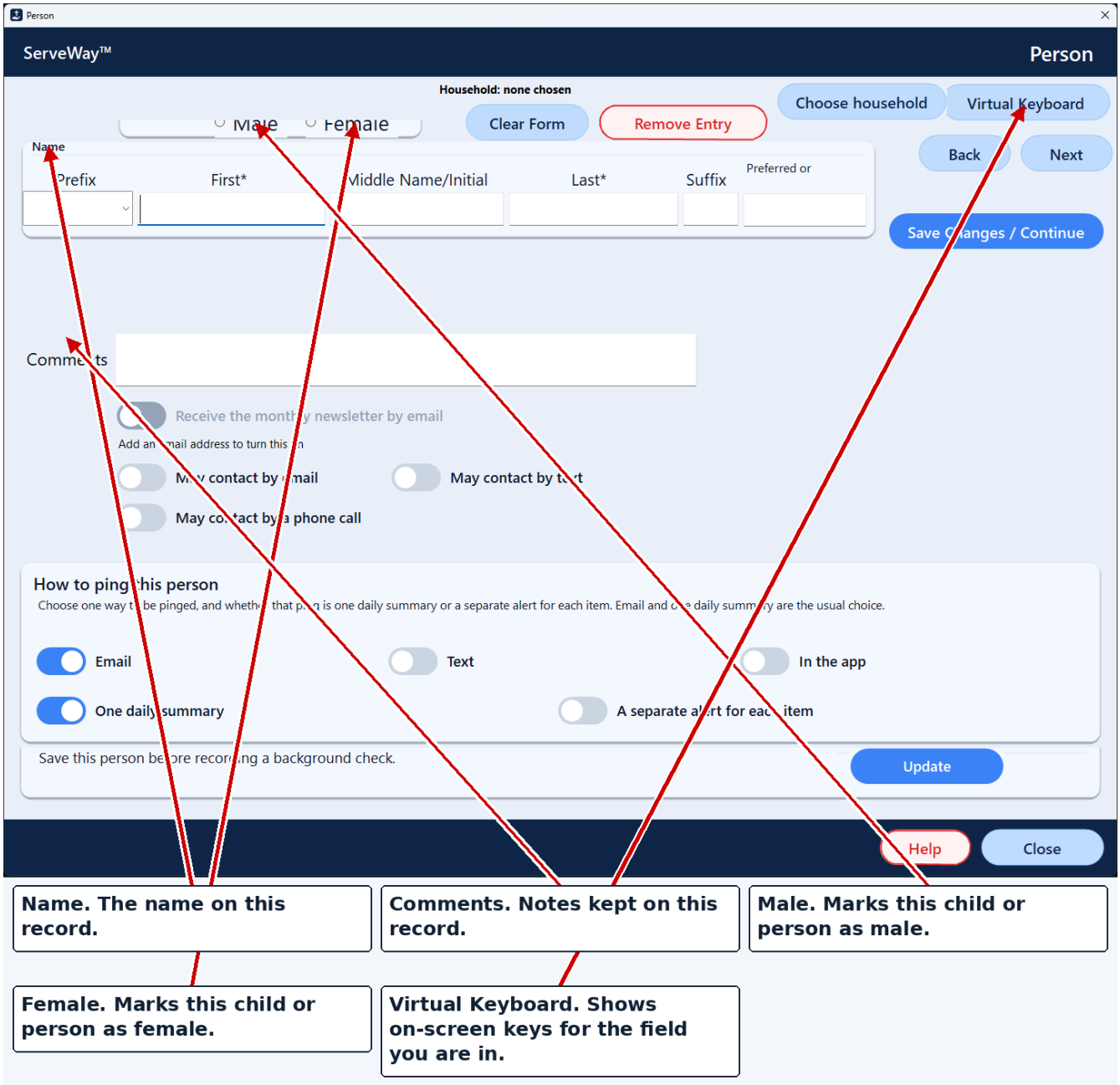
Missed recent weeks

Find someone or start a new person

1. Type in **First** or **Last**. After two letters, a **Matches** list opens under the name. It does not cover the phone, email, or address.
2. Click a match to load that person. That click does not also open the household form.
3. If nobody matches, keep typing. You are adding someone new.
4. **Everyone**, on the right, lists every person. Choosing someone there loads them and does not open the household form.
5. **New / Clear** starts a blank person.

More details opens on this screen: prefix, middle name, suffix, gender, and date of birth. One **Save** writes those fields with the person. **Save** stays off until first name, last name, and a household are set. Empty required boxes are highlighted here.

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Person more details

Phone and email may be left blank. If you type them, they must be valid. Phone is formatted as you type, in the form `(XXX) XXX-XXXX` for a U.S. number.

Church Member marks the person as a member. **Prospect** is the large switch under **Church Member**. It marks someone met on a neighborhood canvass who has not attended. A prospect is not a church member. Turning **Church Member** on turns **Prospect** off. **Comments** are notes on the person.

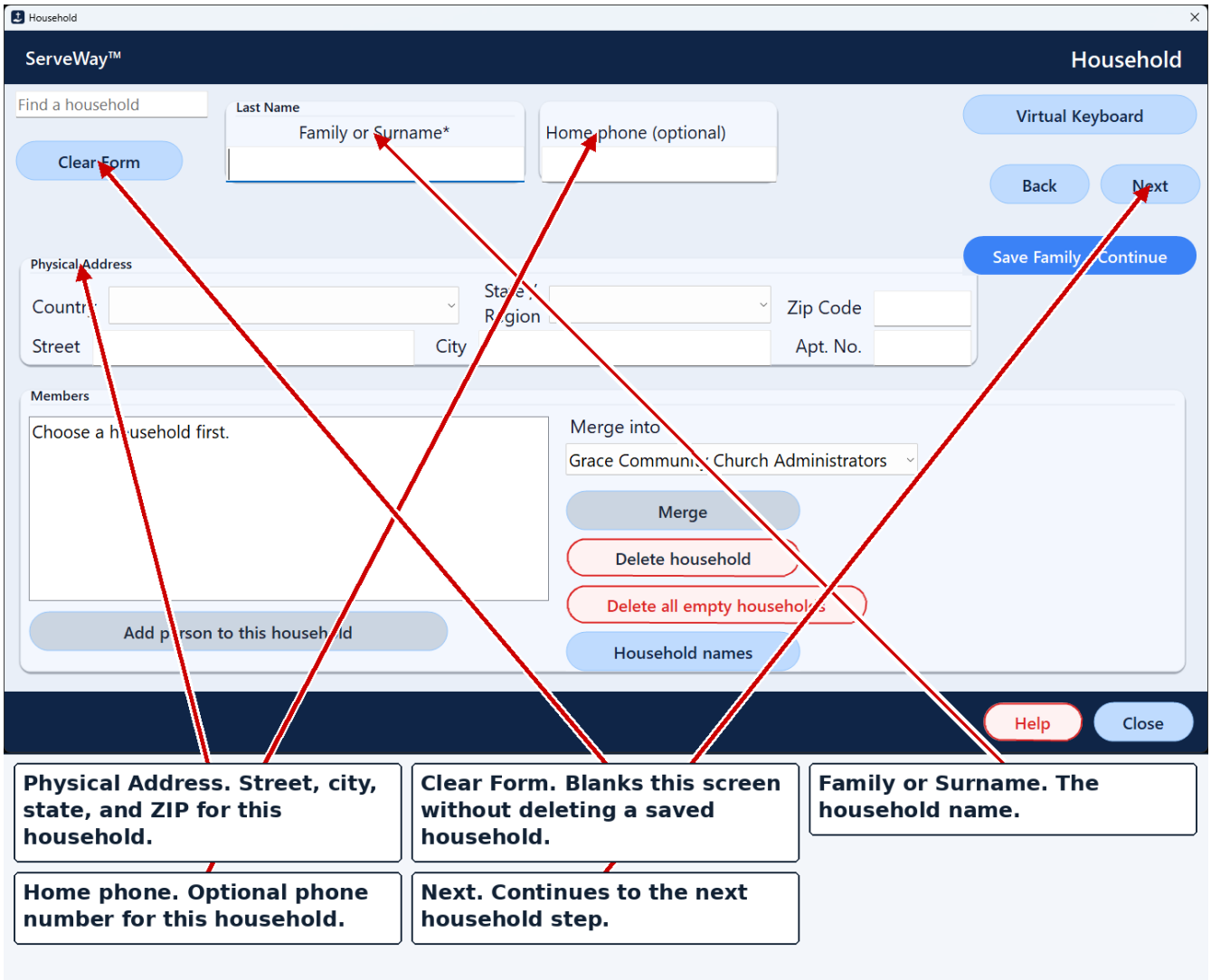
Send Member Area invite is on the right side of People. It emails a one-time link that sets the password. The link expires in 7 days. **Church Member** must be on, and the

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person needs an email address. The church website address must be saved. People without an email are left off. A person who is not a church member is skipped.

Church website is the same user name and password as ServeWay™ for **Member Area**, **Church Directory**, and **Prayer Requests**. **Website password** and **Confirm** set that shared password. Saving a password here changes the ServeWay™ sign-in password for that person. **Remove website password** stops the website from accepting it and leaves an app sign-in in place. Leave both password boxes blank to keep the current password. **Church Member** must be turned on. The website does not create a person. A person who has no ServeWay™ user name gets a website-only sign-in that uses the email on the person as the user name. That sign-in cannot open the app. How to place those shortcodes is in Install the ServeWay™ plugin.

Choose a household



Family / Household

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A household is required before **Save**.

1. Under the name, the **Household** box searches existing households by surname. The city, or the street when there is no city, tells families apart.
2. Choose **New household** to create one. It uses this person's last name, phone, and the address on this screen.
3. **Choose household** still opens the full household window when you need it.
4. The caption shows the household, **New household**, or **Household: none chosen**.

After **Save**, **Add another person to this household** keeps the household and the last name. **Done** closes People. Changing the address updates the household. If other people share it, ServeWay™ asks before writing that address.

On **Family / Household**:

1. Type the household name. After two letters, a list of households that start with those letters opens.
2. Click a row to load that household, then **Save Family / Continue** to update it.
3. If you did not pick a row, **Save Family / Continue** creates a new household. Two households may use the same name. Picking the row is what updates an existing one.
4. **Home Phone** is optional and is a fixed line, not a mobile number. If you type it, it must be valid.
5. Fill **Street**, **Apt. No.**, **City**, **State / Region**, **Zip Code**, and **Country** for the household address.
6. **Clear Form** blanks the household screen. **Close** leaves without choosing a household. **Remove Entry** deletes the household entry after you confirm.

After a successful save, the household screen closes and the person you came from keeps that household.

If Last is still empty when the household is chosen, it is filled from the household name. A last name you already typed is not replaced.

Save the person

Save writes the name, phone, email, comments, church-member flag, household link, and address. You get a saved message, or a message that says why it did not save.

Remove Person deletes the person on this screen after you confirm. On **More details**, the same action is labeled **Remove Entry**.

More details on People shows prefix, middle name, suffix, gender, and date of birth. **Save** on People writes the person. **Remove Person** deletes the person after you confirm. The person window used for the picture still has **Remove Entry**, **Clear Form**, and **Close**.

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If you save a new name that is already on file, the match list stays open and a second person is not written.

How this person is pinged

On the person record, under the newsletter choices, **How to ping this person** chooses **Email**, **Text**, or **In the app**. Choose one. Turning the last one off turns **Email** back on. **One daily summary** is on unless you choose **A separate alert for each item**. **Save** writes this with the rest of the person. A person with no choice yet uses email and one daily summary. The church order of who is pinged, and when, is under Overdue alerts.

Follow-up tasks

Follow-up tasks, under comments, lists the open and past tasks for the person on this screen. A task about that household is included. **Add task** starts one. **My tasks**, on the bottom bar, opens the tasks assigned to you. Neither button is on the main menu.

A task needs the person, or that person's household, a type, a due date, an optional note, and a staff member. The types are Call, Visit, Welcome, Care check, and Other. Choose each person from the list that opens after two letters. The assignee is told through the choice already on that person's record: email, text, or a notice in the app.

Open, **Due soon**, and **Overdue** are the lists. Due soon is today through the next 7 days. Overdue is a due date before today that is not snoozed. **Done** shows finished tasks. **Snooze 1 day**, **Snooze 3 days**, and **Snooze until a date** hide a task from Due soon and Overdue until that date. **Mark done** stores an optional outcome note. **Reopen** puts a finished task back on the open list. The history names who did each step and when.

All tasks is the large switch for a role that has **Follow-up tasks** in Manage Roles. It adds filters for the assignee, the type, and the due dates, plus **Print** and **Save CSV**. It starts on for an administrator, and for a staff, pastor, secretary, or office role. A person can still open My tasks and finish a task assigned to them without that box. **Visitor follow-up** has **Create follow-up task** for the visitor you selected. **Missed recent weeks** has the same button for the person you selected. An overdue task is included in overdue alerts. The alert names the person or household and the type. It does not include the note.

Follow-up tasks

Follow-up task

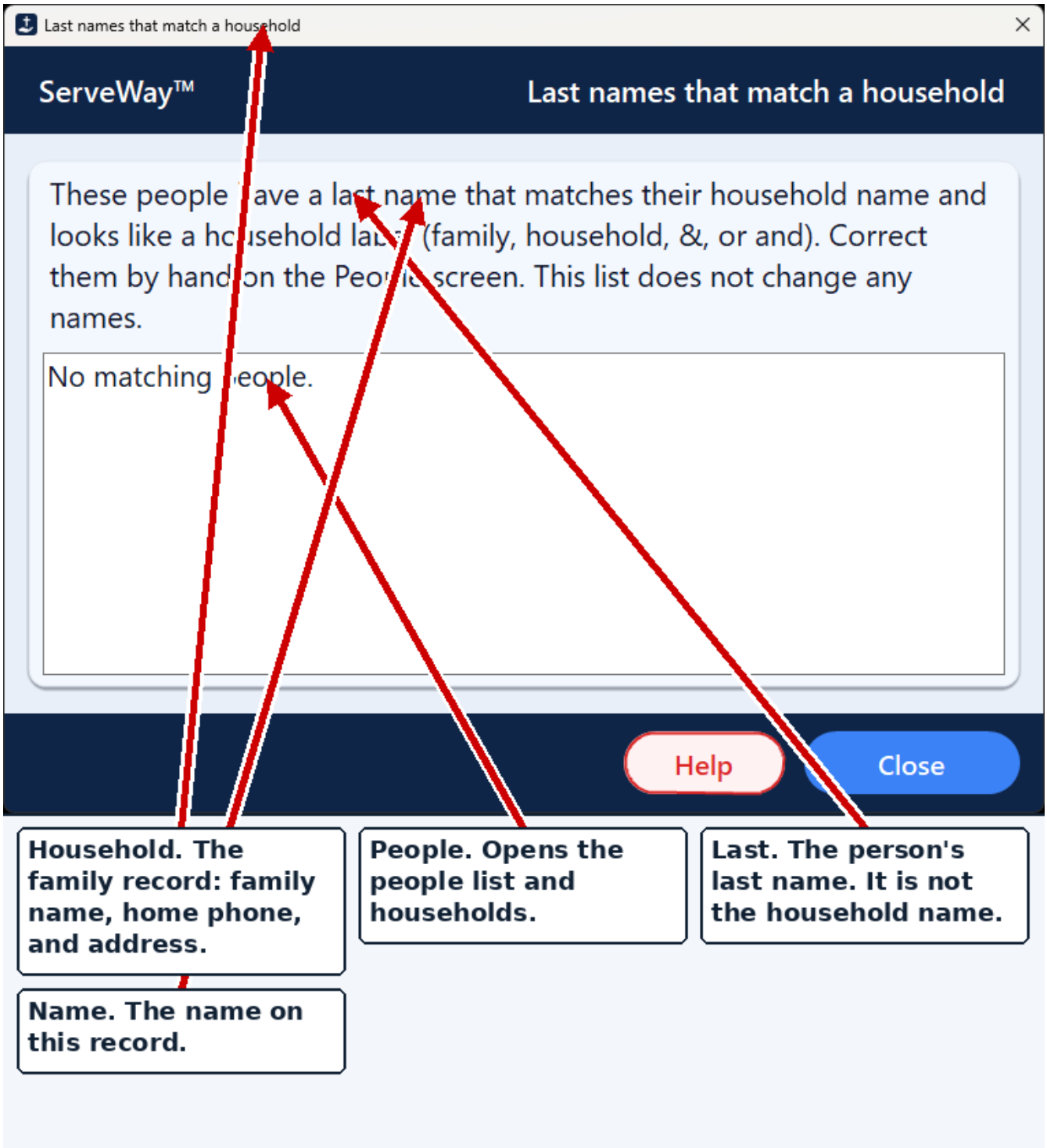
Household last names

Household names is on the Household screen, in the members list. It lists last names that look like household labels (the person’s last name equals the household name and

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reads like a family label). It does not choose the household, and it does not rewrite names.

Add person to this household is on People when a household is chosen, and on the Household screen in the members list. It opens a new person. The household, last name, address, and phone are filled in. Save writes that person into the household.



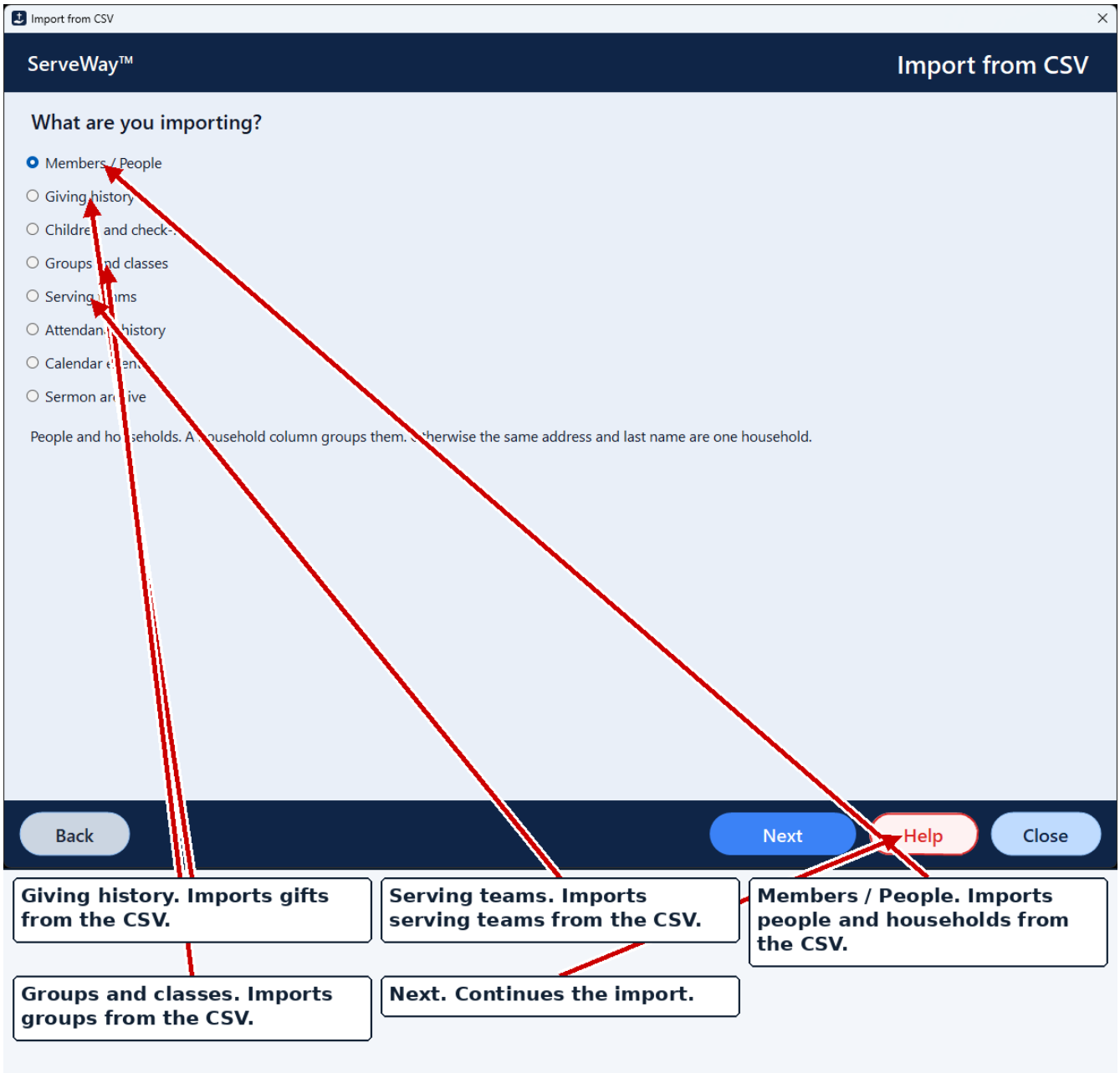
Household last names

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Manage Users from People

Manage Users on the People screen opens the same user list as the main-menu button. It is available only when your role includes User Management.

Import from CSV



Import from CSV

Import from CSV is only for an administrator. The button is on the right side of People, under **Everyone**, and on App Settings under **Tools**.

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The first step asks **What are you importing?** Each type uses the same mapping, preview, warnings, and import. Save the workbook from Excel as **CSV UTF-8**. Each sheet is its own file. Save one sheet at a time, then import that file. Calendar events can also be an iCal file.

1. Choose the type.
2. Back up the church first. The screen says so. **Open Backups** opens Accounts > Backups, the same local backups as App Settings. That screen saves the church database, the website files, and the website database. ServeWay™ Hosting backups are separate, and only when this PC uses hosting.
3. Press **Choose CSV** and pick the file. For calendar events the button says **Choose file** and also accepts an iCal file.
4. Check the mapping. Each column shows a few sample values and a guessed ServeWay™ field. A column that is not a sure match is marked **Needs your choice**, highlighted, and its dropdown is left empty. Pick a field or **Skip this column**. Import stays off until every one of those columns has a selection. **Save mapping** keeps those choices for the next file of that type with the same headings.
5. Press **Next**. Read the warnings. A person matches someone already on file only when the name plus the email, phone, or birthday is the same. A row that does not match offers a list of people already on file.
6. If this type already has data, choose **Add to existing** or **Replace**. **Add to existing** is already selected. Duplicates still use the choice on each row. **Replace** writes a backup file first, then asks you to type REPLACE. It removes only that type. Giving and attendance can be limited to a date range. People, funds, classes, and other types stay. The log records what was removed.
7. When a row matches a record already on file, the preview lists that record beside the CSV row. Fields that differ are highlighted. Each match starts as **Skip**. For that row choose **Skip**, **Fill blanks only**, **Overwrite**, or **Add as new**. **Skip remaining**, **Fill blanks remaining**, **Overwrite remaining**, and **Add as new** apply that choice from the selected row downward. ServeWay™ does not update a match on its own. Rows that Replace will remove are not treated as duplicates.
8. Tags can be one column with commas or semicolons between names, or a column of Yes or X under a header such as Deacon. Map that column to **Tags**. The preview lists each tag. **Church Member** uses the membership list. **Deacon**, **Trustee**, and **Staff** use those position lists. **Military** uses the military list. A branch name, such as Army or Navy, is the branch. The word Military, when it is not a branch, is stored as branch Other. **Create new tag** stores a name on the person only when **Create tags that are not on file yet** is checked. App login roles are not used. A Teacher tag is a name, because a Sunday School teacher record needs a class.
9. Press **Import**. Add to existing asks you to confirm, then adds records and updates a match only when that row says so. Replace uses the backup and the REPLACE confirmation. It does not remove other types.
10. Read the counts. **Download problems** saves a CSV of skipped rows and rows with a warning. The summary names what Replace removed.

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Members / People. The preview groups households. A household column groups those people. When there is no household column, people who share an address and a last name are one household. A zip code keeps its leading zeros. Children named in the file are added with the household. Spouse is another adult in that household.

Giving history. Each row needs a date, an amount, a fund, and a method (check, cash, or loose cash), plus a check number when there is one. The person is matched to someone already on file. A fund that is not on file is added only when you check **Add funds that are not on file yet**.

Children and check-in. Allergies, medical notes, and a guardian are saved on the child and linked to a person already on file. That person's household is the family link. A class is linked only when that class is already on file.

Groups and classes. Sunday School classes, the people enrolled, and the leaders. A class that is not on file yet is added. The people must already be on file.

Serving teams. The team name and the people on it. A date places the person on that team. Without a date, only the team name is added.

Attendance history. A person with a class is recorded on that class roll, even when a service is also named. A person with a service and no class is recorded on the worship roll for that Sunday. A person with no class and no service is recorded as a visitor visit. A headcount with no person is stored as the room count for that Sunday. It does not mark a worship roll as taken.

Calendar events. A CSV or an iCal file. Check the event name, the start, and the place before you import.

Sermon archive. ServeWay™ has no sermon archive table. Sermon date, title, speaker, scripture, and a link stay with the sermon files and the sermon page. This type is listed so you can see it is not imported. A sample file is included anyway, for the columns a later archive would use.

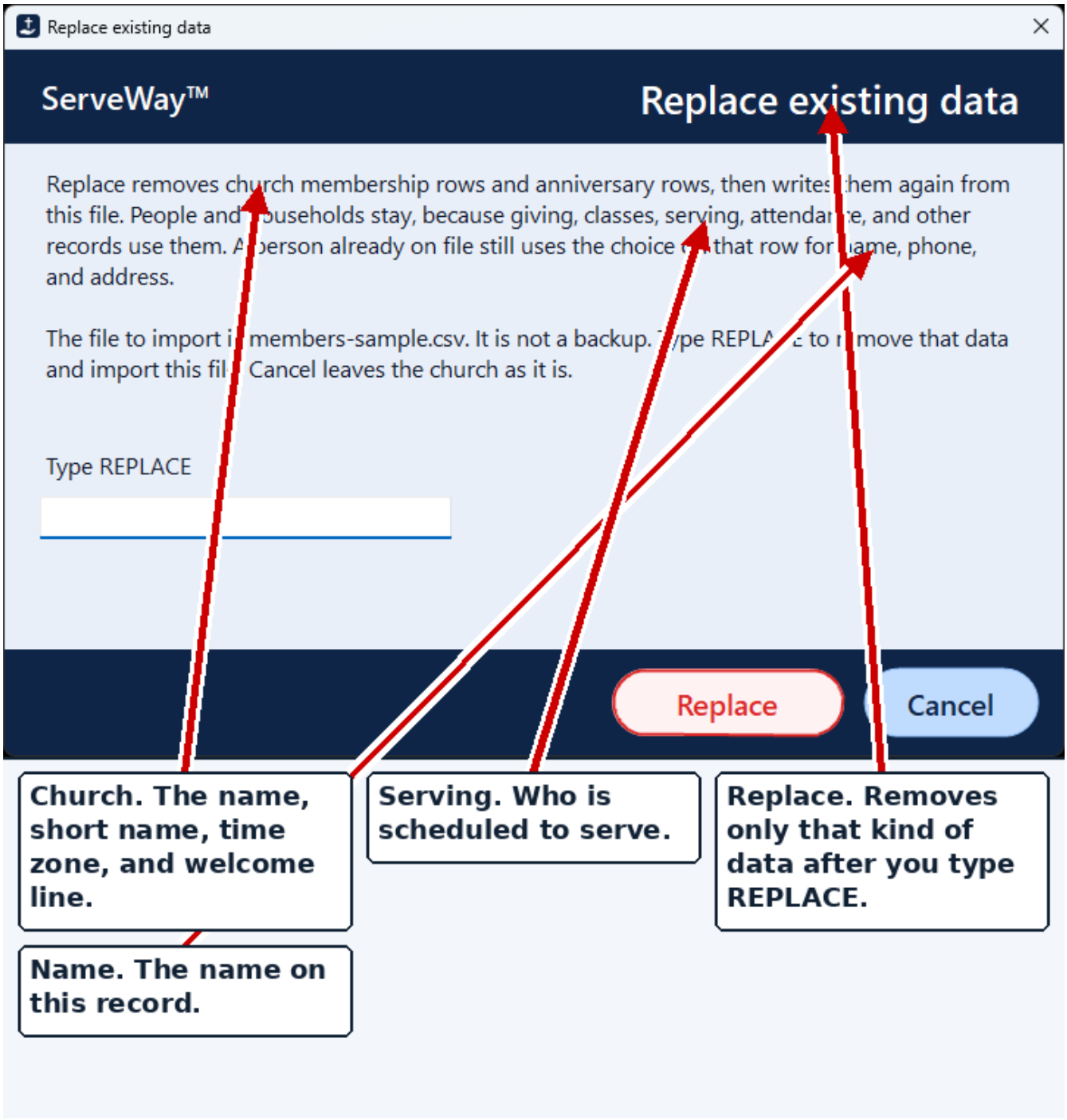
A sample file for each type is included with the ServeWay™ documents.

Replace confirmation

When this type already has data and you choose **Replace**, ServeWay™ writes a backup file first. The next window is **Replace existing data**.

It names what that type will remove. People, funds, classes, and the other types stay. Type **REPLACE** in capitals, then press **Replace**. **Cancel** leaves the church as it is. The backup file stays on disk either way.

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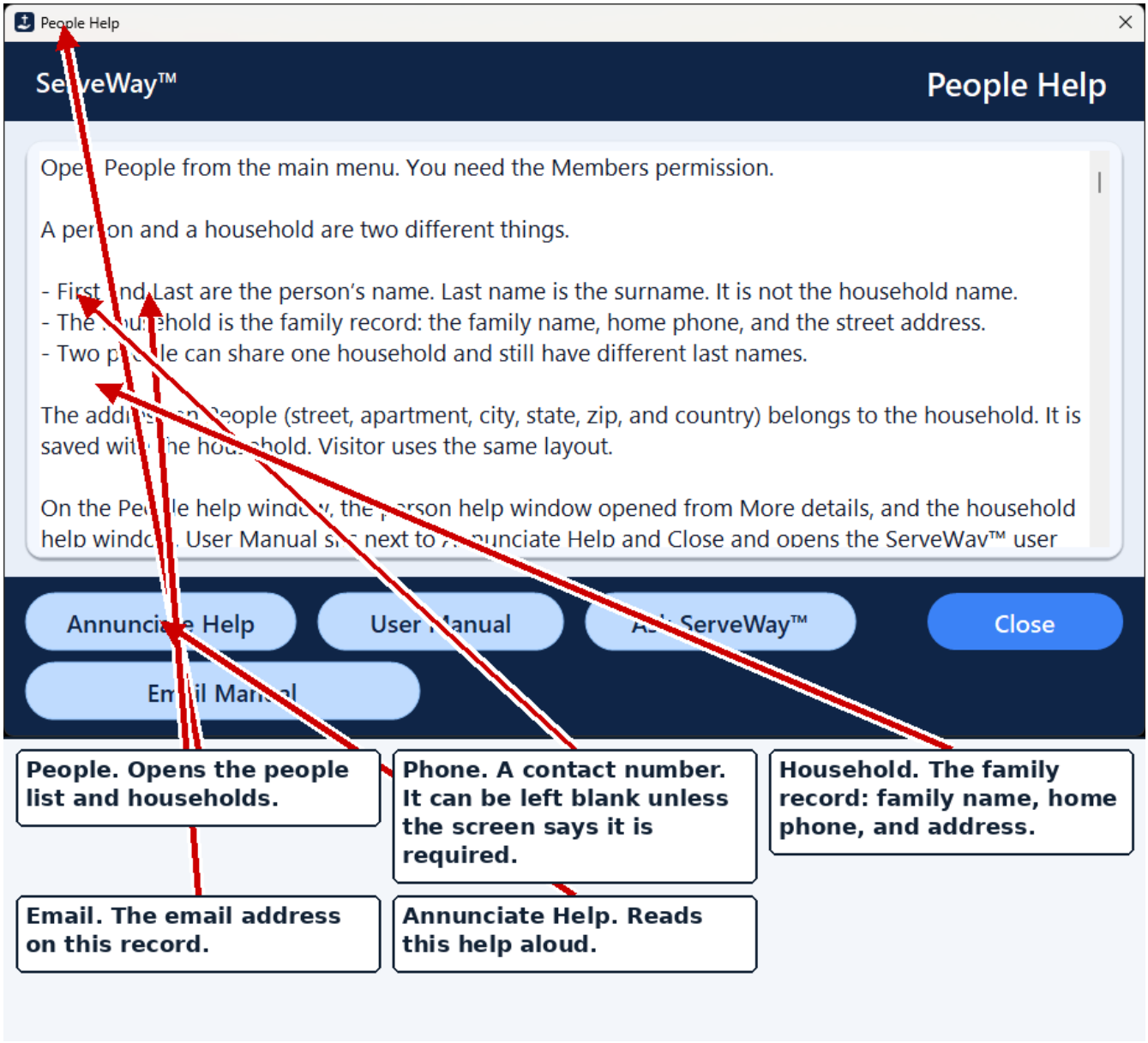
Replace existing data

People Help

The red **Help** button on People opens **People Help**. The same kind of window opens from **More details** as person help, and from the household window as **Household Help**.

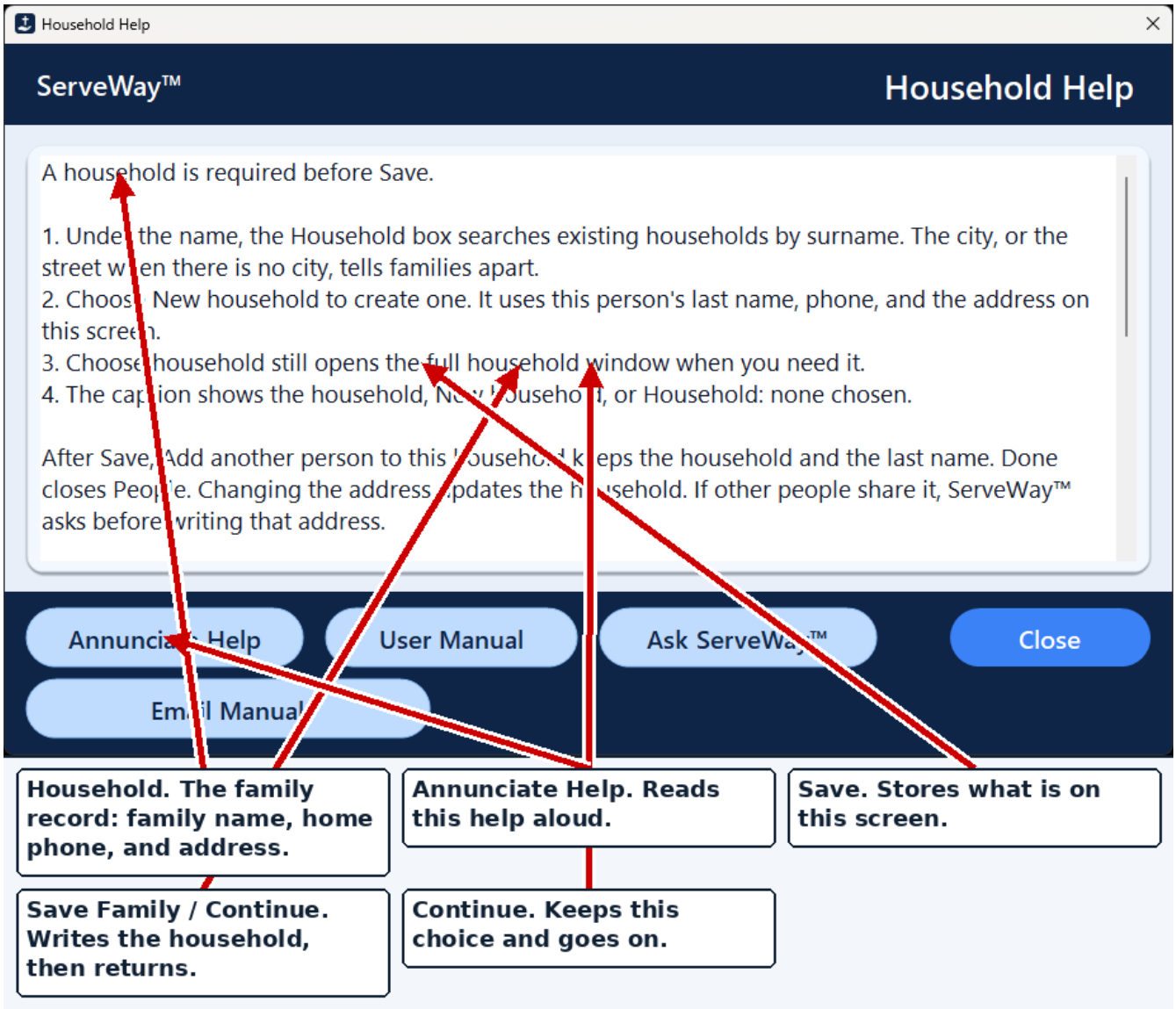
Annunciate Help reads the steps aloud. **User Manual** opens this book in ServeWay™. **Close** leaves the window.

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People Help

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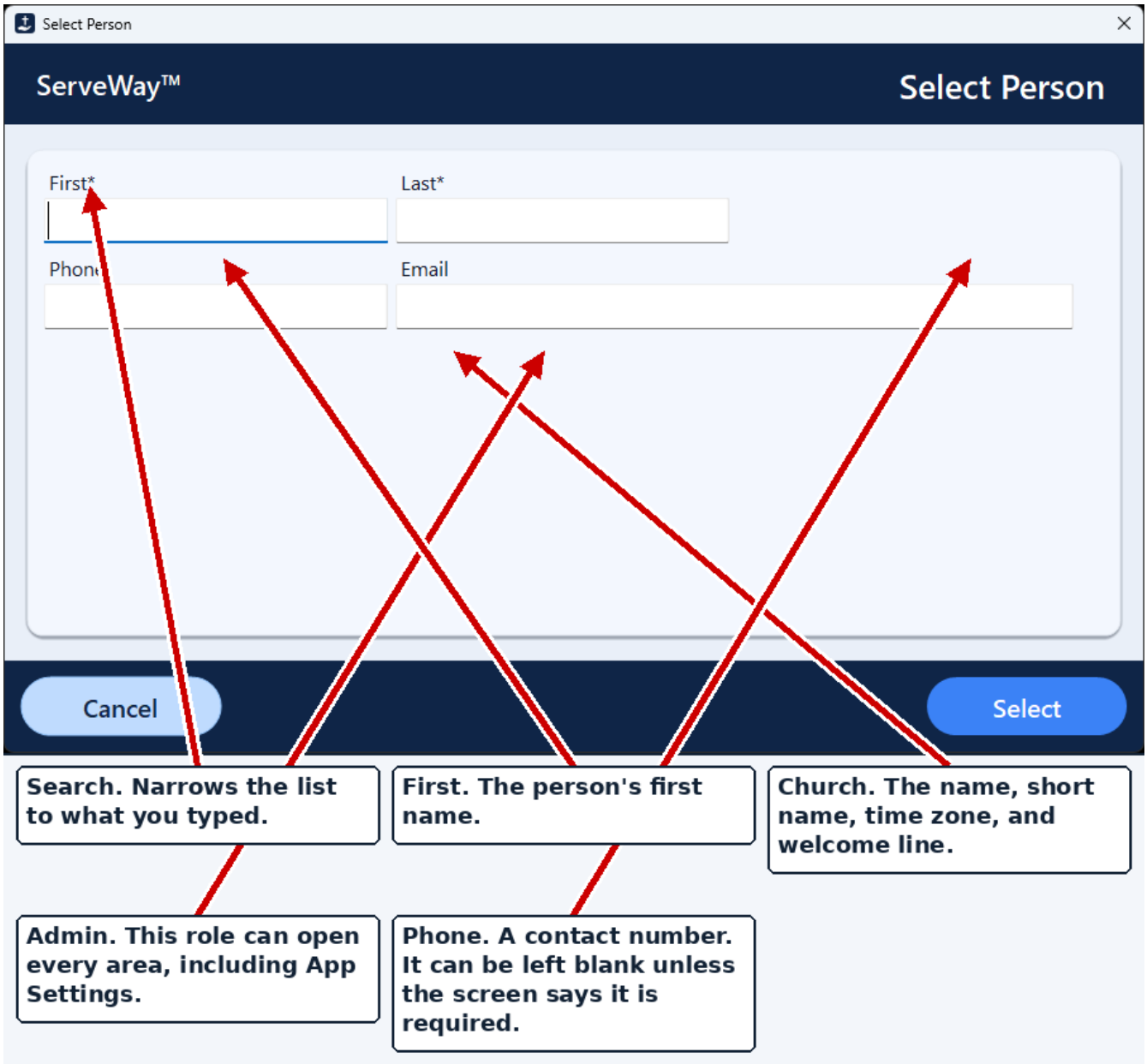


Household Help

Select Person

Select Person is the search used when a screen asks you to pick someone who is already on file. Type in **Search**. The list shows first name, last name, email, and phone. **Select** uses the highlighted person. **Cancel** leaves the other screen unchanged.

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Select Person

Monthly newsletter by email

On the person window, under comments, **Receive the monthly newsletter by email** is the list for the monthly newsletter. The same boxes are on People, to the right of comments, because a member is edited there. It is there for every person, including a visitor. It stays off, with the note **Add an email address to turn this on**, until an email is typed. The date of the change is stored. An unsubscribe link in the email clears only this box.

May contact by email, **May contact by text**, and **May contact by a phone call** are separate. Unsubscribing from the newsletter does not change them.

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Visitors

Open **Visitor** from the main menu. You need the Visitors permission.

For a one-page picture of this process, see Visitor Registration.

This screen registers a guest and records a visit. The name, phone, email, and address are the same person and household used on **People**. Comments on this screen are the visitor comments. They are not the notes stored on the person.

On the visitor help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

Register a visitor

1. Type the first and last name. **First** and **Last** are required. After two letters, a **Matches** list opens under the name.
2. Click a match to load that person, or keep typing to add someone new.
3. A new visitor needs a household. Type the surname in **Household**. Pick the family, or choose **New household**. A new household uses this person's last name, phone, and address. **Choose household** still opens the full household window. The household name is not the last name. Street, apartment, city, state, zip, and country belong to that household. See People and households.
4. **Phone** and **Email** may be left blank. If you type them, they must be valid. Phone is formatted as you type.
5. **Preferred or Nickname** is optional.
6. **Please Contact** means the church should follow up with this guest.
7. **Comments** are the visitor notes.
8. **Visitor** stays checked. That is the visitor flag: it writes a visitor row for this person. **First visit** is today unless you change the date. **How they heard** is Friend, Website, Drive-by, Invitation, or Other.
9. Press **Mark as Present and Save Any Changes**. Save stays off until a first name, a last name, and a household are set. That writes the person and the visit together.
10. **Selection & Stats** then shows how many times they have visited, including **Visits** and **Last**.
11. **Add another person to this household** keeps the household and the last name so you can enter the rest of the family. Clear the visitor box only when you want to save the person without recording a visit.

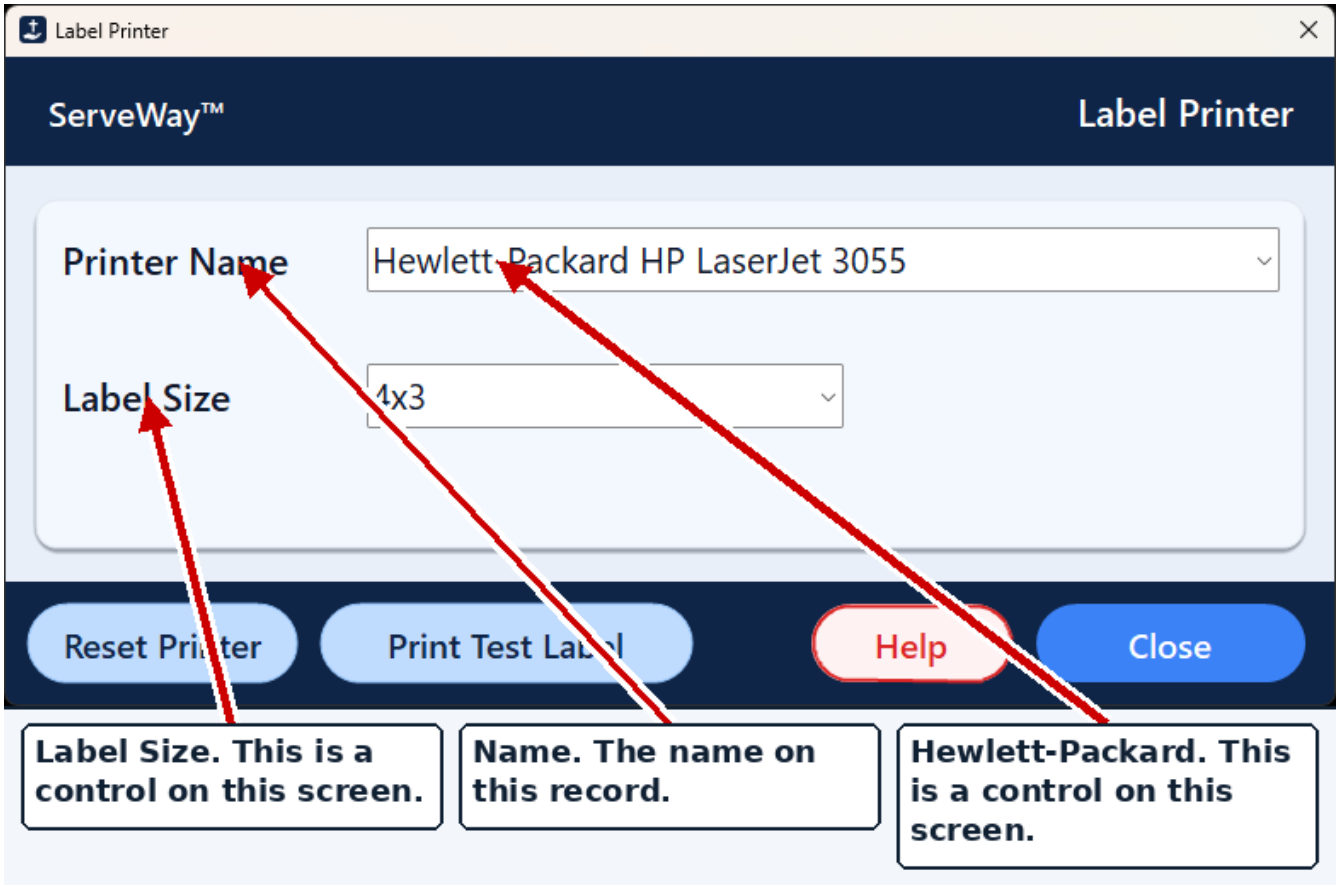
More details opens prefix, middle name, suffix, gender, and birthday. Name, phone, email, and household stay on the visitor screen.

The visitor list on the right loads someone who is already registered.

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Other buttons

- **Print Visitor Label** asks you to confirm, then prints a label for the name on the screen. The welcome line is the active church's welcome. You choose the printer and the label size under **App Settings**, the **Tools** tab, **Label Printer**. The steps and a picture are in App Settings and users.

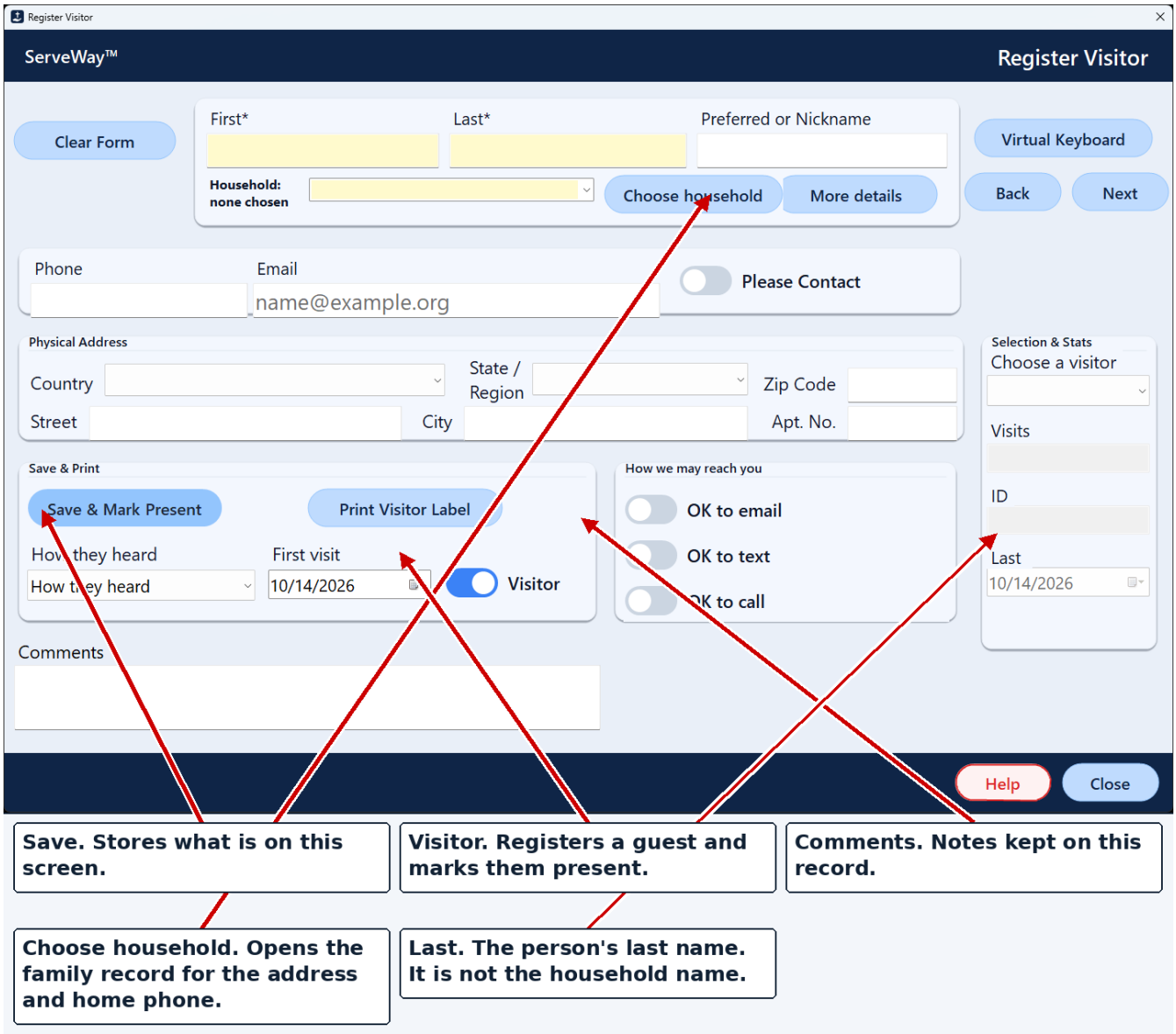


Label Printer

- **Remove Entry** deletes the visitor entry after you confirm. - **Clear Form** erases the screen without saving. - **Close** asks you to finish or save when a name or household is started. Closing an empty visitor screen does not ask to save. - **Virtual Keyboard** types into the field that has focus. **Next**, **Back**, or a touch moves between fields.

A partial name (first without last, or last without first) asks you to enter a first and last name. It does not offer a save yes/no.

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Register Visitor

How we may reach you

When the name and household are on the screen, three boxes sit beside the save buttons:

- **OK to email**
- **OK to text**
- **OK to call**

Leave a box empty when the guest does not want that kind of contact. Welcome emails send only when **OK to email** is checked and an email is on the screen. Welcome texts send only when **OK to text** is checked and a phone is on the screen. **OK to call** is

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stored so staff know a personal call is welcome. ServeWay™ does not place an automatic call.

These boxes start empty. Check them only when the guest says yes.

Visitor welcome series

Visitor welcome series is on **People** and on **Notifications**. It is not on the main menu. You need the Visitors permission.

The series sends four messages. The first goes right away. The next ones are about 3 days, 7 days, and 14 days after the visit, at 9:00 in the morning, unless the church changes the timing. Each step can be turned off. The delay can be days and hours after the visit or after the previous step, and it can wait for a time of day.

Save series settings stores the church's words and timing. A change applies to messages that have not been sent yet. **Reset this step to the default** puts the built-in words back after you confirm.

Preview with sample data shows a sample message. **Send test to me** sends the selected step to you.

Write a draft with AI… and **Improve selected text with AI…** sit under the message for the selected step when **Use AI writing help** is on. They use only that box. The enrolled list and the staff recipient list are not sent to the AI. A text step must stay within 160 characters. Nothing is sent until you press **Send test to me** or the series sends it.

The enrolled list shows who is in the series and when the next step is due. **Pause this series**, **Resume this series**, **Remove from series**, and **Reschedule next step** apply to the selected person.

Email and text each have their own on/off switch. When a switch is off, messages that are waiting stay waiting. They do not send.

When a guest has both an email and a phone, and both boxes are checked, the church can send both, email only, or text only. The shipped choice is both.

Messages send only while ServeWay™ is open on the church computer running Windows 11 Pro. They do not send from the website by themselves.

Welcome emails are listed in **Email Results** as **Welcome series**. That window is on Notifications. It shows who opened, the first open, the open count, and which links each person clicked. Opens are approximate. Apple Mail Privacy Protection can count an open when the mailbox loads the message. Clicks are the reliable signal.

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A guest who becomes a member, has no email or phone, or takes back permission is skipped. The same email is not enrolled twice. Reply Unsubscribe to stop the emails. A text STOP is honored by the phone carrier. Uncheck **OK to text** to stop texts from this church.

Visitor welcome series

Who is enrolled

Send log

Visitor follow-up

Visitor follow-up is on **People** and on **Notifications**. A number next to the button shows how many follow-ups are due.

The first time a visit is recorded, a follow-up is always added. A later visit adds one when **Open a follow-up on a return visit** is on. That switch is on **Visitor welcome series** and starts on. If a follow-up is already open, the later visit stays on that same row. Staff you name on **Visitor welcome series** get an email when a follow-up is opened. If no one is named, the notice goes to the church information address.

The list shows the full phone number, whether **OK to call** is checked, who is assigned, and **Snoozed until**. If a call is not welcome, the screen says the guest has not agreed to a call. **Call**, **Text**, and **Email** appear on a row only when that guest agreed to that channel. **Call** opens the phone through Phone Link on a phone paired over Bluetooth. **Text** uses the church text account when it is set up, or Phone Link. **Email** opens a message for that person.

After a call, text, or email, the window asks whether you reached the guest. **Yes, mark done** records that channel. **Not yet** records the attempt.

The timeline shows which welcome email or text was sent, and later attempts.

Snooze holds **Snooze 1 day**, **Snooze 3 days**, the date, and **Snooze until a date**. The status line names the date, and the button you pressed turns blue. **Assign** saves the staff member in the list and refreshes **Assigned**. When no staff are set up, it assigns the pastor. **Mark follow-up done** records a call, text, or email, with an optional note. **Remove from follow-up list** removes the reminder and does not delete the person.

A finished follow-up stays on the list. Turn on **Include follow-ups already done** to see it. Finished rows do not leave the list on their own. The reminder is due as soon as the visitor is registered.

Create follow-up task starts an assigned follow-up task for the visitor you selected. That task is the one on People. It is separate from marking this visitor follow-up done.

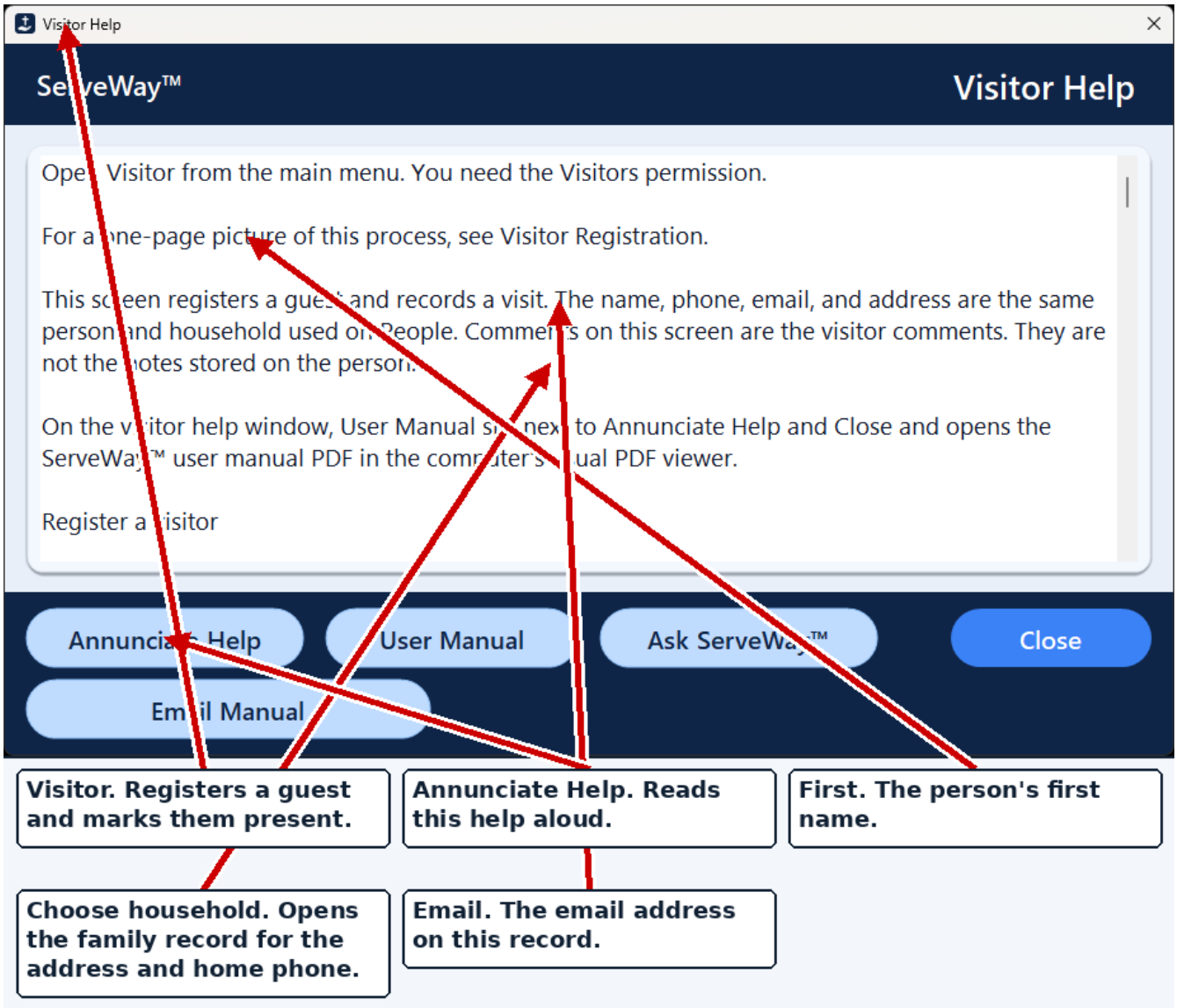
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Who can open the list, act on it, see care notes, act on kiosk entries, and let administrators do those actions is set per role in **Manage Roles**. Those boxes start on for an administrator, so an administrator can mark, snooze, and assign like staff. A staff or pastor role can do those actions, including on a kiosk visitor entry. A greeter role can act on a visitor call and does not see the care note. The screen says **View only** when this role cannot act on the person you selected. A box you save is what the church chose.

Visitor follow-up

Visitor Help

The red **Help** button on Visitor opens **Visitor Help**. **Annunciate Help** reads the steps aloud. **Close** leaves the window.



Visitor Help

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Children and check-in

Open **Children** from the main menu. You need the Child Check-In permission. A guest cannot check in a child. Children is not on the kiosk menu before sign-in. It opens for a signed-in staff member whose role includes Child Check-In.

For a one-page picture of this process, see Child Check-In.

For a one-page picture of this process, see Child Checkout.

This is the lobby check-in screen. It is not the same thing as enrolling a child in Sunday School. Sunday School help says the same thing: choosing a class here can remember that class for the child, and it does not enroll them. Enroll people on the Sunday School class screen.

Search by last name, by the last four digits of a phone, or by scanning the family card. The screen shows the photo, allergies or medical notes, the class and room, and the names and photos of the adults who may pick the child up. The photos are a visual check. ServeWay™ does not identify anyone from a photo.

Check in and **Check out** set the time. **Print tag** prints the child tag and the parent stub with the same security code. **Print new card** replaces a lost card: the old code stops working and a new card prints on the label printer. The printer and the size are under **App Settings**, the **Tools** tab, **Label Printer**. A picture of the code is saved so it can be added to a phone wallet.

Phone check-in settings turns on **Let parents check in from their phone**. It is off until you turn it on. When it is on, and the church website can be reached, the QR code on this screen changes about every minute. A parent scans it with the phone camera. No app is installed. The parent signs in to the Member Area, chooses the children, and presses Check in. This screen prints the child label, with allergy and medical notes, and the pickup tag. Staff check a visitor in on this screen. A guest cannot open Children. When the website cannot be reached, or when ServeWay™ is Off Grid, the QR code is hidden.

First time here? opens visitor registration for the adults. **Add a child** adds a child to the household and asks when another family has the same name. **Edit child** opens that same window. A child is a person, with allergies, medical notes, class, room, and authorized pickups stored with that person. A parent can ask to add a child, change allergy and medical notes, or add or remove an authorized pickup from the Member Area. Those requests wait in **Approval Queue**. Check-in records stay the same until staff approve them. Staff still edit the child on this screen.

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First and **Last** use the same kind of boxes as Visitor and People. The last name is the surname. This screen does not store a street address. Preferred name is not stored, and that box is hidden. Visit count and last visit are also hidden.

Find a child or add one

1. Type two letters in **First** or **Last**. A **Matches** list opens under the name with people whose names start with those letters.
2. Tap a name to fill the screen. The list closes after you choose one. People, Visitor, and Authorized Pickup use that same list.
3. If nobody matches, keep typing. That child is new.
4. Choose **Male** or **Female**, and a real birthday (**Date of Birth**: month, day, and year).
5. Fill **Allergies** and **Medical** when you have them.
6. Choose a class, room, and teacher (below).
7. Choose or add an authorized pickup.
8. Press **Save** or **Check In**.

Save writes the name, birthday, sex, photo, allergies, medical notes, class, room, teacher, check-in times, and authorized pickups for the child on the screen.

Check In adds the child when needed, checks them in, and fills the **Matching Number** printed on the child label and the pickup label. The matching number is a six-digit number. It stays hidden until there is one to print.

The button is **Check In** until that child is already checked in today. Then the same button is **Check Out**.

A child who is already in People, or who already has a check-in record, can be checked in even when they are not a regular of the class you picked.

Regular means the child has been marked present in that Sunday School class at least twice. Children are not enrolled in a separate registration list. The list under the medical notes shows regulars of the class you picked.

Class, room, and teacher

These come from Sunday School.

- The class list is the Sunday School classes. Choosing a class selects that class’s room.
- The room list is the facility rooms those classes use. **Rooms** opens those facility rooms.
- **Teachers** opens the Sunday School teachers for the class. Teachers are people assigned on the Sunday School class.

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Classes opens the class side of this screen. **In** and **Out** are the check-in and check-out times.

Photos and labels

Take Picture opens the picture screen and stores the child's photo. The next time that child is checked in, the photo is filled again. **From File** loads a picture you already saved. **Pan Up**, **Pan Down**, **Pan Left**, **Pan Right**, **Zoom In**, and **Zoom Out** adjust the crop. **Take Picture** on that screen opens the camera (**Start**, **Stop**, and **Take**). **Clear Form** blanks the picture screen. **Close** returns.

Print Child & Pickup Labels asks you to confirm, then prints the child label and the pickup label. Both use the matching number. The printer and the label size are the ones chosen under **App Settings**, the **Tools** tab, **Label Printer**. Child tags, pickup stubs, and family cards are laid out to fit that Label Size. The steps and a picture are in App Settings and users.

Authorized pickups

Authorized Pickup(s) is the adult who may pick the child up. The pulldown is this child's saved pickup list. It is filled again the next time that child is checked in.

On the pickup screen:

1. **First** and **Last** are required. **Phone** and **Email** may be left blank. If you type them, they must be valid. Phone is formatted as you type. Preferred name is not stored on this screen.
2. Type two letters in First or Last. A **Matches** list opens with people already on file. Tap a name to fill the name, phone, and email.
3. Choose a relationship: **Mother**, **Father**, **Sister**, **Brother**, **Grandmother**, **Grandfather**, **Family Friend**, or **Other**.
4. **Take Picture** stores the pickup photo. A photo may be left blank.
5. **Save / Update Authorized Pickup** appears after a first and last name are entered. Save writes the pickup person and adds them to this child's pulldown.
6. **Link to People** stores the same person on the People list. The pickup name on this screen stays. The caption shows **Not linked to People** or **Linked to People** with a number.
7. **Remove Entry** deletes the pickup after you confirm.
8. **Clear Form** blanks the screen. **Close** returns to child check-in.

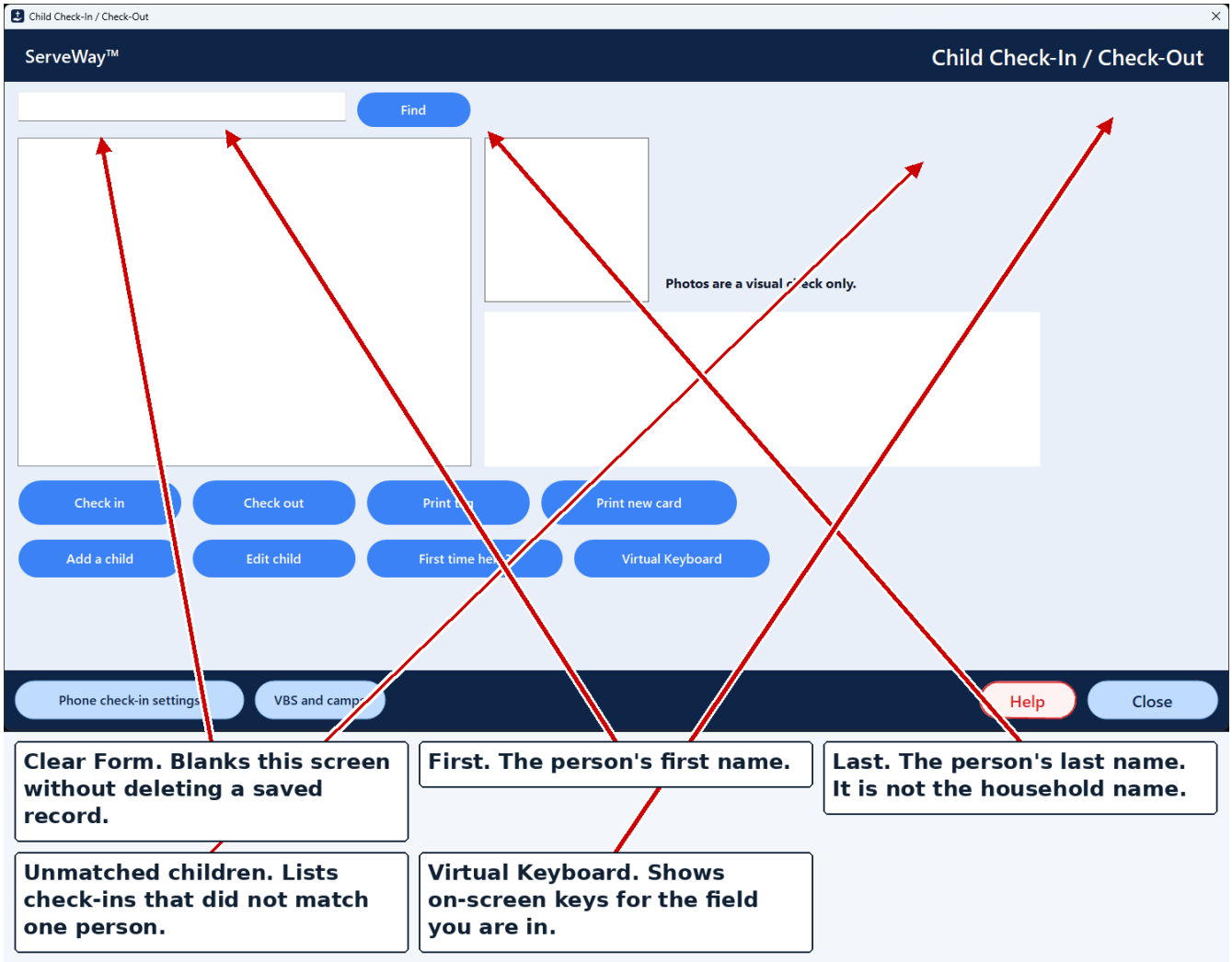
A pickup selected or typed in **Authorized Pickup(s)** is stored on that child and shows in the pulldown next time.

Link to People on the child screen connects the child to a person record. The check-in name stays.

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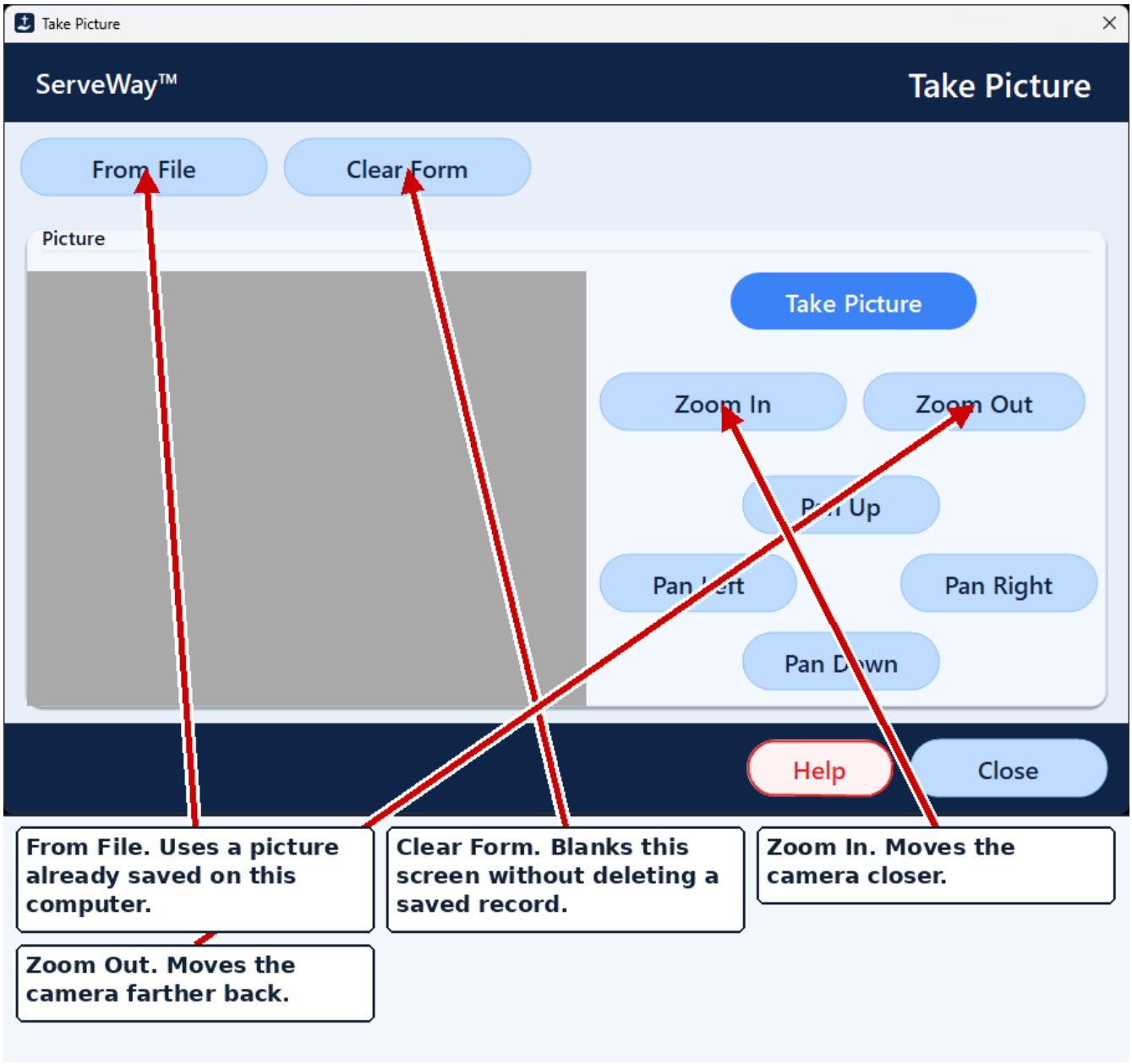
Clear and remove

Clear and **Clear Form** blank the check-in screen. **Remove Entry** deletes the child entry after you confirm. **Close** returns to the main menu. The help button on this screen, and the help button on authorized pickups and on Take Picture, use these same steps. On each of those help windows, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.



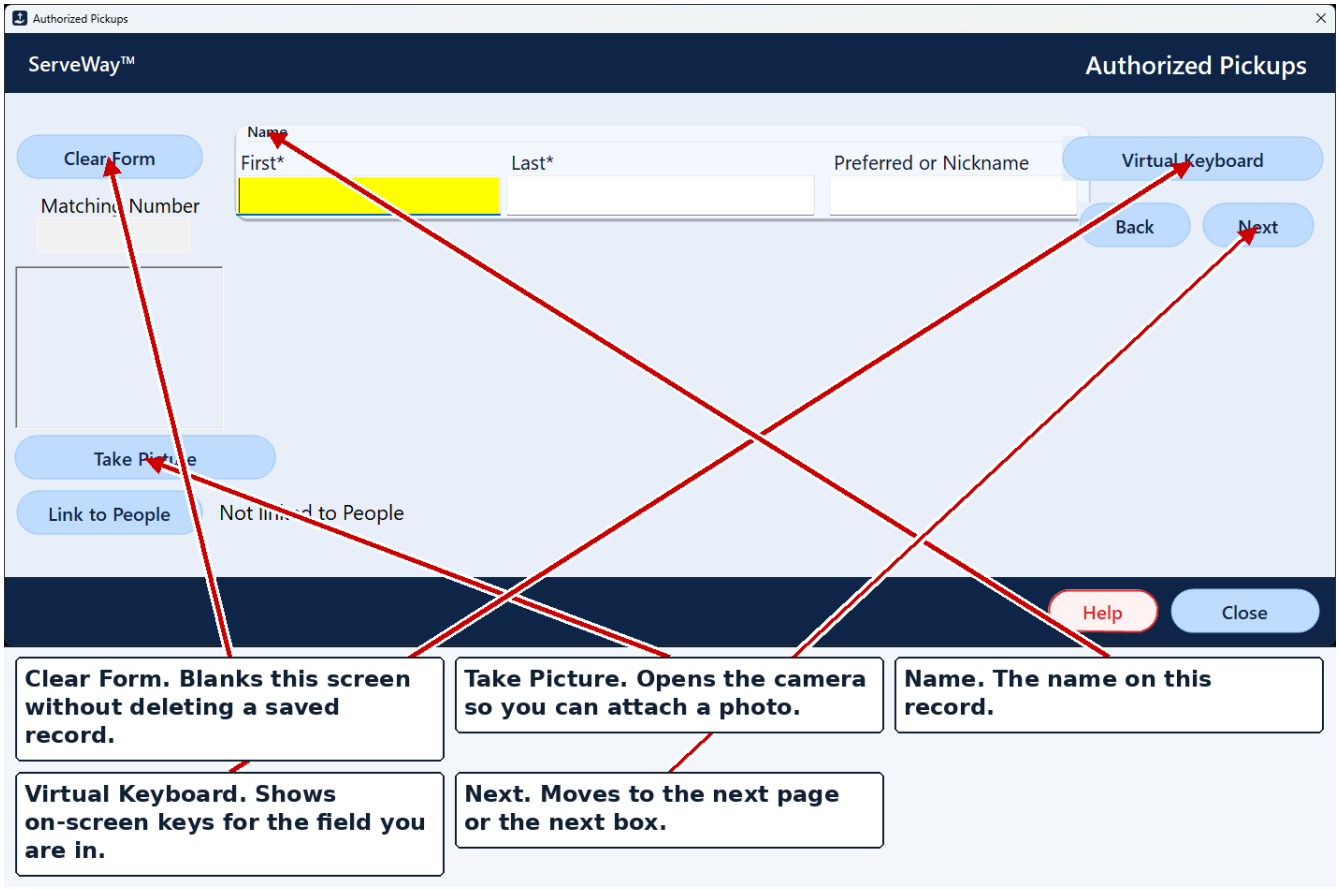
Child check-in

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Take Picture

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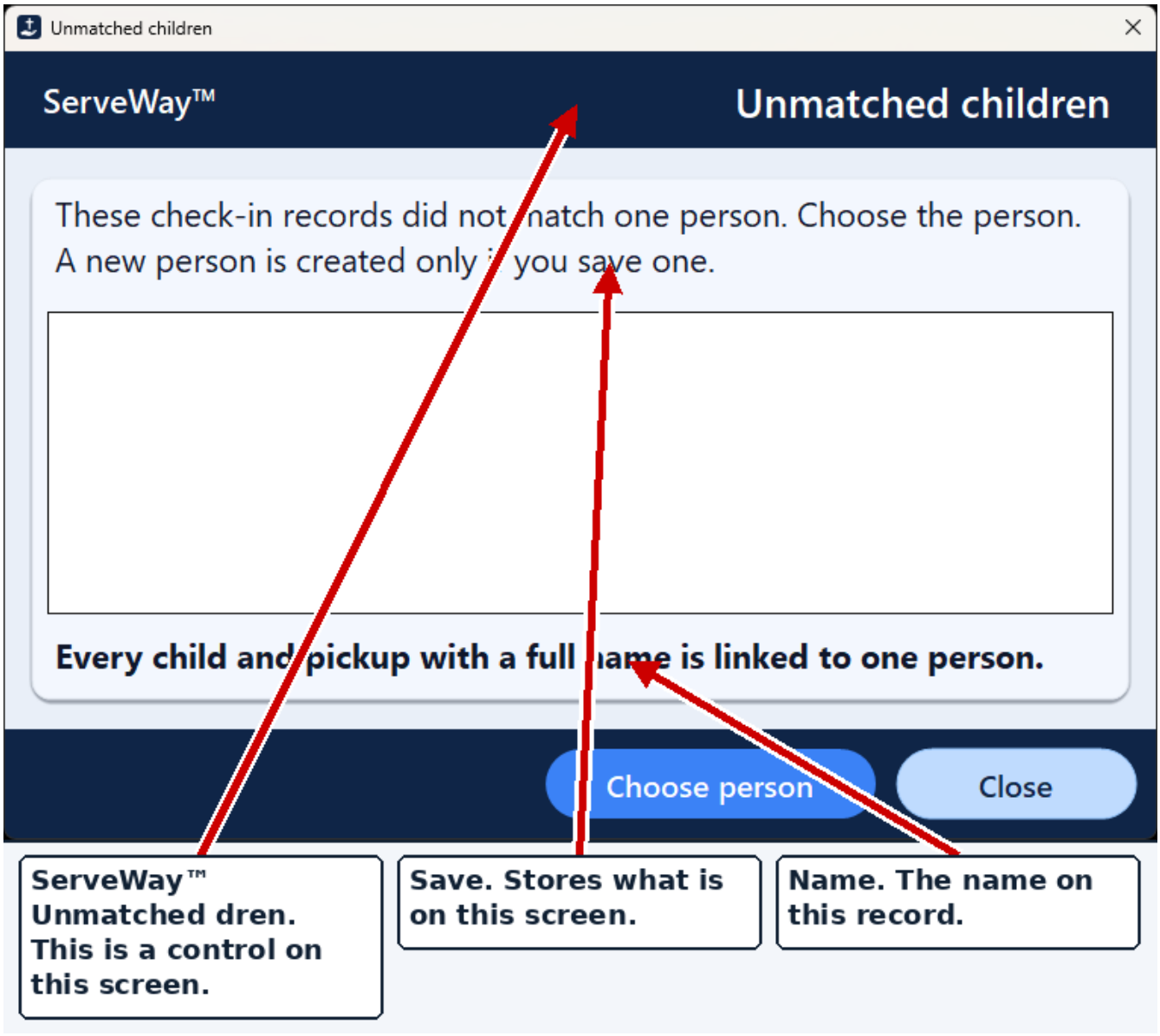


Authorized pickups

Unmatched children

Unmatched lists children whose check-in name is not linked to a person yet. Link the child, or leave the list and press **Close**.

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Unmatched children

VBS and camps

VBS and camps is on the bottom bar of Child Check-in, just left of **Close**. The same window opens from Calendar, Church events. It is not a main-menu button. Each day of the event is its own check-in session. Allergy and medical notes print on the child label. Check-out needs the pickup tag number or an authorized pickup name. The count for each group can feed the headcount slide.

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Phone check-in

Phone check-in settings is on the bottom bar of Child Check-in, just left of **VBS and camps**. It is not a main-menu button. **Let parents check in from their phone** is a large switch. It is off until you turn it on.

When it is on, and the church website can be reached, a QR code on the check-in screen changes about every minute. A parent scans it with the phone camera. No app is installed. The parent signs in to the Member Area with the same sign-in as the church website, chooses the children, and presses Check in. Only a parent or guardian in that household can check those children in. This screen then prints the child label, with allergy and medical notes, and the pickup tag with the same matching code. Staff check a visitor in on this screen. A guest cannot open Children. When the website cannot be reached, or when ServeWay™ is Off Grid, the QR code is hidden and this screen stays the way to check in.

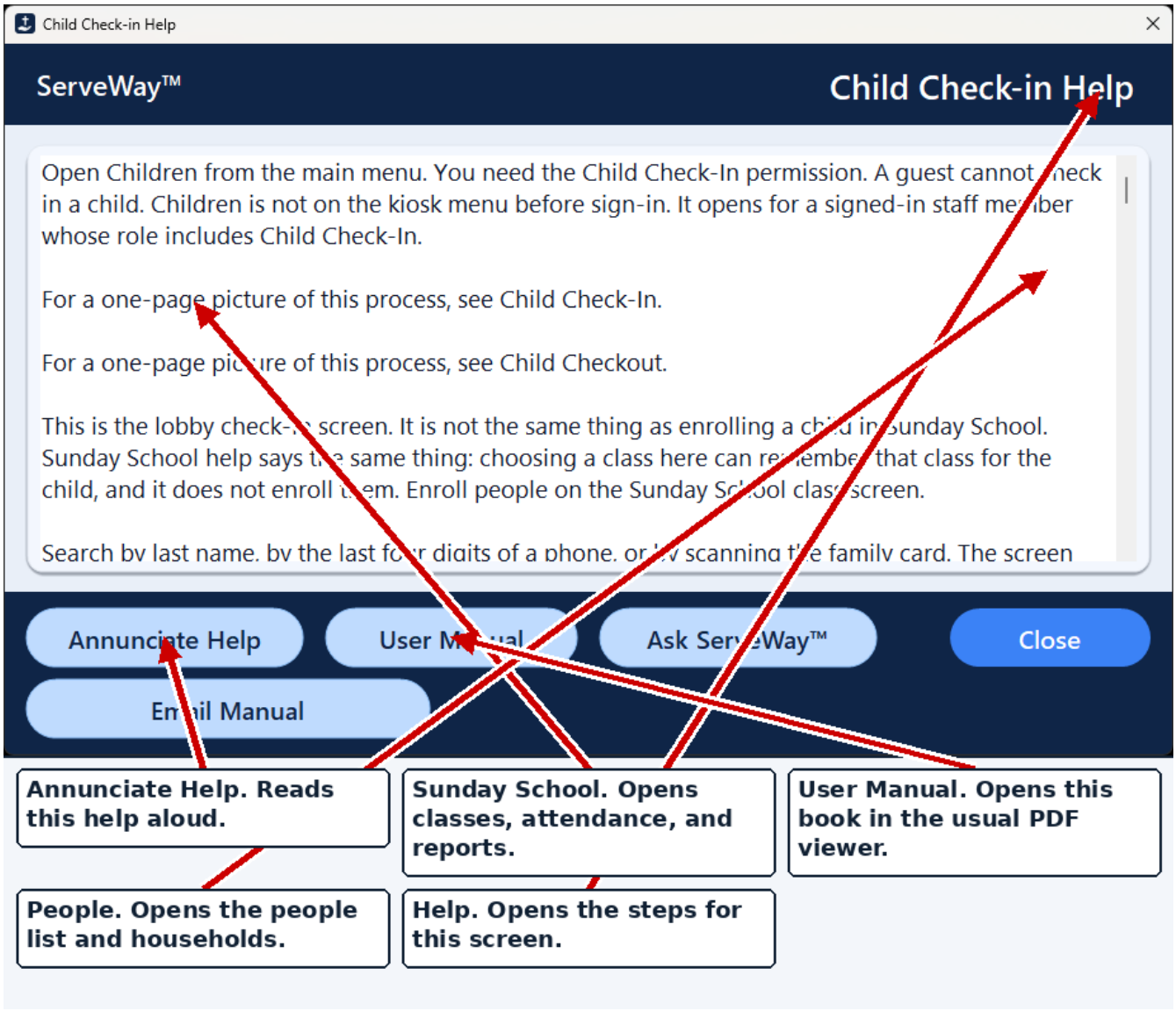
A parent can save the check-in page on the church website to the phone home screen. That saved page has **Scan the kiosk code**, which uses the phone camera. The same QR works for a VBS or camp session that is open on the kiosk. **Help** is just left of **Close**. Close returns to Child Check-in.

Phone check-in

Check-in help

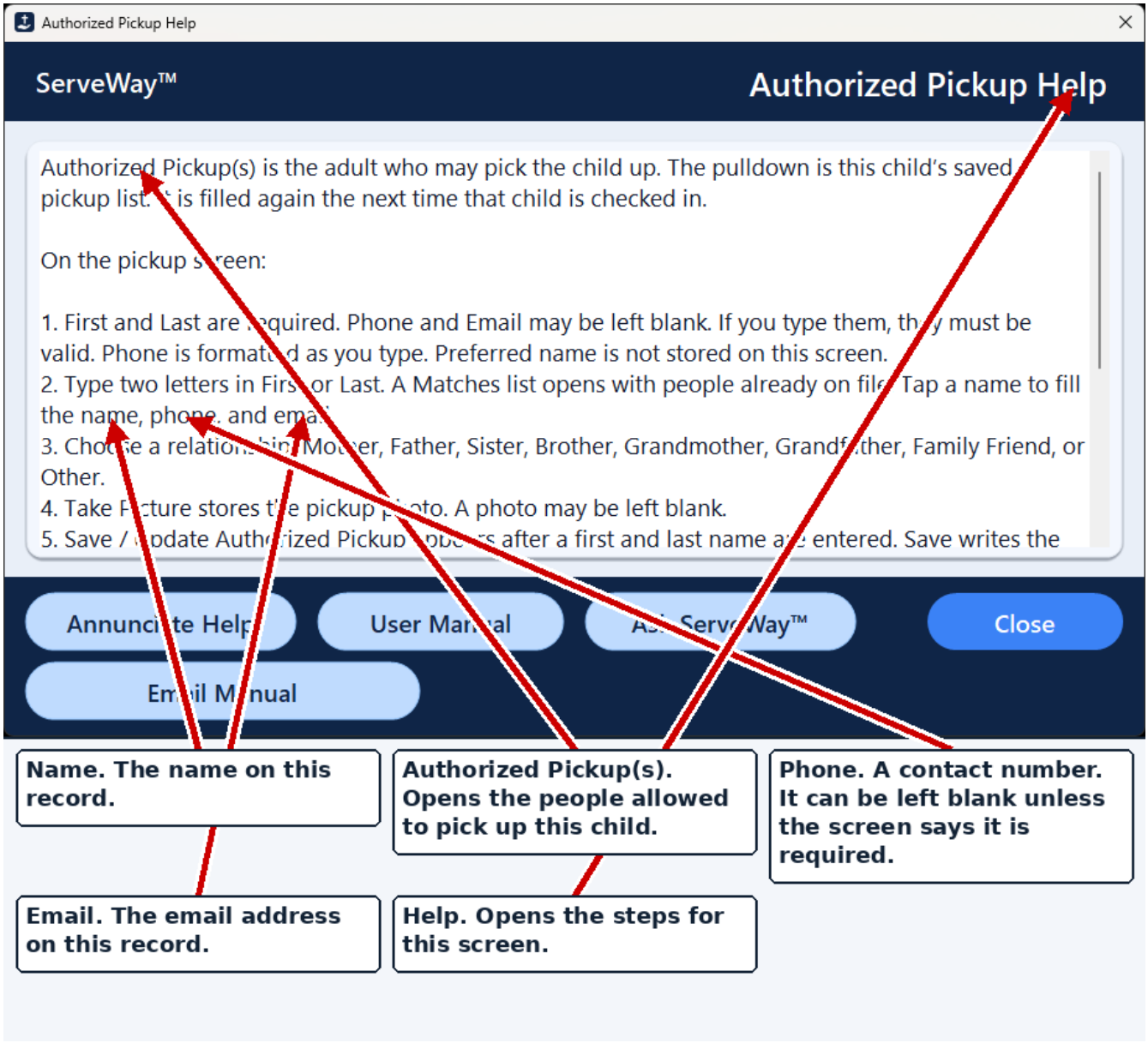
Help on Children opens **Child Check-in Help**. Authorized pickups and Take Picture have their own help windows. **Annunciate Help** reads the steps. **Close** leaves the window.

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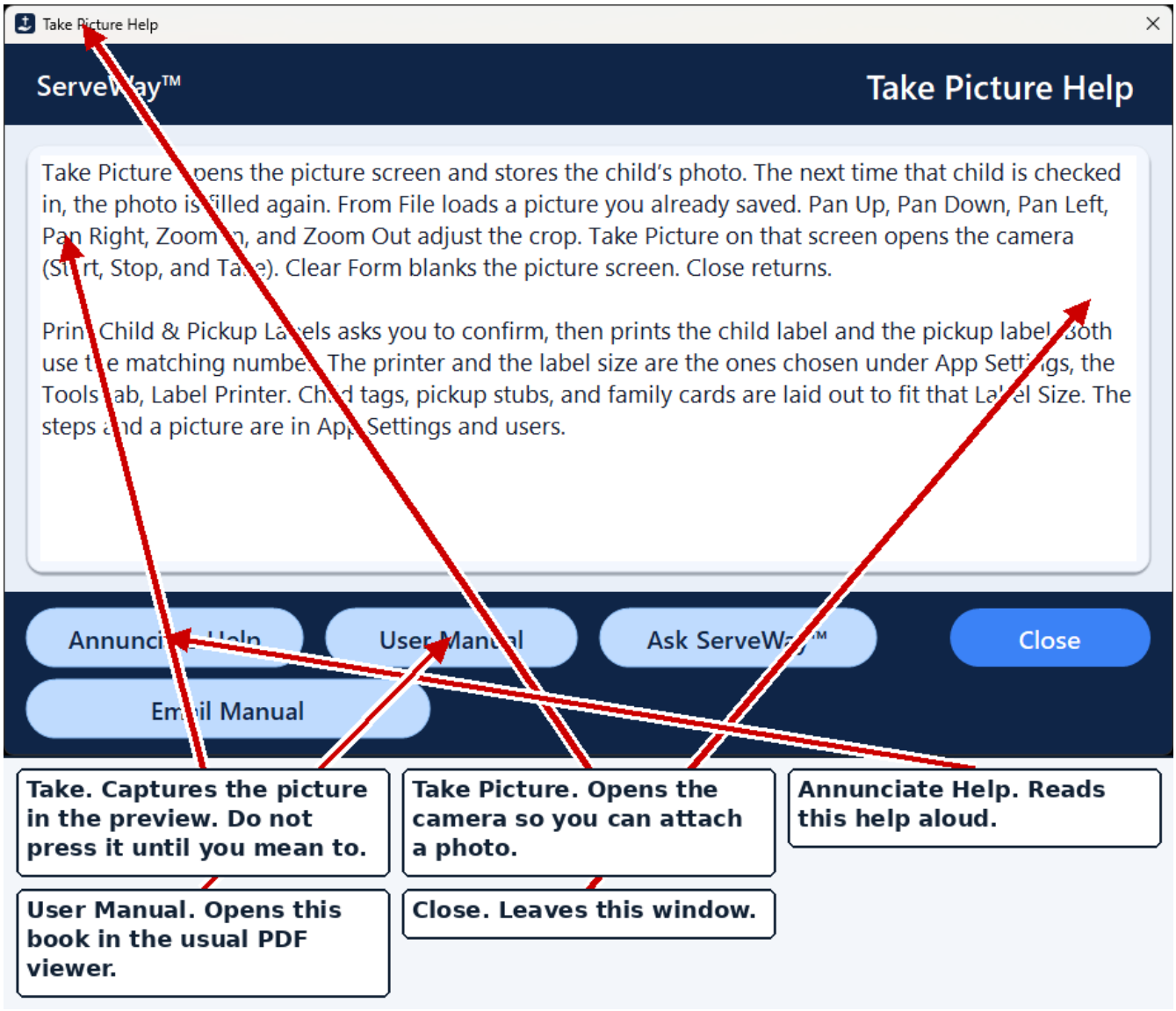
Child Check-in Help

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Authorized Pickup Help

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Take Picture Help

My Info

On a PC set up as a kiosk, **My Info** is on the check-in screen. It uses the same user name and password as the church website. The password is hidden and is not stored on the kiosk. **Sign out** is always on the screen after sign-in.

The person sees only their own email, phone, address, **Receive the monthly newsletter by email**, and the contact choices. Nobody else's information is shown. After a quiet time, **Still there?** counts down. **Stay signed in** keeps the session. Otherwise ServeWay™ signs out and clears the screen.

On the Kiosk tab, **Kiosk email, phone, and address wait for staff** is off until you check it. When it is off, those changes are saved and a history line is kept. When it is on,

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email, phone, and address wait for the office. The newsletter and contact choices are saved either way.

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Sunday School

Open **Sunday School** from the main menu. You need the Sunday School permission.

This screen keeps classes, teachers, and who is enrolled. Attendance is a separate roll for one Sunday. The children’s check-in list is separate. Child check-in can remember the class chosen for a child. That does not enroll the child.

On the help windows for classes, attendance, a Sunday visitor, and the reports, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

Classes

1. Choose a class in the list to load it.
2. **Name** is required. It must be different from every other class. Capitalization does not matter.
3. **Linked room** picks an active Facilities room and fills **Building** and **Room**. You can still type a building and room. Choose **(No linked room)** to keep only the typed location.
4. **Description**, youngest age, and oldest age (**Ages** … **to**) are optional. Leave an age blank when you do not use it.
5. **Active** means the class is offered.
6. **Add New** saves a new class. **Update** saves the selected class. **Delete** removes it after you confirm, including its teachers, enrollment, and attendance. **Clear** blanks the form.

Teachers

Save the class first.

1. Search people.
2. Choose **Lead** or **Assistant**.
3. Press **Add**.
4. **Remove** drops the selected teacher.

Class prayer list

Prayer list opens the prayer requests for this class. A request stays off the list until a teacher presses **Approve**. **Reject** leaves it off. **Waiting for this class** is that list. **Send to the church list** keeps the request here and puts a copy in the church **Approval Queue**. Staff still decide the slides. **Only teachers and leaders can see this** keeps a request off the handout, the member page, the church website, and the slides. **Leave**

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private requests off this handout starts on. **Print the handout** opens the Windows print dialog, where the number of copies is typed. If the chosen lines do not fit on one page, turn some off before printing.

Class prayer list

Members

People of any age can be enrolled.

1. Search a person and press **Add person**, or search a family and press **Add family** to add everyone in that family.
2. **End enrollment** marks the selected member inactive and keeps past attendance.

Roster prints the class, room, teachers, and active members with age and phone.

Attendance

Attendance opens a roll for the class. The date starts on today when today is Sunday. Otherwise it starts on the most recent Sunday.

Open worship roll is on this same window when you have Worship attendance. It opens one roll for the Sunday, grouped by family. It does not require a class. Child check-in is not worship attendance. See Worship and the website.

1. Choose the class and the Sunday.
2. Each active member has **Present** and **Absent**. If this Sunday has not been saved, everyone starts Absent.
3. **Save** stores the roll.
4. **Print roll** prints the marks you see, including visitors.
5. **Blank roll** prints enrolled members with empty Present and Absent boxes.
6. Change the date or class to load that roll.

Add a visitor for one Sunday

Add Visitor does not enroll the person. They show on that day’s roll only.

1. Type a name in **Search people**, or type a first or last name in the boxes at the bottom. Two letters fill the result list.
2. Choose a person and press **Add selected**. That marks them present for this Sunday only.
3. If no one matches, enter a first and last name and press **Create visitor**. The person is stored in the **Guests** family. Phone is optional. They are not enrolled.
4. **Close** leaves the roll unchanged.

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The note on that screen says: “No match? Enter a name. The visitor is added to the Guests family for this Sunday only and is not enrolled.”

This does not create a church visitor on the **Visitor** screen.

Class counts

Enter class count on Sunday School stores one number for each class on one date. It is not the class roll and it is not the worship headcount.

1. On Sunday School, press **Enter class count**.
2. **Date** starts on today. Change it when the count is for another day.
3. Each class you teach has **Class count**, **Visitors**, and **Note**. Staff with Sunday School see every class. A class with no count says **No count entered**.
4. If a class roll was saved for that class and date, and no class count is saved yet, the present count is filled in as a suggestion. You can change it before you save.
5. Press **Save class counts**. A blank class count is left unsaved. Zero is a real count. A blank visitor box is zero when a class count is present.
6. The Sunday School total on this window is the sum of the class counts. Visitors are not added. A visitor already counted in the class count should not also be typed in **Visitors**.
7. **Remind teachers** is a large switch. The time starts at 11:00 AM on Sunday. Press **Save reminder** to keep that choice. A teacher who has not entered a count gets an email. **Missing counts** names the classes that still need a number.
8. **Class count reports** opens the report.

Class count reports covers any dates.

1. **From** starts on January 1. **To** starts on today.
2. Press **Show class counts**. The report lists each class, each age group, each day, each week, each month, and this year beside the same dates one year earlier.
3. **Save CSV** writes the same numbers to a file, including edits.
4. **Save letter PDF** writes the business-meeting letter. The letter leaves off the edit log. Edits stay on the screen and in the CSV.

The phone page is the shortcode `[serveway_class_count]` behind Member Area sign-in. It lists only that teacher's classes. One number, then **Save**.

Create Announcements puts the Sunday School total on the attendance slide beside the worship headcount. The numbers stay separate. A dash means no class count was entered.

Sunday School class count

Sunday School class count reports

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Neighborhood canvass

Neighborhood canvass on Sunday School opens the church map. You need the Sunday School permission. **Canvass streets** on Notification Groups opens the same window. You need the Notifications permission. There is no new button on the main menu.

A step guide sits above **Saved areas**. It shows one step in large text, **Step 1 of 6** through **Step 6 of 6**. The guide moves ahead when that step is done. **Back** returns to the previous step. **Next** is for a step you can skip. **Hide the steps** is a large switch, and ServeWay remembers that choice for you. A soft highlight shows the control to use. Picking a saved area opens the guide on the step that area still needs.

1. Check the map is on your area. Type an address and press **Center the map here**.
2. Draw your area with **Draw a box**, or **Draw a shape** and **Finish this shape**.
3. Type an **Area name** and press **Save this area**, or pick a **Saved area** to go to step 4.
4. Turn **Include businesses** on if you want shops, then press **Load houses and businesses**.
5. Click a street in **Streets**, or click that street on the map. Pick a **Class or group** and press **Assign the selected street**. Repeat for the other streets.
6. Press **Split streets for this class or group** to make teams, or **Print walk sheet**.

The street map opens on the church address, about one mile across. Type an address and press **Center the map here** to move the map. If the church has no address, or the address is not found, the window says so and you can search. **Draw a box** drags a rectangle. **Draw a shape** clicks each corner, then **Finish this shape** closes it. Each side stays under about 15 miles. Press **Save this area**. **Include businesses** is a large switch and starts on. **Load houses and businesses** reads houses and businesses once from OpenStreetMap inside that shape. ServeWay™ does not call a paid map service. The credit line is © OpenStreetMap contributors. A later load keeps visit notes and do-not-return marks. Pins on the same map use one color for each class or group. The legend names those colors. Click a pin or the street line on the map to select that street in **Streets**.

Assign the selected street gives that street to one class or one group. A street is not given to both. Unassigned streets stay gray. The totals count talked, left a card, not home, do not return, prayer request, and wants a visit.

Split streets for this class or group opens **Split these streets**. A class teacher or a group leader sees only that class or group. **Save this team** stores a team name. A serving team can be copied onto the canvass team. **Add this person to the team** uses the first name and last name boxes. **Give the selected street to this team** gives the whole street to one team.

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Each stop records one result: **Talked**, **Left a card**, **Not home**, **Do not return**, **Save prayer request**, or **Save wants a visit**. **Do not return** stays on later walks until **Allow a visit again**. **Save prayer request** waits in **Approval Queue**. The street address and the visit note are not copied into the prayer. **Save wants a visit** opens a visitor follow-up. Nobody is added to the member directory. **Link this stop to this person** connects the stop to someone already saved. Visit notes stay on the team page. They are not sent to prayer lists, newsletters, or slides.

Print walk sheet prints the streets for the walk. Each door has a tick box for Talked, Left a card, Not home, Do not return, Wants a visit, and Prayer request, plus lines for the name, phone, email, people in the home, church home, consent, visit note, and prayer request. Each page has a sheet code and a QR code for the area, team, street, and page. The sheet does not list member phones, emails, or directory notes.

Import scanned sheets opens a PDF, several PDFs, or a zip from the copier. ServeWay splits the pages, matches each page by the sheet code, and reads the ticks and handwriting with the configured AI provider. **Review scanned sheets** shows each door. **Confirm this door** stays off until you turn it on. **Save confirmed doors** stores only those doors. Nothing is saved before that. If a page is not matched, type the sheet code and press **Look up this sheet code**.

Each door can also record a phone, an email, people in the home, **Has a church home**, and **Consent to contact**. Those fields are optional. **Save this prospect** keeps the typed first name and last name as a Prospect. A prospect is not a member and has not attended. The person needs a phone, an email, or a comment so they can be told apart. The prospect is tagged with the area, the team, and the date that found them. People search reuses a person who already matches the phone, the email, or the name. When that person attends, Register Visitor uses the same person. A second record is not added. **Prospect** on People is the same category.

Save wants a visit opens a visitor follow-up. When a person is linked, it also adds a visit task in My tasks. The task note does not include the street address. **Save prayer request** waits in **Approval Queue** and on that street's class or group prayer list. Without consent, the class copy stays private. The street address stays off both lists. Nobody is added to the member directory.

Enter from the walk sheet types the same door from the printed sheet. Press 1 for Talked, 2 for Left a card, 3 for Not home, 4 for Do not return, 5 for Wants a visit, and 6 for Save prayer request. **Save this door** stores the door. Ctrl+Enter saves from a text box. Help is immediately left of Close.

Canvass summary counts visited doors, prospects, visit requests, and prayer requests by area, team, and class. **Print this summary** prints those counts. **Save CSV** writes the same numbers.

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The phone page is the shortcode `[serveway_canvass]` behind Member Area sign-in. A team member sees only the streets for that team. A class teacher or a group leader sees the streets given to that class or group. It does not list every street in the church. The same sign-in is the app and the website. Each door uses the same buttons and the same optional phone, email, people in the home, **Has a church home**, and **Consent to contact**. **Save this prospect** keeps the typed name. The page draws the same kind of OpenStreetMap street map from the saved points. The list works without the map. There is no public canvass page. The page does not search for an address and does not pull new houses. The same list is at `/wp-json/serveway/v1/canvass/stops` for a signed-in member.

Neighborhood canvass

Split these streets

Enter from the walk sheet

Canvass summary

Review scanned sheets

Reports

Reports has three lists. **Show** fills the list. **Print** uses the same numbers.

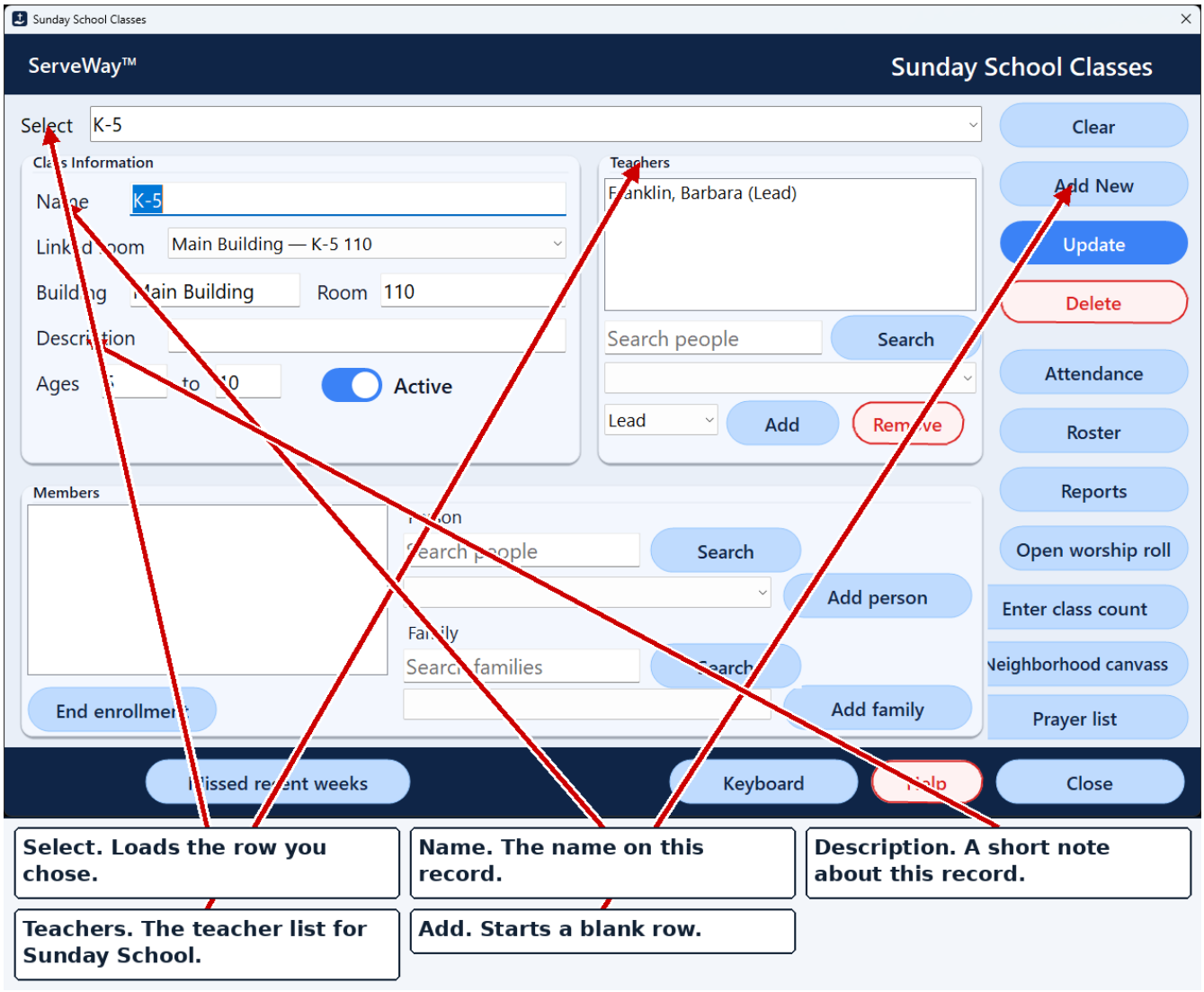
Attendance range. Choose a class or all classes, and a **From** and **To** date. The list shows each person with present count, sessions, and percent, then each session’s present count and head count.

Absentees. Members absent the number you set, out of the last number of Sundays that class actually met. The labels are **Absent** and **of last**. The default is 3 of 4. The list shows phone and email.

Missed recent weeks, on the bottom bar to the right of Help, is the church-wide list of people who used to attend and have now missed several weeks. It is the same window as **Missed recent weeks** on People. It is not the class absentee list above.

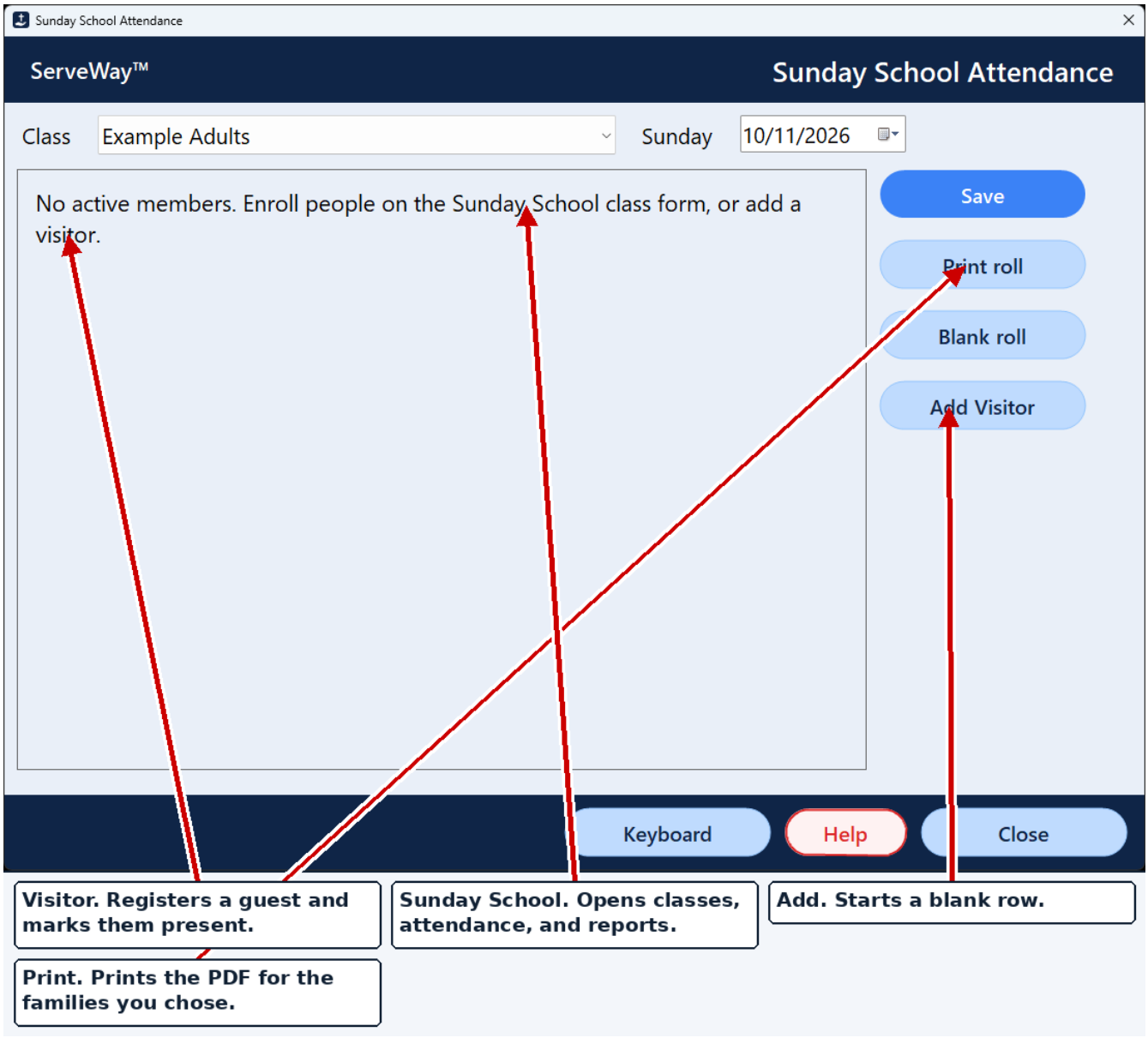
Not enrolled. People in families who are not actively enrolled in any class. Check **Only people in this class's age range** to use that class’s youngest and oldest age. People with no birth date stay on the list. Choose one class, select a person, and press **Enroll in this class**. All classes cannot be used for enroll.

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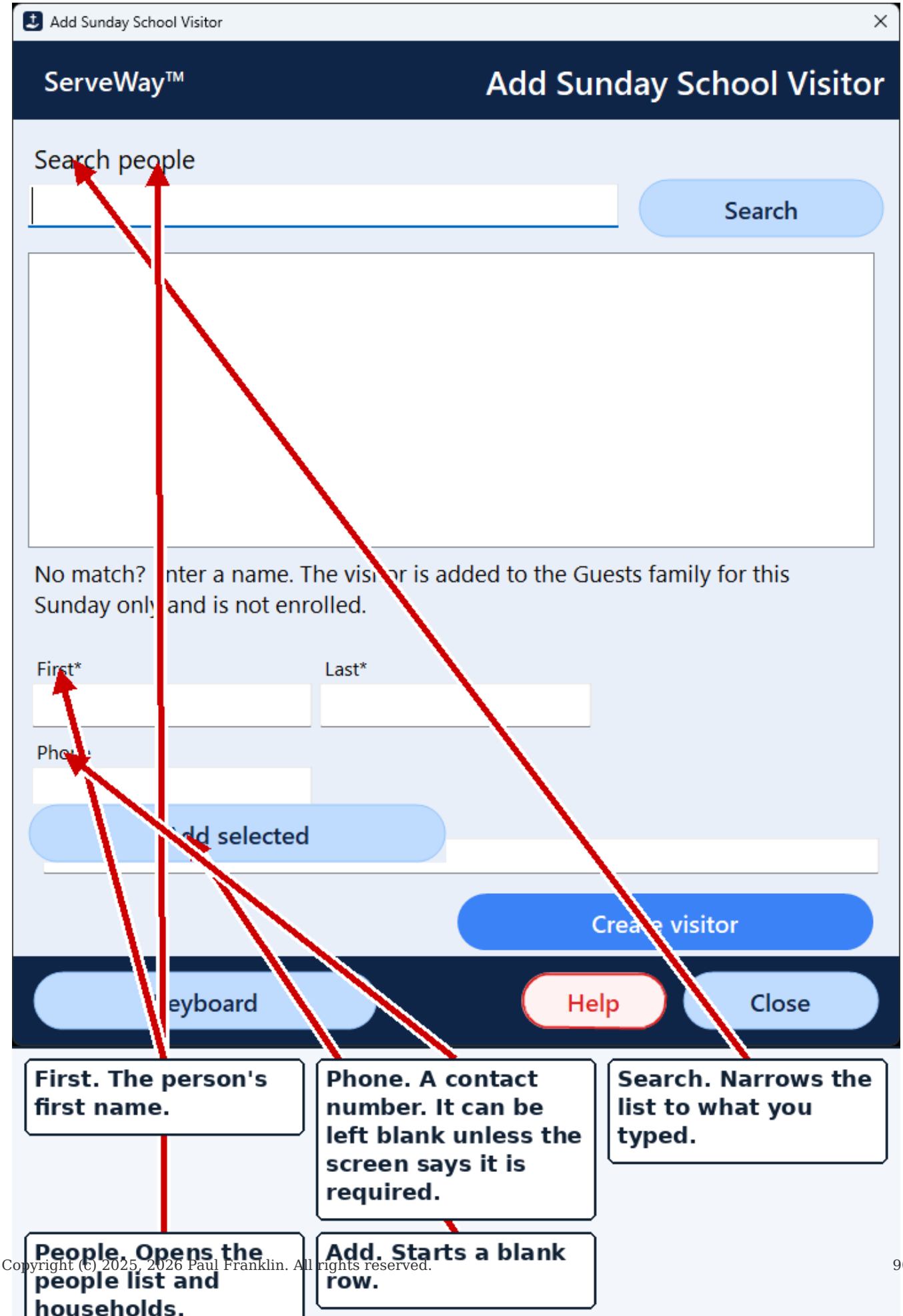
Sunday School

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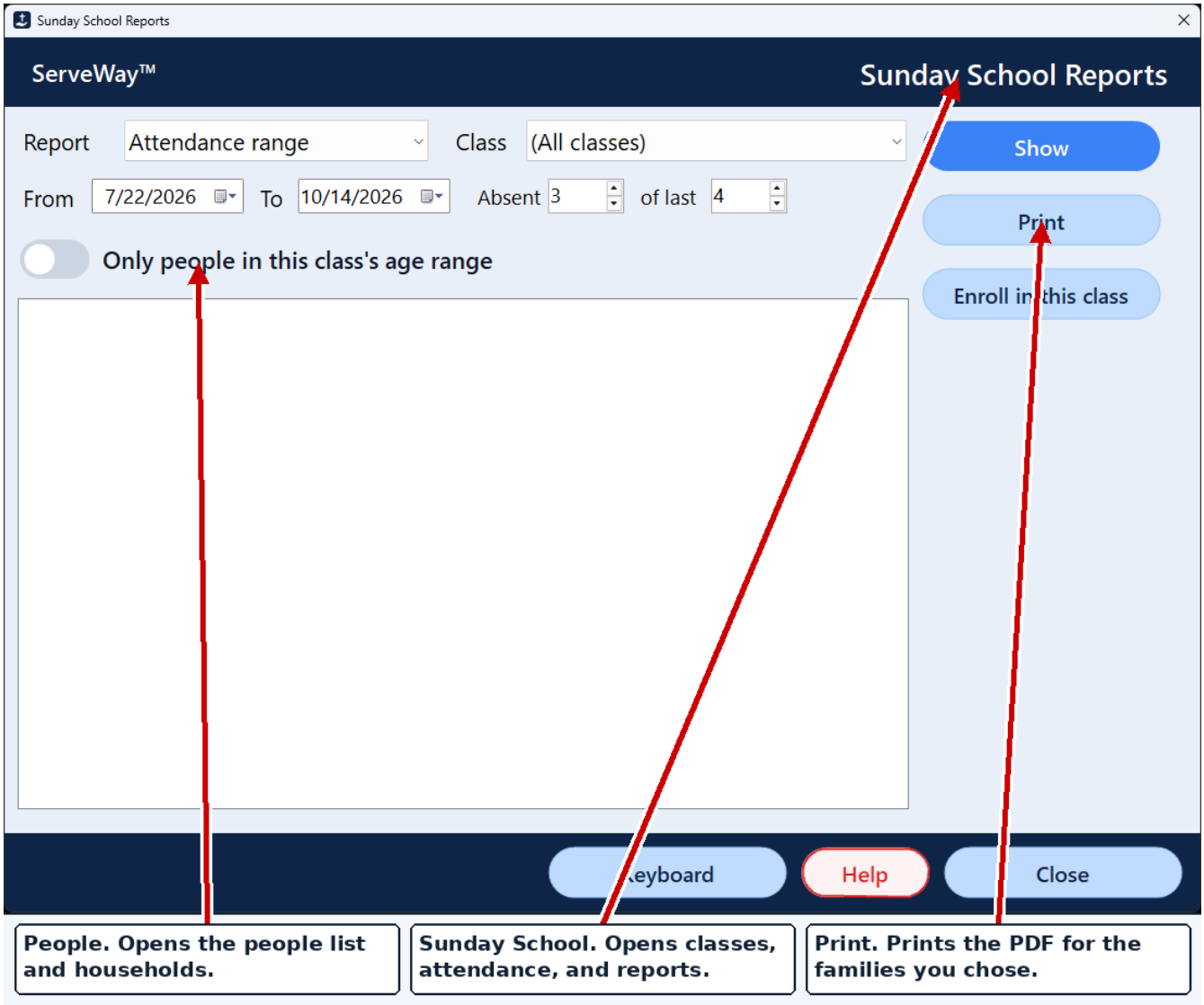
Sunday School attendance

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Add Sunday School Visitor

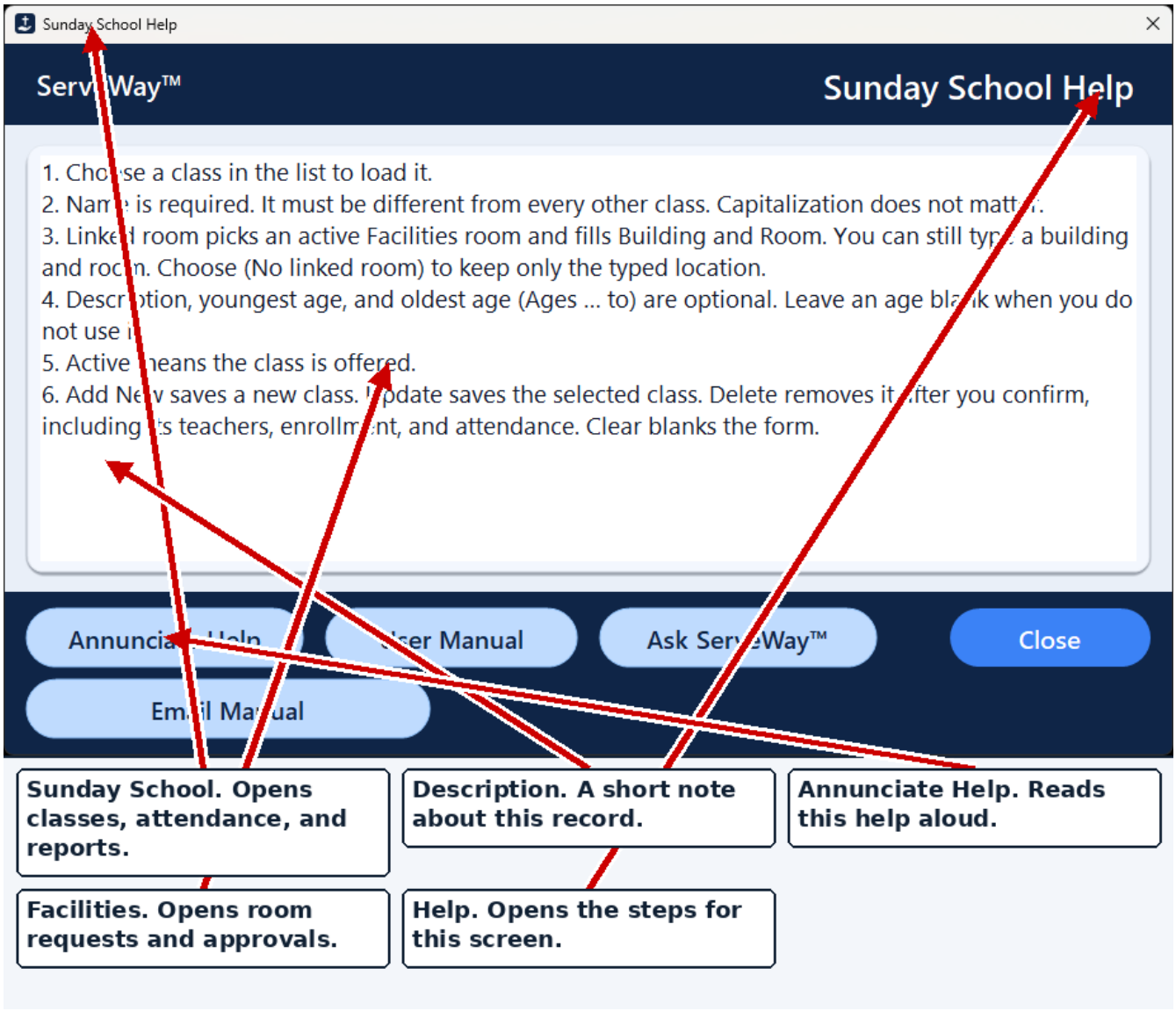


Sunday School reports

Sunday School Help

Help on Sunday School opens **Sunday School Help**. **Annunciate Help** reads the steps. **Close** leaves the window.

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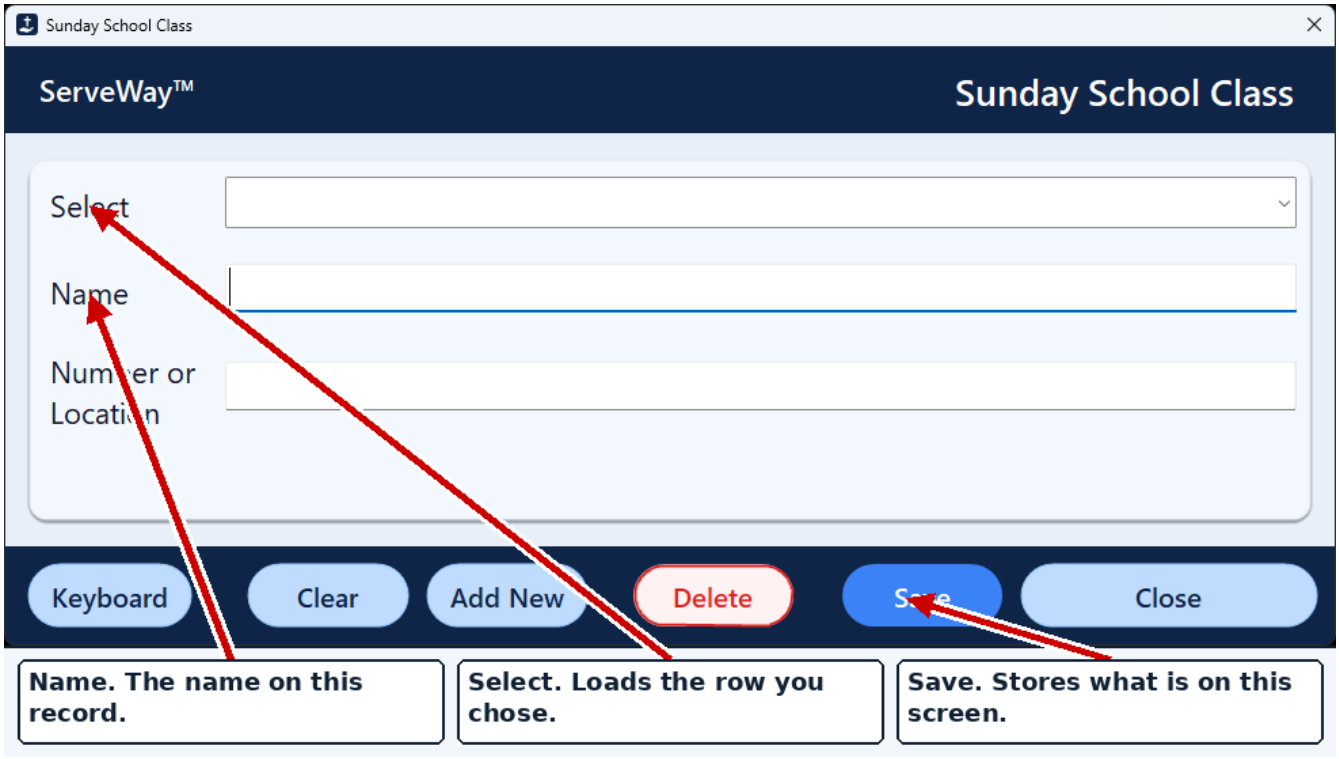


Sunday School Help

Class room

Sunday School Class is a window for a room name and a number or location. **Add New**, **Save**, **Delete**, and **Clear** are on it. It is not a button on the main menu. Classes you use each Sunday are on **Sunday School**.

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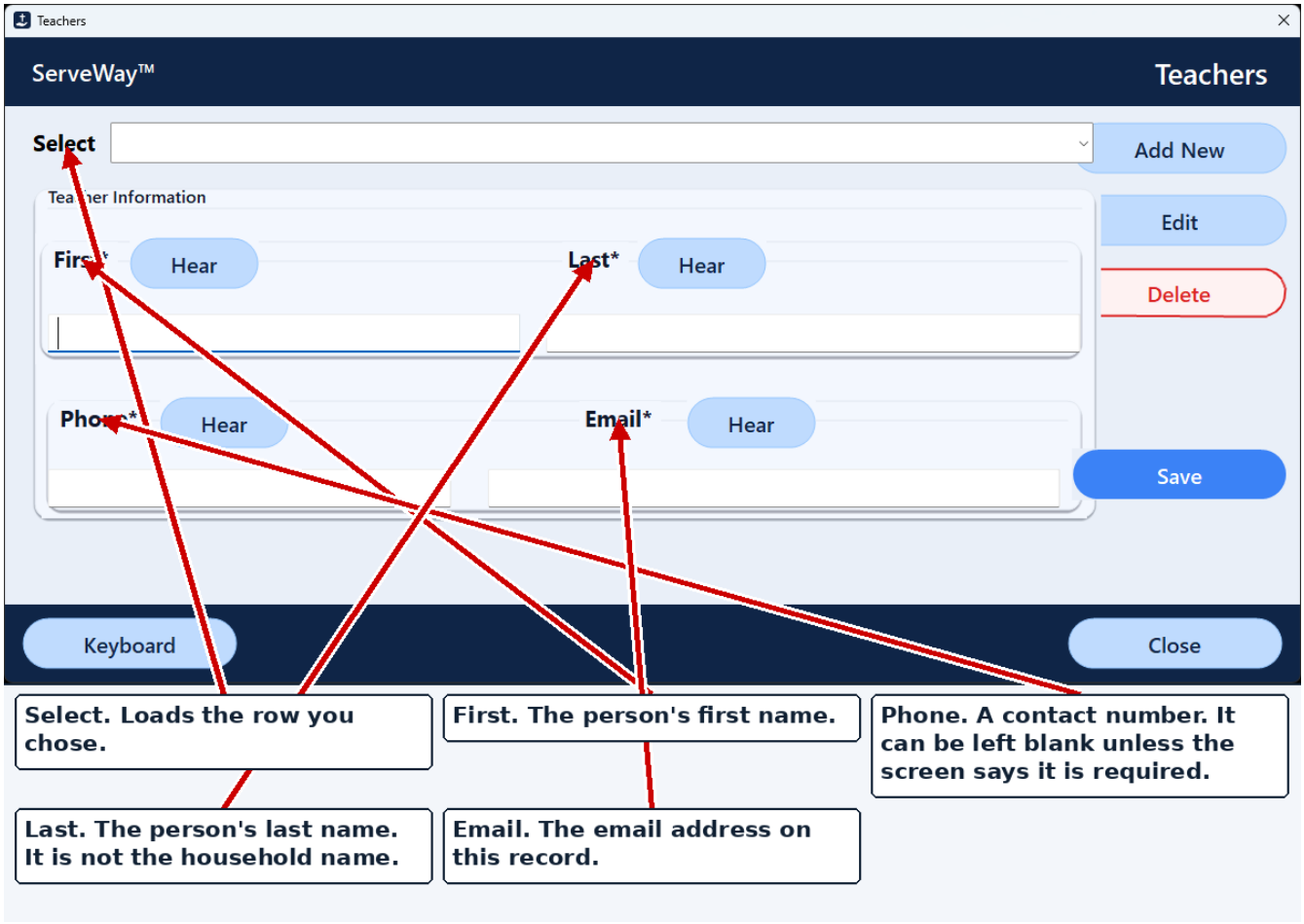


Sunday School Class room

Teachers window

Teachers is a window for a teacher name, phone, and email. **Add New**, **Edit**, **Save**, and **Delete** are on it. It is not a button on the main menu. Assign teachers on the Sunday School class screen. **Teachers** on Children opens that class screen.

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Teachers

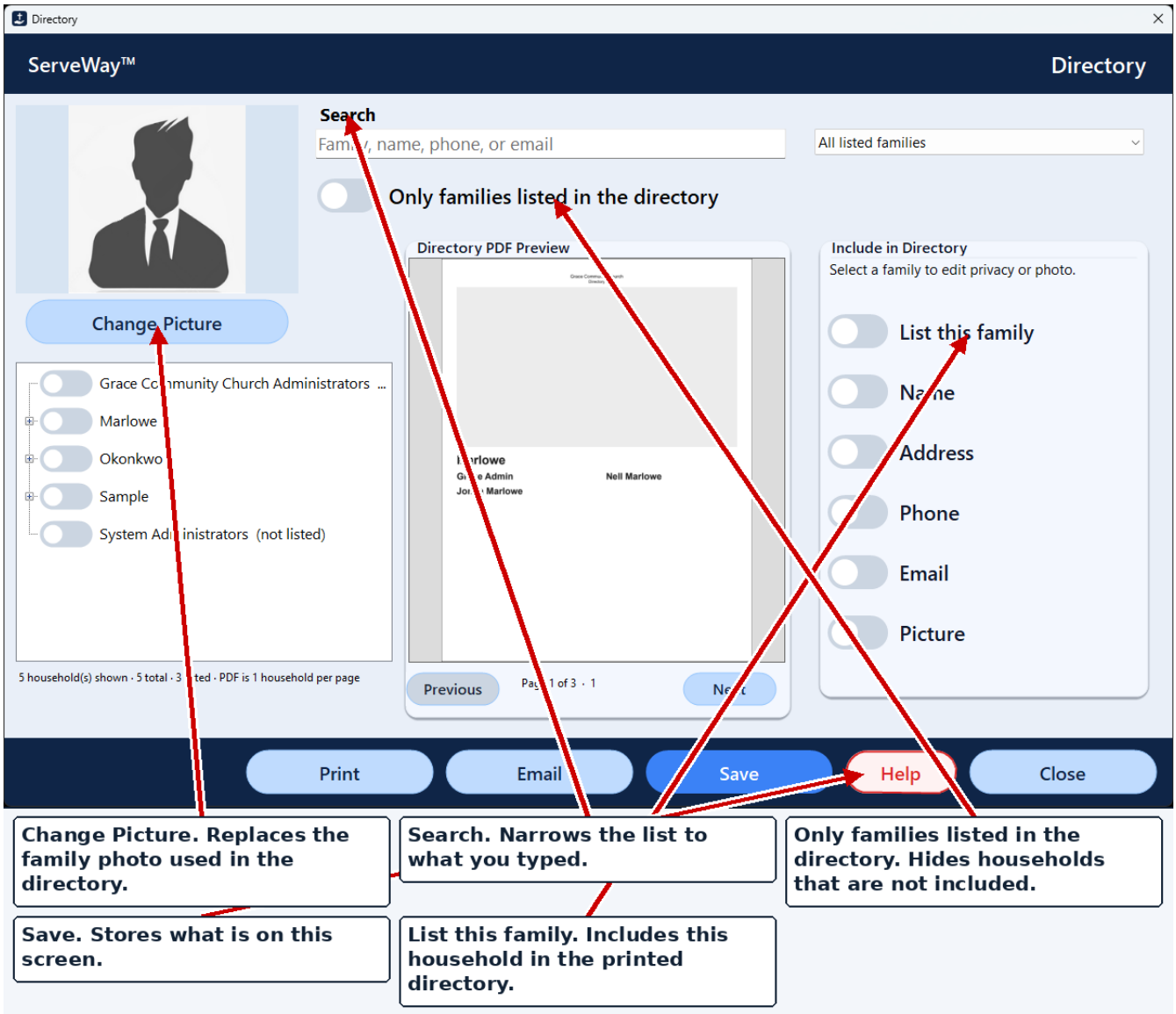
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Church directory

Open **Church Directory** from the main menu. You need the Members permission.

The help button explains the same steps. On that help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

The directory is built from households and the people in them. It is not built from the child check-in list or from authorized pickups. When the screen opens, it loads the families again.



Church directory

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What you see

- **Search** narrows the list.
- **Only families listed in the directory** hides households that are not included.
- The scope list offers **All listed families**, **Matching search**, and **Checked families**. That choice controls which households go into the PDF.
- The preview is labeled **Directory PDF Preview**. **Previous** and **Next** move pages. The page line reads **Page 0 of 0** until a directory is built.
- While it loads, the status says **Loading directory...**.

Privacy

Select a family. Until you do, the side panel says **Select a family to edit privacy or photo.**

Include in Directory has:

- **List this family**
- **Name**
- **Address**
- **Phone**
- **Email**

Save writes those choices for the household you are editing. **Change Picture** replaces the family photo used in the directory.

Print and email

Print prints the directory PDF for the scope you chose (all listed families, the search matches, or the families you checked).

Email sends that same PDF. ServeWay™ asks for the destination address. It starts with the email on the signed-in person's record, or the user name if that looks like an email. You can change the address before **Send**. This is not the **Church Email** button used on the calendar. The message is sent from the ministry email in App Settings. The sender name is the active church's info mailbox. That name is your church's information. If the ministry email is missing, nothing is sent.

On a lobby kiosk

Church Directory is for a signed-in member. A guest does not see it.

1. Press **Log In** and sign in.
2. Press **Church Directory**.

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3. Select your family. Under **Include in Directory**, set **List this family**, **Name**, **Address**, **Phone**, **Email**, and **Picture**.
4. Press **Save** when your role includes **Create/edit** on **People**. The window says **Privacy settings saved.**
5. Press **Print** to print the directory PDF when your role includes **Email/print** on **People**. Or press **Email**, check the address, and press **Send**.

Change Picture replaces the family photo. **Help** is just left of **Close**.

Print and **Email** need **Email/print** or higher on **People**. **Save** needs **Create/edit** on **People**. A button the role cannot use is hidden.

What this screen is not

Day-to-day name and address entry is **People**. The directory you print is this **Directory** screen.

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Offering

Open **Offering** from the main menu. You need the Offering permission.

For a one-page picture of this process, see Count the Offering.

Offering records checks, named cash, and loose cash for one date. The date starts on today. The list shows gifts already saved for that date. Columns are **Type**, **Name**, **Fund**, **Amount**, **Check #**, and **First gift**.

Totals along the bottom read **Checks**, **Cash**, **Online**, and **Total**. **Online** adds Tithely and Stripe. The **Tithe.ly sync** card sits under those totals.

If you can open Offering but cannot change it, the screen says: **View only. Saving gifts and managing funds needs Offering update permission.** In that case **Scan Check | Envelope**, **Cash**, **Loose Cash**, **Manage Funds**, **Import Tithely**, **Remove Selected**, **Sync Tithe.ly gifts now**, **Tithe.ly API keys...**, and **Review unmatched Tithe.ly gifts** stay off. **Report**, **Year-End**, and **Giving Drives** stay available.

Nothing is saved until you press **Confirm** on the check or cash screen.

On the offering help window, and on the funds help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

Scan a check and envelope

Scan Check | Envelope uses a Canon CanoScan LiDE 400 when that scanner is plugged in.

1. Lay the church envelope on the glass with the check beside it, or with the cash. One scan keeps that pair together.
2. The envelope is the record of the name, amounts, and funds. A separate check-only image is not required.
3. If several scanners are connected, ServeWay™ uses the one whose name contains LiDE 400. **Choose Scanner** opens the Windows scanner window so you can pick Canon CanoScan LiDE 400 yourself.
4. The scan stays on the screen. Change the suggestions if they are wrong.
5. **Confirm** saves the gift.

The amount, the memo, and the check number are read from the upright check. The envelope is read for the handwritten name. A fund line is suggested only when the scan names that fund. A memo that names two funds, such as $50 Building and $50 General, fills both lines when those names match the church funds and they add up to the

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amount. When those parts do not add up, the amount stays on the single fund line. Two equal halves of the gift are the exception: each fund is set to half the amount.

A cash envelope with no check leaves the check number blank.

Close names lists people who match that name when a middle initial or an extra middle name is ignored. The closest name is selected and linked. Pick a different close name to link that person instead. The scanned name stays editable. **Find Person** is still there.

If the scanner is missing or the words cannot be read, type the name and amount. **Load Image** uses a photo you already have. **Rescan** scans again. **Cancel** leaves without saving.

Use AI to read checks (under App Settings, **Accounts**, **AI Services**, **Check reading**, and again under **AI features**) is optional. The switch stays off until the API key has a key. That key is on the same **AI Services** tab. **Check reading** names the provider, for example: Check reading uses the xAI Grok key on this tab. When the switch is on, a blank amount can be read from the courtesy box and the written dollars line, and a known amount can send the memo line so a fund split can fill the fund rows. Account and bank numbers are not sent. When the switch is off, or that reading does not answer, ServeWay™ still levels the scan and reads it locally. You do not have to turn this on to record a gift by hand. See Accounts, keys, and database login.

Cash and loose cash

Cash uses that same one scan. Cash may be inside the envelope or written on it. A check may still be in the scan. Enter **Name**, **Amount**, and fund lines. **Find Person** links a person. **Add Fund** adds another fund line. **Confirm** saves. **Cancel** does not.

Loose Cash is an amount with no name.

Split a gift across funds

A check, named cash, or loose cash can be split across funds. **Add Fund** adds a line for each part. The lines must add up to the gift amount before **Confirm** saves it. One photo and one person stay with the whole gift. The daily list shows the gift once. The report and the year-end statement list each fund on its own line.

Names are matched to People when there is one clear match. A name that does not match is still saved.

Funds

Manage Funds adds, renames, reorders, and retires funds. **General**, **Building**, and **Missions** are created the first time. A fund that already has gifts is turned off instead of

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deleted. The hint on that screen says: “A fund that already has gifts is turned off instead of deleted. Turn Active back on to use it again.”

The fields are **Name** and **Active**. **New** starts a fund. **Save** writes it. **Delete** turns off a fund that already has gifts, rather than erasing it. **Move Up** and **Move Down** change the order. **Close** returns to Offering.

Giving link is on the bottom bar of Manage Funds. It is not on the main menu. When ServeWay giving through Stripe is on, pick a fund. The link opens the church giving page with that fund already selected. **All funds** opens the same page and the donor chooses the fund. The giving page address starts as the church website plus /giving/. If the serveway_giving page is somewhere else, type that address and press **Save page**.

Copy link puts the address on the clipboard. **Save for print** writes a PNG sized for a bulletin. **Save for slides** writes a wide PNG for announcement slides. **Print** sends the bulletin-sized picture to the printer you choose. **Add to Media Library** stores the slide picture with the tag giving. Create Announcements and the bulletin cover choose pictures from the Media Library.

ServeWay adds no fee. Card numbers stay on Stripe.

When this church uses only Tithe.ly, the ServeWay links stay hidden. Paste a Tithe.ly link for the fund, or for All funds, and press **Save link**. Copy, the PNG files, Print, and Media Library then use that link.

Giving link

The daily report

Report prints or saves a PDF for the selected date: checks, named cash, loose cash, Tithely gifts, and totals. A split gift appears once for each fund. The fund summary adds each part to that fund.

Break down the report by fund is checked by default. Uncheck it to hide the fund summary.

Remove Selected deletes the gift you highlighted. It is available only when you can update Offering and a row is selected.

Import Tithely

Import Tithely reads a Giving CSV export.

1. Press **Choose CSV**.

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2. The preview shows each row as matched to a person, unmatched, or a duplicate. The hint says: “Choose a Tithely Giving export. Map each fund, then confirm. Nothing is saved until you confirm. A row that was already imported is skipped.”
3. Map each fund under **Fund mapping**.
4. **Confirm** saves. **Close** leaves without saving.

The same file can be imported again without doubling gifts. Confirm needs Offering update permission.

Tithe.ly sync

Tithe.ly sync is the card on Offering. It shows when gifts were last pulled, and how many were imported, skipped, unmatched, reversed, or posted to General.

Sync Tithe.ly gifts now pulls the last 32 days. A gift that was already saved is skipped. A refund or a void keeps the gift. The row stays on that date and is left out of the daily total and the year-end statement. Nothing is deleted.

Tithe.ly API keys... is where the keys are saved.

1. Email support@tithe.ly and ask for a public key (pub_...), a private key (pri_...), and the organization id (org_...) for your church.
2. Press **Tithe.ly API keys...**.
3. Type the organization id, the public key, and the private key. The organization id is saved with the keys.
4. Leave **Use live Tithe.ly** off while the church is still on the Tithe.ly test host. Turn it on when Tithe.ly says the church is live.
5. Press **Test Tithe.ly connection**. The window says when Tithe.ly accepted the keys.
6. Press **Save Tithe.ly API keys**. The keys are encrypted. They are not stored in App Settings.

Practice with sample gifts writes the built-in sample gifts so you can try the sync before the keys arrive. It does not call Tithe.ly. The nightly run does not use sample gifts.

When the church database is hosted by ServeWay™, the server pulls gifts at about 2:00 AM Eastern. When the database is on a church computer, check **This office PC runs the nightly Tithe.ly sync** on the one office PC that should stay signed in.

Review unmatched Tithe.ly gifts lists gifts that still need a person, and gifts posted to General because the Tithe.ly fund name was not a church fund. Assign a person once. ServeWay™ remembers the Tithe.ly donor id and the email, so the next gift from that donor matches. **Move this gift to the selected fund** puts a flagged gift on a church fund and clears the flag.

If the sync fails two times in a row, ServeWay™ emails the church administrator once.

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ServeWay giving

Stripe giving is on App Settings, under **Accounts**, **Offering**. It is not on **AI Services**. The first time Offering is turned on, ServeWay™ asks: Does this church want ServeWay giving through Stripe? **Yes, set up Stripe giving** opens the setup window. **Not now** and **No** leave it off. The answer can be changed later on that same window.

Each church connects its own Stripe account. The browser returns to the ServeWay server at `https://hosted.serveway.org/v1/stripe/connect/callback`. The church computer does not keep the platform secret. Stripe stays in test mode until the EIN arrives and the platform profile is finished. Card numbers are entered on Stripe Checkout, not in ServeWay™. Cards are the default. **Accept ACH bank transfers** is off until the church turns it on. Stripe's standard ACH (bank transfer) fee is currently 0.8% per transaction, capped at $5, for standard settlement (https://stripe.com/pricing/local-payment-methods). ServeWay adds no charge. ServeWay takes nothing off the top. The church pays only Stripe's standard fee, currently 2.9% + 30¢ per transaction, with no additional ServeWay charge. The church is the merchant of record. Disputes and refunds are the church's responsibility. ServeWay records the full amount the donor gave. Stripe's fee is not subtracted. Gifts are in US dollars only.

The church website shows the giving page with the shortcode `[serveway_giving]`. A donor picks a fund, an amount, a name, an email, and once, weekly, monthly, or yearly. Stripe processes the card, or an ACH bank transfer when that switch is on. A verified webhook records the gift, a refund, or a dispute in the same gift list as checks, cash, and Tithely. Tithely stays available. The **Online** total adds Tithely and Stripe.

A Stripe gift linked to a person is on the year-end statement as Online. A gift that is not linked to a person stays on the unassigned list for staff to match. A refunded, disputed, or lost gift is left out of totals and statements. The amount stored is the gift the donor gave. Stripe deducts its fee in the church's own Stripe account. The giving summary is not a payout report.

Accountant download page on the church website is off until the church turns it on. The accountant has her own username and password. On the church website, the shortcode `[serveway_accountant]` lets her sign in and download a CSV or a PDF by fund, donor, and date range. There is no request form and no Monday email. **Choose dates and save the giving summary** on the Offering tab saves a file on this computer for staff.

Stripe giving

Stripe giving question

Save the giving summary

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First-time giver thank-you

First-time giver thank-you is on App Settings, under **Accounts**, **Offering**, and again on **Stripe giving**. It is not a new button on the main menu. The switch starts off.

When the switch is on, the first gift recorded for a person is marked **First gift** on the Offering list. Checks, named cash, Tithe.ly, and Stripe all use that same list. The gift starts a follow-up task for the staff member you choose, or for the first active user in the Welcome role or the Finance role. A later gift is not thanked again.

Keep a thank-you email draft stores a message staff can edit. ServeWay does not send that draft. The wording can use {FirstName}, {LastName}, {Amount}, {Date}, and {Church}.

Gifts already recorded before the switch is turned on are left as they are. Loose cash, and a gift with no person, are skipped. Turning the switch off stops new thank-yous. Turning it on again thanks only a first gift recorded after that save.

Year-end statements

Year-End opens **Year-End Giving Statements**.

The list includes checks, named cash, Tithely gifts, and Stripe gifts linked to a person. Loose cash, and any gift with no person, stays on the unassigned list (**Unassigned Gifts**). Loose cash and online gifts have no photo.

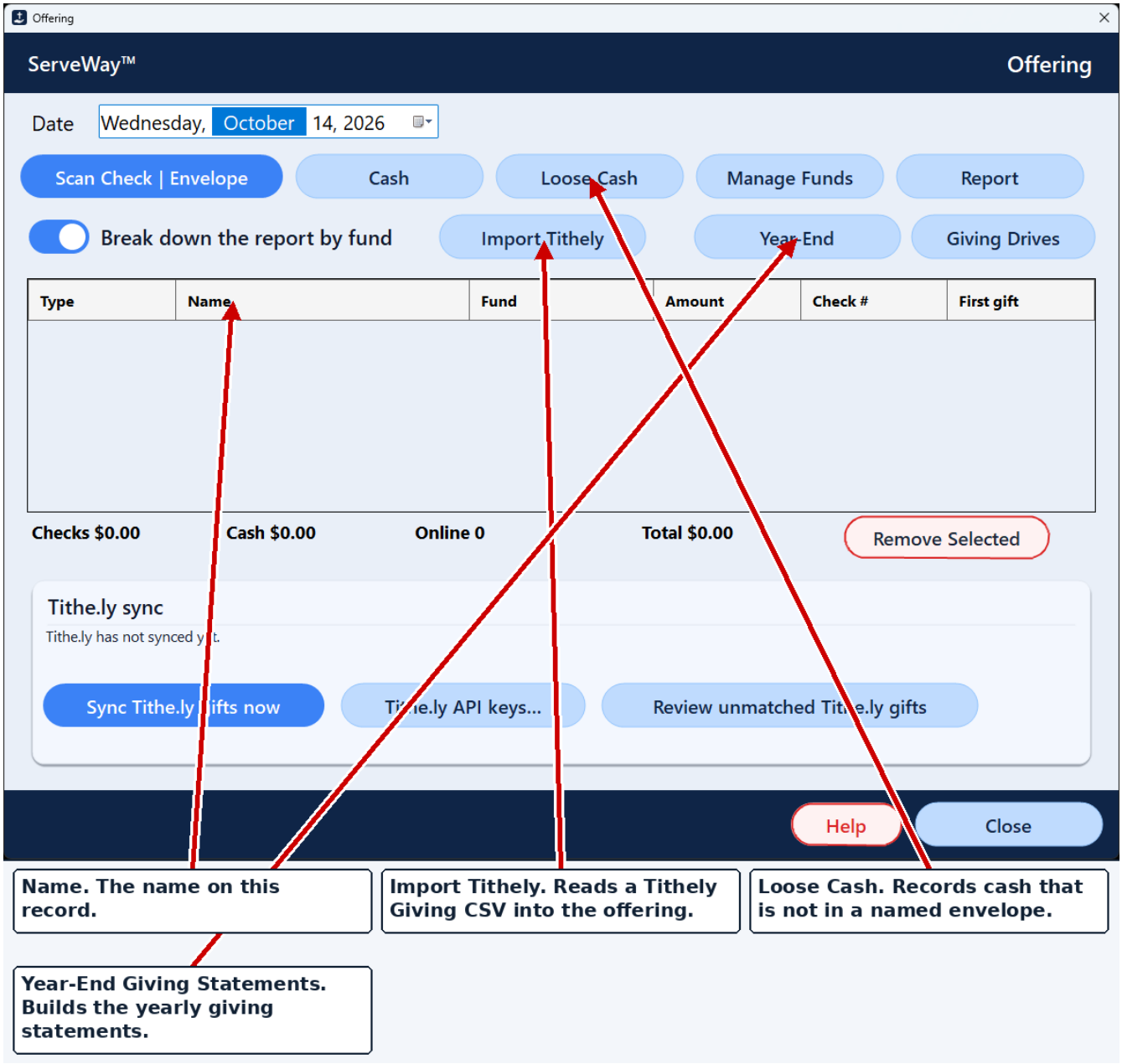
Each line shows the date, the type (Check, Cash, or Online), the fund, and the amount. A gift split across funds has one line per fund. The year total adds every listed gift. A drive can also list pledged and given for the days that fall in this year. Those lines sit after the year total and are not added to it. Each stored envelope scan is printed on its own page after that total. A scan may show the envelope with a check or with cash.

1. Choose the **Year**.
2. Choose **All people with gifts** or **One person**. For one person, press **Choose Person**.
3. **Preview** shows the statement. **Print** prints it. **Save PDF Folder** writes the files. **Email** sends statements.
4. Emailing statements needs Offering update permission. Opening the report and the statement preview needs Offering access.

Members can see their own giving history is a large switch on this window. It starts on when giving is in use. A signed-in member then sees gifts linked to them, and to their household when that household is linked. A card through Stripe, a Tithe.ly gift, and cash or a check entered here are on the same list. The member can print, save, or email a year-end statement to the address on their own record. The statement uses the church

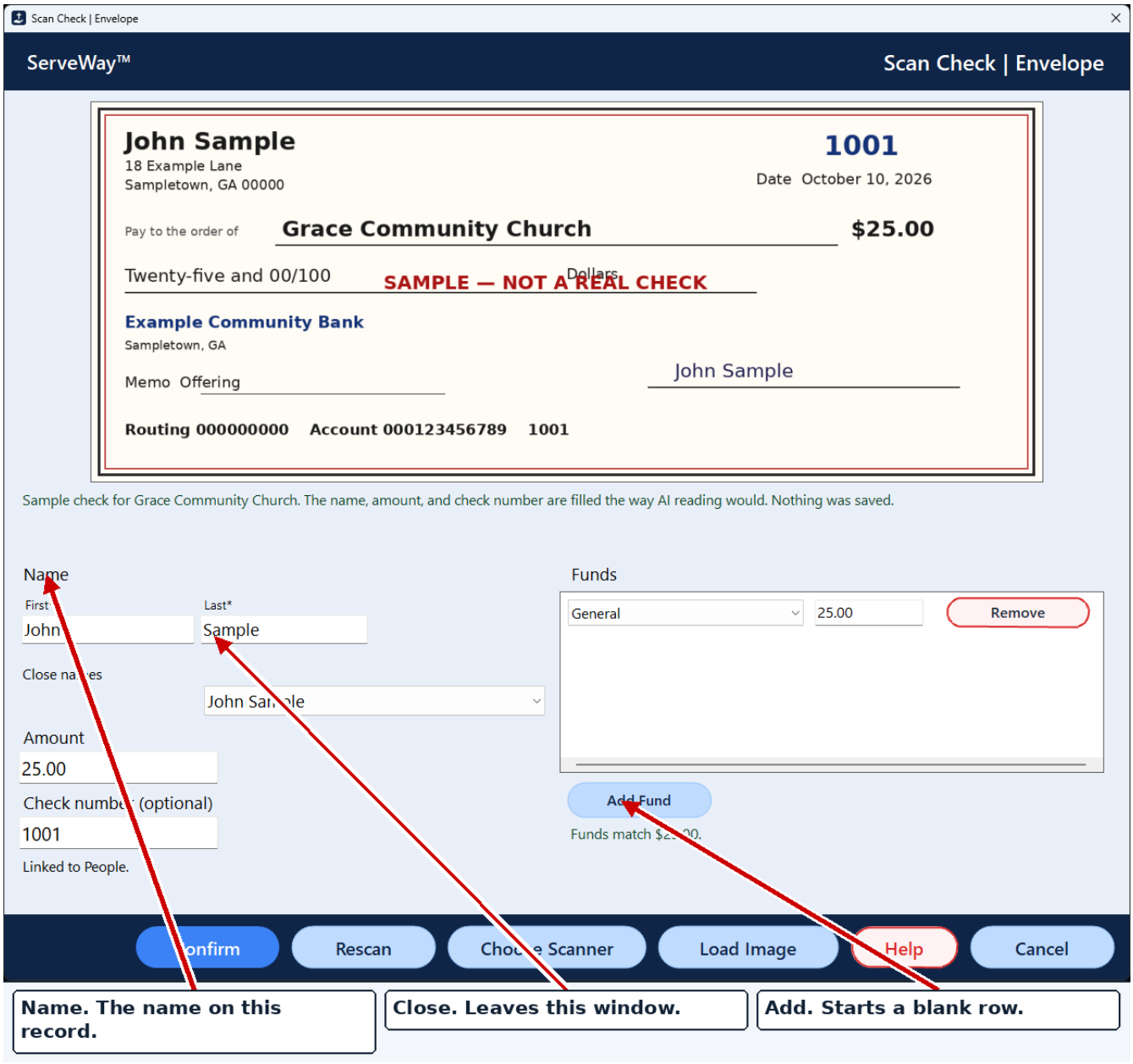
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name, address, and logo, and says that no goods or services were provided in exchange for these contributions, other than intangible religious benefits.



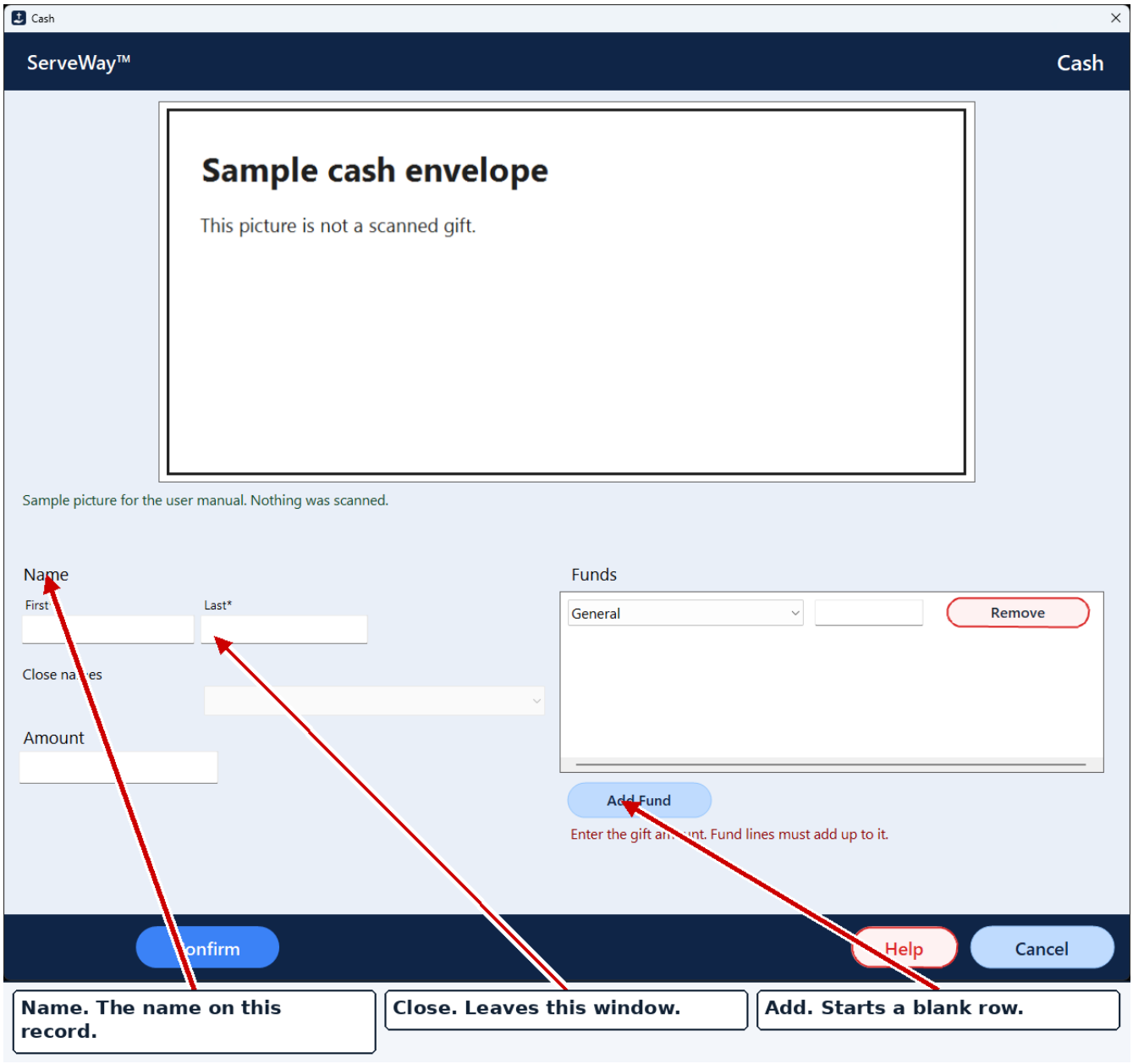
Offering

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Scan Check or Envelope

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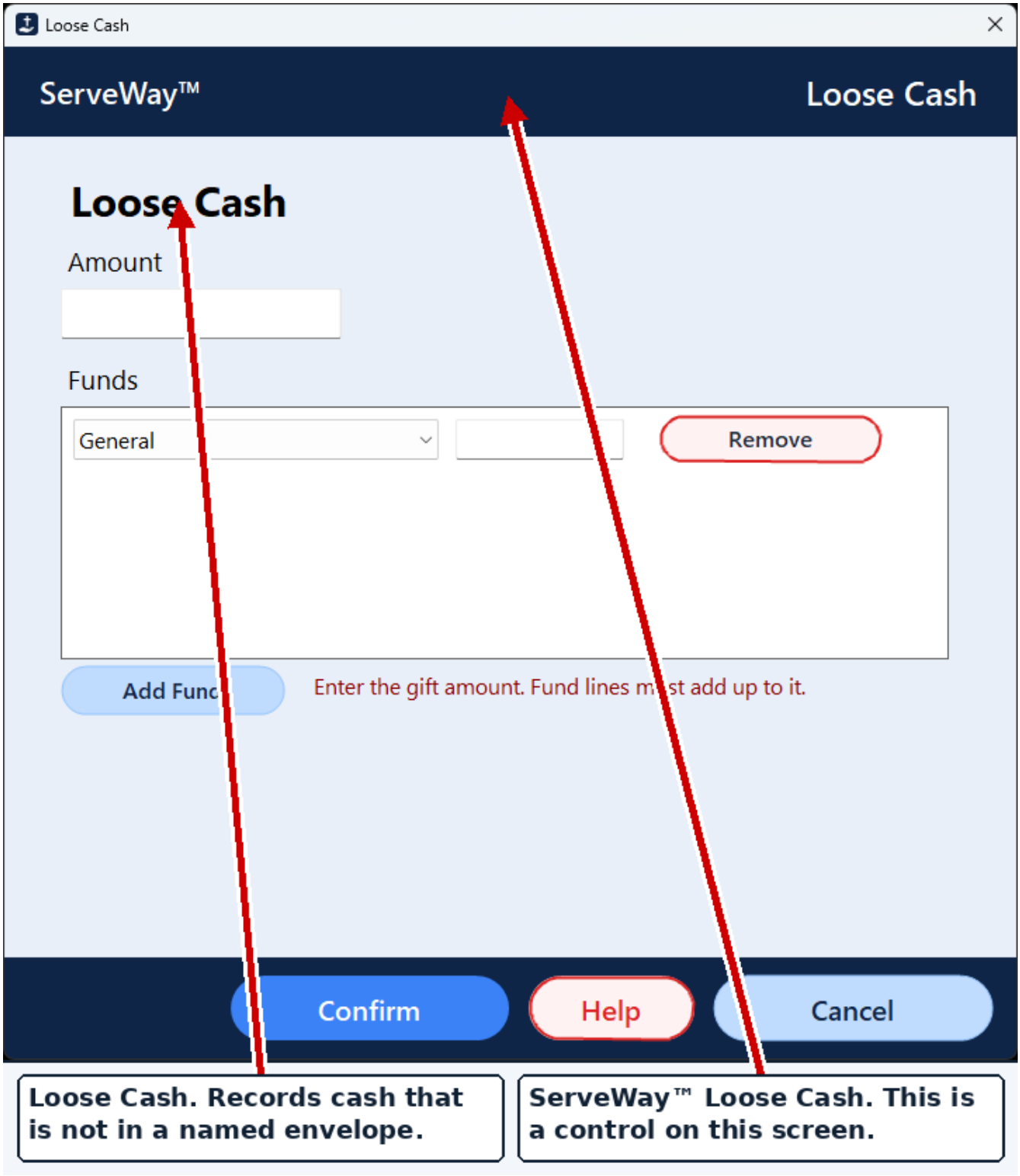


Offering cash

Loose Cash

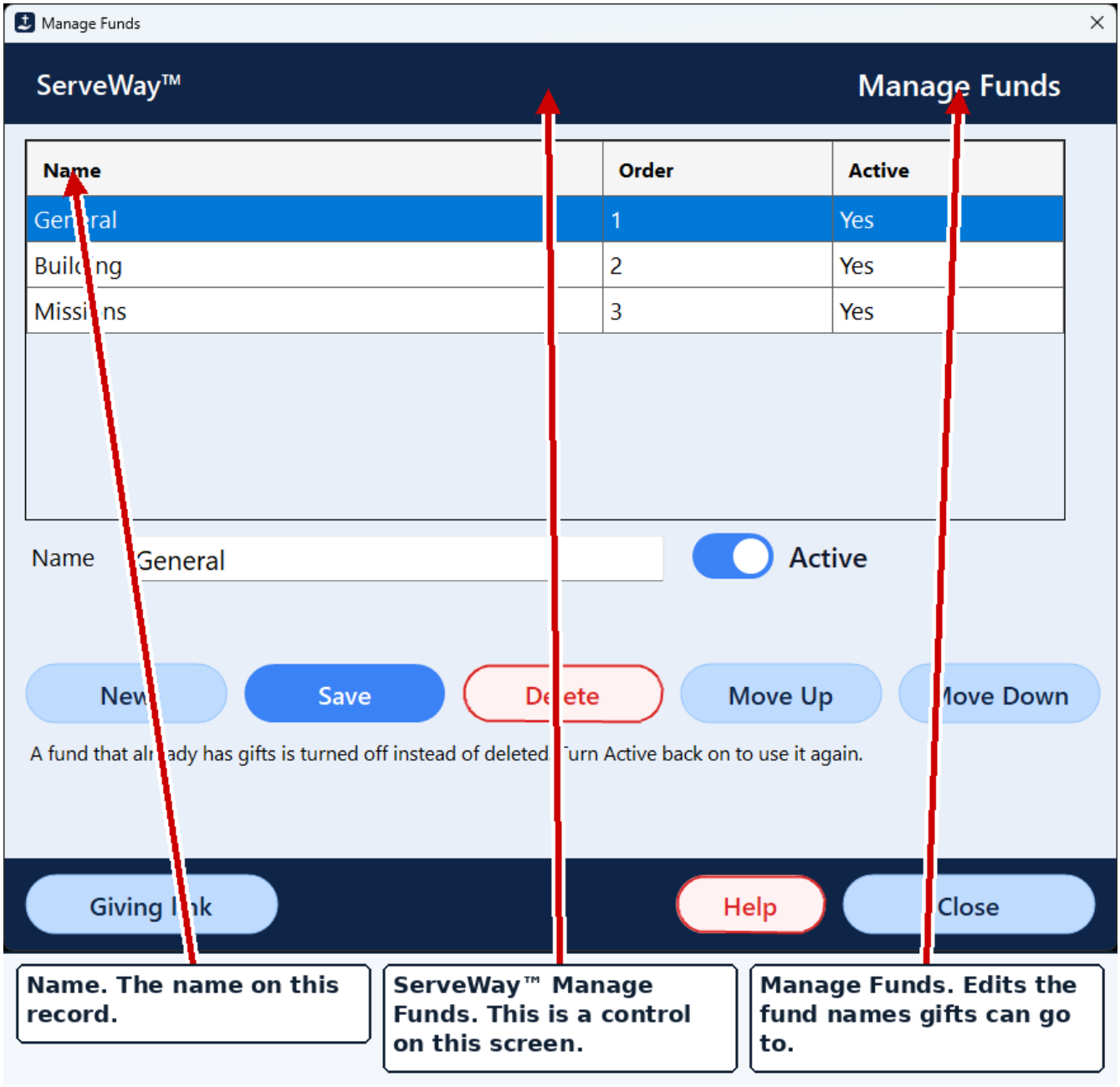
Loose Cash is an amount with no name. **Amount** and the fund lines are on the window. **Add Fund** adds a line. The lines must add up to the amount. **Confirm** saves. **Cancel** does not.

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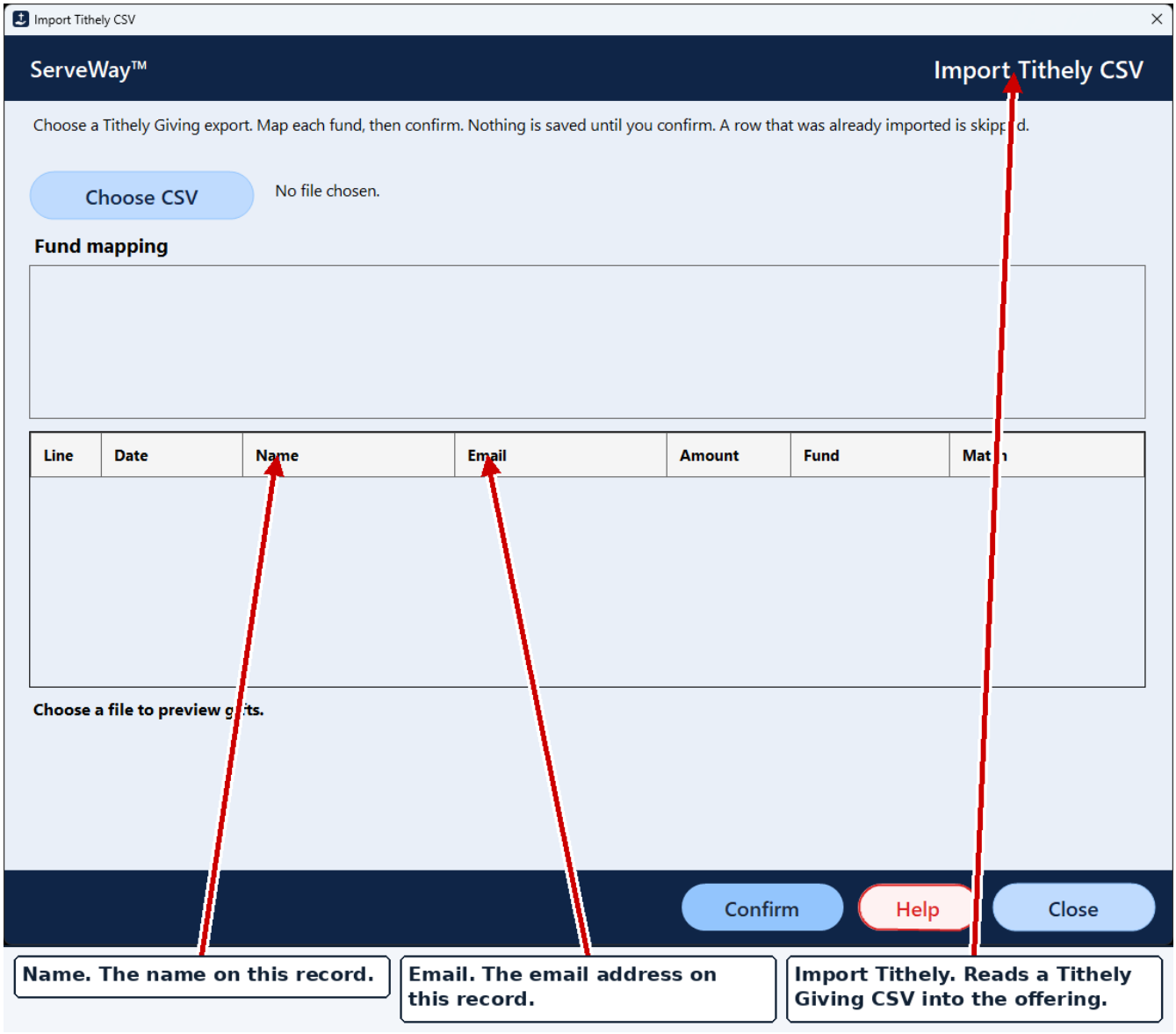
Loose Cash

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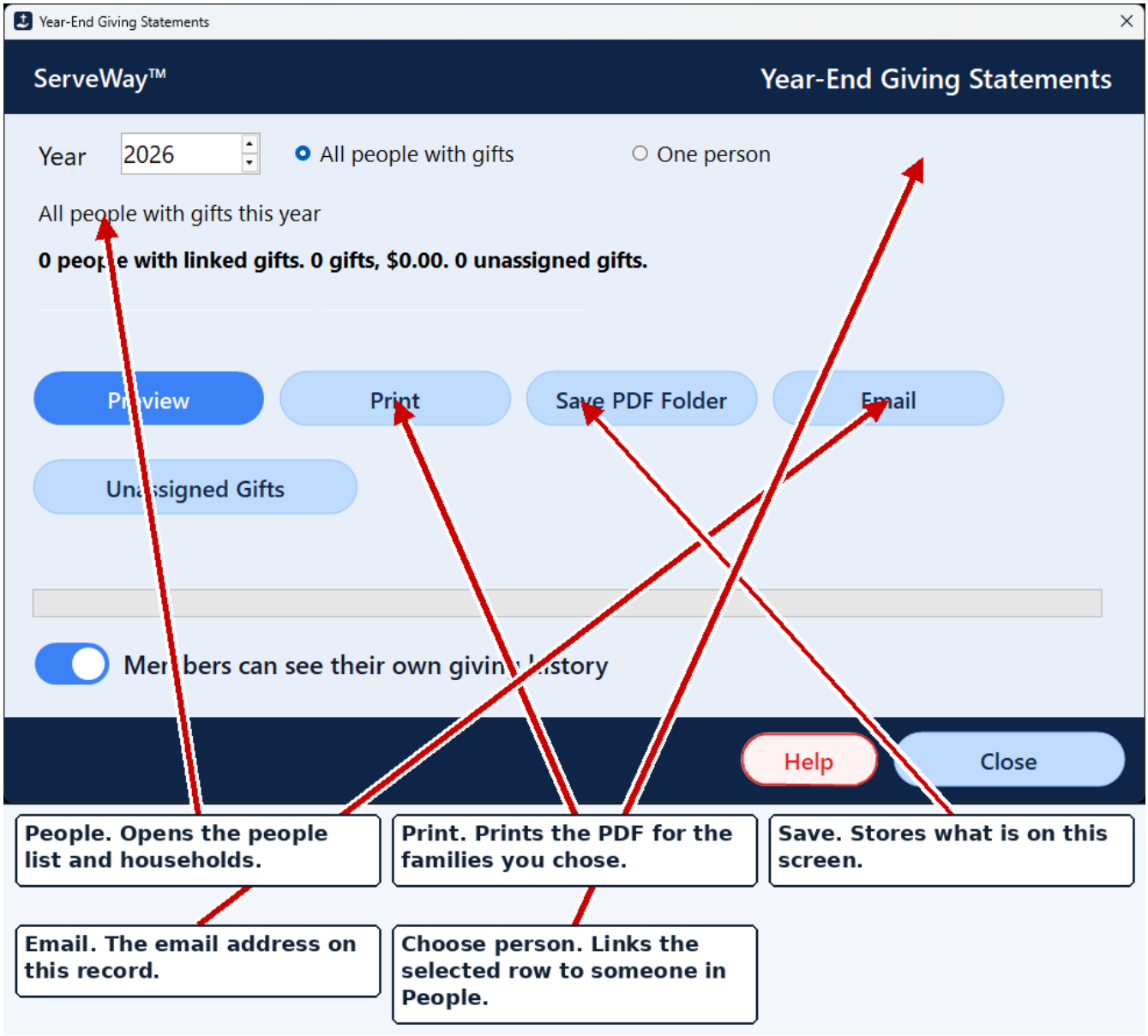
Manage Funds

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Import Tithely

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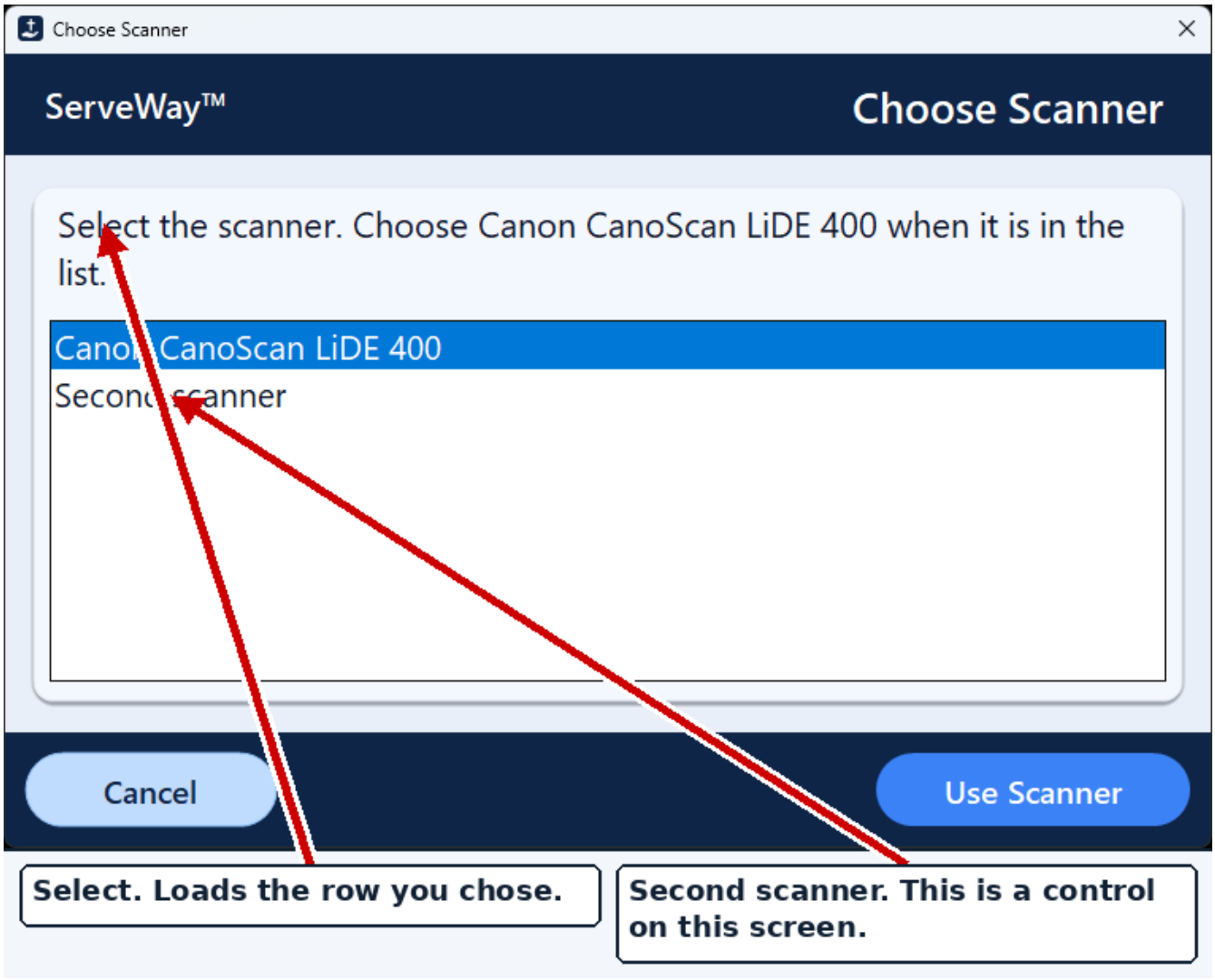


Year-End Giving Statements

Choose Scanner

When more than one scanner is connected, **Choose Scanner** lists them. Select **Canon CanoScan LiDE 400** when it is in the list, then press **Use Scanner**. **Cancel** leaves the scan unstarted.

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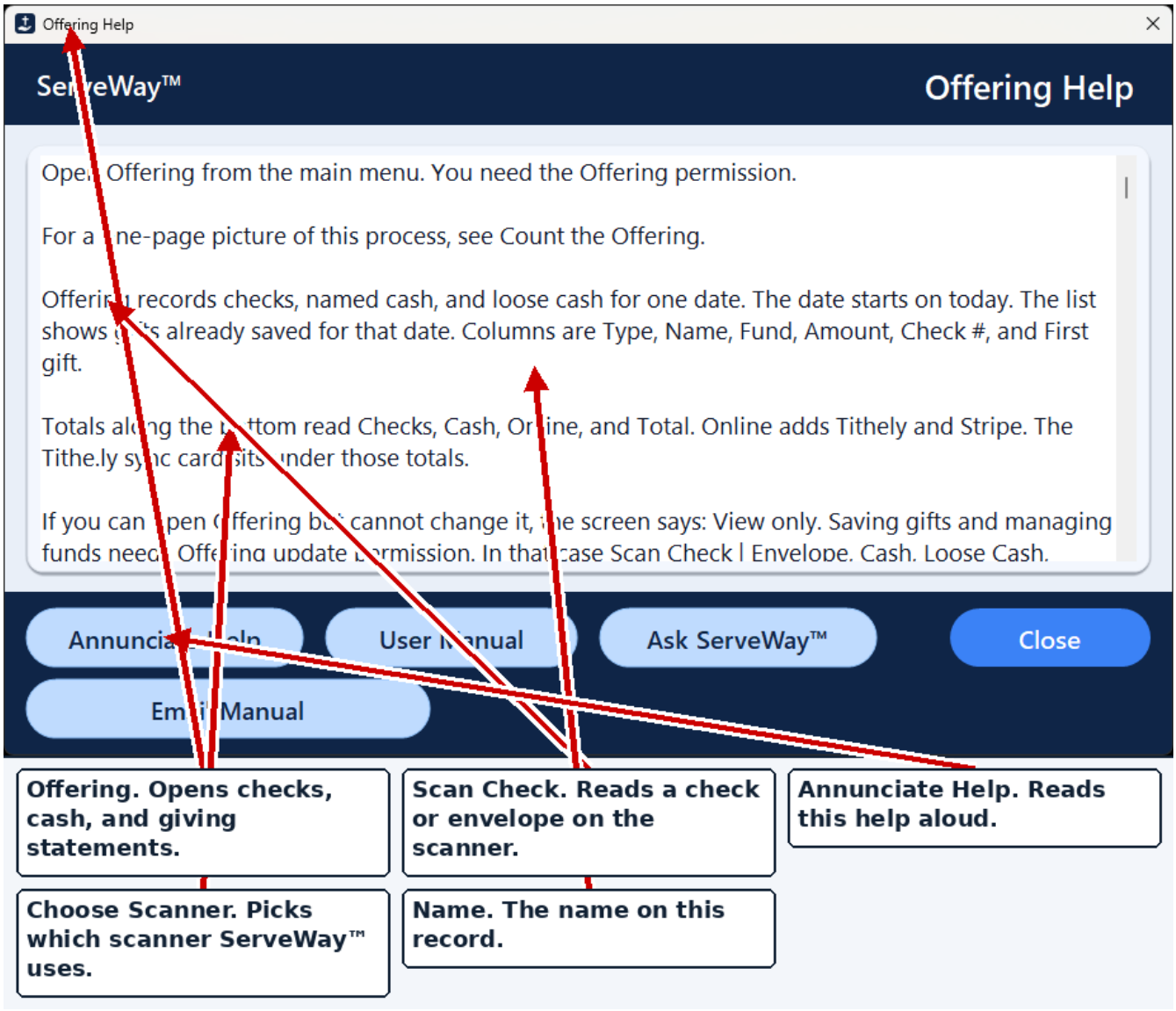


Choose Scanner

Offering Help

Help on Offering opens **Offering Help**. **Annunciate Help** reads the steps. **Close** leaves the window.

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Offering Help

Giving drives

Giving Drives is on Offering, to the right of **Year-End**. It is not a new button on the main menu. You need the Offering permission to open it. Saving a drive or a pledge needs Offering update permission.

A drive has a name, one fund, an optional goal, a start date, and an end date. Leave the goal blank when there is no goal. **Published** lets members record their own pledge. **Show progress** puts a thermometer on the public giving page. The thermometer shows the amount given to the fund and the amount committed. It does not show a person's name or a person's amount.

Type the first name and the last name. Two letters open a list of matching people. Choose the person, the amount, and one-time, weekly, every 2 weeks, monthly, or every

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6 months. **Save pledge** stores it. **Cancel pledge** keeps the row and leaves it out of the committed total.

The list shows each pledge, the planning total, and what that person gave to the fund during the drive. The totals above the list are all commitments and all gifts to that fund in the date range, including gifts with no person.

On the church website, `[serveway_giving_drives]` is Giving Drives for a signed-in member. Amounts stay hidden until the member chooses to show them. `[serveway_giving]` can show the thermometer when progress is on. Neither page charges a card. A pledge is a promise. The gift is still recorded on Offering, from Tithe.ly, or from Stripe.

`[serveway_giving_history]` is giving history for a signed-in member. It lists the date, fund, amount, and method for that member and, when the household is linked, that household. The member can print the statement or download it, and can email it only to the address saved on their record. The page does not charge a card.

Help opens **Giving Drives Help**. **Close** returns to Offering.

Giving Drives

Giving Drives Help

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Expenses

Open **Expenses** from the main menu. You must be signed in. If you are not, ServeWay™ says: “Sign in before submitting a request.”

This is where a member files a reimbursement request. The accountant still writes the checks and keeps the books. ServeWay™ does not assign a check number.

Anyone who is signed in can submit a request and can see, print, and email their own requests. The screen says so:

- Without Finance: “You can submit a request and see, print, or email your own. Review and export need the Finance permission.”
- With Finance (or as an administrator): “Finance: you see every request. You can approve, send one back, and export.”

The Finance permission is set in User Admin the same way as Offering.

On the expenses help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

The list columns are **Date**, **Payee**, **Amount**, **Status**, and **Accounts**. **From**, **To**, and **Account** limit the list.

File a request

1. Press **New Request**.
2. **Payee** is the member to reimburse. **Find Person** looks them up.
3. Enter **Amount**, **Date** (the date of the expense), and **What it was for**.
4. **Account lines**: press **Add Line** for each part, such as business supplies. Each line has an account, an amount, and a note. **Remove Line** drops a line. The line amounts must add up to the request total before **Save**.
5. **Add Receipt** attaches image or PDF files you already saved. The check scanner is not used from this screen. A request can have many receipts. **Remove** drops a receipt from the request. ServeWay™ stores the file path.
6. **Save** files the request. **Cancel** leaves without saving.

A new request is **Requested**. The submitted date and time are stored then and do not change if you edit the request later.

You can edit or delete a request while it is still requested. **Open** becomes **Edit** when you own a request that is still requested or was sent back. If it is sent back, open it, fix it, and save to submit it again. An approved request stays. It cannot be edited or deleted.

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Print and email your own request

Print shows a formatted reimbursement report: the payee, the date of the expense, what it was for, each account line with its amount and note, the receipt file names, the status, and the submitted date and time. When a ministry name is saved under App Settings, it is printed at the top. Printing uses the same preview and Windows printer dialog as the other ServeWay™ printouts.

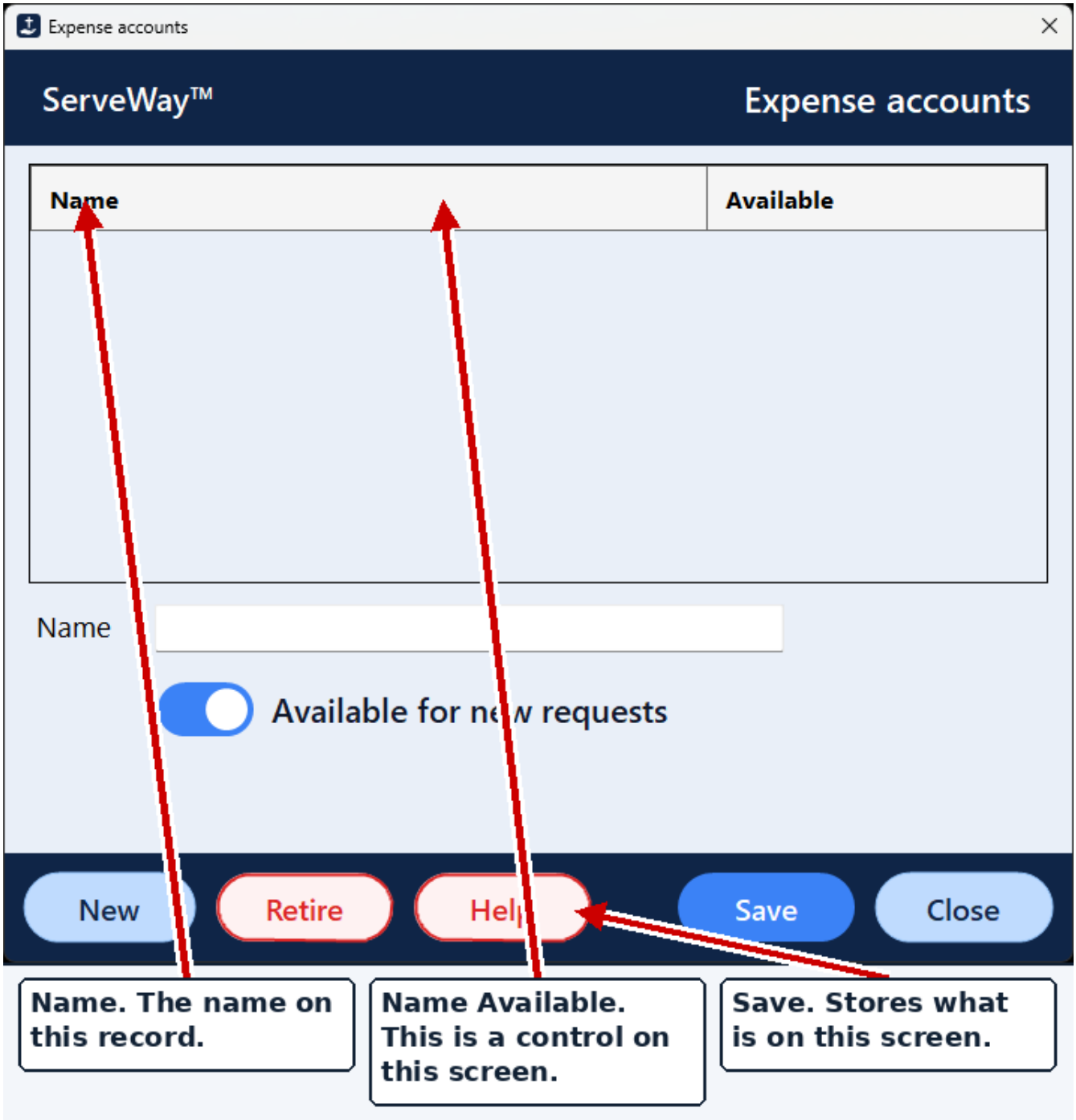
Email sends the plain-text copy only when you choose Email, and only to the email address saved on your person record. The same formatted report is attached when it can be built. If you have no email on file, ServeWay™ tells you and does not send anything. The finance team and the accountant are not emailed.

Finance review

Someone with Finance can:

- **Approve** a requested or sent-back request.
- **Send Back** a requested request.
- **Reference** stores an optional note from the accountant later. The dialog title is **Accountant reference**. The prompt says: “Optional reference from the accountant. Leave it blank to clear it.” It is not a check number. The list shows **Reference: (none)** until one is saved.
- **Accounts** adds, renames, or retires an account. **Available for new requests** is the active flag. **Retire** hides an account from new requests. Past requests keep the account name they were saved with, so a rename or retire does not change history. Accounts are not deleted. Buttons are **New**, **Save**, **Retire**, and **Close**.

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Expense accounts

- **Export CSV** uses the date range, not the account filter.

The export has two kinds of rows:

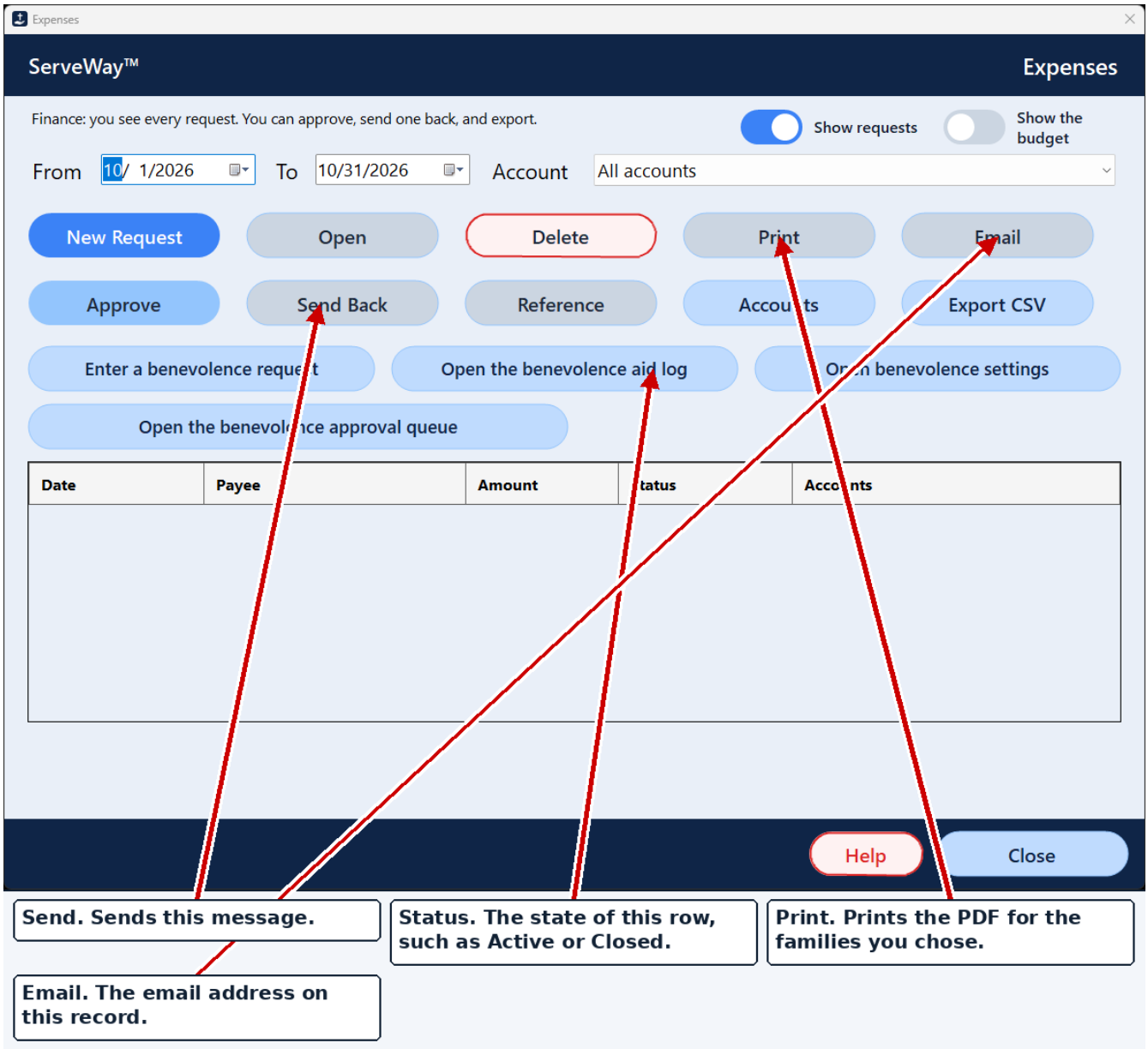
- **Money out** is approved requests only, one row per account line, so a split stays split.
- **Money in** is gifts already saved in Offering for that date range. A gift split across funds stays split, and the account column is the Offering fund. The name is the giver. For a gift, reference is the check number when one was saved. For an

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expense, reference is the optional accountant reference, and the note includes what it was for plus the line note.

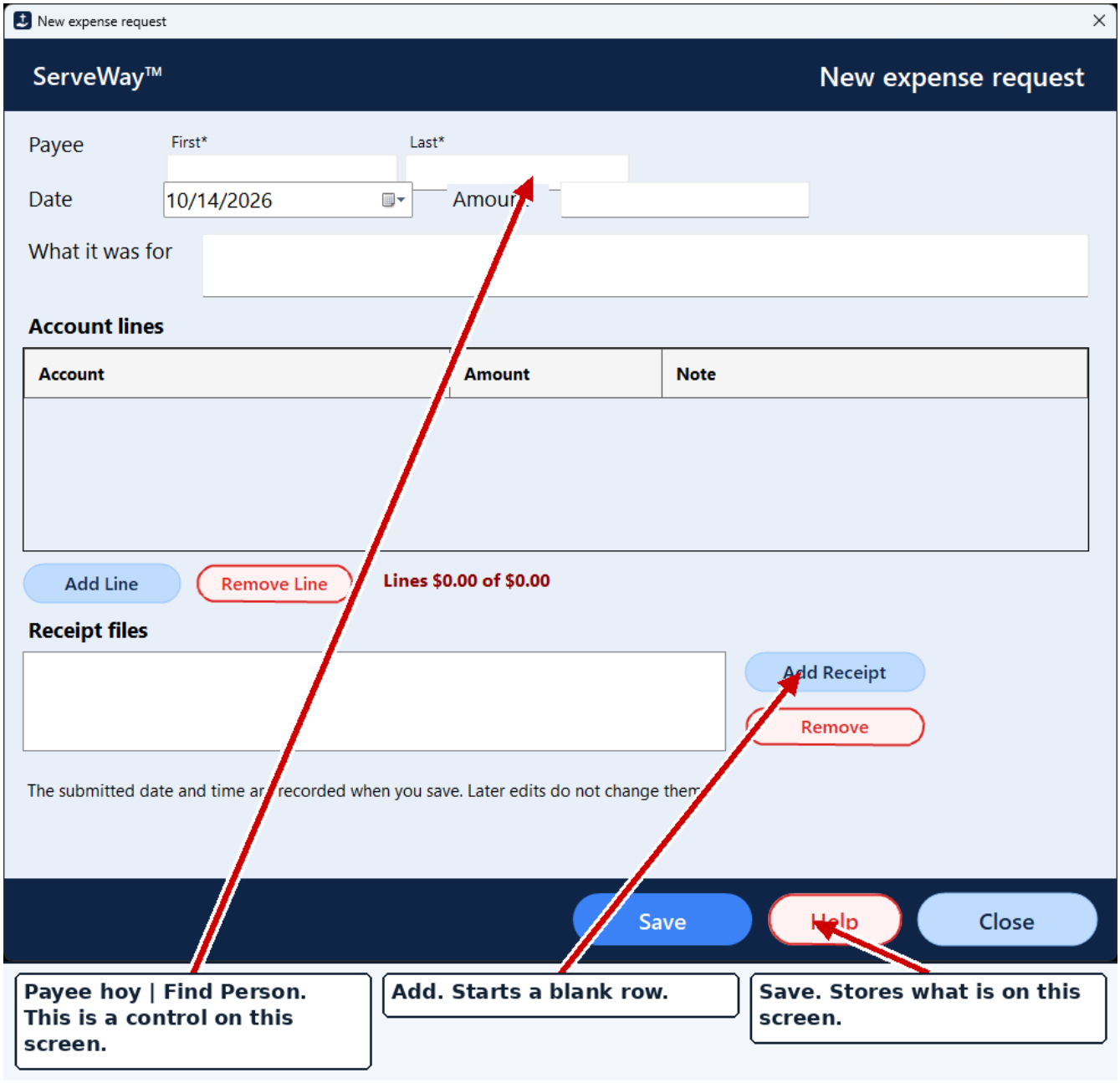
Columns are date, type, name, account, amount, reference, note, and receipt files.

Delete removes a request you are allowed to delete (still requested, and yours, unless you have Finance). **Close** returns to the main menu.



Expenses

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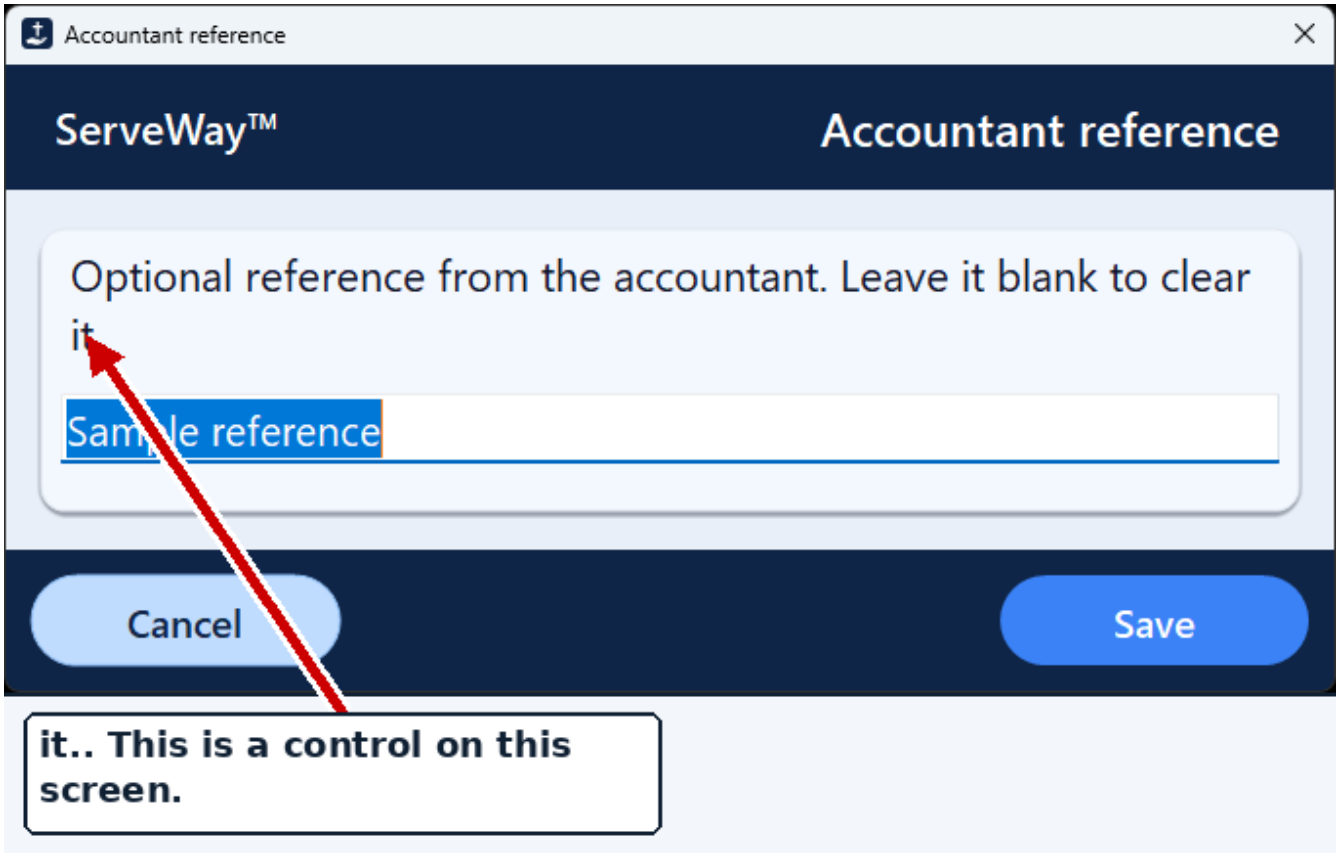


Expense request

Accountant reference

Reference on a finance review opens **Accountant reference**. The words are optional. Leave the box blank to clear a reference that was saved. **Save** keeps the words on that request. **Cancel** leaves the request as it was. This is not a check number.

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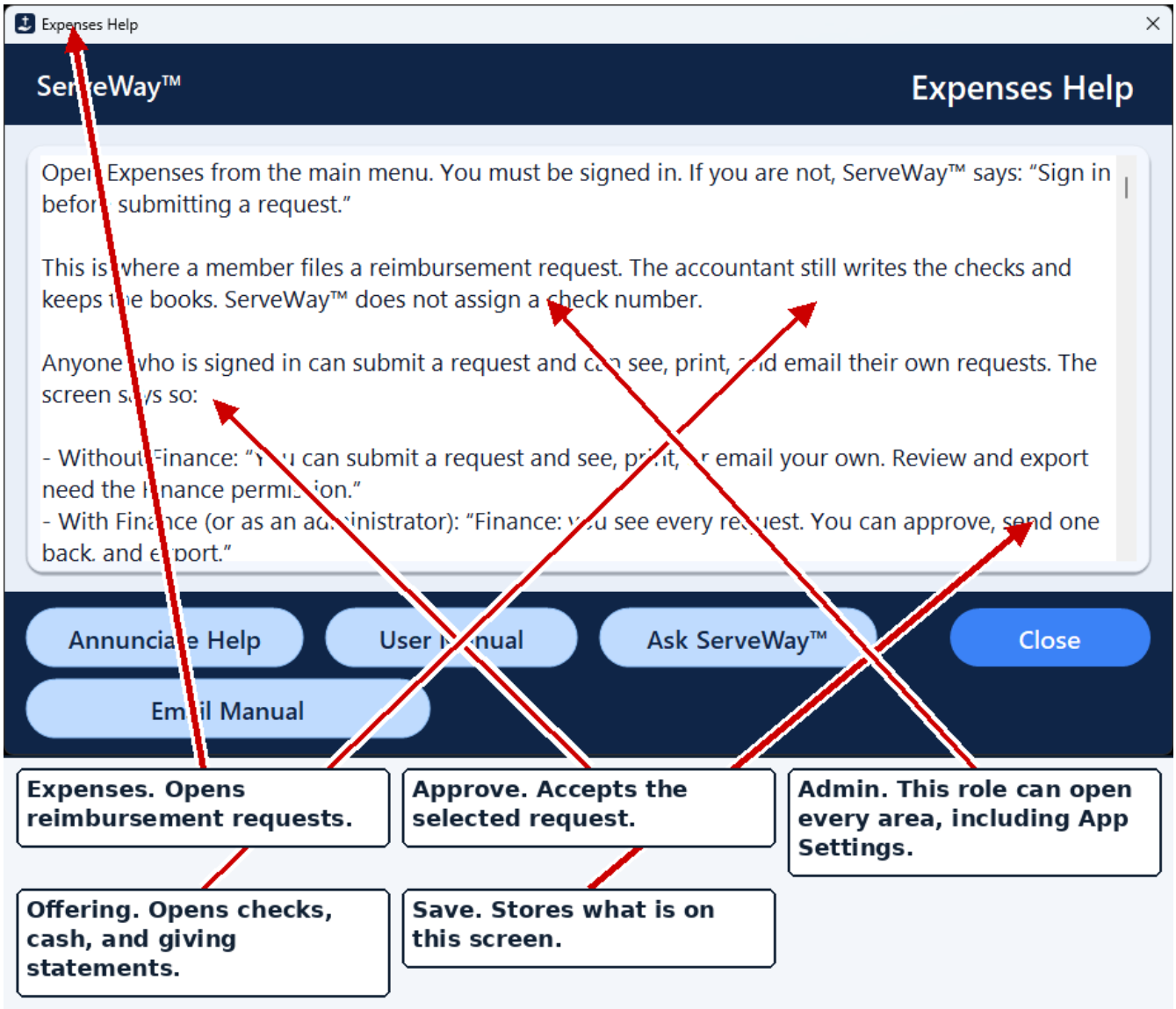


Accountant reference

Expenses Help

Help on Expenses opens **Expenses Help**. **Annunciate Help** reads the steps. **Close** leaves the window.

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Expenses Help

Budget

Turn on the **Show the budget** toggle on Expenses to open the budget. Turn on **Show requests** to return to reimbursement requests. There is no Budget button on the main menu. The categories are the same accounts used on Expenses. You do not type them again.

Year is the budget year. **Use a fiscal year** counts twelve months from **Fiscal year starts in**. **Save the budget year settings** stores that choice for the church. An adopted budget keeps the year it was adopted with.

From, **To**, **Category**, **Fund**, and **Status** limit the list. **Apply this filter** shows that set.

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Each line shows the budgeted amount, the actual amount so far, what remains, the percent used, and the same point last year. **Over budget** is shaded red. **Near budget** is shaded amber. The totals show income, expenses, and the net.

Copy last year's budget copies amounts onto a draft. **Add an income line** adds a fund. Giving already saved from Stripe and Tithe.ly is the income. **Edit this budget line** changes one amount.

Submit this budget for approval sends a draft. **Approve this budget** marks it approved. **Adopt and lock this budget** locks it. **Send this budget back** returns it with **Note for send back**. After it is adopted, a new amount is an amendment. **Approve this amendment**, then **Adopt this amendment**, before the amount changes.

Show these expenses opens the expenses for that category and those dates. **Print the business meeting report** prints the Letter report. **Save the budget CSV** and **Save the budget PDF** save the same rows. The accountant download page can also download those files.

Several people can edit at once. The screen names who else has it open. If two people save the same line, **Keep my version** or **Keep their version** chooses which amount stays. **Add a comment** does not change the amount. **Change history** lists who changed what, and when.

Budget

Budget line

Save this budget line stores the amount. On an adopted budget, a different amount waits as an amendment. The adopted amount stays until **Adopt this amendment**. **Add a comment** adds a note. **Approve this amendment**, **Adopt this amendment**, and **Send this amendment back** act on that change. **Close** leaves the window.

Budget line

Someone else changed this budget line

Someone else saved this line first. **Keep my version** stores what you typed. **Keep their version** leaves their amount. **Close** leaves without saving.

Someone else changed this budget line

Copy last year's budget

Copy last year's budget copies each amount onto this draft. **Percent change from last year** is optional. 10 means ten percent more. **Close** leaves without copying.

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Copy last year's budget

Benevolence

Staff with the **Benevolence** permission see these buttons on **Expenses**. There is no new button on the main menu.

- **Enter a benevolence request** opens **Benevolence request**.
- **Open the benevolence aid log** opens **Benevolence aid log**.
- **Open benevolence settings** opens **Benevolence settings**. Only the Benevolence permission can change that screen. **Approve benevolence** can see requests and the aid log, and can decide them.
- **Open the benevolence approval queue** opens **Approval Queue** with the benevolence requests that are waiting. It shows only for **Approve benevolence**.

Enter a request

1. Press **Enter a benevolence request**.
2. **Who is asking** is a person from People, or a new name. Press **Choose a person**, or press **Use a new name** and type **Name**, **Phone**, and **Email**. A new name needs a phone number or an email address.
3. Choose **Kind of help**: Rent, Utilities, Groceries, Gas, Medical, or Other.
4. Set **Needed on** and **Amount requested**. **Fund** can stay **No fund**.
5. **Notes** are optional. **Attach a file** adds a bill or another file you already saved. **Remove this file** drops the selected file.
6. **Earlier help** lists approved help for this person before you decide to save.
7. Press **Save this request**. The request waits in **Approval Queue**. Nothing is recorded as given until it is approved. The church administrator is emailed when it arrives. **Close** leaves without saving.

Benevolence request

Someone with **Approve benevolence** presses **Open the benevolence approval queue** on **Expenses**. That opens **Approval Queue** with the benevolence requests. Earlier help is shown with the request. **Approve this amount** records the amount as given. Leave the amount box blank to use the amount requested, or type a different amount. **Decline with a note** requires a note and records nothing as given. **Ask for more information** keeps the request waiting and saves the note. Overdue alerts include a request that is still waiting, including one that needs more information.

Aid log

Every benevolence request is one row in **Benevolence aid log**, from the first ask through payment. There is no separate way to add a row.

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Status is Requested, Needs more information, Sent back, Approved, Declined, or Paid/Given. Paid/Given means an approved gift already has a payment mark.

First name, **Last name**, **Kind of help**, **From**, **To**, **Fund**, and **Status** limit the list. **Kind of help** sits on its own row so the label is fully visible. **Status** starts at **All**. Press **Apply these filters**.

Select a row. **History** shows when it was submitted, who asked, the amount requested, and whether it came from the app or the website. It also shows each decision (approved, declined, or asked for more information), who decided, when, the amount approved, and the note. Payment marks show how it was paid, when, and by whom. Notes are included.

Someone with **Approve benevolence** can decide a waiting row here. A waiting row is **Requested**, **Needs more information**, or **Sent back**. **Earlier help** lists approved help for that person, the same list **Approval Queue** shows. **Amount** starts with the amount requested. Clear it to use that amount, or type a different amount. **Approve this amount** records the amount as given. **Decline with a note** requires **Note** and records nothing as given. **Ask for more information** keeps the request waiting, saves the note, and emails the church administrator with the same notice sent when the request arrives. These actions are hidden without **Approve benevolence**, and they are hidden once the row is approved, declined, or paid. The row and **History** refresh after the decision.

Total given adds only approved and paid amounts. A request that is still waiting, sent back, or declined is not money out.

Select an approved row, type **Payment detail**, then press **Mark paid by check**, **Mark a gift card**, or **Mark paid to a vendor**.

Print this aid log, **Export this aid log to CSV**, and **Export this aid log to PDF** use the rows that are showing and include **Status**. The given total on each of them counts only approved and paid amounts. **Close** leaves the window.

Benevolence aid log

Website form

Website form: Members only starts on. On keeps `[serveway_benevolence]` behind Member Area sign-in, and the name and contact are filled in. Off lets anyone send a request, with the same spam protection as the prayer and facility forms. Every request still waits in **Approval Queue**.

Press **Save benevolence settings** to store the switch. **Close** leaves without saving.

Benevolence settings

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Facilities

Open **Facilities** from the main menu. You need the Facilities permission.

For a one-page picture of this process, see Reserve a Facility.

The screen says: “Request a building or room. A staff member approves it before it is added to the facilities calendar.”

Everyone who can open Facilities sees:

- **Request a Reservation**
- **My Reservations**
- **Schedule**

Manage Facilities appears only for people with Facility Manage. **Approval Queue** appears only for people with Facility Approve. Next to the queue, a count reads **0 waiting for approval**, or “1 waiting for approval”, or a larger number.

Request a reservation

1. Press **Request a Reservation** (or **New Request** from My Reservations).
2. Fill **Title**, **Purpose**, and **Notes**.
3. **Attendance** is how many people you expect.
4. **Contact**, **Email**, and **Phone** are who to reach about this booking.
5. Set **Start** and **End** (date and time). **1 hour**, **2 hours**, and **3 hours** set the length from the start time.
6. Check the rooms under **Facilities and rooms**.
7. **Show on public calendar** is optional. Approved reservations go to the facilities calendar. This box is about also showing the booking on the public church calendar.
8. **Save** submits a pending request. The status starts as **Status: New request**. It is not on the calendar until someone approves it.
9. **Cancel Reservation** cancels it. **Close** leaves the request screen.

Sanctuary and Fellowship Hall are reserved as whole facilities. Classrooms are rooms under a facility such as Education Wing, and that wing itself is not reservable. Those names come from the help text. Your church’s list is whatever was saved under Manage Facilities.

Request a facility on the website

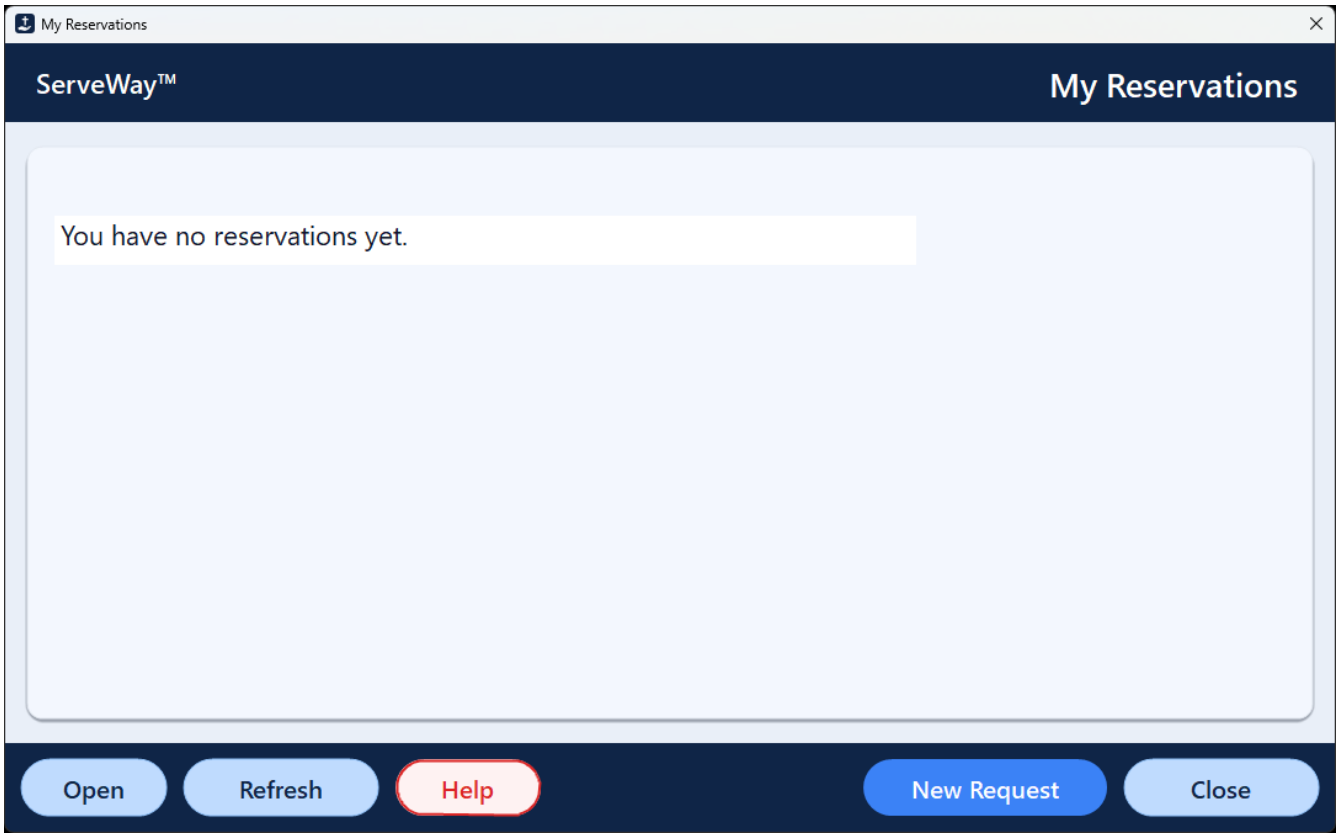
Place `[serveway_facility_request]` on the church website. Replace the old facilities email form on that page with this shortcode. Anyone can submit a request. On **Settings**, **ServeWay™**, **Facility requests** can be set to **Members only**.

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`[serveway_facility_request access="members"]` does the same for one page. A public request asks for first name, last name, email, and phone, then the facility or room, date, time, and purpose. The request is saved in ServeWay™ as pending and shows in **Approval Queue**. It is not on the calendar until someone with Facility Approve approves it. Staff approve it in the app, and the requester gets the same email as a member request. **Show on public calendar** stays a staff choice. The rooms on the form are the ones saved under **Manage Facilities**. Members do not see **Approval Queue** or **Manage Facilities**.

My reservations and the schedule

My Reservations shows your requests. If there are none, it says **You have no reservations yet. Open** opens the one you selected. **Refresh** reloads the list. **New Request** starts another.



My reservations

Schedule shows approved bookings for one week. Pick any date in the week you want. The heading shows that Monday-through-Sunday range. **This Week** jumps back to today. If nothing is approved, it says **No approved reservations this week. Open** opens the booking you selected.

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Changing the time or rooms on an approved reservation sends it back for approval and removes it from the calendar. The status line then says the change will require approval again. A booking you cannot edit says **(view only)**.

Approval queue

People with Facility Approve see **Approval Queue**.

If nothing is pending, it says **Nothing is waiting for approval.**

Select a request. **Show on public calendar** can be set here before you approve. **Approve** accepts it and writes it to the facilities calendar. **Reject** declines it. **Open** opens the full request. **Refresh** reloads the queue.

Manage facilities

People with Facility Manage see **Manage Facilities**.

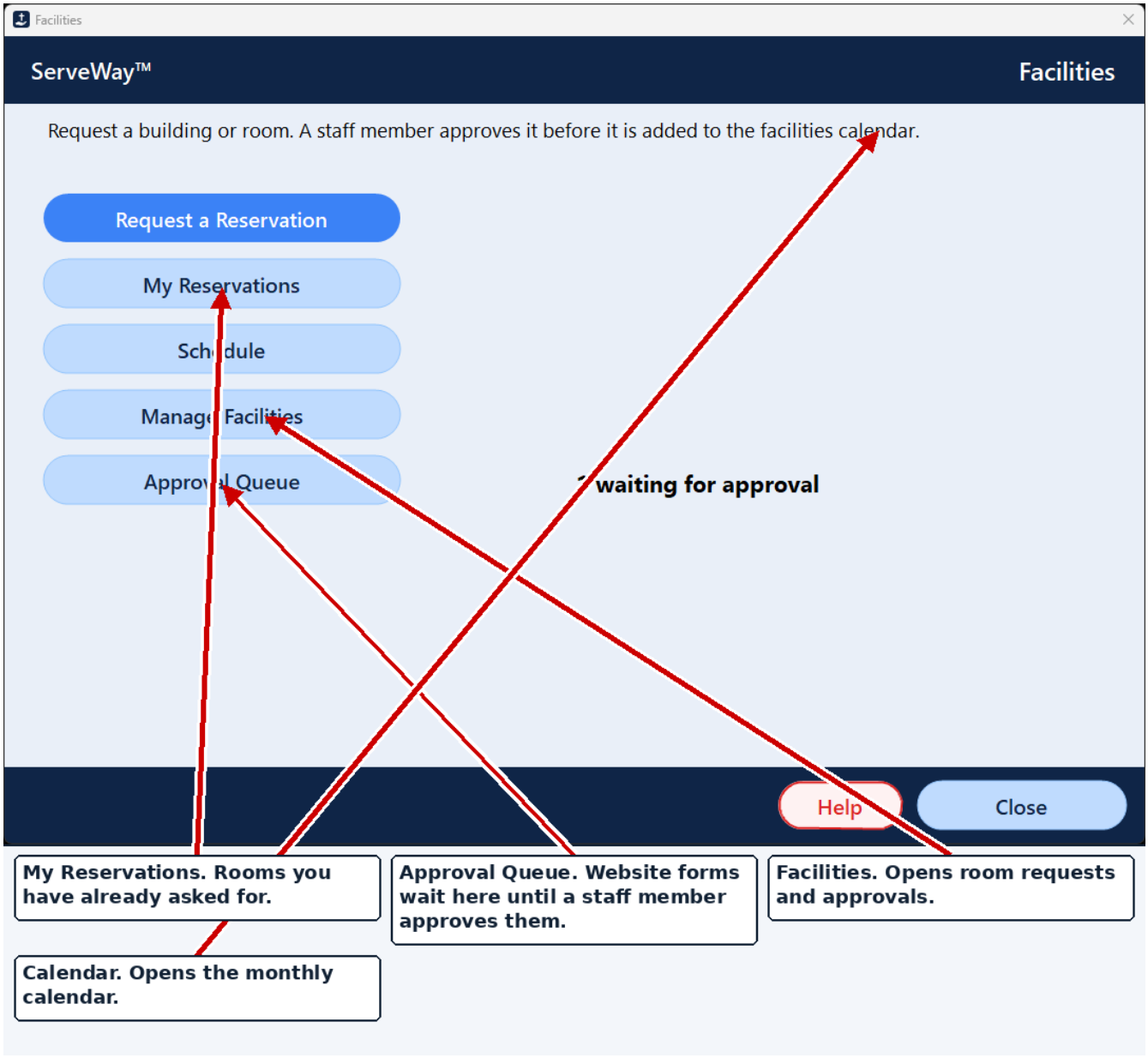
- Save a facility with **Save**. **Can be reserved as a whole** and **Active** control whether it can be booked.
- **Rooms in this facility**: **Save Room**, **Delete Room**, **Reservable**, and **Active**.
- **Delete** removes a facility. **Delete Room** removes a room. Confirm before you delete. The help text does not spell out a second warning beyond the button.

Calendar setup on this same screen:

- **Facilities Google Calendar ID**, then **Save ID**. Approved reservations are written there, not to the public church calendar.
- **Public Google Calendar ID** is the public calendar used when **Show on public calendar** is checked. A new install starts with the built-in church calendar. Change it when this computer is for another church.
- **Authorize Google Calendar** signs in ahead of time. If the browser sign-in does not finish, the OAuth client must be a Google Desktop app client. That sentence is from the facilities help. Setting up the Google client is an administrator task.
- **Sign Out Google** clears the saved account.

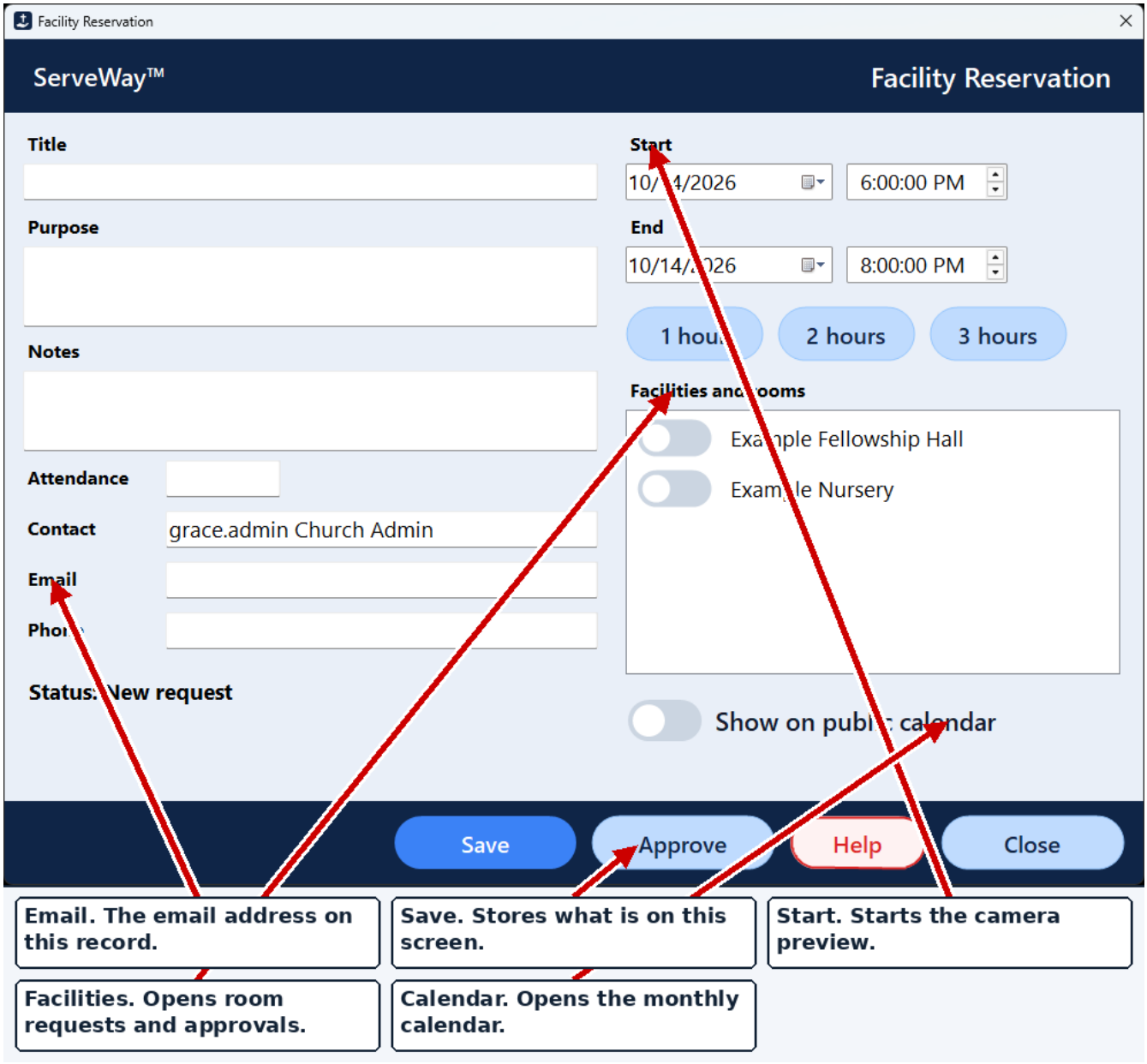
The help button on the facilities hub is the overview. Request, My Reservations, Schedule, Approval Queue, and Manage Facilities each have a help button for that screen. **Close** returns to the menu. On each of those help windows, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

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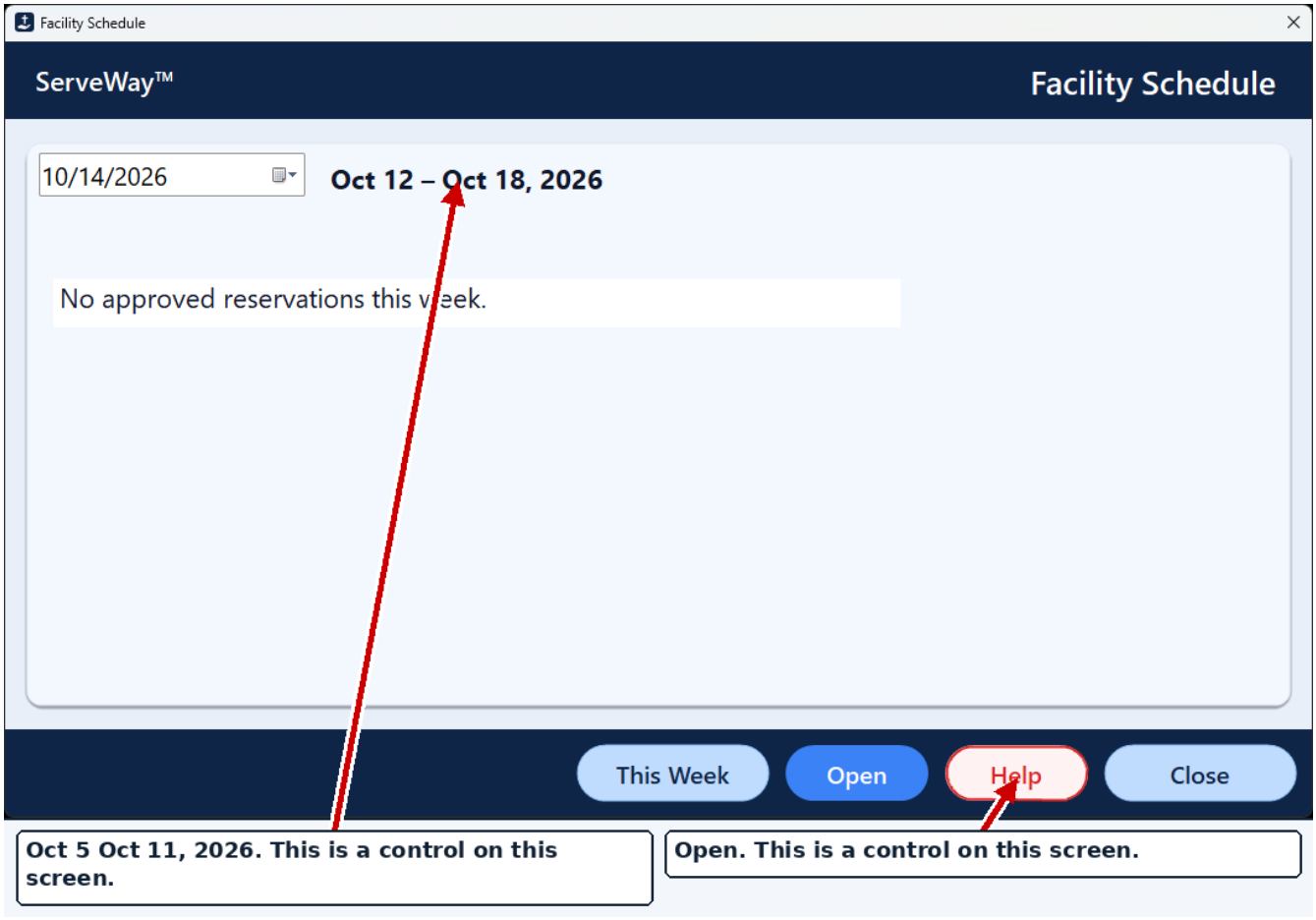
Facilities

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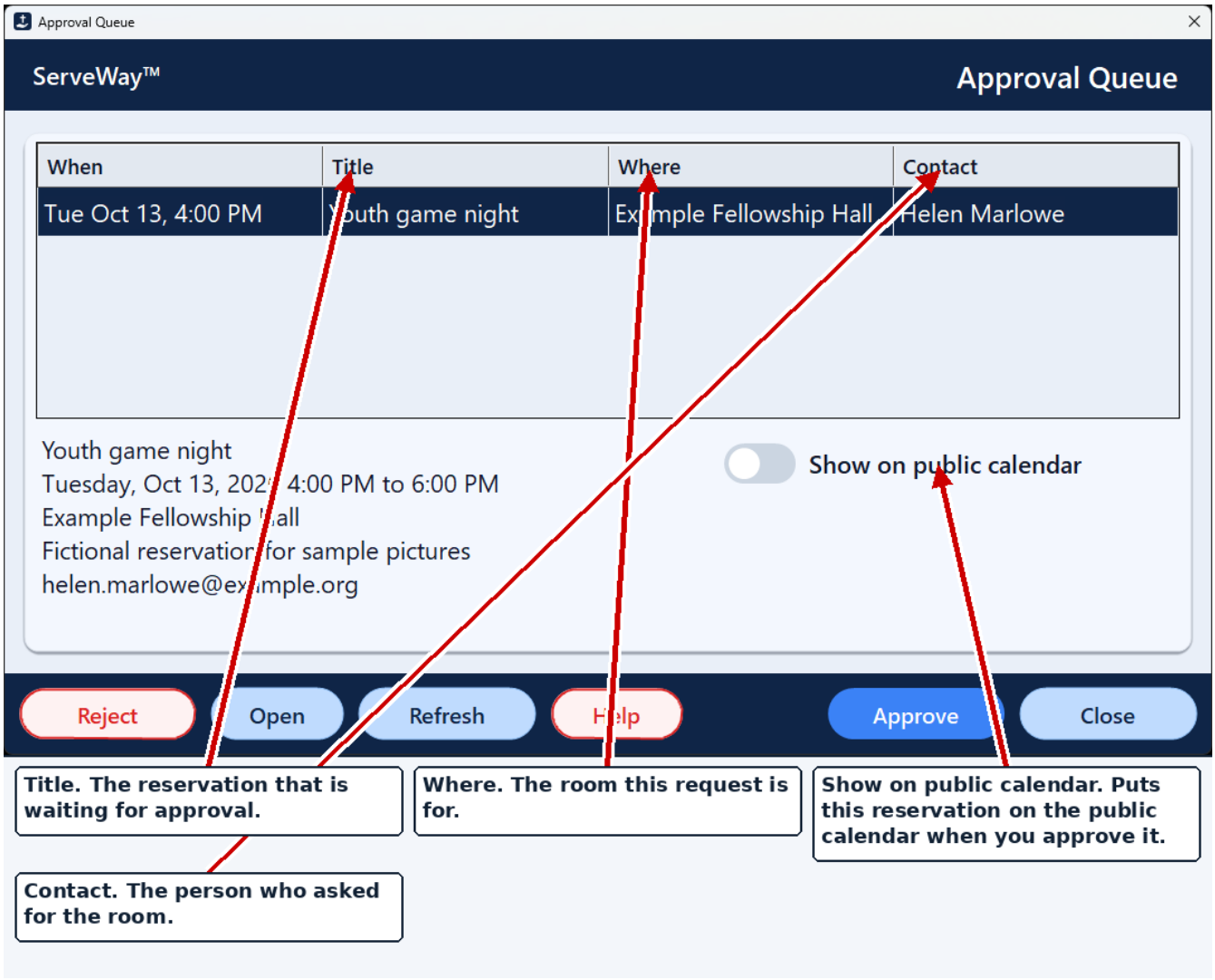
Facility reservation

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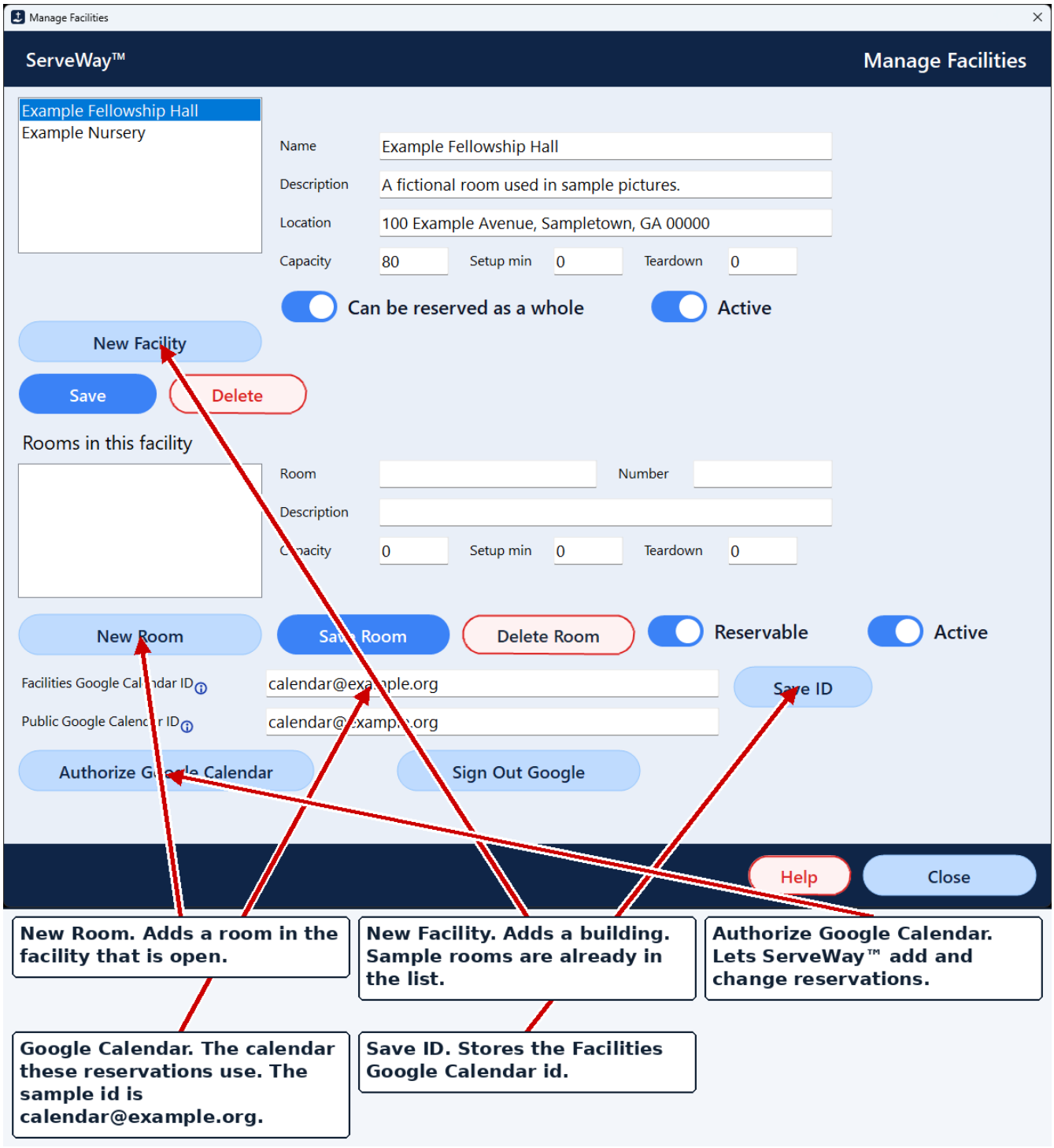
Facility schedule

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Facility approval queue

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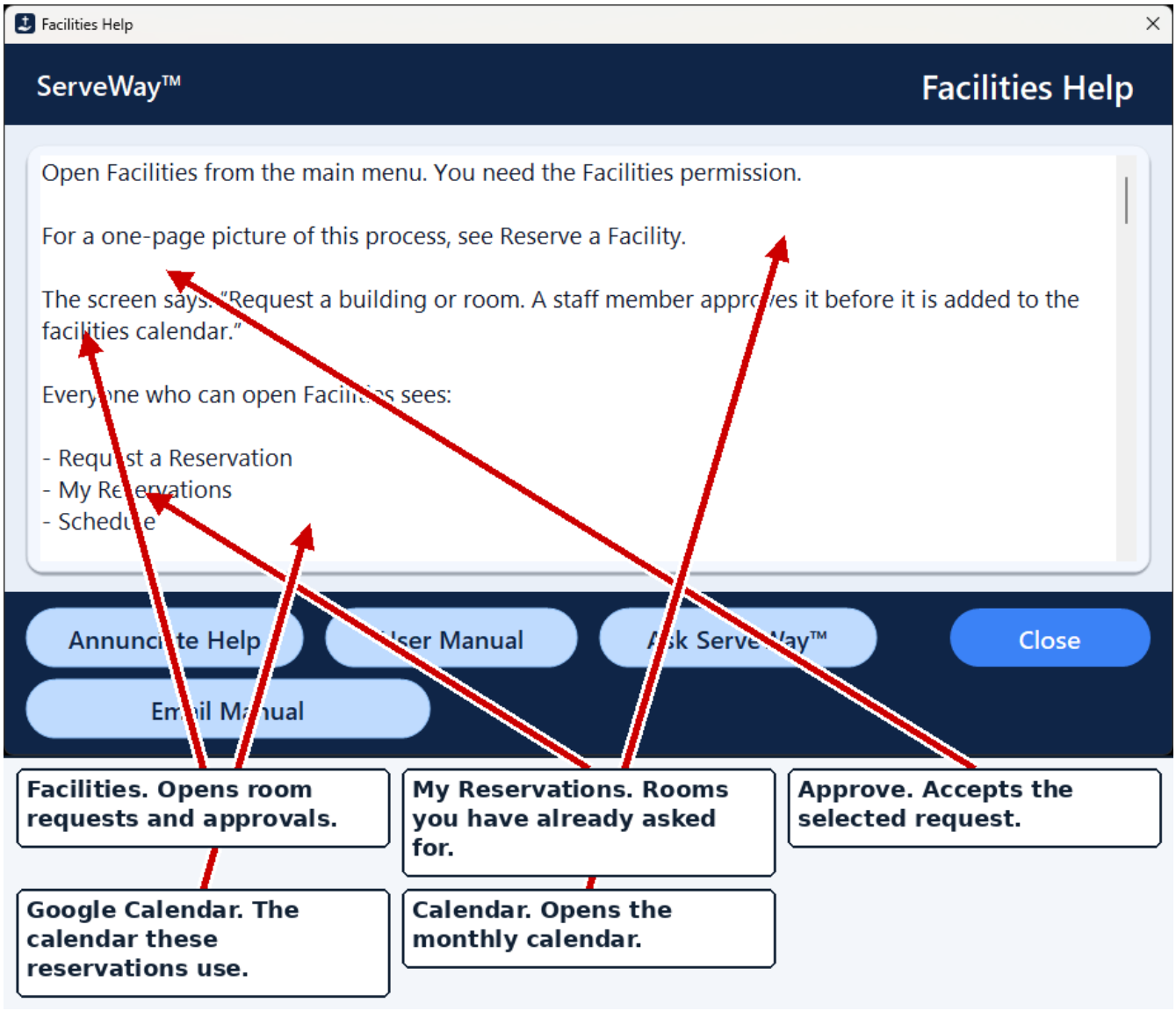


Manage Facilities

Facilities Help

Help on Facilities opens **Facilities Help**. **Annunciate Help** reads the steps. **Close** leaves the window.

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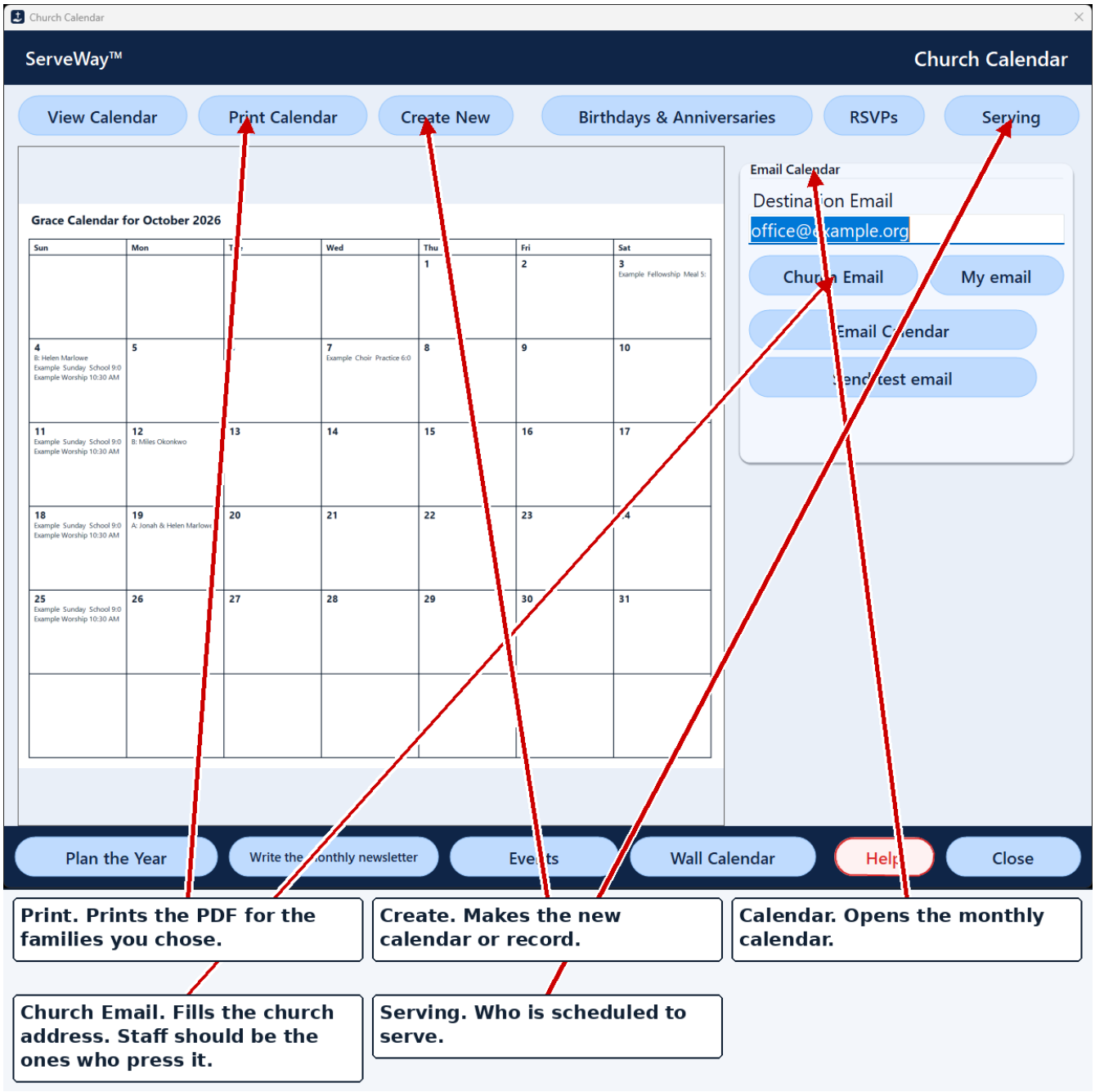
Facilities Help

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Monthly calendar

Open **Calendar** from the main menu. You need the Calendar permission.

The help button walks through the same steps: what to include, the month prompt, view, print, email, and birthdays and anniversaries. On that help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.



Monthly calendar

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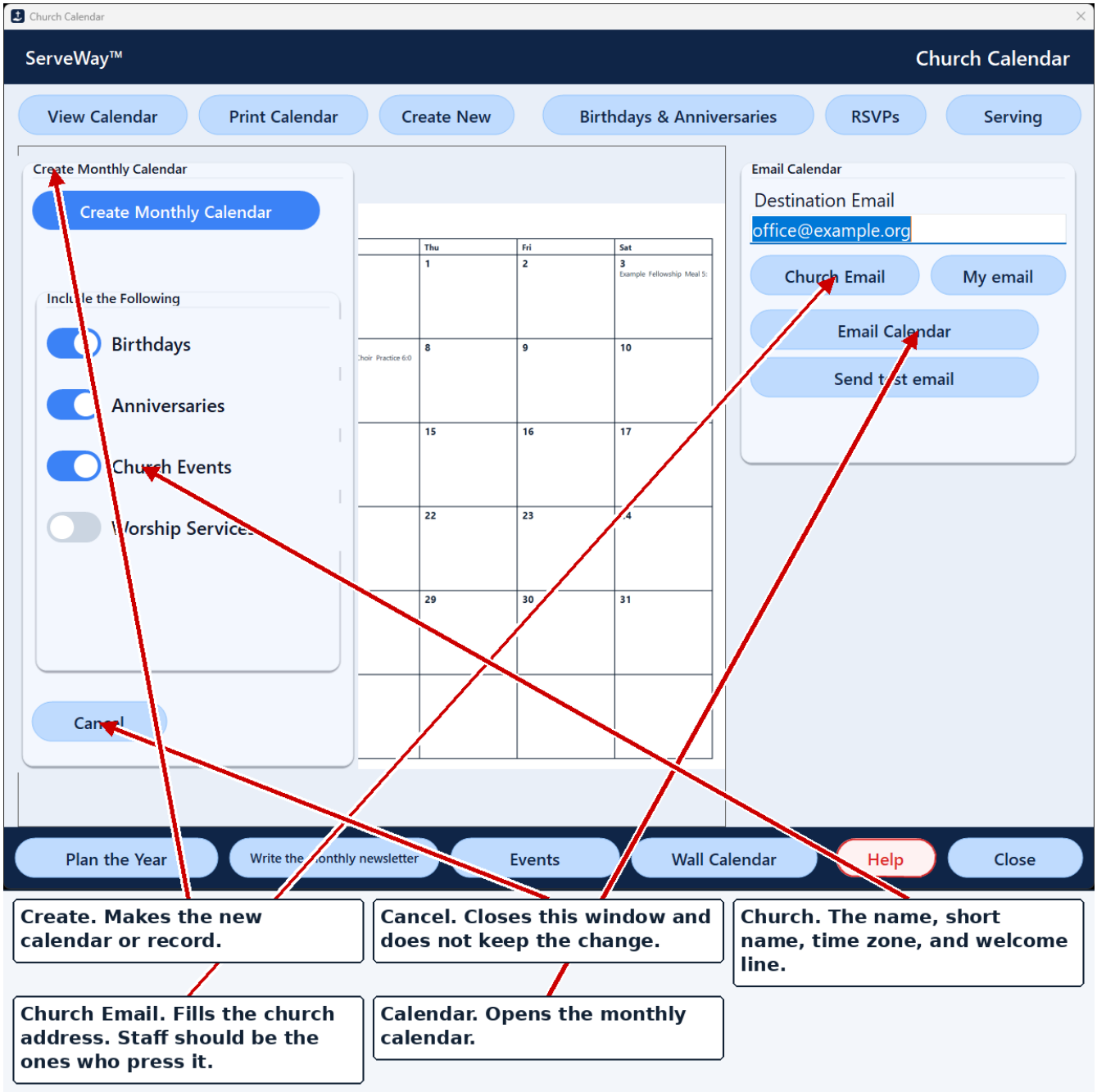
When the screen opens, it looks for the newest monthly calendar PDF for the active church and shows the first page. The file name starts with that church's short name, then `Calendar for`, the month, and the year. The folder is the active church's `Calendars` folder under the Windows Public profile. If that folder is empty, the preview stays blank. That folder is separate from the **Monthly Calendar Documents** folder in App Settings.

Church events on the calendar come from the public Google calendar saved under Facilities. A new install starts with the built-in church calendar. Change that id when this computer is for another church.

What to include

Create New shows **Create New Calendar**. That section stays hidden until you press **Create New**.

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Create new calendar

Under **Include the Following**, check the pieces you want:

- **Church Events**
- **Worship Services**
- **Birthdays**
- **Anniversaries**

Create Monthly Calendar asks for the month. The prompt is titled **Calendar Month** and the box is labeled **Date:**. Type the month as MM/YYYY. After the 7th, the suggested date is next month. Before that, it is this month. **Continue** builds the calendar. A

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progress bar runs while it works. The new calendar is shown when it finishes, and **Create New Calendar** hides again. **Cancel** on that section hides it again. Nothing is built.

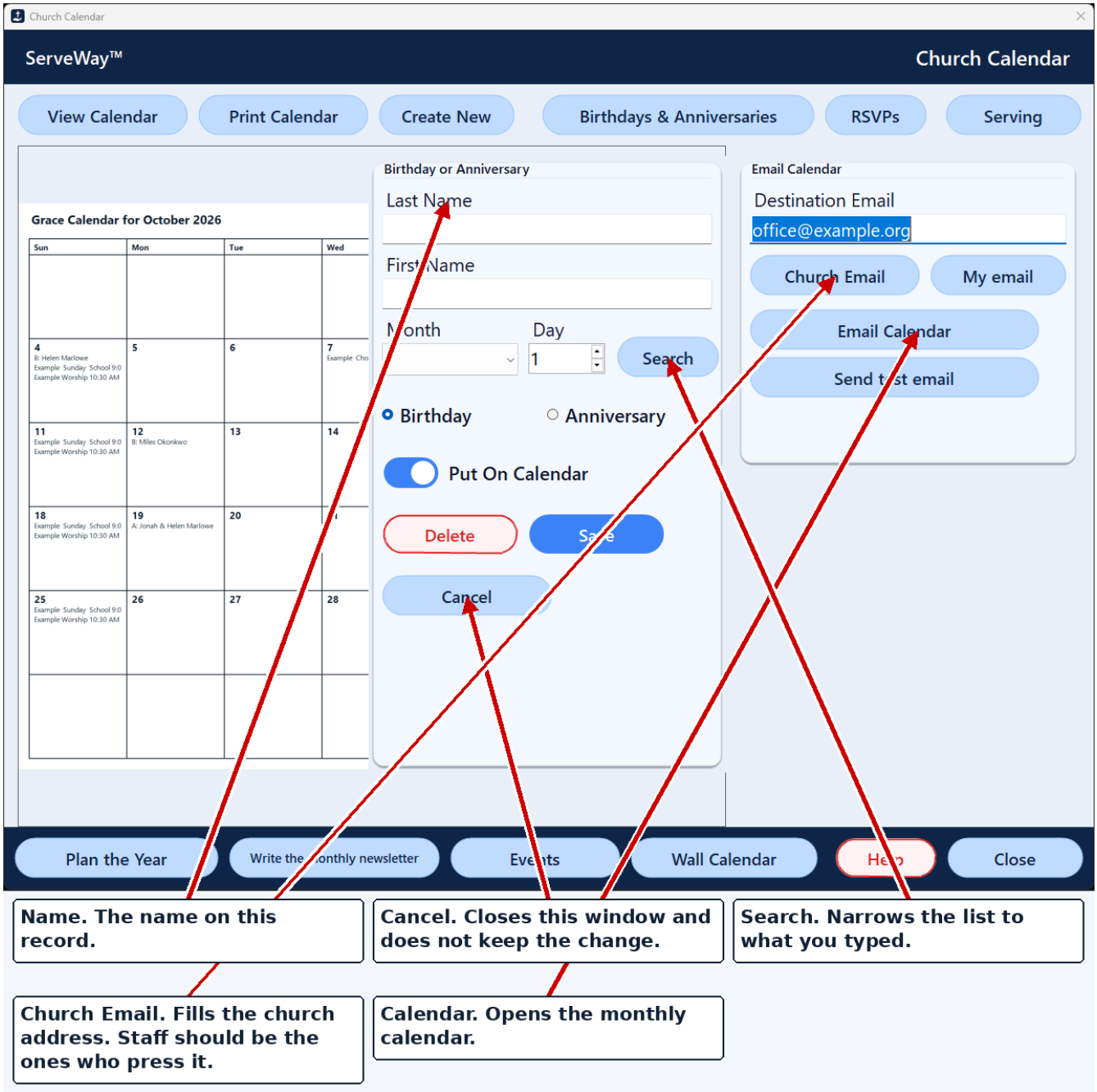
Look, print, and email

- **View Calendar** opens the calendar you just made or the latest one on file.
- **Print Calendar** asks first. **Yes** opens the Windows printer list, with the usual printer already selected, and prints to the printer you choose. **Preview** shows the calendar and does not print until you press **Print**. **No**, or **Cancel** on the printer list, leaves it unprinted.
- **Email Calendar** uses **Destination Email**. The box starts as the ministry email. **Church Email** fills that box with the church address. **My email** fills the signed-in person's email. If that person has no email on file, **My email** stays off. My email changes only that recipient. ServeWay™ sends through Brevo from the same verified sender as error reports. Send only when you mean to. One message is shown, and only after Brevo accepts the calendar and returns a message id. **Send test email** sends a short message with no attachment. The message id is shown and written to today's ServeWay™ log.

Birthdays and anniversaries

Birthdays & Anniversaries opens **Birthday or Anniversary**. That section stays hidden until you press **Birthdays & Anniversaries**.

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Add birthday or anniversary

1. Choose **Birthday** or **Anniversary**.
2. Enter **Last Name**, **First Name**, and for an anniversary **Wife's First Name**. After about two letters in First Name or Last Name, a Matches list shows close names from the people directory. The cursor stays in the name you are typing. Arrow keys and Enter choose a row, and a tap does too. Choosing a person fills the first and last name and, when Search would find one, loads that birthday or anniversary.
3. Choose **Month** and **Day**.
4. **Search** looks up a birthday or anniversary already saved for those names.
5. **Put On Calendar** includes that date.

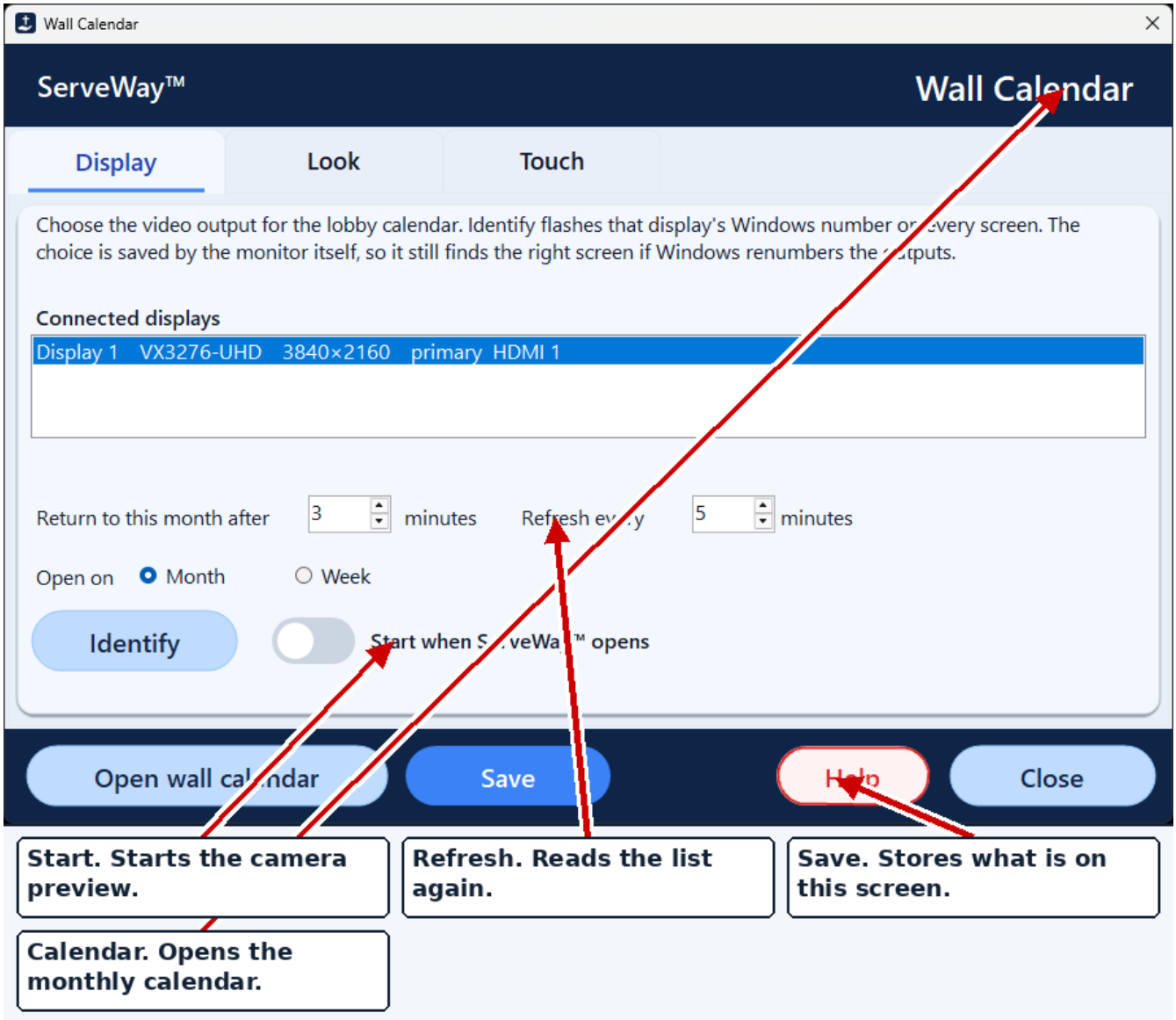
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6. **Save** stores it and hides the section. **Delete** removes the one you selected. **Cancel** hides the section. Nothing is stored.

These dates can be included the next time you create a monthly calendar.

Wall calendar

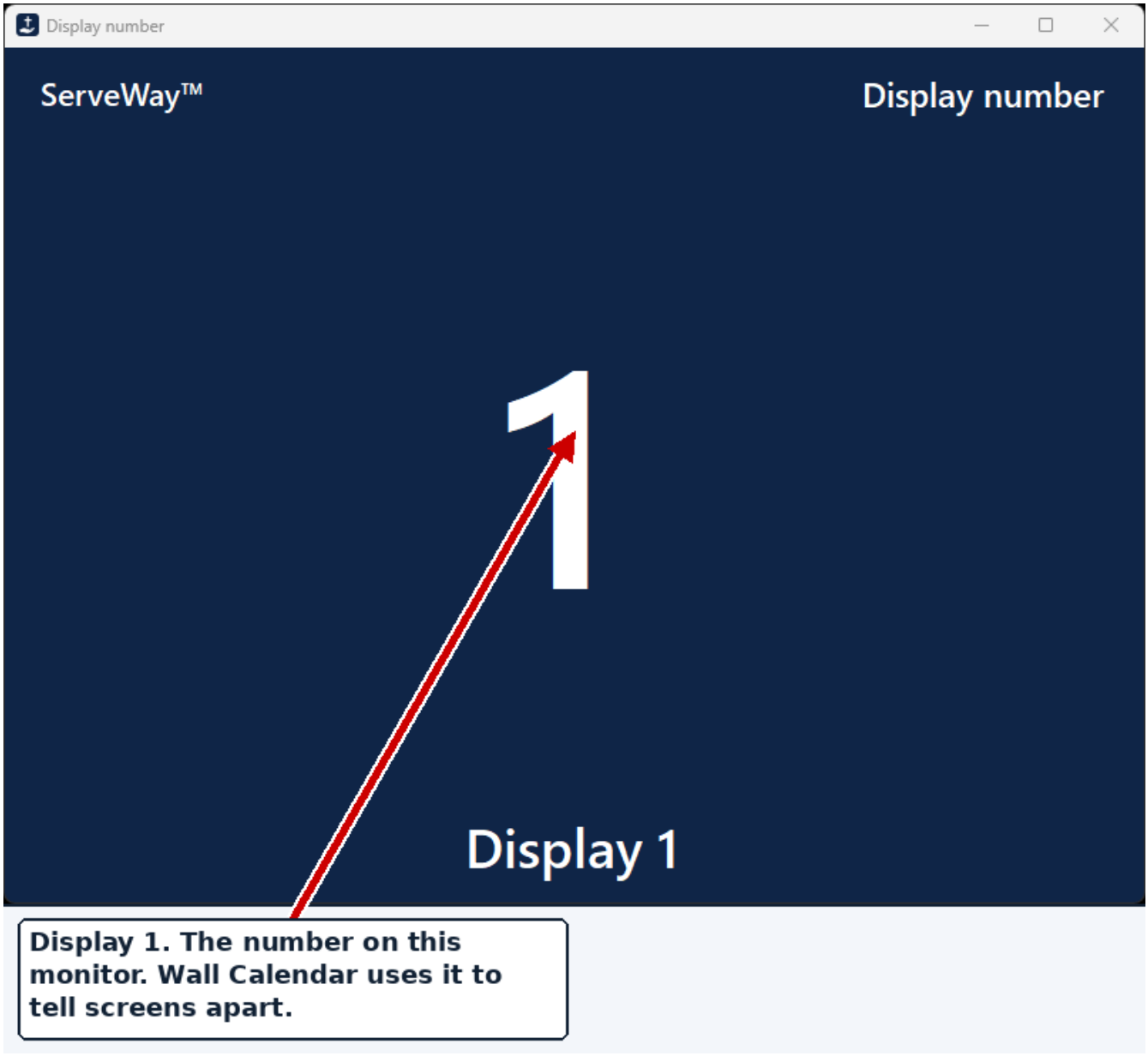
Wall Calendar on this screen opens the lobby calendar on the display saved in App Settings. The same choices are under **App Settings**, **Wall Calendar**, below **Features**. You must be an administrator to open that window.



Wall Calendar

- **Connected displays** lists the screens that are plugged in. The choice is saved for that screen, so it still finds the right one if Windows renumbers the outputs.
- **Identify** flashes the Windows display number on each screen.

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Display number

Touch screen

Plug in the touch USB. On **Wall Calendar**, press **Calibrate touch screen…**. The note beside that button says to tell Windows which display the touch screen belongs to. The same steps are in Control Panel: **Tablet PC Settings**, **Setup**, **Touch input**.

When Windows shows the prompt on a screen, tap that screen. Press Enter to skip a screen that is not the touch screen.

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If this computer has no touch setup tool, ServeWay™ says to plug in the USB touch screen and try again.

- **Return to this month after** is how many minutes with no touch before the calendar comes back to this month.
- **Refresh every** is how often the events reload.
- **Open on** is **Month** or **Week**.
- **Start when ServeWay™ opens** opens the lobby calendar when ServeWay™ starts.
- **Theme** is **Light**, **Dark**, or **Match Windows**. **Light** is the usual calendar and is the choice on a new install. **Dark** uses light words on a dark lobby. **Match Windows** follows the app color in Windows Settings, under Personalization, then Colors. When Windows has no choice, Match Windows stays light. A wallpaper stays behind the days. Each day sits on a light or dark cover that matches the theme, so the date and the events stay easy to read. Each event is drawn on a color chip. The chip and its words stay readable in both themes. **Save** applies the theme to a lobby calendar that is already open.
- **Wallpaper** is a picture behind the days. The path box is read-only. **Browse...** picks a jpg, jpeg, png, or bmp file. **Clear** removes the picture. **Fill**, **Stretch**, and **Center** choose how the picture sits on the grid. **Fill** covers the grid and keeps the picture's shape. **Stretch** fits the picture to the grid and may change its shape. **Center** shows the picture at its own size in the middle. If that file is later moved or deleted, the calendar shows the plain background.
- **Overlay opacity** is how strongly the theme color covers that picture. The slider runs from 0% to 100%, and the number beside it changes as you move it. 0% leaves the picture fully visible. 100% covers the days with the solid theme color. 70% is the usual cover, so the dates and events stay easy to read. The slider can be moved when a wallpaper is chosen. Moving it updates a lobby calendar that is already open. **Save** keeps the percent with the theme. Closing this window without **Save** puts the cover back. If there is no wallpaper, the slider is dimmed.
- **Font** is the type used for the events in each day. **Choose font...** opens the Windows font window for the family, the size, and bold or italic. The number beside that button changes the size on its own. The sample shows Sunday 9:00 Worship in that font. A size that has not been changed follows the lobby screen: 14 points on a 1080p screen, and 28 points on a 4K screen. The date numbers, the calendar title, the day names, the day list, and the event window grow by the same amount. A long event stays inside its day and ends with an ellipsis when the line does not fit. **Save** applies the font to a lobby calendar that is already open.
- **Save** keeps these choices. **Open wall calendar** opens the lobby screen. When it is already open, that button says **Close wall calendar**. **Exit** on the lobby screen, Alt+F4, or closing ServeWay™ changes that button back to **Open wall calendar**. **Close** leaves this window.

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Wall calendar display

The lobby screen shows **Previous**, **Today**, **Next**, **Month**, **Week**, the day grid, the day list, and **Exit**. When a wallpaper is saved, it shows behind the days. The days sit on a cover that matches **Light** or **Dark**, so the date and the events stay easy to read. **Overlay opacity** chooses how strong that cover is. The font chosen on Wall Calendar is the type in each day. Today stays highlighted. Weekend days and days from another month use their own shade. **Exit** asks **Close the wall calendar? Yes** closes it.

Dark uses the same events, the same buttons, and the same day list. The words are light.

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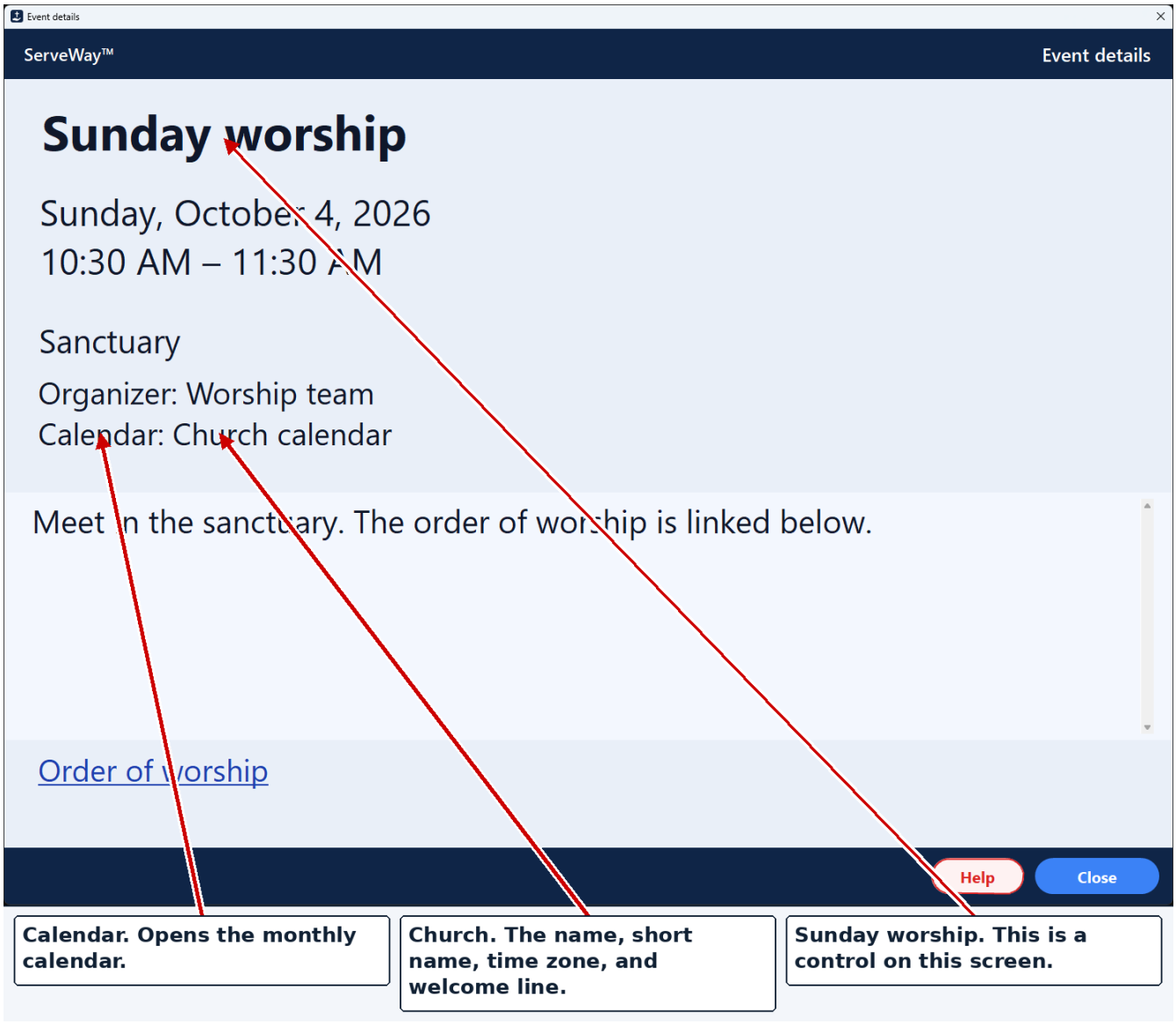


Wall calendar in Dark mode

Week uses the same events as **Month** for those dates. Each column shows the day name, the date, and the events with their times. **Sun** through **Sat** stay above the columns. The day list stays to the right of Saturday.

Tap an event line on a day, or tap the event in the day list, to open it. The window uses the same Light or Dark colors as the lobby. It shows the title, the date and time, the location, and the description in plain words. Links in the description, and a file attached to the event, can be pressed. **Close**, the Escape key, a tap outside the window, or waiting through **Return to this month after** with no touch closes it. Those details are saved with the events already loaded for the month or week, and they reload on **Refresh every**.

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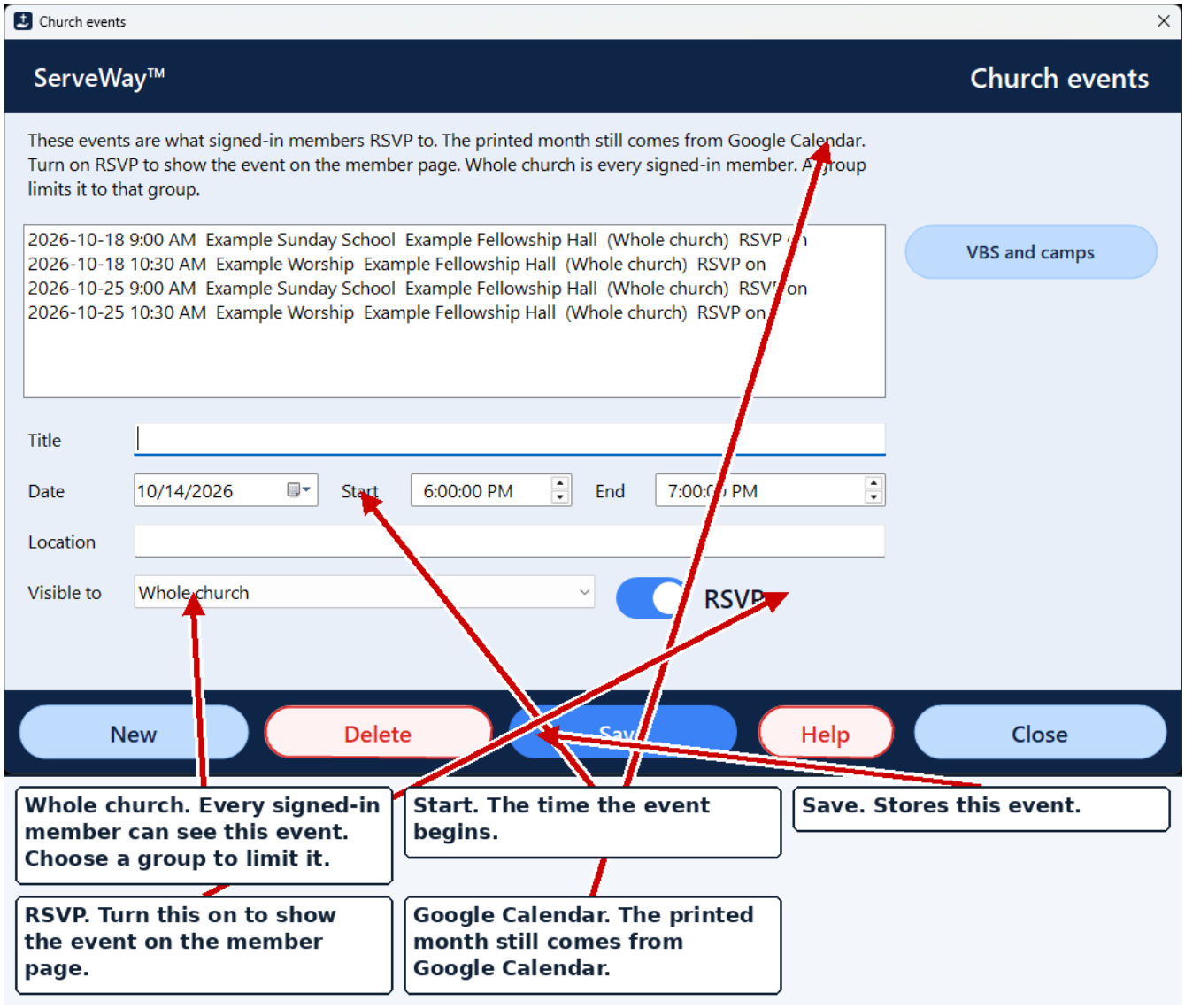
Event details

Church events, RSVPs, and serving

Church events lists events from the church calendar. **Event RSVPs** lists who said they will come. **Serving schedule** lists who is scheduled to serve.

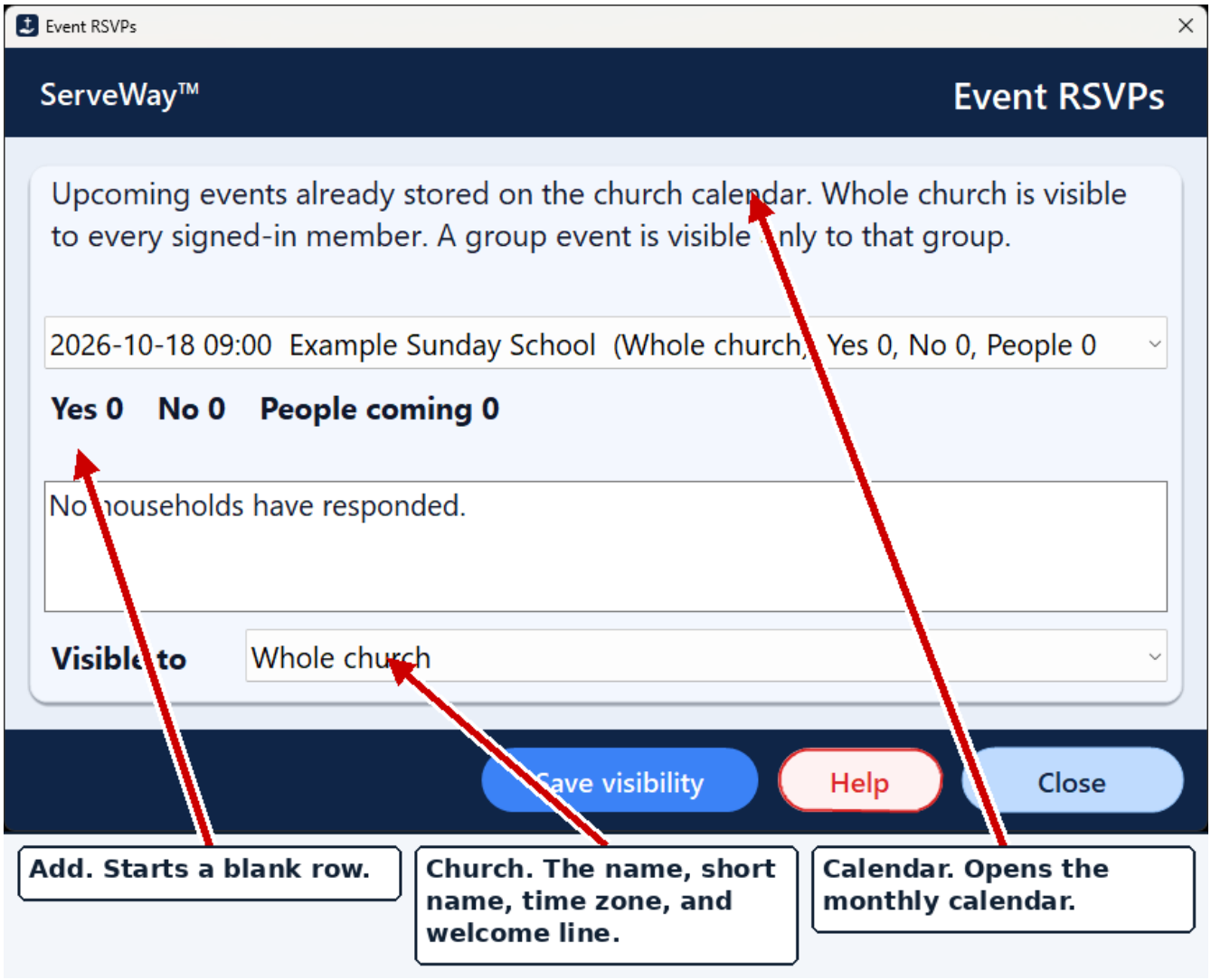
VBS and camps is on Church events, beside the event list. It is also on Child Check-in. It is not a main-menu button. Open it to create a VBS or camp, copy last year's event, take registrations, schedule volunteers and the day, check children in, and read the reports. **Help** is just left of **Close**.

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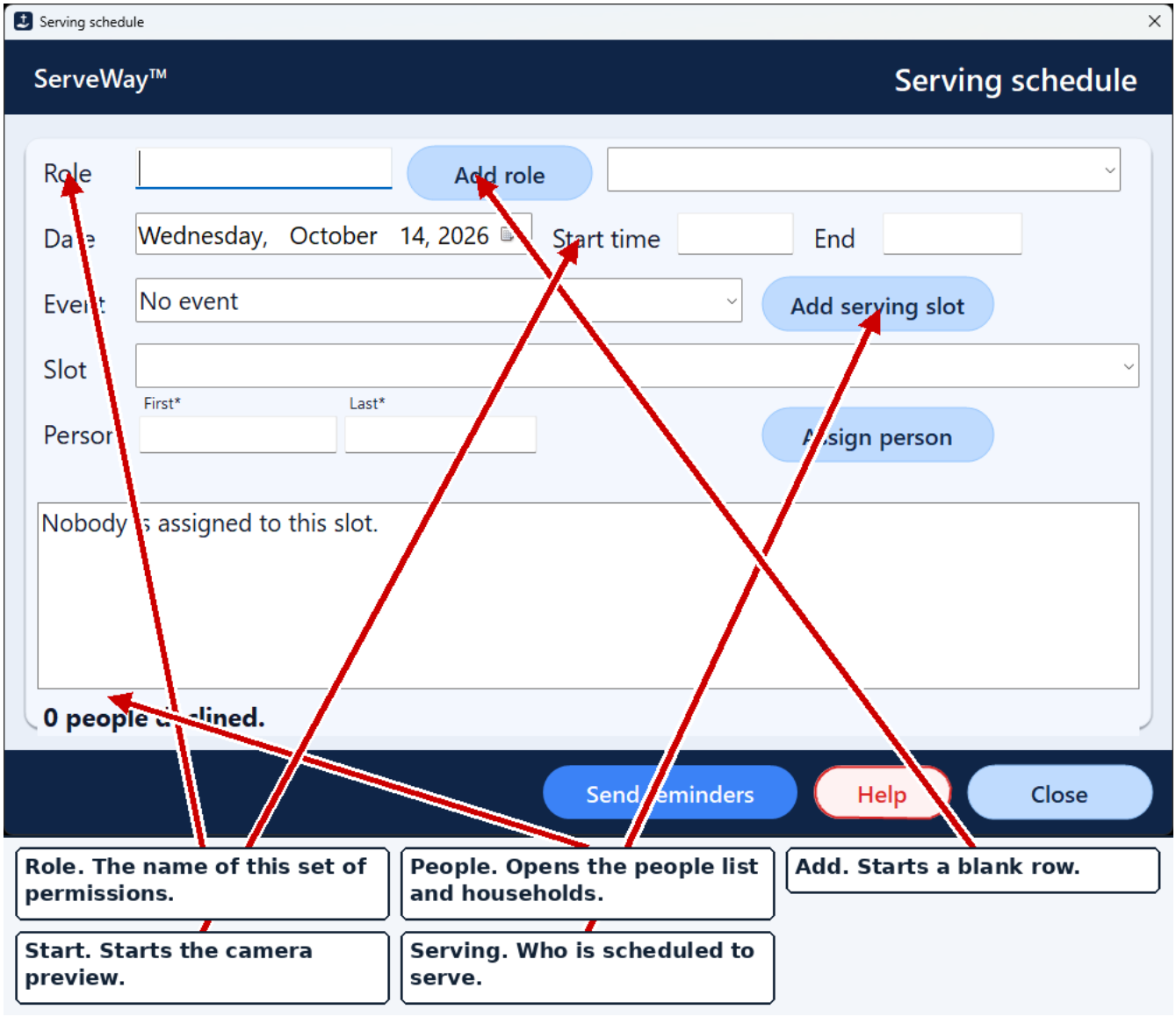
Church events

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Event RSVPs

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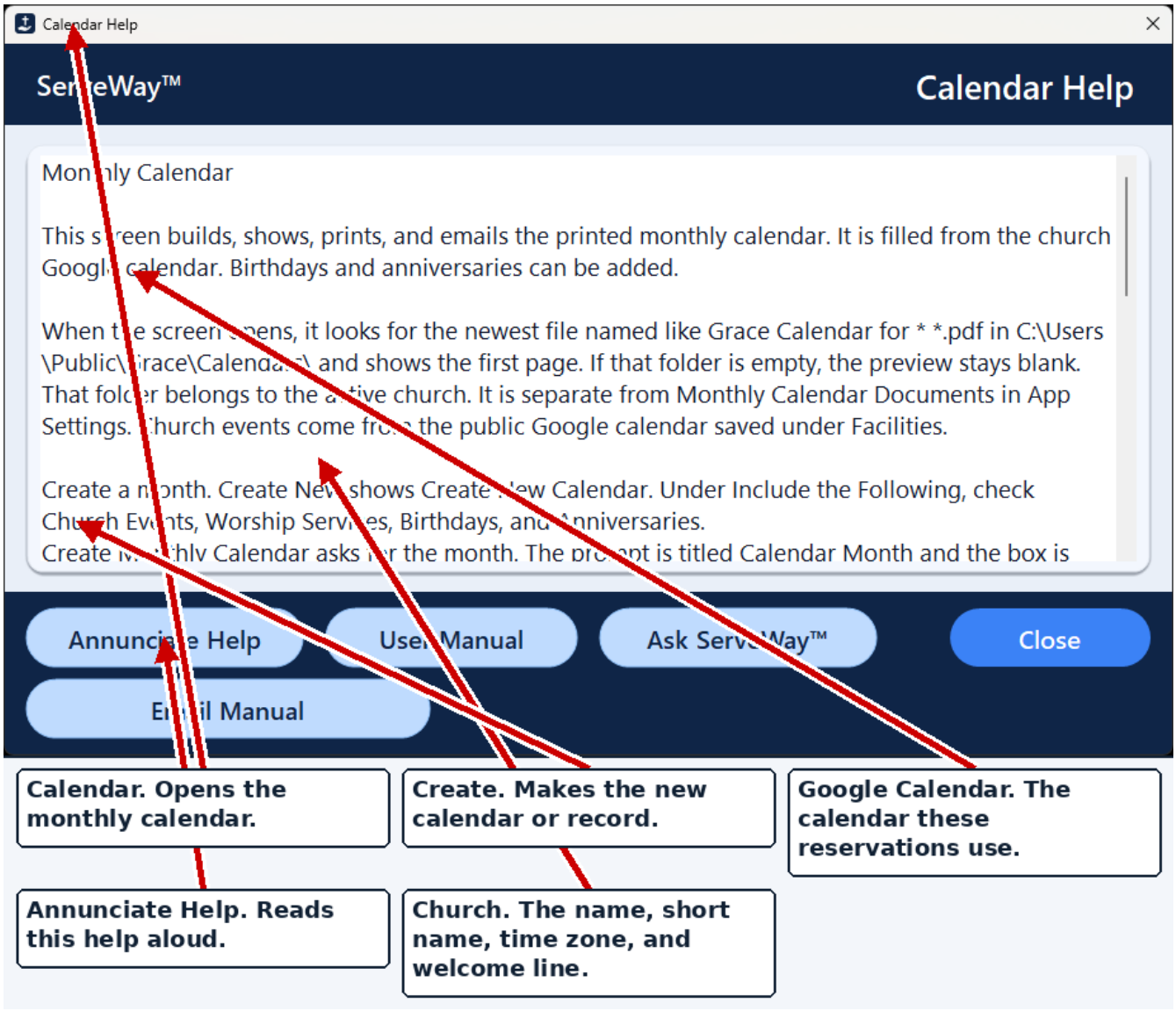


Serving schedule

Calendar Help

Help on Calendar opens **Calendar Help**. **Annunciate Help** reads the steps. **Close** leaves the window.

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Calendar Help

Monthly newsletter

Write the monthly newsletter is on the Calendar bottom bar, between **Print Calendar** and **Church events**.

Pick template starts from a blank page or Church news. **Write** is where you type, paste, import a Word file, or import a PDF. **Use this text** puts those words on the newsletter.

Check **This is the monthly newsletter** and choose the month. The month starts as next month. A month can have only one newsletter. If that month already has one, ServeWay™ asks **Replace the newsletter**. **Yes** replaces it. **No** leaves the saved one.

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Preview with calendar reads the church Google Calendar again. It is the same connection the wall calendar uses. Private events are left off. If that connection is not set up, the calendar page stays off and **Open Wall Calendar settings** is shown.

Post to the blog is checked for a new newsletter. That posts a blog post. The author is **Newsletter post author** on the Kiosk tab of App Settings. If no pastor account is found, the post is saved as a draft and you are told. **Post to a URL** is unchecked until you check it. Checking it shows **Page address**. The address must be a page on this church website. Both boxes can be checked. Then the newsletter is posted in both places. If **Post to a URL** is checked and the address is empty, publishing stops and the message says to type the address or turn the box off. If neither box is checked, nothing is posted to the website.

If the newsletter mentions prayer, ServeWay™ asks before a public blog post. **Publish on the website** posts it. **Remove from website** takes it off the blog and off the page.

Send test to me sends one copy to the signed-in person. **Send to newsletter list** sends to people who checked **Receive the monthly newsletter by email**. One press sends at most 300. Press it again for the rest. **Email** can be **HTML and PDF**, **HTML only**, or **PDF attachment only**.

Print PDF for the copier prints one letter sheet, newsletter on the front and calendar on the back. **Save PDF** stores that file.

Plan the Year

Plan the Year is on the Calendar bottom bar, between **Help** and **Write the monthly newsletter**. You need **Plan the year** or **Approve year plan** in Manage Users.

Plan the Year

The year starts as next year. Programs and events are listed by month. Each line is **Draft**, **Proposed**, **Approved**, or **Sent back**.

Copy last year's programs and events starts from last year's plan. If last year has no plan, it uses last year's church events. Each date moves to the matching weekday. Copied lines stay **Draft**.

Add plan item opens a blank line. **Edit plan item** opens the selected line. **Remove plan item** removes a **Draft** or **Sent back** line that is not on the church calendar yet.

Submit for approval moves a **Draft** or **Sent back** line to **Proposed**.

Approve year plan item needs **Approve year plan**. An approved line is placed on the church calendar. If **Reserve this room on the Facilities schedule** is on, the room is

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placed on the Facilities schedule. An approved booking already in that room stops approval. Another request at the same time asks before approval continues.

Send back with a note returns a **Proposed** line. The note stays on the line. The church calendar does not change.

An approved line that you edit goes back to **Proposed**. The church calendar stays as it was until the line is approved again.

The plan is stored in the church database. Everyone signed in sees the same plan. The list refreshes every few seconds and names who else has it open.

If two people save the same line, the second save shows **Someone else changed this item**. **Keep my version** stores what you typed. **Keep their version** leaves their save.

Someone else changed this item

Compare with Expenses places planned cost beside approved expenses for the same year. The ministry name is matched to the expense account.

Print year summary prints the year for a business meeting or the deacons. **Save year summary PDF** stores that file.

Refresh plan reads the plan now. **Help** opens help. **Close** leaves the window.

Plan item

Plan item

Type **Title**, **Ministry**, **Date**, **Start time**, **End time**, and **Planned cost**.

Choose **Facility** and **Room**. **Reserve this room on the Facilities schedule** is off until you turn it on.

Staffing needs lists volunteer roles and how many people. Choose **Team**, or type a **Volunteer role**, set **How many volunteers**, then press **Add staffing need**. **Remove staffing need** takes the selected need off the line. Teams come from Teams and Schedules.

Comments stay on the line, with the author and the time. **Add comment** adds one. **Mark comment resolved** marks the selected comment.

The line shows who last changed it and when.

Save plan item stores the line. **Help** opens help. **Close** leaves the window. Nothing extra is saved.

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Someone else changed this item

My version is what you typed. **Their version** is what is already saved. **Keep my version** stores yours. **Keep their version** leaves theirs. **Close** leaves the saved line as it is. Your save is not stored.

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Notifications

Open **Notifications** from the main menu. You need the Notifications permission.

The help button on this screen explains these same steps. The help button on **Notification Groups** and on **Manage Group Subscriptions** explains those screens. On each of those help windows, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer. These steps have not been checked by sending a live message.

ServeWay™ can send email, SMS (text), and voice. Voice can be a recording or spoken text. Email uses the **Brevo API Key** on App Settings. Text and voice use **Twilio Account SID**, **Auth Token**, and **From** on App Settings. Voice also uses **Flow SID**. If those boxes are blank, **Send Notifications Out** cannot deliver. On the built-in church, a box that has never been saved is already filled, and sending uses that value. Another church does not receive it.

The email subject uses the ministry name from App Settings. When that name is blank, it uses the active church name. Recorded voice files are kept in the active church's `NotificationVoiceMessages` folder.

One PC watches the mailbox

Automatic notices from the forms mailbox run only while one watcher is on. That watcher is one church computer, unless you turn on **Send notifications from ServeWay™** in the next section.

On **App Settings**, open **Accounts**, then **Notifications** (next to **Brevo** and **Twilio**). **This PC watches the notification mailbox** is on for that one computer and off for the others. The line under the switch names the computer and when it last checked in. When nobody is watching, the line says **No PC is watching the notification mailbox**.

When Notifications is on and no computer is watching, ServeWay™ asks whether this PC should watch. **This PC** takes it. **Not now** leaves it. A new install does not take the mailbox when another computer is already watching.

Turning the switch off on the computer that is watching asks you to confirm. **Turn off** leaves nobody watching until another computer takes it. **Keep watching** leaves this computer on.

A computer that has not checked in for 45 minutes can be replaced. The computer that is watching checks in about every 15 minutes while ServeWay™ is open. Turning Notifications off in **Features** stops the mailbox and does not ask this question.

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Open overdue alerts on that same Notifications page chooses who is pinged when work stays waiting. The steps are in App Settings and users.

Send notifications from ServeWay™

This choice is on **App Settings**, **Accounts**, **Notifications**, under the notification PC switch. It appears only when the church database is **Hosted by ServeWay™**, or when the database is on a church server that has a public address. It does not appear for **This PC**, or for a server on a private address. Those churches keep one PC watching the mailbox, as the section above describes. ServeWay™ runs on Windows 11 Pro.

For **Hosted by ServeWay™**, the switch is **Send notifications from ServeWay™**. Turn it on only after the Brevo API key, the Twilio Account SID, Auth Token, and From number, the forms mailbox password, and the notification PIN are saved. **Flow SID** is needed for a call. Without it, email and text still send, and a call is skipped. ServeWay™ then watches the forms mailbox. This PC does not. An approved notification is sent as email, text, and a call that passes the message text to your Twilio flow. ServeWay™ does not upload a voice recording for that call. **Send Notifications Out** on this screen still sends from this PC. Serving reminders stay that button. They are not sent on a timer.

For a church server, the line says ServeWay™ has not reached this database yet, and the button is **Check from ServeWay™**. Press it. When our server can open the database with TLS, the switch appears. If it cannot, this PC keeps watching the mailbox. A private address never shows this button.

Turning the switch off returns the mailbox to a notification PC. The next time Notifications is on and nobody is watching, ServeWay™ asks whether this PC should watch. The line under the switch says whether ServeWay™ is sending. It does not show a key or a password. Paid support covers questions about this.

Write the message

The box is labeled **Message to be Sent**.

- **Record Message** records a voice message.
- **Load Message** opens a message you already saved.
- **Speak Message** plays it.
- **Clear Message** blanks it.

Write a draft with AI... and **Improve selected text with AI...** sit under the message box when **Use AI writing help** is on. An administrator turns that on under **AI features**.

Write a draft with AI... asks what the message should say. Type an instruction, such as write a warm welcome email for new visitors, and press **Write a draft with AI...** again. **Improve selected text with AI...** changes the text you selected. When nothing is

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selected, the whole message is used. The choices are **Shorter**, **Friendlier**, **Clearer**, **Fix grammar**, **More formal**, and **Custom instruction**.

The result is a preview. **Replace text** puts it in the box. **Insert below** adds it after the selection, or at the end. **Discard** leaves the message as it is. Nothing is sent. Edit the words before you press **Send Notifications Out**.

Merge tags such as {FirstName} and {VisitDate} stay as written. A text message must stay within 160 characters. Email addresses, phone numbers, member names, and prayer requests are not sent to the AI. If no AI key is saved, the window says so and **Open AI Services** opens that tab for an administrator.

AI writing help

Choose who receives it

Group Selection is the list of groups. **Everyone** selects all of them. **All Off** clears the group checks. **Show Groups** opens **Notification Groups**.

Notification groups and teams are separate. **Show Groups** still holds groups that are not teams, such as Prayer chain and All members. Each of those groups keeps its own member list. An active team is an extra choice on this list, shown as **Team:** plus the team name. The people for that choice are the team roster. Saving a group does not create a team. Choosing a team does not create a notification group. The people for that choice come from the roster when the message is sent.

Teams & Schedules on the bottom bar opens Teams & Schedules. You need the Announcements permission. A login with only Notifications does not open it.

Configure Recipients opens **Manage Group Subscriptions**. That is where you attach people to a group. The steps and a picture are in Manage Group Subscriptions.

Groups

Show Groups on Notifications opens **Notification Groups**. The window title is **NotificationGroups**. **Groups** on Teams & Schedules opens this same Notification Groups window. You need the Notifications permission.

Notification Groups has **Group Name**, **Description**, **Active**, and **Creation Date**. **All Groups** is the list. **Show in member browse** starts off. Turn it on to list this group in the Member Area. **Open for new members** starts on. Turn it off and the group shows as closed. **Spots** is how many people the group holds. Leave **Spots** blank for no limit. When no spots are left, the group is closed. **Ask to join** waits in **Approval Queue**. You need the Notifications permission. **Approve** adds the person to the group and emails them. **Reject** declines the request and emails them. A group leader can approve or decline the same request on the church website.

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Canvass streets opens **Neighborhood canvass**. You need the Notifications permission. The same window opens from **Neighborhood canvass** on Sunday School. A street can be given to this group. The group leader then splits those streets among teams. The phone page is `[serveway_canvass]`. The steps are in Neighborhood canvass.

1. Type a name and description.
2. **Save Group** stores it.
3. **Delete Group** removes the selected group. If people are subscribed, ServeWay™ also tells you it will remove those subscriptions.
4. **Clear Form** blanks this screen.
5. **Close** returns to Notifications.
6. **Manage Associations** opens **Manage Group Subscriptions** for the group selected in **All Groups**. When groups exist and none is selected, ServeWay™ selects the first group and opens the window. When **All Groups** is empty, ServeWay™ says there are no notification groups and stays on this screen.

Group prayer list

Prayer list opens the prayer requests for the group selected in **All Groups**. Save the group first. A request stays off the list until a leader presses **Approve**. **Reject** leaves it off. **Waiting for this group** is that list. **Send to the church list** keeps the request here and puts a copy in the church **Approval Queue**. Staff still decide the slides. **Only teachers and leaders can see this** keeps a request off the handout, the member page, the church website, and the slides. **Leave private requests off this handout** starts on. **Print the handout** opens the Windows print dialog, where the number of copies is typed. If the chosen lines do not fit on one page, turn some off before printing.

Group prayer list

Linked team is **None** or a team. **None** is the usual choice. Prayer chain stays a group with its own member list. Choose a team and this group uses that team's roster. There is one list. The group's own list stays saved and is not edited. **Manage Associations** shows that roster and does not let you change it. Change the team roster to change who this group reaches. Changing this group does not change the team. The window asks you to confirm before it links a team. A team that is not linked stays separate from every group.

Choose **None** to make the group stand on its own again. The window asks first. **Keep the current members as this group's own list** is checked. Leave it checked to save the people on the team now as this group's list. Clear it to use the list the group had before the link. People who are only on the team will not stay on the group. After that, the group and the team are separate.

Make a team from this group creates a new team with this group's name and copies the people onto the team roster. You need the Announcements permission. The window

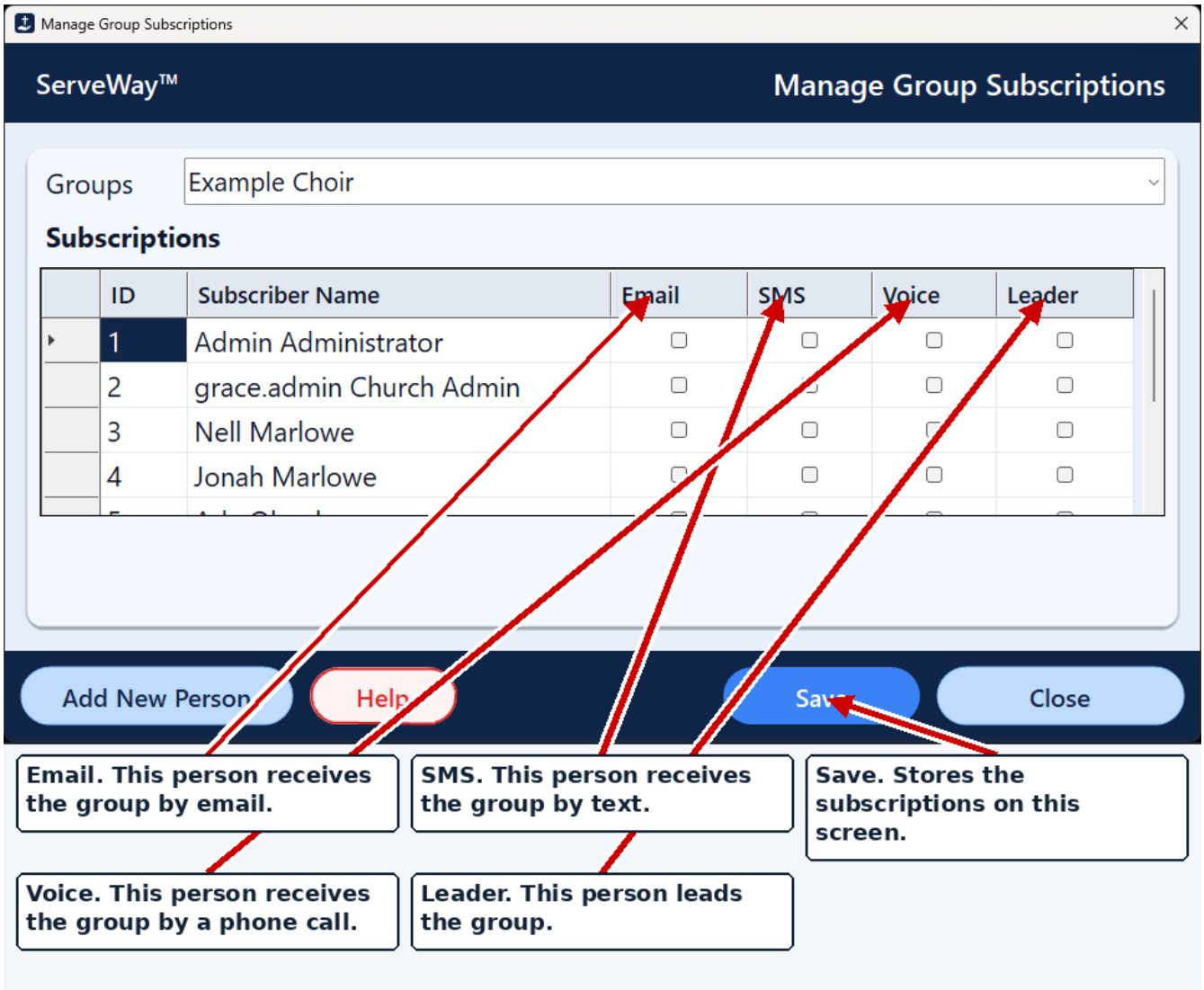
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asks you to confirm first. **Keep the original group** is checked. **Link this group to the new team** is checked. Leave the link checked and this group uses that roster. Clear the link and the group keeps its own list. The team does not change when the group changes. Clear **Keep the original group** to remove the group after the team is created. A team that already has this name is left as it is.

The help button on Notification Groups explains this screen. On that help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

Manage Group Subscriptions

Configure Recipients on Notifications opens this window. The window title is **Manage Group Subscriptions**. **Manage Associations** on Notification Groups opens the same window and selects that group.



Manage Group Subscriptions

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1. On the main menu, press **Notifications**. You need the Notifications permission.
2. Press **Configure Recipients**. The window opens in front of Notifications.
3. **Groups** is the list of notification groups. When any groups exist, the first group is selected as the window opens. The list stays empty until a group is saved on **Notification Groups**.
4. **Subscriptions** lists the people already saved on **People**. Each row shows **Subscriber Name**, plus **Email**, **SMS**, and **Voice** for the group selected in **Groups**. An **ID** column is on the grid too. The list can be empty. An empty list is still this screen.
5. Check **Email**, **SMS**, or **Voice** for each person who should get that kind of message for this group. Clear a check to drop that method. A person can be in more than one group. Pick another name in **Groups** to edit that group's checks. The checks reload when the group changes.
6. **Add New Person** is on this window, beside **Groups**. People appear in **Subscriptions** after they are saved on **People**.
7. **Save** stores the checks for the selected group. ServeWay™ then says the subscriptions were updated for that group. When no group is selected, ServeWay™ asks you to select a group and leaves the stored list as it was. When the save fails, ServeWay™ says an error occurred while saving subscriptions for that group.
8. **Close** returns to the screen that opened this window. That is Notifications when you used **Configure Recipients**, and Notification Groups when you used **Manage Associations**. When a check was changed and not saved, Close asks whether to save. **Yes** saves, then closes when the save succeeds. **No** closes and leaves the stored list as it was. **Cancel** leaves this window open.
9. The help button on this window explains these steps. On that help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

The checks are stored when you press **Save**, or when you answer **Yes** on that Close question.

Choose how it is sent

Message Type has **All**, **Voice**, **Email**, **SMS**, and **Website alert**. **All** turns **Website alert** on. **All Off** clears those choices. **Website alert** starts off, so an email, a text, or a call does not also send a website alert. The steps are in Church alerts (website notifications).

Send

Send Notifications Out sends the message to the groups and methods you checked. **Close** returns to the main menu without sending.

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Send a test to a small group before you use **Everyone**.

Email Results

Email Results on the bottom bar opens **Email Results**. It is not a button on the main menu.

The window lists each campaign send in the dates you choose. **From** and **To** set those dates. **Send type** is **All**, **Newsletter**, **Newsletter and calendar**, **Welcome series**, **Poll**, or **Other**. Notifications email is **Other**. **Refresh** loads that list.

Each row shows **Sent**, **Delivered**, **Bounced**, **Opens (approximate)**, **Unique opens**, and **Clicks**. Delivery and bounce appear when Brevo reports them.

Opens are approximate. Apple Mail Privacy Protection can count an open when the mailbox loads the message. Clicks are the reliable signal.

Select a row. **Top links** lists the links people opened, with the count for each.

Person takes a name or an email address. **Show history** lists that person's opens and clicks. Each row shows whether they opened, the first open, the open count, the link, and the first and last click on that link.

Export CSV saves the filtered rows. The file is a spreadsheet you can open in Excel on Windows 11 Pro.

Help explains the same open and click note. **Close** returns to Notifications.

A person who asked to leave church email is not sent another campaign message. Password and sign-in email are not listed here.

Track email opens and clicks is on App Settings, Accounts, Brevo. It is on unless you turn it off. When it is off, new messages are not measured for opens or clicks. The send list can still show who was sent a message.

Scheduled resend

When you press **Send newsletter**, or when you send an email from **Send Notifications Out**, ServeWay™ asks about one resend. The same choices are used for an announcement or another campaign email sent from Notifications. The welcome series is not included. It already has its own steps. An email poll uses **Send reminder** for people who have not answered. It does not use this resend.

Resend to people who didn't click starts checked. Switch this send to **Resend to people who didn't open it** for people with no recorded open. Clear both boxes to send once. The boxes do not both stay on.

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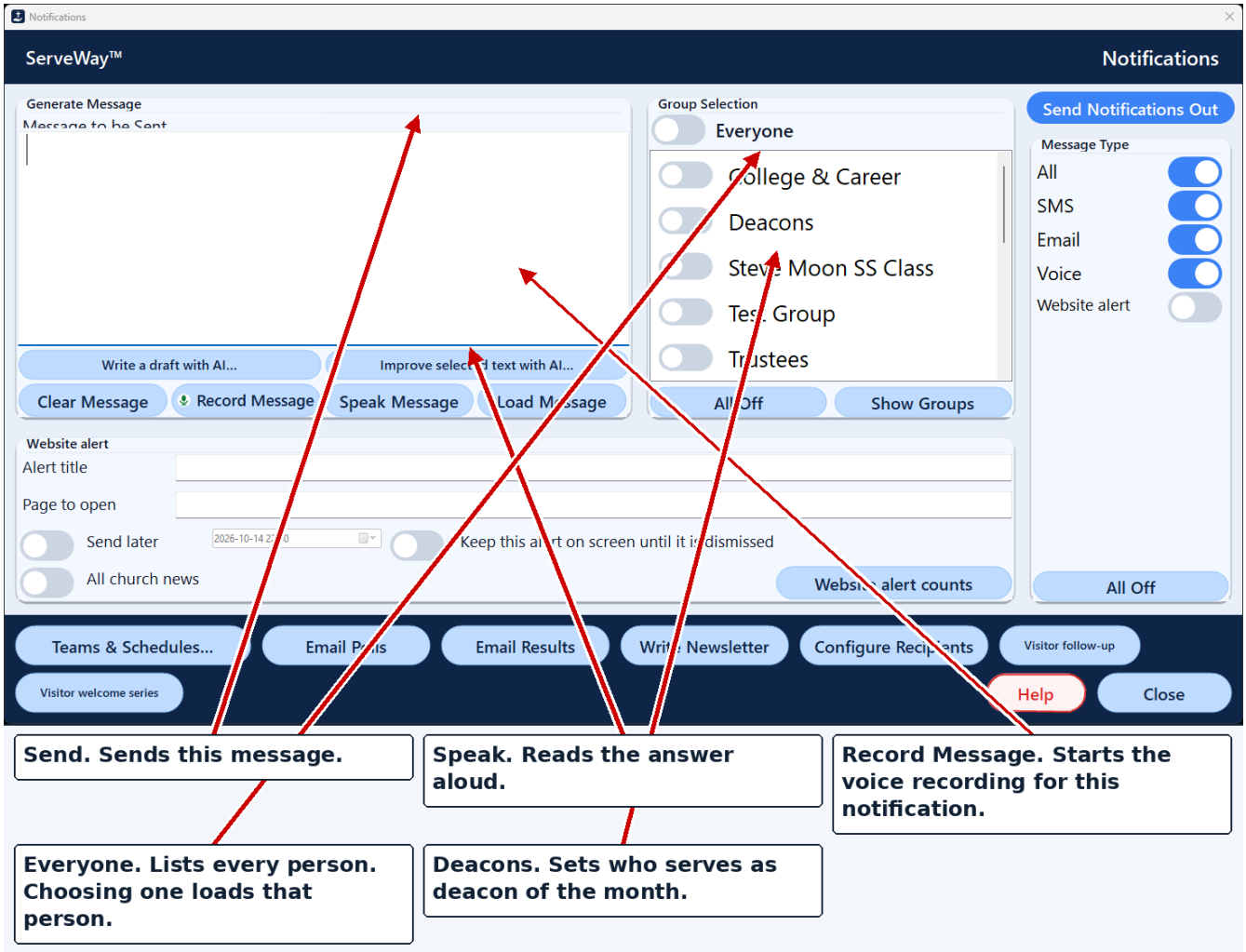
Opens are approximate. Apple Mail Privacy Protection can count an open when the mailbox loads the message. Clicks are the reliable signal.

Delay (days) waits 3 days unless you change it. The allowed range is 1 to 14 days. **New subject** is optional. Leave it blank to use the same subject.

ServeWay™ sends the resend only while this app is open on the church PC. A hosted server does not send it. If the app is closed at the scheduled time, the resend waits and goes out within a minute after the app is open again. One resend per send. People who unsubscribed, bounced, or asked to be removed since the first send are left out.

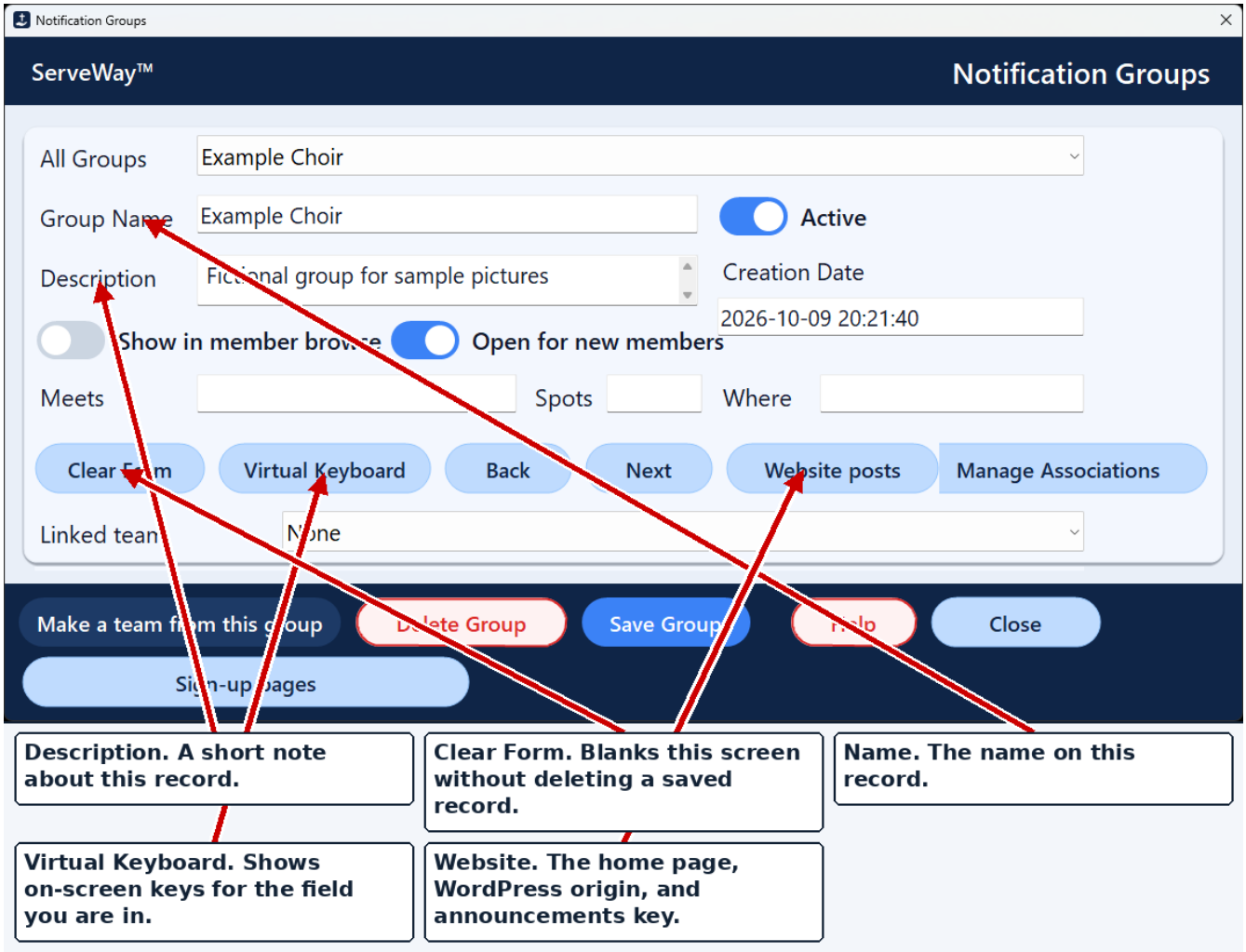
Email Results shows the waiting resend on that send. **Cancel scheduled resend** stops it. When the resend has gone out, its row is labeled **Resend** and is tied to the original send. That row has its own opens and clicks. **Combined opens** and **Combined clicks** add the original send and the resend. ServeWay™ runs on Windows 11 Pro.

Email Results



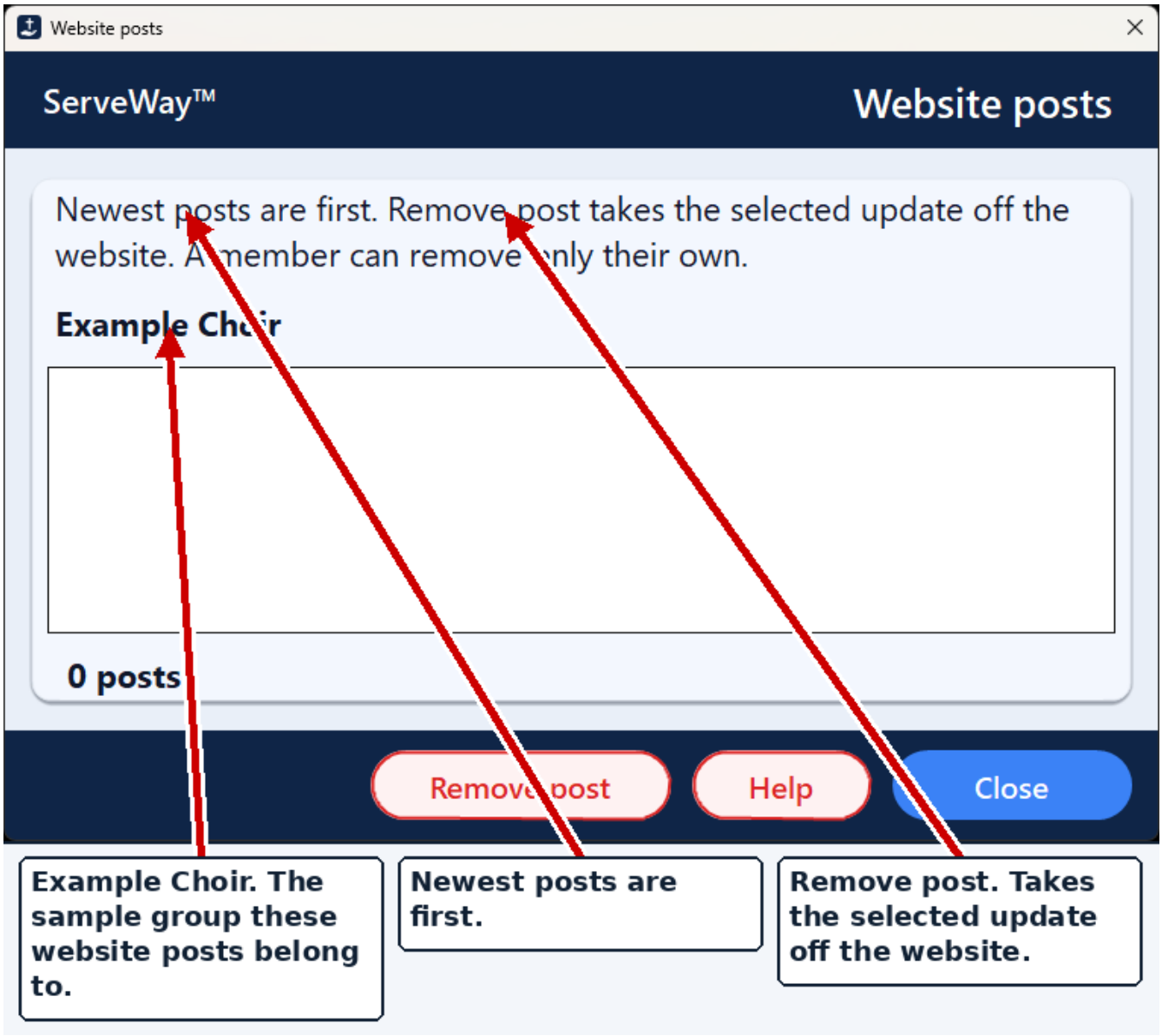
Notifications

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Notification groups

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Website posts

Email Polls

Email Polls on the bottom bar of Notifications opens this window. The window title is **Email Polls**. You need the Notifications permission. ServeWay™ runs on Windows 11 Pro.

Email Polls

1. On the main menu, press **Notifications**.
2. Press **Email Polls**.
3. The list shows each poll. The list can be empty. An empty list is still this screen. **Group leaders can send polls to their own group** sits under the explanation and starts off.

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4. **New poll** opens a window titled **Poll**.
5. **Open** returns to a poll that has not been sent, and to a sent poll that nobody has answered. After the first vote, ServeWay™ says **Choices are locked because someone has voted. Press Results.** When the poll is closed, ServeWay™ says **This poll was already sent. Press Results to see the answers.**
6. **Results** opens **Poll results** for the poll you selected. When no poll is selected, ServeWay™ says **Choose a poll.**
7. **Close** is at the bottom right and returns to Notifications. **Help** is just left of **Close**.
8. **Help** explains this screen. On that help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

Poll

New poll opens **Poll**.

Poll

1. **Question** is the question in the email. Type a question before you save or send.
2. **Answers** is **Yes / No** or **Multiple choice**. **People can choose more than one answer** is a large switch. Leave it off and a person chooses one answer. Turn it on and a person can tap more than one answer.
3. **Include Maybe** adds **Maybe** after **Yes** and **No**. Use it with **Yes / No**.
4. For **Multiple choice**, type an answer in **Option** and press **Add option**. Press **Remove option** to drop the selected answer. Add at least two answers. Each answer is different. ServeWay™ says **Add at least two options. Each option is different.** when the list is too short or two answers match.
5. **Set a start date** waits until that day before answers are accepted. Leave it off and the poll opens when you send it.
6. **Set an end date** stops new answers at the end of that day. Leave it off and the poll stays open until you close it. You can close it early from **Poll results**. After the first vote, the choices stay as they are.
7. **Send to** is **All members**, **Notification group**, **Team**, **Selected people**, or **Newsletter subscribers**.
8. For a notification group or a team, choose the name beside **Send to**.
9. **Selected people** lists people who already opted in to email when **Email this poll** is the only way the poll is shared. Check the people who should get this poll. **All members** uses the member list.
10. **Newsletter subscribers** are the people who have **Email** checked on a notification group. That is the same list a newsletter can reach. **Send poll** emails those people, one person at a time, and only when they opted in to email. A poll is not a section you can add inside a newsletter template yet. A newsletter can still include the poll HTML for one recipient when that template calls it. There is no send that combines a newsletter and a calendar.

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11. **Email this poll** starts on. It emails one link per answer to people who opted in to email. **Notify in the app** opens **Your poll** for each person who was asked, while this app is open. **Show on the member website** lists the poll behind Member Area sign-in. Turn on at least one. ServeWay™ says **Choose email, the app, or the member website.** when all three are off.
12. **Send a reminder one day before this poll closes** emails people who have not answered. ServeWay™ sends that reminder only while this app is open on the church PC. ServeWay™ runs on Windows 11 Pro. If the app is closed that day, the reminder waits until the app is open again, as long as the poll is still open.
13. The poll says **Staff will see who voted for what. This poll is not anonymous.** That sentence stays in English on the email and on the church website.
14. **Save poll** stores the question and leaves it unsent. ServeWay™ says **The poll was saved.** A saved poll is a draft.
15. **Send poll** opens the poll. When **Email this poll** is on, ServeWay™ asks **Send this poll to** that count of **people who opted in to email?** A person who has not opted in is left out of the email. A person who opted in and has no email address is left out of the email. When only the app or the member website is on, ServeWay™ asks **Open this poll for** that count of **people?** Answer **Yes** to open it. Answer **No** to leave it unsent.
16. Each person gets a separate email when **Email this poll** is on. The email has one button for each answer. The button is a link for that person. One email goes to one person. A send keeps the same limit as other ServeWay™ email: no call carries more than 300 addresses.
17. The person clicks one button. A page opens. The page says **Thanks, you answered** and then the answer, as in **Thanks, you answered Yes.** That sentence stays in English. A person can click a different answer until the poll closes. The later answer replaces the earlier one. One person keeps one answer. When several answers are allowed, the later set replaces the earlier set. After the poll closes, the page says **This poll is closed.** A changed link says **That link is not valid.**
18. Some mail programs open a link before the person does. That open can record an answer. The person can still choose a different answer until the poll closes.
19. Voting inside the email, without opening a page, is a later version. That needs AMP for Email. Gmail and Outlook require the church to register as a sender for AMP for Email, and Outlook on the desktop does not support it.
20. Before the first send, set the announcements address and save the announcements key on **Edit Church**. Without the address, ServeWay™ says **Set the announcements address on Edit Church before sending a poll.** Without the key, ServeWay™ says **Save the announcements key on Edit Church before sending a poll. The website uses that key to check each vote.** When the church website does not store the poll, ServeWay™ says **The website did not store this poll. Nothing was emailed.**
21. After an email send, ServeWay™ says **The poll was emailed to** the count of people, and how many **could not be sent.** When the poll opens without email,

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ServeWay™ says **The poll is open for** that count of **people.** When the poll opened, the window closes.

22. **Close** is at the bottom right and returns to Email Polls. **Help** is just left of **Close**.
23. **Help** explains this screen.

A group leader can post an update on the private group page. That update is text, a photo, or a PDF. The private group page does not send email or a poll.

Group leaders can send polls to their own group starts off. Staff who have the Notifications permission send polls while it is off. Turn the switch on from this **Email Polls** window. Then a person who is marked Leader on a notification group, and whose role has **Group polls** in **Manage Roles** or **Manage Users**, uses this same **Email Polls** window. **Send to** lists only the groups they lead. The email goes only to members who opted in to email, and it is sent from the church email. There is no second poll screen. Staff with Notifications still have the full **Send to** list: **All members**, **Notification group**, **Team**, **Selected people**, and **Newsletter subscribers**.

A group leader who does not have Notifications presses **Notifications** on the main menu. That opens this same **Email Polls** window. It does not open the message composer.

Polls in **Manage Roles** or **Manage Users** opens this same **Email Polls** window for a person who does not have the Notifications permission. There is no new button on the main menu. Press **Notifications** on the main menu to open it.

Poll results

Results opens a window titled **Poll results**. Staff see the names. A group leader sees the names for a poll sent to a group they lead. The page a person opens after they click shows only their own answer.

Poll results

1. **Counts** shows how many people chose each answer, and the percent of people who answered. While the poll is open, the line says **These counts are live while the poll is open.** The counts refresh while this window stays open.
2. **Who answered** lists the name and the answer. A person who chose more than one answer is listed once, with each answer.
3. **Have not answered** lists people who were asked and have not answered.
4. The line under those lists says **These votes were read from the church website.** When the website could not be reached, it says **The website could not be reached. These are the votes already saved on this computer.**
5. **Export CSV** asks where to save the file. The suggested name is poll-results.csv. The file has Name, Email, Answer, and Answered. People who have not answered

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are in the file with a blank answer. When the save fails, ServeWay™ says **The answers could not be saved.**

6. **Print** prints the counts, who voted, and who has not voted.
7. **Save PDF** asks where to save the same page. The suggested name is poll-results.pdf.
8. **Send reminder** emails people who have not answered and who still opted in to email. ServeWay™ asks **Send a reminder to** that count of **people who have not answered?** The subject starts with **Reminder**. Each reminder is one person, and the 300-address limit still applies. When everyone has answered, ServeWay™ says **Everyone who was emailed has answered.** When the poll is closed, ServeWay™ says **This poll is closed.**
9. **Close this poll now** stops answers before the end date. ServeWay™ asks **Close this poll now? People cannot change an answer after it closes.** After it closes, the line says **This poll is closed. These are the final results.**
10. **Close** is at the bottom right and returns to Email Polls. **Help** is just left of **Close**.
11. **Help** explains this screen.

Your poll

Notify in the app opens **Your poll** for the signed-in person. The window title is **Your poll**. Each answer is a large switch. Tap the answers, then press **Save my answers**. You can change the answers until the poll closes. The window says **Staff will see who voted for what. This poll is not anonymous.**

Your poll

Close is at the bottom right. **Help** is just left of **Close**.

On the church website, place `[serveway_polls]` on a page behind Member Area sign-in. A signed-in member sees the same question and taps a large button for each answer. Each vote is tied to that person and counted once. A visitor who is not signed in is asked to sign in. A person can change the answer until the poll closes.

Newsletter

Write Newsletter on the bottom bar of Notifications opens **Newsletter**. It is not a button on the main menu. You need the Notifications permission. ServeWay™ runs on Windows 11 Pro.

Template is **Monthly newsletter**, **Weekly update**, or **Special event announcement**.

The monthly newsletter starts with **Announcements**, **Upcoming Events**, **Prayer Requests**, **Pastor's note**, and **Ministry spotlight**. The weekly update is shorter. The special event announcement is an invitation, details, and other dates.

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Subject is the email subject. **Email groups** are the notification groups. Check a group to include the people who have **Email** checked for that group.

Sections lists the blocks in the email.

- **Move section up** and **Move section down** change the order.
- **Add section** adds a block.
- **Remove section** asks first, then removes that block.

Section heading and **Section wording** are what people read. **Section kind** is **Wording**, **Upcoming events**, **Prayer requests**, or **Picture and wording**.

Upcoming events fills from the church calendar. Events that have not ended are listed. **Prayer requests** include only requests approved for sharing. A request still in the approval queue is left out. A staff-only request is left out. The full request text is not put in the email. The short summary is.

Choose image stores a picture on this computer and places it in the email. **Remove image** clears it. Some inboxes hide pictures until the reader allows them. ServeWay™ does not upload the picture to a website.

Wording can include `{FirstName}`, `{LastName}`, `{ChurchName}`, `{ServiceTimes}`, `{WebsiteUrl}`, and `{StaffName}`. An empty first name reads as a general greeting. Service times come from **App Settings**, **Ministry Information**, when that box is filled in.

Write a draft with AI... and **Improve selected text with AI...** sit under **Section wording** when **Use AI writing help** is on. They use only that box. The prayer list and the group member list are not sent to the AI. Nothing is emailed until you press **Send newsletter**.

Save template wording keeps this church's wording for future newsletters that use this template. **Reset to default** asks first, then restores the built-in wording. Newsletters already sent stay as they were.

Preview newsletter shows the email. Nothing is sent. **Send test to me** sends one copy to the email on your person record. **Send newsletter** asks, then emails the checked groups through the same Brevo sender as other ServeWay™ mail. Each person gets their own greeting. **Close** returns to Notifications without sending.

Send newsletter opens **Schedule a resend**. **Send newsletter** on that window sends. **Do not send** returns without sending. **Resend to people who didn't click** starts checked. Switch to **Resend to people who didn't open it** for this send. Clear both boxes to send once. **Delay (days)** starts at 3. **New subject** can stay blank.

Send newsletter and **Send test to me** are listed in **Email Results** as **Newsletter**. A scheduled follow-up is labeled **Resend**. That window shows who opened, the first open,

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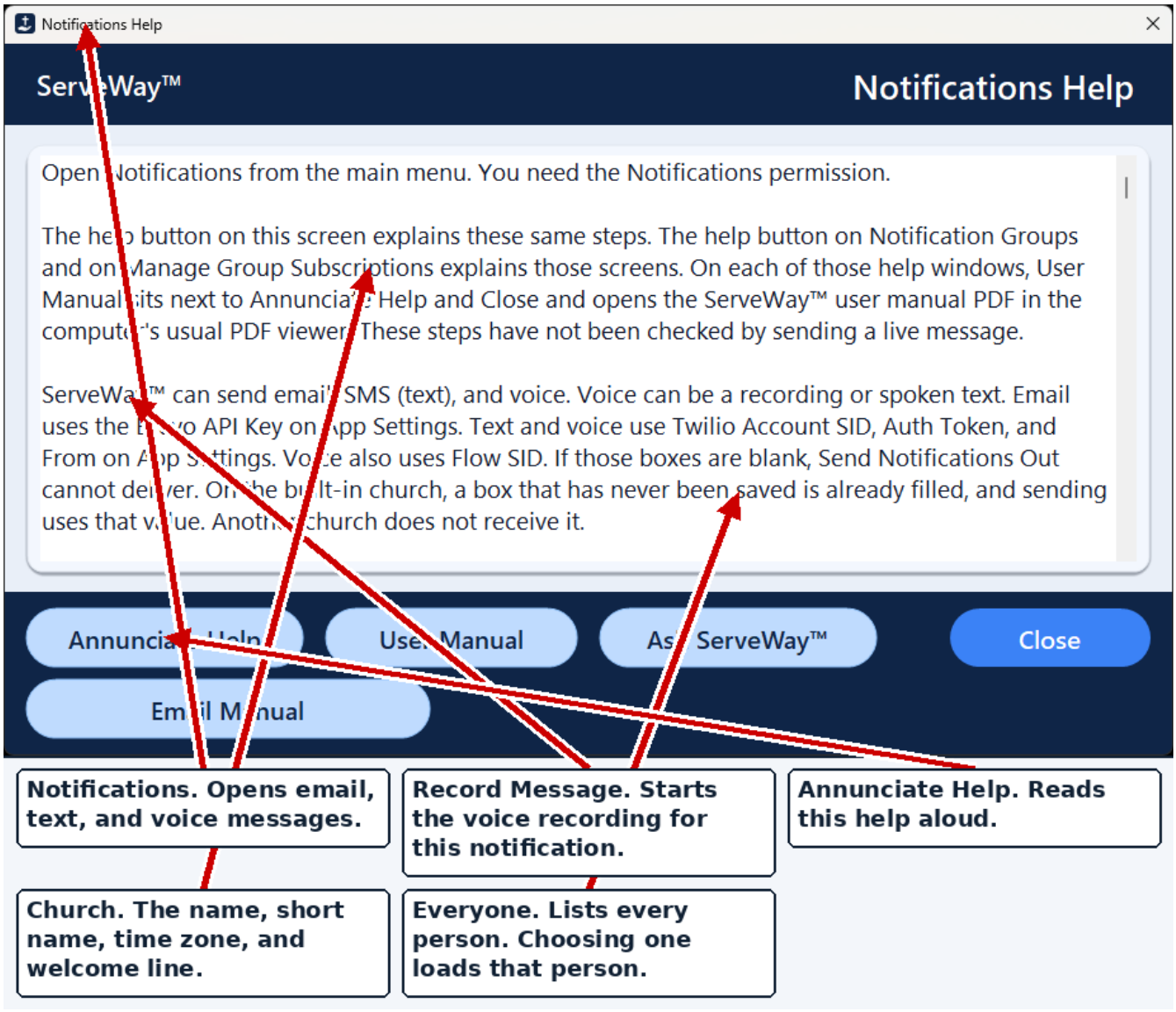
the open count, and which links each person clicked. **Send test to me** does not schedule a resend.

The bottom of the email names the church, the address from **App Settings** when those boxes are filled in, and a line that says to reply and ask to be removed.

Newsletter

Notifications Help

Help on Notifications opens **Notifications Help**. **Annunciate Help** reads the steps. **Close** leaves the window.



Notifications Help

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Prayer, announcements, sermons, and the website

Each of these screens has a help button. The words below are the same steps. On the Prayer Requests, Announcements, Sermon Notes, Live Stream, and Contact Us help windows, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

For a one-page picture of this process, see Sermon PowerPoint.

For a one-page picture of this process, see Prayer Request PowerPoint.

For a one-page picture of this process, see Upload the Sermon to the Website.

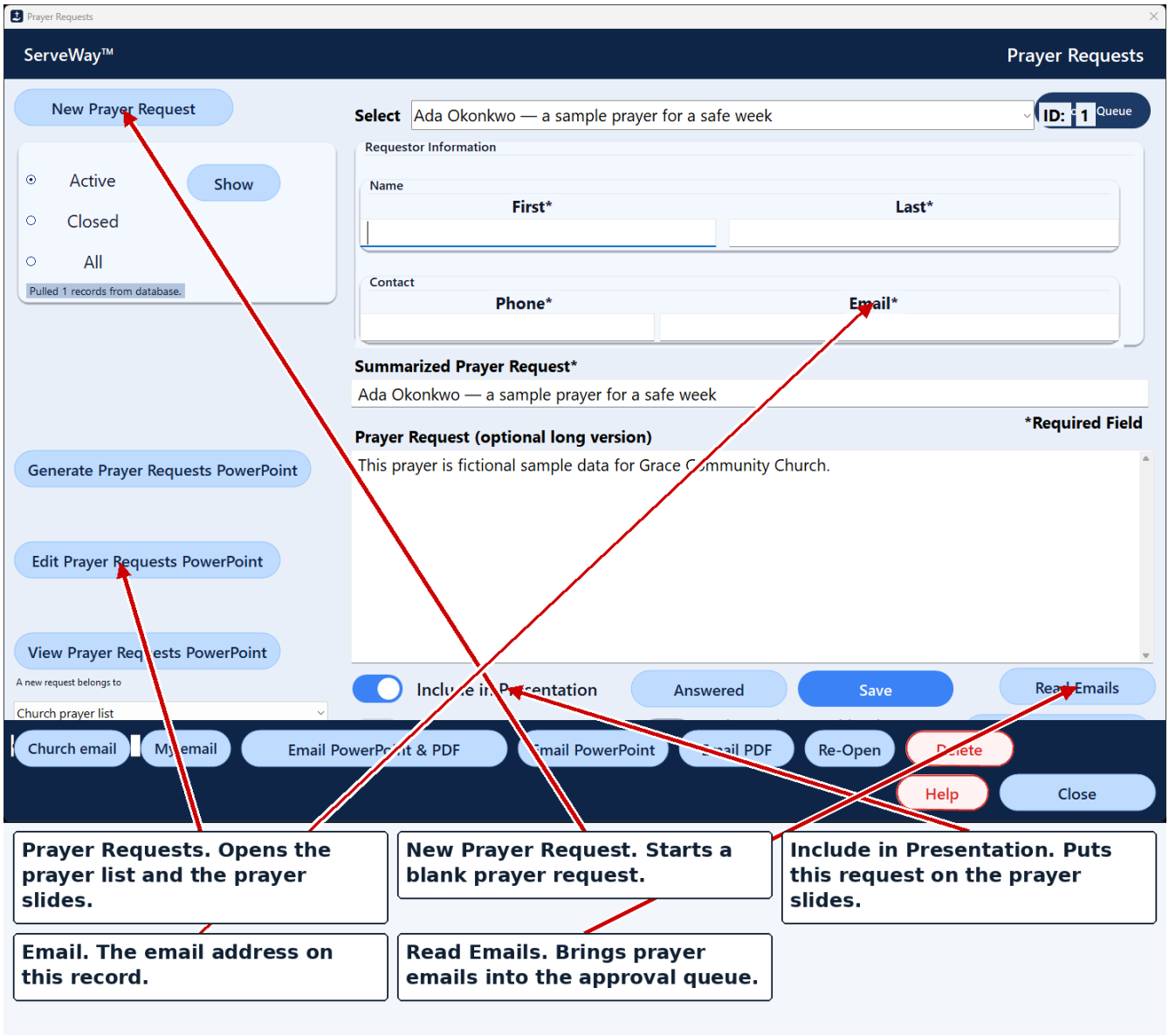
For a one-page picture of this process, see Weekly Announcements.

For a one-page picture of this process, see Sunday Live Stream.

Prayer Requests

Open **Prayer Requests**. You need the Prayer Requests permission.

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Prayer Requests

1. Press **New Prayer Request** to start a blank request.
2. **Requestor Information** needs **First** and **Last**, plus **Phone** and **Email** (those contact labels are marked required on the screen).
3. **Summarized Prayer Request** is the short line (marked required). **Prayer Request (optional long version)** is the longer text.
4. **Include in Presentation** puts it on the prayer list that is shown. The staff-only button keeps it off the public list and off the slides. That button reads **Staff only**, or the church's short name. If both are chosen, staff only wins and **Include in Presentation** is turned off.
5. **Save** stores it. The **ID** shows after a save.
6. **Select** and the list on the side load one you already saved. Filter with **Active**, **Closed**, or **All**, then **Show**.

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7. **Answered** marks it answered. **Re-Open** brings a closed request back. **Delete** removes it.

A new request belongs to chooses the church prayer list, a class, or a group. Saving a new class or group request leaves it off that list until a teacher or leader presses **Approve**. **Send to a class or group** copies a request that is already on the church list. That copy waits for the teacher or leader. The church request stays on the church list until they approve the move.

The church website shows the short line of each **Active** request that is not marked staff-only. Members see that list only after they sign in. The page does not add a request. How to install it is in Install the ServeWay™ plugin.

Read Emails puts prayer emails into **Approval Queue**. They are not on the prayer list until someone with Prayer Requests presses **Approve**. The queue marks **Link**, **Gibberish**, or **Duplicate** when a request looks like junk. If the member checked staff only, that request is saved as staff only and **Include in Presentation** is turned off. A staff-only request stays off the slides even when it was also marked for the overhead presentation. The mailbox address is the prayer-request user name and URL under App Settings, **Forms Email Information**. That setup is for staff.

Approval Queue

Website forms wait in **Approval Queue** until a staff member approves them. Open it from **Prayer Requests**, **Announcements**, **Sermon Notes**, or **Notifications**. The button is there when your role can approve at least one kind of form.

Each row names the form, who sent it, a short summary, and a review note. **Approve** accepts it. **Reject** turns it down.

When the email has a picture or a video attached, the row says so and **Send to inbox** is shown. **Send to inbox** approves the form if it is still waiting, then places those files in the Media Library inbox. They are not in the library, and **Choose** cannot pick them, until you open **Inbox**, add at least one tag, and press **Accept**. The name of the person who sent the form is kept on each item. A video is stored as a file path, not in the database. **Approve** alone leaves the files off the inbox and off the library. After you approve, the row stays until you press **Send to inbox**. You need the Media Library role as well as the role for that form.

A prayer request from the website or from a prayer email is not on the prayer list, the member page, or the slides until someone with Prayer Requests presses **Approve**. **Review** can say **Link**, **Gibberish**, or **Duplicate**. A request you type on **Prayer Requests** and **Save** for the church list is on the list right away. A new request saved for a class or a group waits for that teacher or leader.

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A sermon email is not used for notes or slides until someone with Sermon Notes approves it. A notification is not sent until someone with Notifications approves it. If the PIN did not match, **Approve** asks you to reject it.

An announcement request keeps its title, the date, and the place when the form named them. It also keeps a facility and a calendar event when those were named. **Approve** stores it for the announcements slides. **Create Announcements** does not add that slide yet.

Visitation, Information, and Website mail are marked reviewed when you approve them. They do not change anything else. Older facility email does not create a reservation. A facility request from `[serveway_facility_request]` still uses **Approval Queue** on **Facilities**. A benevolence request from `[serveway_benevolence]` waits in **Approval Queue**. **Website form: Members only** starts on. Turn it off with **Open benevolence settings** on **Expenses** to let anyone send a request.

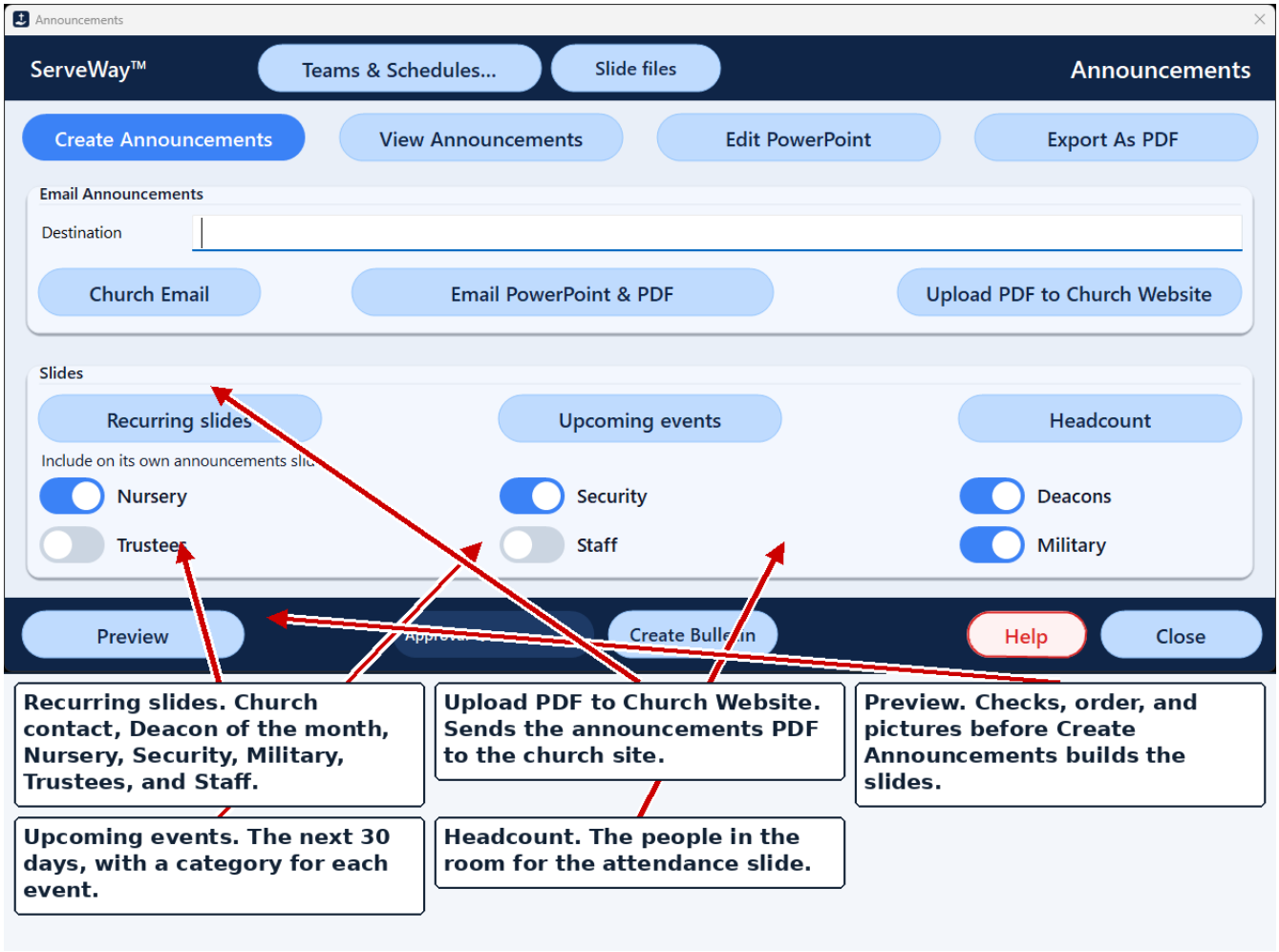
Church administrator email is on App Settings, on the **Mail** tab, under **Forms Email Information**. Leave it blank to use **Ministry Email**. ServeWay™ emails that address when a website form arrives.

Generate Prayer List PowerPoint then builds the slides from the saved requests that are included in the presentation and are not staff only. **Edit PowerPoint** opens the latest prayer list so you can change it. Generate Prayer List PowerPoint first if that file is not there yet. **View Prayer List PowerPoint** shows the slides. **Destination Email** starts as the ministry email. **Church email** and **My email** fill that box. My email changes only that recipient. ServeWay™ sends through Brevo from the same verified sender as error reports. When the address is the church email, **Email PowerPoint & PDF** sends the slides and a printable page in one email. Any other address shows **Email PowerPoint** and **Email PDF** separately. ServeWay™ asks first. The Brevo message id is written to today's ServeWay™ log. Success is shown only when Brevo returns that id.

Announcements

Open **Announcements**. You need the Announcements permission. Security uses that same permission. There is no separate security permission. The church website uses `[serveway_teams]`, described under Teams & Schedules. The help button is on this screen. On that help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

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Announcements

- **Create Announcements** builds the announcement slides and handout. The sermon slide and the deacon-of-the-month slide use Grok Imagine. Event slides use a color for the category. A background picture is added only when image generation is on. That uses **xAI API Key** on App Settings, on the **AI Services** tab. The title and the date stay in PowerPoint.
- **Edit PowerPoint** opens the latest announcement slides so you can change them. Create Announcements first if that file is not there yet. This does not open `DefaultAnnouncementsTemplate.pptx`.
- **View Announcements** opens what was created.
- **Export As PDF** writes a PDF.
- **Upload PDF to Church Website** sends that PDF to the website. The **Announcements** module of the ServeWay™ plugin publishes the PDF. The address is the announcements URL on the church profile, the site plus `/wp-json/serveway/v1/announcements`. ServeWay™ reads the announcements key from the website when it is missing or the upload is refused. **Get from website** on **Edit Church**, **Website**, does the same read. Type the key there only if that read fails. A blank box keeps a key already saved. How to install the plugin is in Install the ServeWay™

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plugin. Deactivate **Church Weekly Announcements Uploader**. Do not click Delete.

- **Destination** is the address the email buttons use. **Church Email** fills the church address. Staff should be the ones who press **Church Email**. ServeWay™ sends through Brevo from the same verified sender as error reports. When that address is the church email, **Email PowerPoint & PDF** sends the announcements PowerPoint and PDF in one email, and creates the PDF first if it is not there yet. Any other address shows **Email PowerPoint** and **Email PDF** separately. The Brevo message id is written to today's ServeWay™ log. Success is shown only when Brevo returns that id.
- **Teams & Schedules** opens the nursery, security, deacon, trustee, staff, and military lists. The same button is at the top of **People**. Phone numbers and email addresses stay in People.
- **Include on its own announcements slide** is one switch for each built-in team. The same switch is in **Team setup**. A checked team is added to the deck. Nursery, Security, Deacons, and Military start checked. Trustees and Staff start unchecked. The choice is kept for this church.
- **Recurring slides** shows the church website and phone, the Military list, the nursery Sundays, the security Sundays, the deacon of the month, trustees, and staff. A name is typed or spoken with **Mic**. The announcement month and the deacon rotation move forward on their own. Nursery and Security dates are the Sundays of that month. Those people are not rotated. A trustee or staff line is a name and a position. Phone numbers and email addresses are not on those slides.
- **Upcoming events** lists church events for the next 30 days from Google Calendar and the app calendar. **Category** is a pulldown. Each category has its own color on the slide.
- **Headcount** is the in-person count for the Sunday before this deck. Create Announcements also puts that Sunday's Sunday School total and the stored MUX.com unique viewers on the attendance slide.
- **Preview** lists the slides before they are built. Each row is tagged **Built-in**, **Calendar**, **Recurring**, or **Custom**. A check includes a slide. **Move up** and **Move down** set the order. **Add slide...** adds a custom text slide or a recurring slide. **Remove slide** deletes a slide you added. **Media Library** sets a picture for the selected slide.

Close returns to the menu.

Teams & Schedules

Teams & Schedules is one window. Open it from the top of **People**, or press **Teams & Schedules** on **Announcements**. You need the Announcements permission. Members alone does not open these lists. There is no button for it on the main menu.

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Edit teams and schedules is the permission that changes these lists. Without it, you can still open this window when you have Announcements. The window is view-only. It says: You can view teams. Ask an administrator for permission to make changes. Team tabs, team setup, descriptions, positions, website visibility, notification groups opened from this window, and the slide switches stay view-only. Edit, save, add, and remove stay off. A role that can update Announcements starts with this permission on. An administrator always has it. **Message this team** still uses the Notifications permission.

Every active team appears as a tab, in sort order. Inactive teams are hidden. Nursery, Security, Deacons, Trustees, Staff, and Military keep their own editors. A team you add uses the shared schedule on its tab. The lists store the person. Phone numbers and email addresses stay in People. Staff phone numbers and email addresses are not on a slide, in the PDF, in the email, or on the website.

Team setup is at the bottom of this window. For each team it stores the name, a description of what the team does, whether the team is active, the sort order, and an optional list of positions. The description is required. **Include on its own announcements slide** is the same switch Announcements shows. **Website visibility** is Hidden, Members only, or Public. Public shows the schedule to anyone on the church website. Members only shows it to someone signed in to the ServeWay™ Member Area. Hidden does not show the team. The website shows names, dates, and positions, and the description when it is not a phone number or an email address. It does not show a phone number, an email address, or a street address. The description is not placed on an announcements slide. The website slug is shown beside Website visibility. It stays the same when the name changes. Use that slug in `team=` on the shortcode. Lower numbers in sort order appear first in the team list and on these tabs.

Volunteering is on the same team. **Open for volunteer sign-up** starts off. Turn it on to list this team on the Member Area volunteer sign-up. A member chooses a position when the team has positions, then clicks Sign up. The request waits in Approval Queue. Approving it adds the person to the team roster. Staff still place that person on a Sunday. **Remind this many days before** is how many days before a date ServeWay™ emails the person, and texts them when Twilio is set up and they opted in to texts. The usual number is 2. The reminder is not sent on the day they serve, and it is not sent twice. **Skip leader approval for swaps** updates the Nursery, Security, or team Sunday list as soon as a teammate accepts a swap. When it is off, the team leader approves the swap first. Staff can also approve that swap in Approval Queue. **Team leader** is the person who approves swaps on the Member Area. **No team leader** leaves that choice empty.

Add team creates a team beyond those six. Pick the month, the Sunday, and the people on that team's tab. The six built-in schedules stay on their tabs. **Refresh** in Team setup loads the teams again. Switching teams uses the list already in memory.

Create Announcements, **Export As PDF**, **Email**, and **Upload PDF to Church Website** read these lists. A team is on its own slide only when **Include on its own**

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announcements slide is checked for that team. The order is Nursery, Security, Military, then Trustees and Staff when those are checked, then any custom team that is checked, then the church contact slide. Deacon of the month stays on its earlier slide when Deacons is checked.

On the church website, place `[serveway_teams]` where the schedules should show. `[serveway_teams team="nursery"]` shows one team. Use the team's slug. A signed-in member also sees a Teams section on the Member Area page. That section lists the teams that member is on, and only when the team's website visibility is Public or Members only. Hidden stays off the website.

Message this team opens the roster with every person checked. Uncheck a person to leave them out. Choose email, text, or call, type the message, and send. The message uses the same send path as Notifications. The list is names only.

Ask availability is for one team and one or more dates. Each checked person gets a personal link in the email or text. The answer is Yes, No, or Maybe, with an optional note. They can answer from that link or, while signed in, from the Member Area. **Assign yes** adds the people who said yes to a Sunday list for Nursery, Security, and a team you added. Deacons, Trustees, Staff, and Military stay on their own tabs. A call does not carry the personal link. It tells the person to sign in to the Member Area.

Every active team also appears in Notifications as an extra recipient, **Team:** plus the team name. The people are the roster. Notification groups such as Prayer chain stay separate and keep their own member lists. A team does not become a group, and choosing a team does not create a notification group. A group does not become a team.

Groups at the bottom opens Notification Groups, the same window **Show Groups** opens on Notifications. You need the Notifications permission. A login with only Announcements does not open it. **Teams & Schedules** on Notifications opens this window and needs the Announcements permission.

Close returns to People or to Announcements, whichever opened this window.

Teams & Schedules

Background checks

Background checks is in the header of **Teams & Schedules**. The same button is on **VBS volunteers**. There is no button for it on the main menu.

This screen records a background check the church already received. ServeWay™ does not order a check and does not connect to a background-check company.

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Each person has a status: **Not started**, **In progress**, **Cleared**, **Not cleared**, or **Expired**. Enter the date it was completed and the date it expires when you have them. **Track safety training** starts off. Turn it on to record that status and those dates too.

Warn before expiry starts on. The usual warning is 30 days. Change the number of days to warn sooner or later. A check or a training that is already past its expiry date shows as **Expired**. The expiry date itself still counts as a valid day.

Filter the list by status and by expiry. **Print** and **Save CSV** use the list you are looking at.

Manage background checks lets someone change a status, a date, a note, or the warning. Roles that already manage teams or VBS volunteers start with that permission on. Someone who can see teams, but does not have that permission, sees **Cleared** or **Needs a check**. They do not see dates, notes, or whether a check failed.

On Nursery, Security, Deacons, Staff, Trustees, Military, a team schedule, and VBS volunteers, each name shows that same short status.

On the person's record, the **Background check** card shows the status. **Update** opens this screen for that person. **Update** is there only when you can manage background checks.

Help is just left of **Close**. **Close** returns to Teams & Schedules, VBS volunteers, or the person record.

Background checks

Nursery

Nursery on Teams & Schedules sets who serves in the nursery each Sunday of a month.

1. Open the **Nursery** tab.
2. Choose the **Month** and **Year**. **Sundays** lists the Sundays of that month.
3. Select a Sunday. **Add Person** chooses someone from People. **Remove** takes the selected person off that Sunday.
4. **Help** shows the description from Team setup, then this section. **Close** returns to People or Announcements.

Phone numbers and email addresses stay in People.

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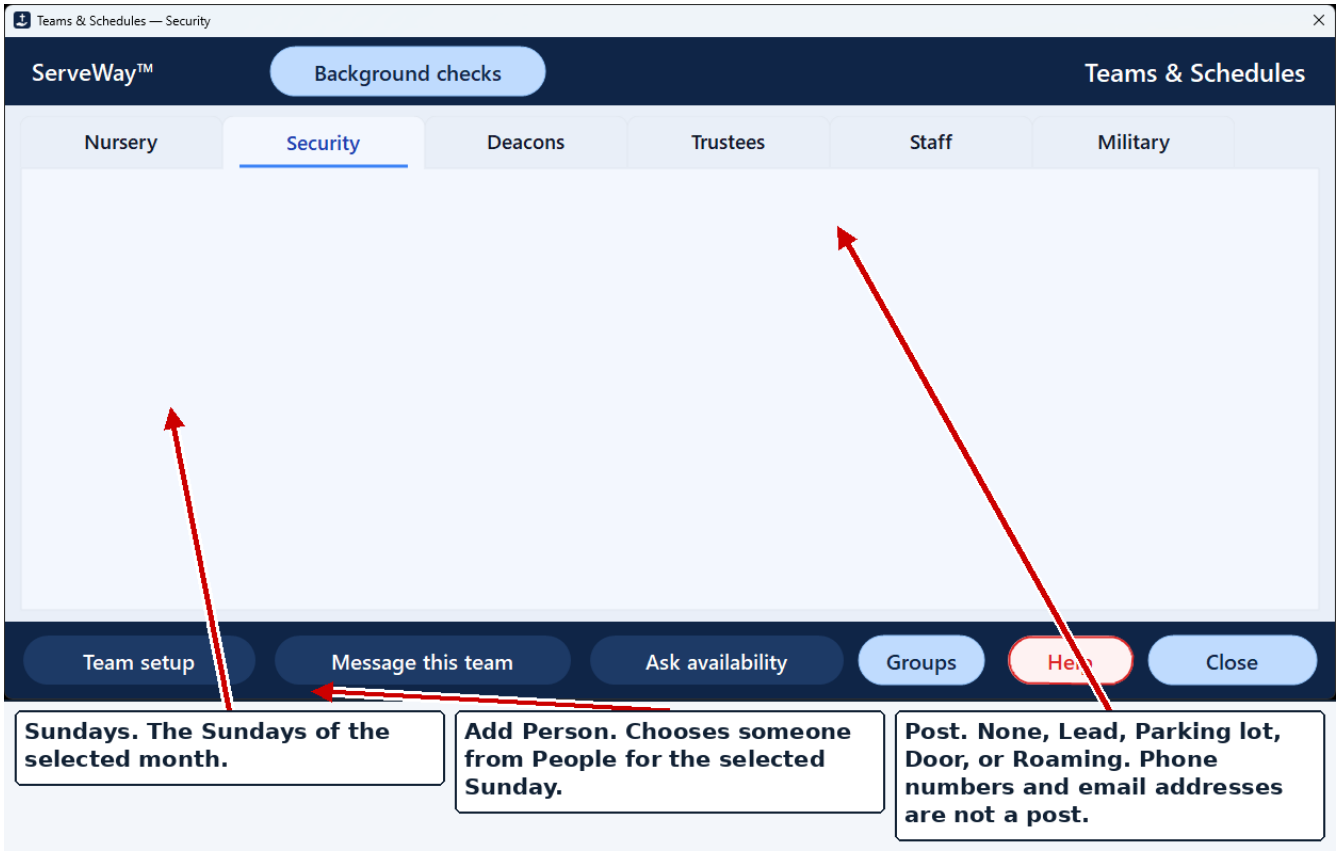
Security

Security on Teams & Schedules sets who serves security each Sunday of a month. A position is optional. People are not rotated from week to week.

1. On People, press **Teams & Schedules**. On Announcements, the same button opens this window. Open the **Security** tab.
2. Choose the **Month** and **Year**. **Sundays** lists the Sundays of that month.
3. Select a Sunday. **Add Person** chooses someone from People. **Remove** takes the selected person off that Sunday. The same person is listed once on a Sunday.
4. **Position** is None, Lead, Parking lot, Door, or Roaming. Leave it at None when the person has no position. Selecting a person shows that person's position. Changing **Position** stores it for that person.
5. **Close** returns to People or Announcements. **Help** is this explanation.

Phone numbers and email addresses stay in People. They are not shown on this window, on the Security slide, in the announcements PDF, in the announcements email, or on the church website. This window has no reminder button. Team setup sets how many days before ServeWay™ reminds the people on this list. The church website shows this schedule only when Team setup sets Website visibility to Public, or to Members only for someone signed in to the Member Area. Hidden does not show it. The website shows names, dates, and positions. Nursery works the same way for printing and email: the schedule is part of the announcements deck. **Create Announcements** places the names and positions on the Security slide. **Export As PDF**, **Email**, and **Upload PDF to Church Website** use that same deck.

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Security

Deacons

Deacons on Teams & Schedules sets the deacon of the month. The list is served in order, one month at a time, starting at the month and year on this tab.

1. Open the **Deacons** tab.
2. **Add Deacon** chooses a person from People. **Remove** takes the selected person off the list. **Move Up** and **Move Down** change the order.
3. After the last deacon, the next month returns to the first.
4. **Help** shows the description from Team setup, then this section.

Military

Military on Teams & Schedules keeps the names for the Military slide. A person can be a church member, or a name you type, such as a member's son.

1. On People, press **Teams & Schedules**. On Announcements, the same button opens this window. Open the **Military** tab.
2. **Add** starts a blank row. The list may already be empty, and the boxes are blank then too.

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3. Type the **Name**, or press **Mic** and speak it, or press **Choose Person** to use someone from the people list. **Clear Link** keeps the typed name and does not keep the people-list link. **Mic** starts when you press it and stops when you press it again.
4. **Relationship** is a short note, such as son of the Smiths. It can be left blank.
5. **Branch** is Army, Navy, Air Force, Marines, Coast Guard, Space Force, National Guard, Reserve, or Other.
6. **Rank** can be left blank.
7. **Status** is Active, Deployed, Veteran-honored, or Other.
8. **Start** and **End** can be left unchecked. An end date that is today or later still counts as current. A past end date drops the person from the current Military slide list.
9. **Show on the Military slide** includes the person on that slide. Turn it off to keep the row without showing it.
10. **Order** sets the place in the list. A smaller number is earlier.
11. **Notes** can be left blank.
12. **Save** stores the row. Press **Save** before you select another row. **Remove** deletes the selected row.
13. **Close** returns to People or Announcements. **Help** is this explanation.

Create Announcements places these names on the Military slide.

Team schedule

Team schedule is the tab for a team you added in Team setup. The window title is that team's name.

1. Open the team's tab on Teams & Schedules.
2. Choose the **Month** and **Year**. **Sundays** lists the Sundays of that month.
3. Select a Sunday. **Add Person** chooses someone from People. **Remove** takes the selected person off that Sunday. **Position** is optional and lists the positions from Team setup. It stays hidden when the team has none.
4. **Message this team** and **Ask availability** use this roster.
5. Website visibility is set in Team setup. Hidden stays off the church website. Members only is for someone signed in to the Member Area. Public is for anyone. The website can show the description when it is not a phone number or an email address. The description is not placed on an announcements slide.
6. **Help** shows the description, the team name, and this section.

Recurring slides

Recurring slides on Announcements keeps the slides that return each week.

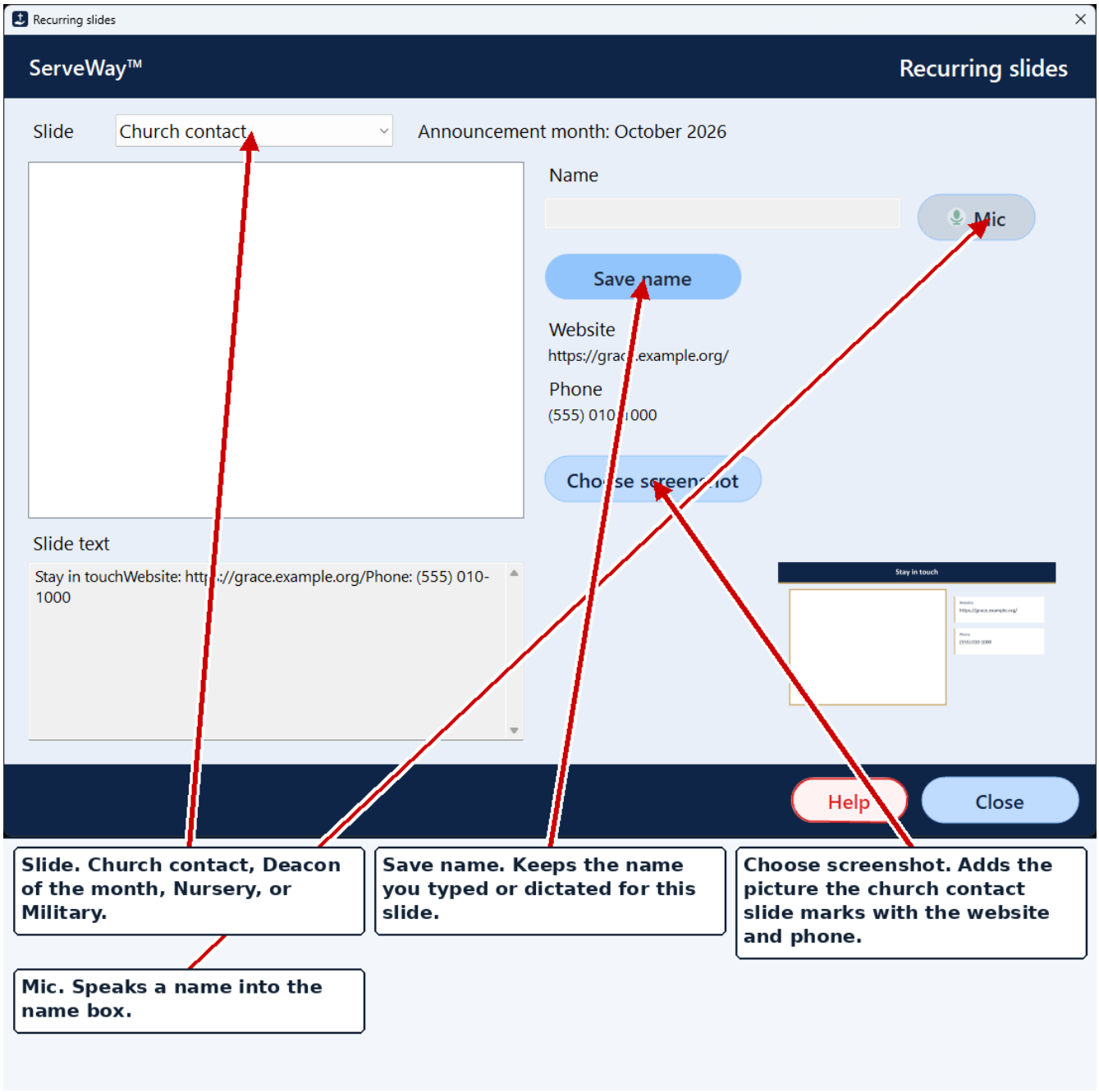
1. On Announcements, press **Recurring slides**.
2. **Slide** is Church contact, Deacon of the month, Nursery, Security, Military, Trustees, or Staff.

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3. **Announcement month** shows the month of the coming Sunday. That month is not typed. Nursery and Security dates are the Sundays already saved for that month. Those people are not rotated. The deacon of the month follows the rotation from **Deacons** on Teams & Schedules. Security shows the position with the name. A trustee or staff line is a name and a position. Phone numbers and email addresses are not on those slides.
4. Church contact shows the website and the phone already saved for the church. **Choose screenshot** adds a picture. The slide draws **Website** and **Phone** on that picture.
5. Select a name, type a correction or press **Mic**, then press **Save name**.
6. **Close** returns to Announcements.

The sample below uses made-up names. A church's own names stay in that church's lists. A Military line can read Alex Example, Army.

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Recurring slides

Upcoming events

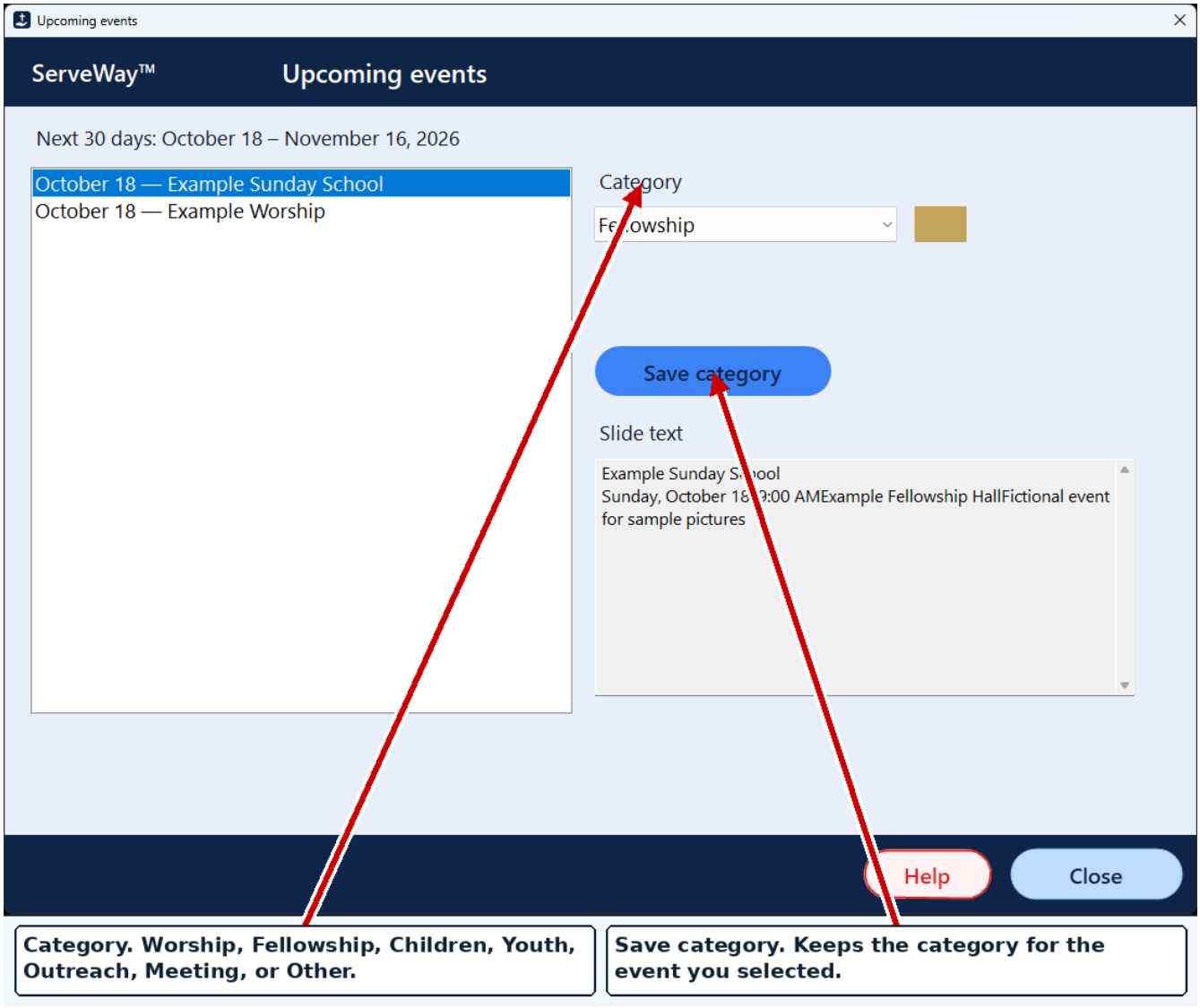
Upcoming events on Announcements lists the next 30 days. Create Announcements adds one slide for each event that is not a usual weekly service, the deacons meeting, or the prayer encounter. When last week's PowerPoint already has that slide and the title and the words are the same, Create Announcements reuses that slide. A new date or a new line builds a new slide.

1. On Announcements, press **Upcoming events**.

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2. The date range is the coming Sunday through the next 29 days. That range is not typed.
3. **Category** is Worship, Fellowship, Children, Youth, Outreach, Meeting, or Other. The first choice is a guess from the title.
4. Select an event, choose a category, then press **Save category**.
5. **Close** returns to Announcements.

The sample below uses a made-up event. A church's own calendar stays in that church's calendars. A line can read October 4 — Fellowship supper, category Fellowship.



Upcoming events

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Headcount

Headcount on Announcements stores one worship service. It is the only place a headcount is typed. Create Announcements puts that Sunday's in-person count, the Sunday School total, and the stored MUX.com unique viewers on the attendance slide.

1. On Announcements, press **Headcount**.
2. **Date** starts as the Sunday before the coming announcement Sunday. **Service** is Sunday morning, Sunday evening, or Wednesday. **Campus** starts as the primary campus.
3. Type the **In-person headcount**. **Worship roll present** is a suggestion from the worship roll. It does not replace the number you type. **Online viewers** is optional. A blank box is not zero. **Note** is optional.
4. Press **Save count**. The number is stored on this computer. Sunday morning at the primary campus is also sent to the website when the announcements key is set. The person and the time are stored. A later change is logged.
5. **Open worship roll** opens the worship roll when you have Worship attendance. Active members are grouped by family. **Add person** keeps that person on future Sundays until you press **Remove from roll**. **One Sunday only** is for a guest, such as an out-of-town visitor. That guest is not part of the not-seen rule. **Mark present** and **Mark absent** change the mark. **Save this Sunday** stores present and absent and marks that Sunday as a roll that was taken. A person who is not on the list that day is not absent. **Print this Sunday** prints the list by family. **Show present counts** lists how many Sundays each person was present in a date range.
6. **Headcount report** lists counts by date and service, with the average, the highest, the lowest, and the week, month, and year comparison. **Print**, **Save CSV**, and **Save PDF** use those numbers. Save CSV includes the edit log.
7. **Import past counts** reads a CSV. **Suggest from Media Library** reads numbers from past Headcount slides. Nothing is saved until you press **Save these counts**. **Backfill MUX.com viewers** pulls Sundays still inside the MUX.com retention window. A typed online count is left in place.
8. **Close** returns to Announcements.

The website form is the shortcode `[serveway_attendance]`. It stores one count, not names. A count saved there is used when this computer does not have a Sunday morning count for that date. Create Announcements still asks when neither place has a count, and the box starts with the children checked in that day when that count was read. Names from the worship roll are not sent to the website. The worship roll, class counts, guest visits, and child check-in stay separate from this record.

Show Sunday School total shows that date's Sunday School total beside the in-person headcount. The Sunday School total is the sum of class counts. It is never typed on this window. Visitors are not added. The two numbers stay on separate lines and are never

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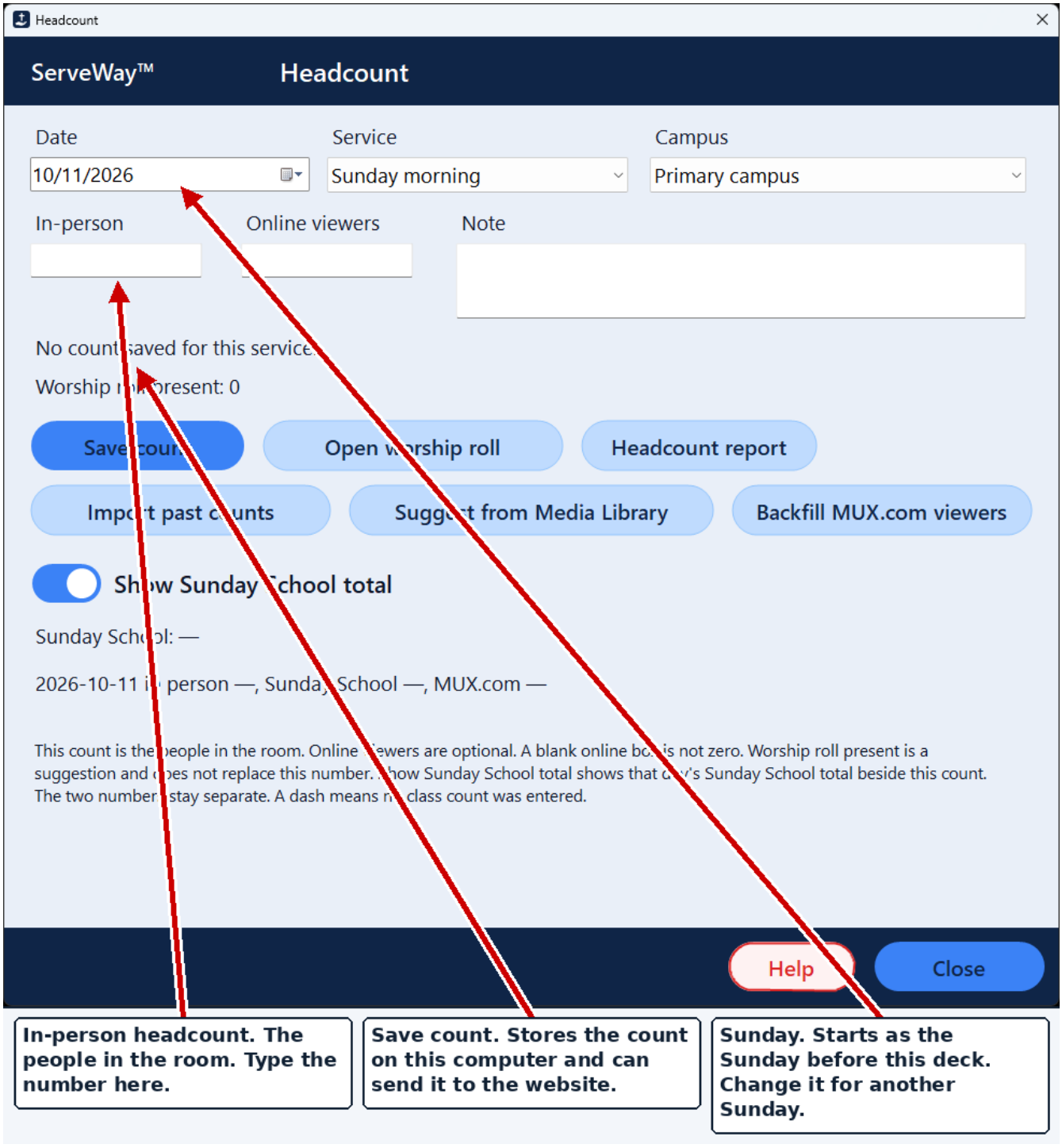
added together. A dash means no class count was entered. When some classes have a count, the slide review says how many do not, such as 3 of 8 classes have no count.

Create Announcements stores the MUX.com unique viewers for that Sunday on the service record, with the MUX.com asset id and the time they were pulled. It pulls again when the deck is created. Monday morning pulls last Sunday once. A missing setup, a failed call, or no recording is a dash, never an error and never a false zero. The reason is shown in the slide review. Staff can type a correction. **Test MUX.com viewer count** on the MUX.com tab of App Settings shows last Sunday's count or the exact reason.

The year plan and the budget show the Sunday morning average, highest, and lowest for that year when a count is saved.

The sample below uses a made-up count. A church's own count stays in that church's records. A line can read Attendance: 142, Sunday School: 86, and MUX.com unique viewers: 38.

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Headcount

Preview

Preview on Announcements lists the slides before Create Announcements builds them. Create Announcements opens the same window after the date is confirmed.

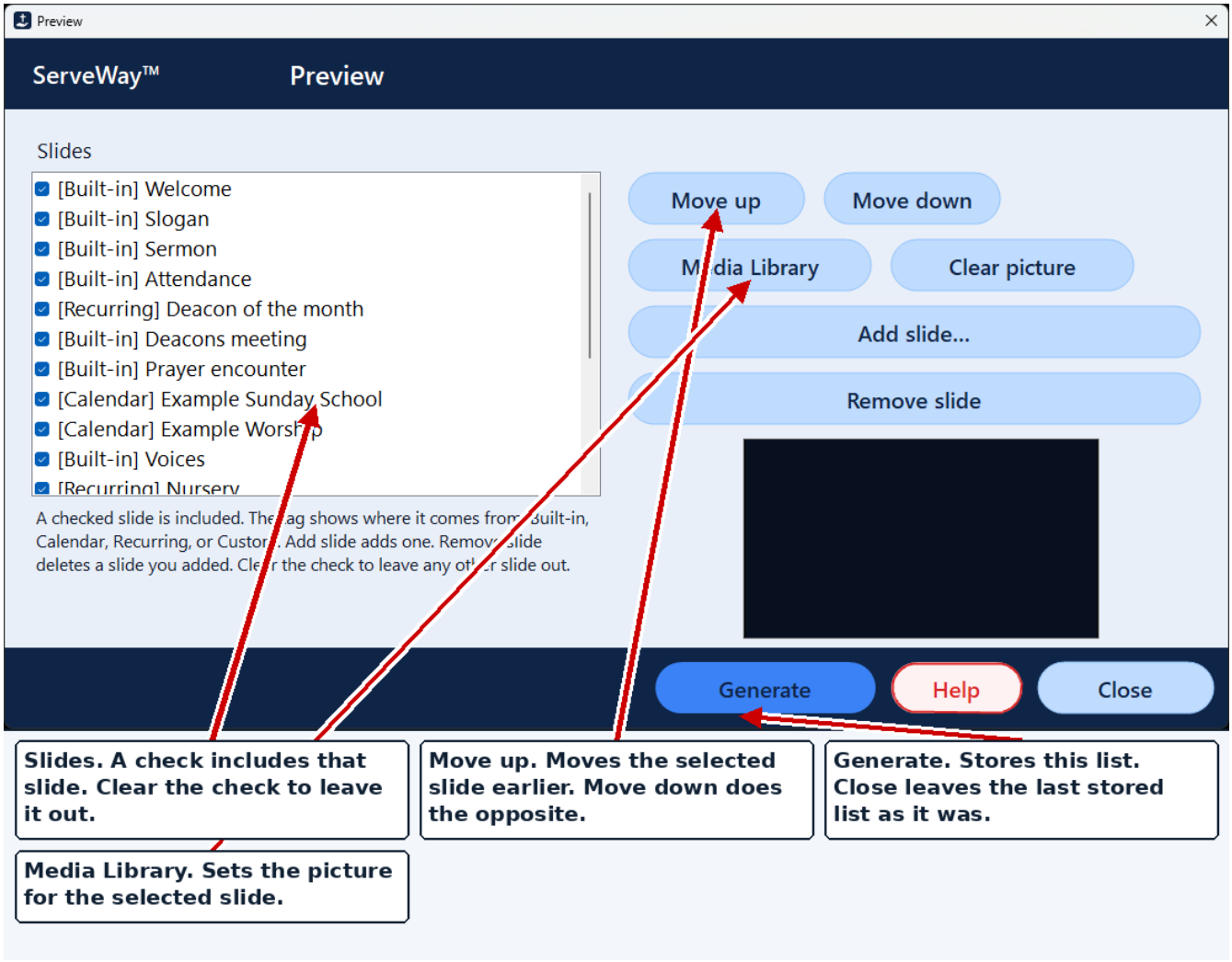
1. On Announcements, press **Preview**.

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2. Each row has a tag. **Built-in** comes from the announcements template. **Calendar** is one upcoming event from the public Google calendar or the app calendar. **Recurring** is Nursery, Security, Deacon of the month, Military, Trustees, Staff, or a custom team set to include its own slide. Those team rows follow the checkboxes under **Include on its own announcements slide**. **Custom** is a text slide you added for this deck.
3. A checked slide is included. Clear the check to leave that slide out. A built-in, calendar, or team slide is not deleted from its source.
4. Select a slide, then press **Move up** or **Move down**.
5. **Add slide...** adds a custom text slide for this deck, or a recurring slide that comes back each week. **Remove slide** deletes a slide you added, after you confirm. For any other row it explains that you clear the check, and where to change the source.
6. **Media Library** chooses a picture for the selected slide. The selected slide is shown beside the list. In Media Library that same slide is shown at 16:9, with its words on the picture, and it updates as you click each picture, before you press **Choose**. **Clear picture** removes it. Church contact uses that picture as the screenshot. Other slides keep their words and use the picture as the background.
7. **Generate** is on the bottom bar, to the left of **Help**. **Help** is just to the left of **Close**. **Close** is at the bottom right. **Generate** stores the list. **Close** leaves the last stored list as it was.

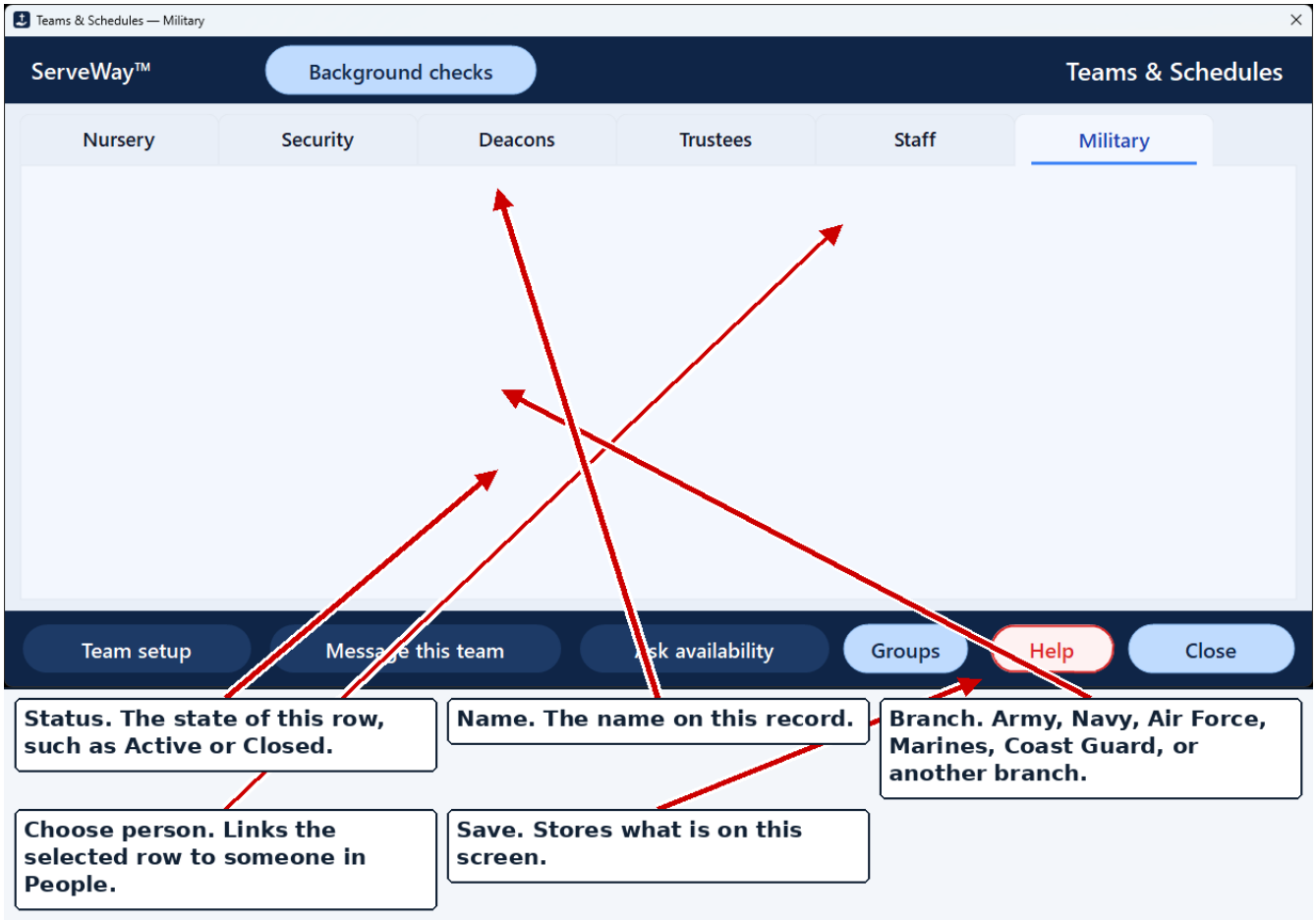
The sample below uses a made-up event. A church's own calendar stays in that church's calendars. Fellowship supper can be moved above Attendance.

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Preview

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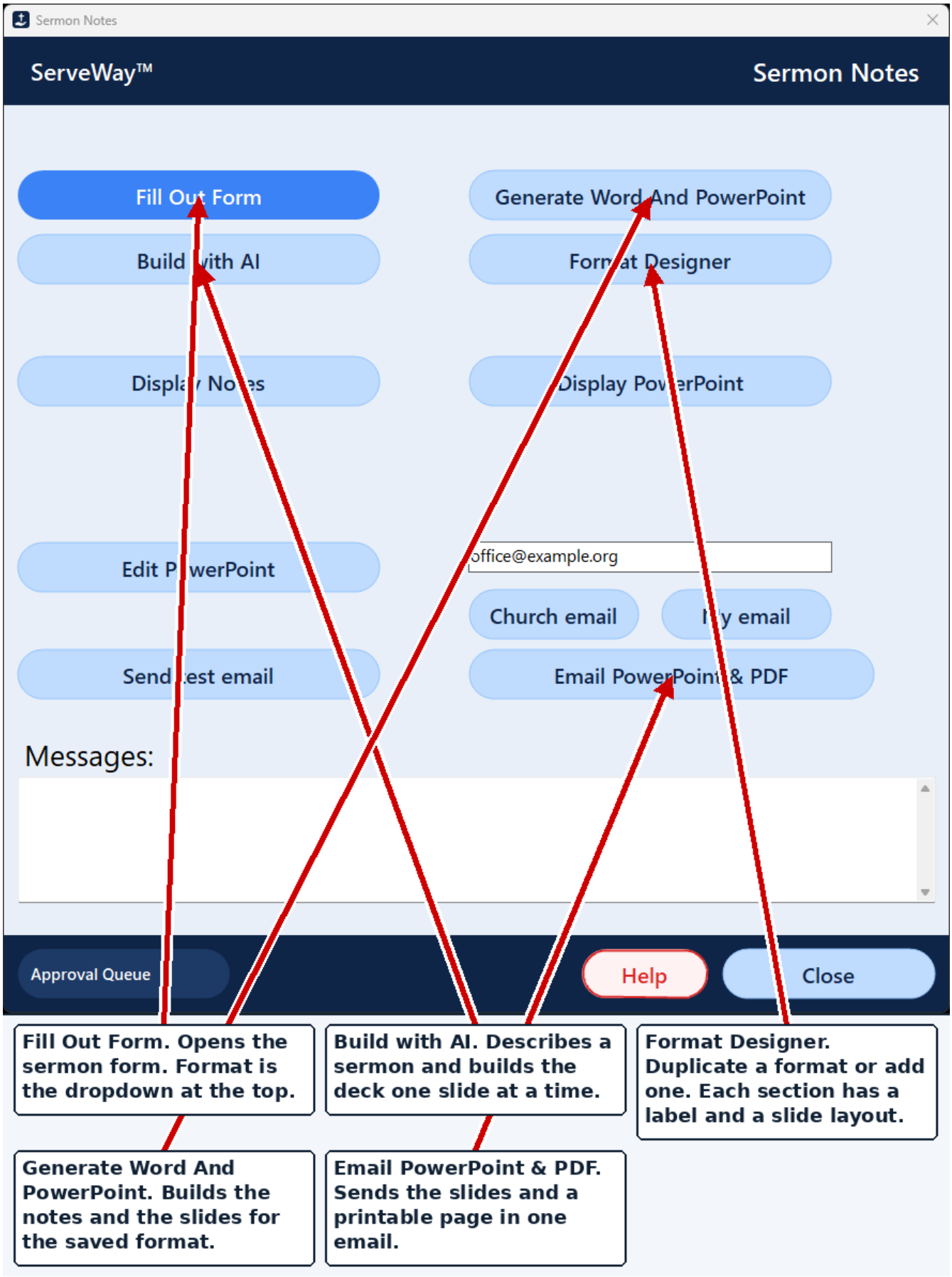
Military

The file locations for announcement PowerPoints are set under App Settings, **File Paths**, **Announcements PowerPoints**. **Create Announcements** opens `DefaultAnnouncementsTemplate.pptx` in that folder. **Edit Church** does not design those slides. Put month pictures in the church's Images folder (the path is shown on Edit Church, **Pictures**). The upload address is the announcements URL on the church profile. Set it in **Edit Church**. When that address is blank on a church other than the built-in one, the upload does not use the built-in church.

Sermon Notes

Open **Sermon Notes**. You need the Sermon Notes permission. The title on the screen is **Sermon Notes and PowerPoint**. The help button is on this screen. On that help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

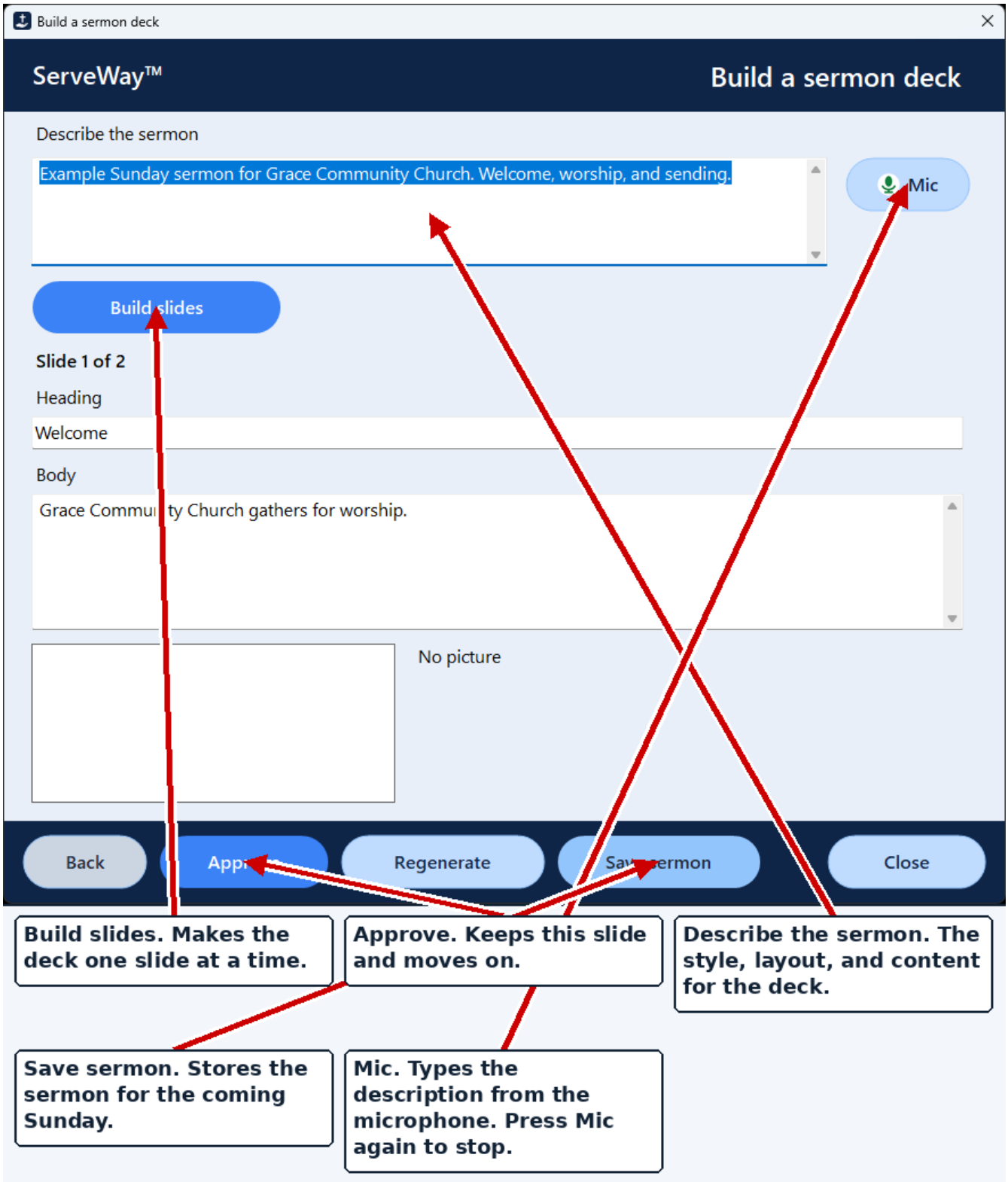
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- **Fill Out Form** opens the sermon form in ServeWay™. There is one button. **Format** is at the top of that form. Title, Service Date, Scripture, Speaker, Service Type, and Invitation are on it for every format. Points shows the points and Conclusion. The other formats show their own sections. **Save** stores the sermon on this computer for that date.
- **Build with AI** is on Sermon Notes only when the selected AI provider has a key and can chat. Describe the style, layout, and content, or press **Mic**. The deck is built one slide at a time. Each slide can be approved, edited, or regenerated. Pictures come from Media Library tags and collections (Photo, Diagram, or Map). When the library has no match, the shared AI image service can create the picture. The button is hidden when no capable key is saved. **Save sermon** stores the sermon for the coming Sunday so Generate Word And PowerPoint and the PDF use that format.

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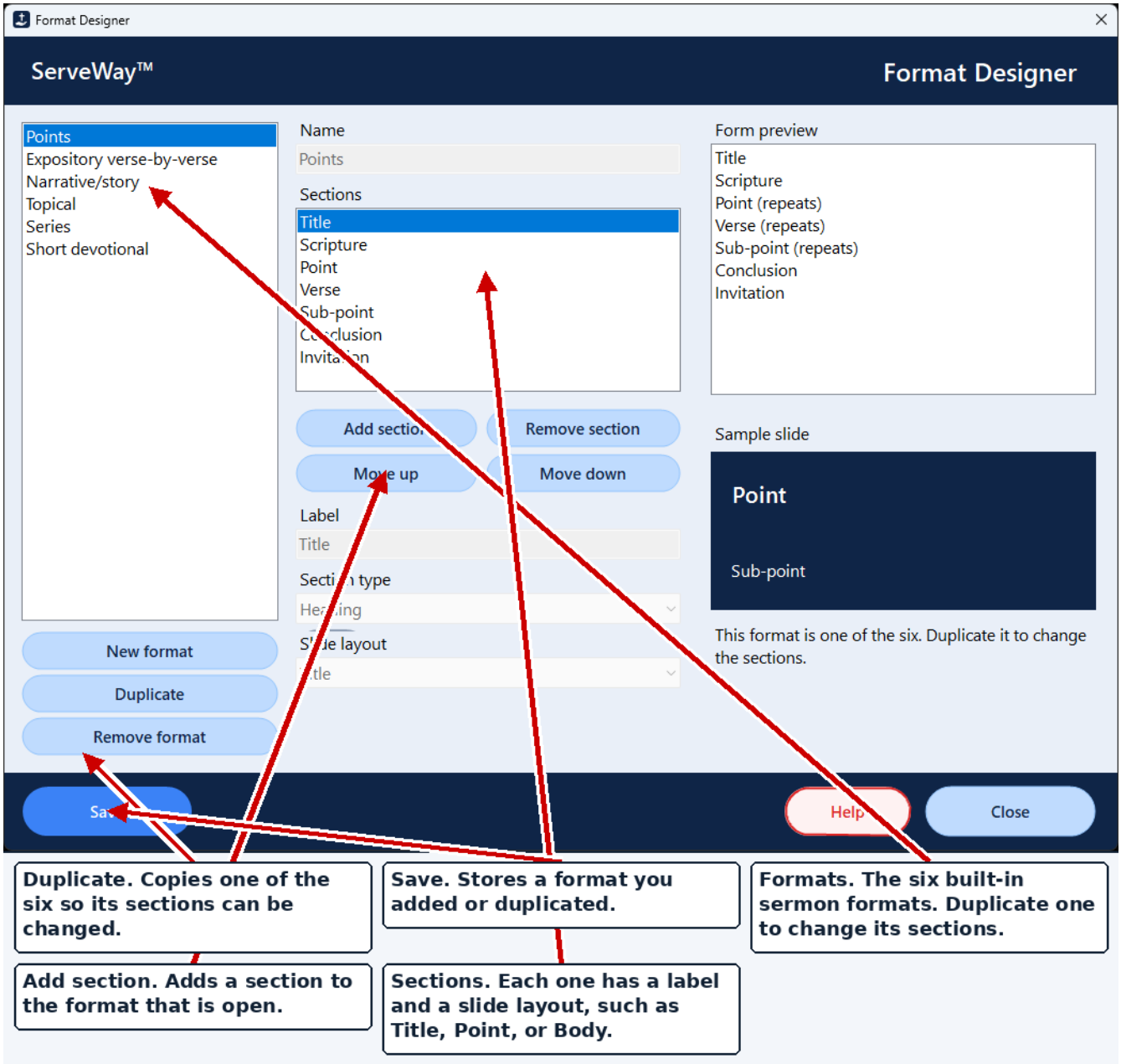


Build a sermon deck

- **Format Designer** is on Sermon Notes for staff who may use Sermon Notes. The six formats are stored as sections. Duplicate one to change it, or add a format. Each section has a **Label**, a **Section type**, and a **Slide layout**: Title, Scripture,

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Point, Body, Picture, or Closing. **Repeatable** is a large switch under those fields. The window shows a form preview and a sample slide. **New format**, **Duplicate**, and **Remove format** are each as wide as the format list. **Help** is immediately to the left of **Close**. A built-in format says: This format is one of the six. Duplicate it to change the sections. The website form reads the same definition. Word, PowerPoint, and the PDF follow whatever sections the format uses.



Format Designer

- **Open website form** is a small link on that form. It opens the sermon form in the browser when the address starts with http:// or https://. **Sermon Notes URL** under App Settings, **Forms Email Information**, is used when it is a web address. An email address in that box is not used. When that box is blank or is not a web

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address, the link uses **Sermon notes page** on **Edit Church**. When neither place has a web address, the link stays on the form and tells you where to set it.
- **Messages** is a status box. It shows what ServeWay™ is doing, such as connecting to mail or creating the files. It is not a list you pick from.
- **Generate Word And PowerPoint** uses the sermon entered in ServeWay™ or the newest sermon email. When both exist for the same date, ServeWay™ asks which to use. **Use ServeWay™** is the first choice. **Use the email** uses the mailbox. When the dates differ, the later service date is used. An email is used when the subject contains Sermon or the tag [ServeWay Sermon]. Microsoft Word, Microsoft PowerPoint, and the PDF follow the sermon's format. A sermon with no format line is Points.
- **Display Notes** opens the newest sermon notes PDF in ServeWay™'s own PDF viewer. It also opens the newest sermon notes Word document. Close the viewer when you are done with the PDF, then press **Continue** to close Word.
- **Display PowerPoint** shows the slides.
- **Edit PowerPoint** opens the latest slides so you can change them. Generate Word And PowerPoint first if that file is not there yet.
- **Destination Email** starts as the ministry email. **Church email** and **My email** fill that box. My email changes only that recipient. ServeWay™ sends through Brevo from the same verified sender as error reports. When the address is the church email, **Email PowerPoint & PDF** sends the latest sermon PowerPoint and the sermon notes PDF in one email, and creates the PDF first if it is not there yet. Any other address shows **Email PowerPoint** and **Email PDF** separately. ServeWay™ asks first. **Send test email** sends a short message with no attachment. The Brevo message id is shown and written to today's ServeWay™ log. Success is shown only when Brevo returns that id. A PowerPoint larger than about 20 MB warns before it is sent.

Background pictures and folders are **Sermon Notes**, **Sermon PowerPoints**, and **Sermon PowerPoint Background Image** under App Settings, **File Paths**. Email attachments from the sermon mailbox are saved in that Sermon Notes folder.

Enter a sermon

You can enter the sermon in ServeWay™. When the church has a website form, **Open website form** on that same window opens it.

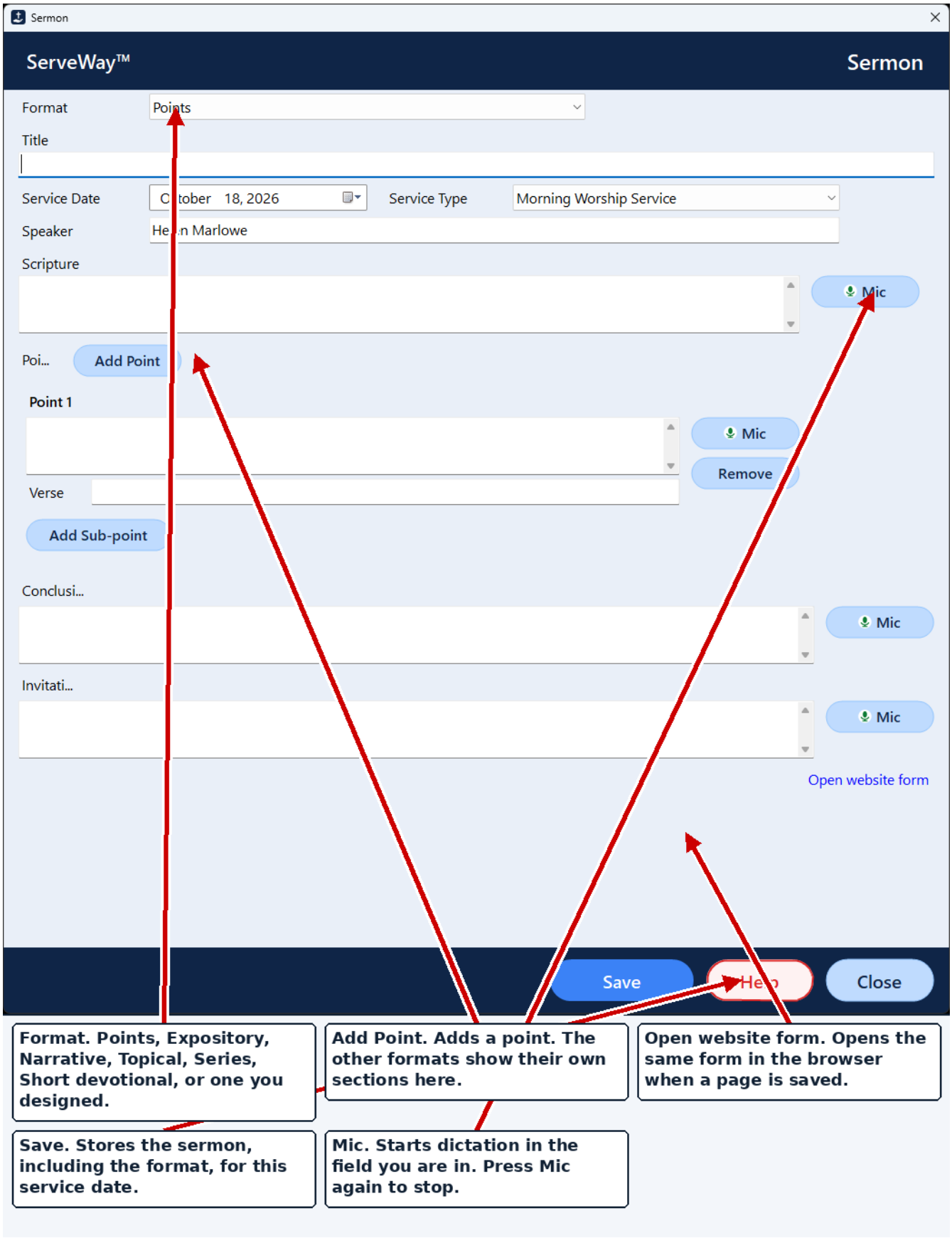
1. On Sermon Notes, press **Fill Out Form**.
2. **Format** is the dropdown at the top. The choices are **Points**, **Expository verse-by-verse**, **Narrative/story**, **Topical**, **Series**, and **Short devotional**. **Points** is selected for a new sermon and for a sermon saved before Format was added. It is the usual choice and covers a three-point sermon. Choosing a format shows the sections for that format and hides the others. A format saved in Format Designer is

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listed after those six. The website form is the same form: one Format list, and the same sections.

3. **Title** is required. **Service Date** starts on the coming Sunday, or on today when today is Sunday. Changing the date opens a sermon already saved for that date. When you have typed changes, ServeWay™ asks before it replaces them.
4. **Scripture** is the opening passage. **Speaker** and **Service Type** can be left blank. The speaker starts as **Senior Pastor** under App Settings, **Ministry Information**, when the saved sermon has no speaker. You can change it. Service Type is **Morning Worship Service**, **Evening Revival**, or **Special Service**.
5. **Invitation** is the optional closing slide. Leave it blank and that slide is left off. Every format uses the title, the scripture, and that invitation.
6. **Points** uses major points, a verse, and sub-points, plus **Conclusion**. **Add Point** and **Add Sub-point** add a row. **Remove** takes that row away. A verse stays with its point, including when an earlier point has no verse. **Conclusion** is the ending. A short ending, such as Amen, is kept.
7. **Expository verse-by-verse** uses a passage list. Each passage has an explanation and a cross-reference. **Narrative/story** uses scenes. Each scene can take a picture from the Media Library, and **Lesson** closes the story. On the website, type the Media Library title for the picture. **Topical** uses a theme, several passages, and a summary. **Series** uses the series list, last week's recap, and this message. **Browse** chooses the series look and the title graphic. Those pictures are used on the slides. **Short devotional** uses 3 to 5 slides.
8. **Mic** types into Scripture, a point, a sub-point, Conclusion, or the sections for the chosen format. Press **Mic** to start. Press **Mic** again to stop.
9. **Save** stores the sermon, including the format. Generate Word And PowerPoint, Edit PowerPoint, Display, Email, and Save Stream To Website then use that sermon the same way they use a sermon that arrived by email. When both exist for the same date, ServeWay™ asks which to use. Word, PowerPoint, and the PDF follow the format.
10. **Open website form** opens the online form when the address starts with http:// or https://. An email address is not used. When neither **Sermon Notes URL** nor **Sermon notes page** is a web address, the link tells you where to set it. The website form has the same Format list.
11. **Close** closes the form. **Help** is this explanation.

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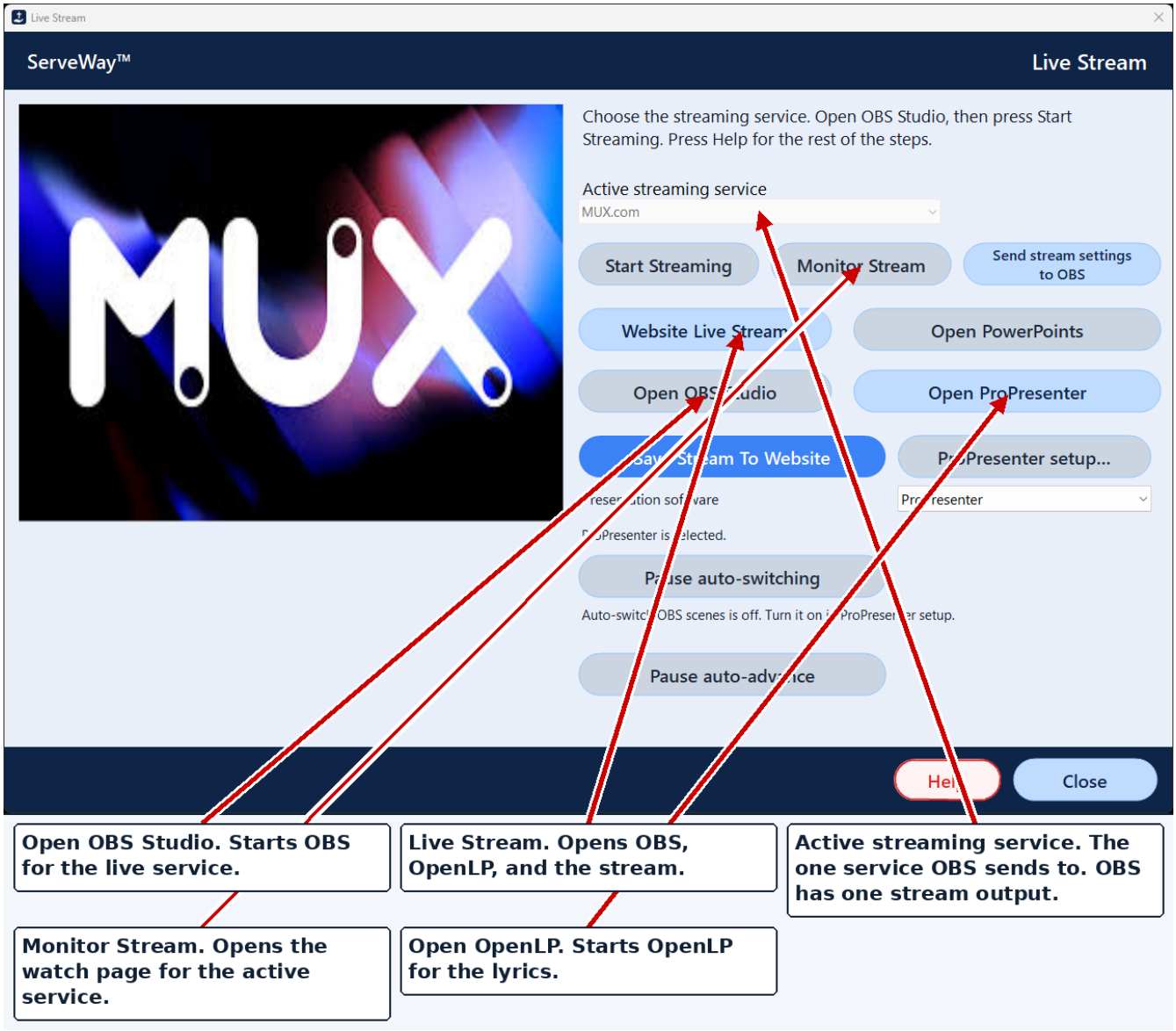


Enter a sermon

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Live Stream

Open **Live Stream**. You need the Live Stream permission. The help button explains these buttons. They launch other programs and the stream. They do not replace OBS or OpenLP. On that help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.



Live Stream

Active streaming service is the service ServeWay™ sends to. OBS Studio has one stream output, so a second service is not sent at the same time. The list shows the services checked on App Settings. When only one service is set up, the list stays on that service. The same list is on App Settings. Changing it here is saved.

- **Open OBS Studio** starts OBS.

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- **Open FreeShow**, **Open ProPresenter**, or **Open OpenLP** starts the program selected in **Presentation software**. The button is hidden when the choice is None. ServeWay™ does not install that program. When FreeShow is selected and it is not installed, Live Stream and FreeShow setup say FreeShow isn't installed on this PC. Download FreeShow from freeshow.app… opens https://freeshow.app. Check again looks again. When OpenLP is selected and OpenLP.exe is not found, Live Stream says OpenLP isn't installed on this PC. Find OpenLP.exe… saves the file you choose under Live programs. Download OpenLP from openlp.org… opens https://openlp.org/#downloads. Check again looks again. A found OpenLP.exe is saved under Live programs.
- **Presentation software** chooses FreeShow, ProPresenter, OpenLP, or None, in that order. A new computer starts on FreeShow. An existing computer keeps its saved choice. A computer that already uses OpenLP stays on OpenLP. None turns presentation features off and hides the open button and the setup button.
- The setup button reads **FreeShow setup…**, **ProPresenter setup…**, or **OpenLP setup…**. It is hidden when the choice is None. OpenLP has no setup screen, so **OpenLP setup…** stays hidden. **FreeShow setup…** says FreeShow support is coming. Host or IP and Port can be saved there. **Test FreeShow connection** stays grey because ServeWay™ does not connect to FreeShow yet. **ProPresenter setup…** opens one ProPresenter setup screen when ProPresenter is selected. It has tabs for Connection, Nursery, OBS scenes, Slide log, and During service. Slide log and During service are hidden unless Presentation software is ProPresenter. Nursery pickup messages are turned on there, and the booth can leave ProPresenter requests open. OBS scenes holds Auto-switch OBS scenes and the scene rules. On Live Stream, **Pause auto-switching** and the note under that button are shown only when Presentation software is ProPresenter. They share one left edge under the line that says ProPresenter is selected. **Resume auto-switching** replaces the pause button while it is paused, with an amber **Paused** badge. FreeShow shows a note that FreeShow's own per-slide OBS actions handle scene switching, and it does not show **Pause auto-switching**. OpenLP does not show a line that only says OpenLP is selected. None shows that presentation software is off. Close OpenLP and the OpenLP Bible call run only when Presentation software is OpenLP.
- **Check-in headcount** on the During service tab sends a short line to the ProPresenter stage display as children check in and as class or worship rolls are saved. The line is the number of children checked in today and the number of distinct people marked present in Sunday School or on the worship roll today. A person in both counts once. Child check-in is not worship attendance. It runs only when Presentation software is ProPresenter and the switch is on. **Clear headcount** hides that stage message. Each update and each clear is written to the log.
- **Service-order advance** on the During service tab is a large switch. It is shown, with **Start advance** and **Stop advance**, only when Presentation software is ProPresenter. When the switch is on, ServeWay™ moves ProPresenter to the cue

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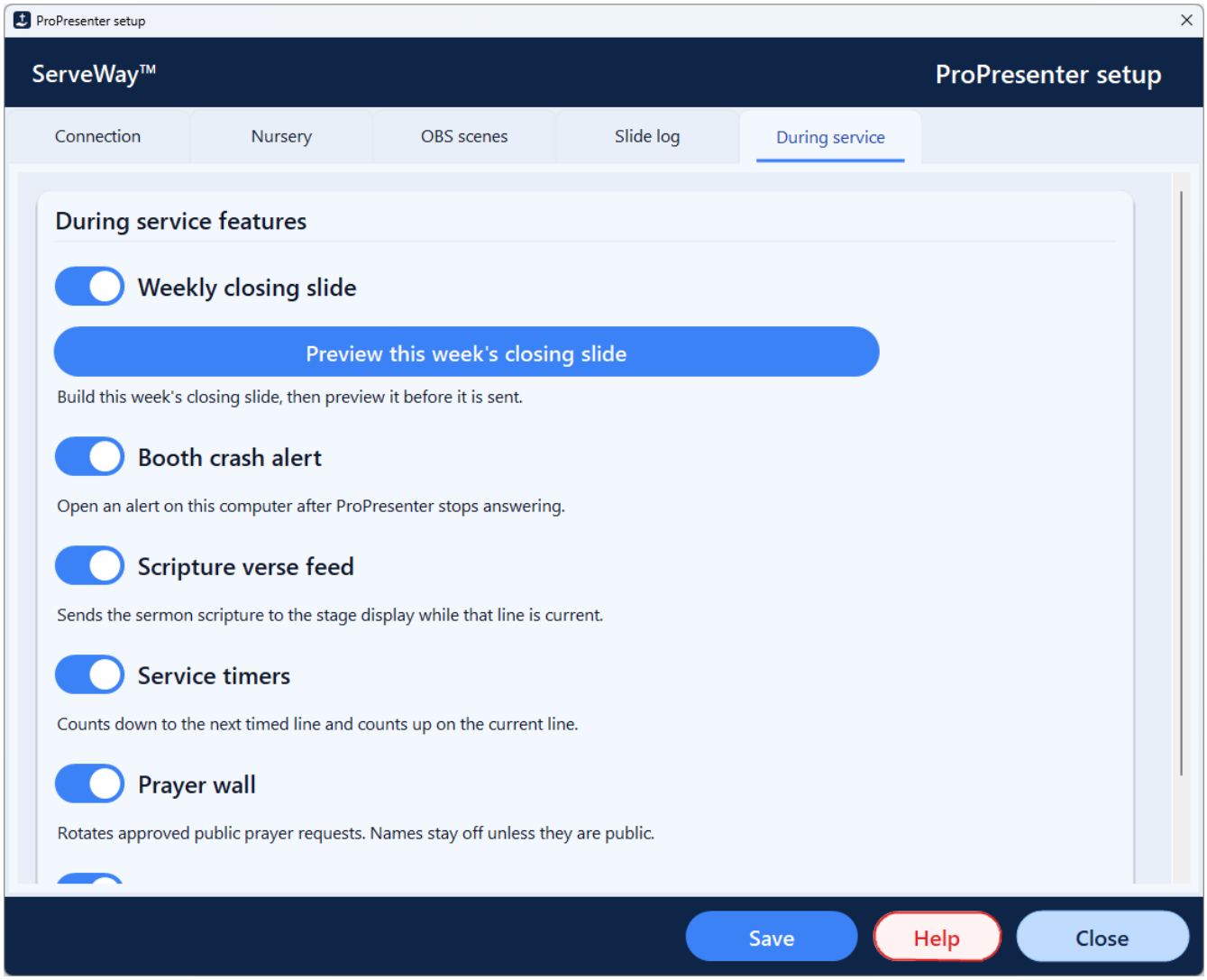
that matches each timed line in today's worship plan. It starts when the stream is live or when you press **Start advance**. **Pause auto-advance** appears on Live Stream only when ProPresenter is selected. It holds the next cue, and **Resume auto-advance** continues. The switch stays on while it is paused. A line with no matching cue is skipped. Each advance, skip, and switch change is written to the log. FreeShow and None hide the switch, the advance buttons, and the note, and the feature stays off.

- **Urgent stage alerts** on the During service tab is its own switch. **Open urgent stage alert** opens a window. Staff type a short alert. **Show urgent alert on stage** sends that text to the ProPresenter stage display. **Clear urgent alert from stage** hides it. Show runs only when Presentation software is ProPresenter and the switch is on. Clear still hides a leftover line when the switch is off, as long as ProPresenter is selected. You need the Live Stream permission. Turning the switch on or off is written to the log. Each show and each clear is written to the log. The switch, Open urgent stage alert, and the note are shown only when Presentation software is ProPresenter. FreeShow, None, and OpenLP hide the switch, the button, and the note. ServeWay™ does not send the alert unless ProPresenter is selected. When the choice is None, the switch is turned off.
- **Slide log** is a tab on ProPresenter setup. It is shown only when Presentation software is ProPresenter. **Record slides** is the large switch. When it is on, this computer writes each slide ProPresenter shows. A slide that stays on the screen is written once. The next slide is written when ProPresenter changes to it. A cleared screen is not written. Each row is the time, the presentation, the slide number, the slide label, and the service date. The service date is the day the slide was shown. When a slide has no label, the group name is used, such as Chorus. **Open slide log** opens that list in front of ProPresenter setup. Pick a service date to see that day. **Save CSV** and **Save PDF** save those rows. This uses the ProPresenter connection on the Connection tab. It works on the church network without the internet.

ProPresenter slide log

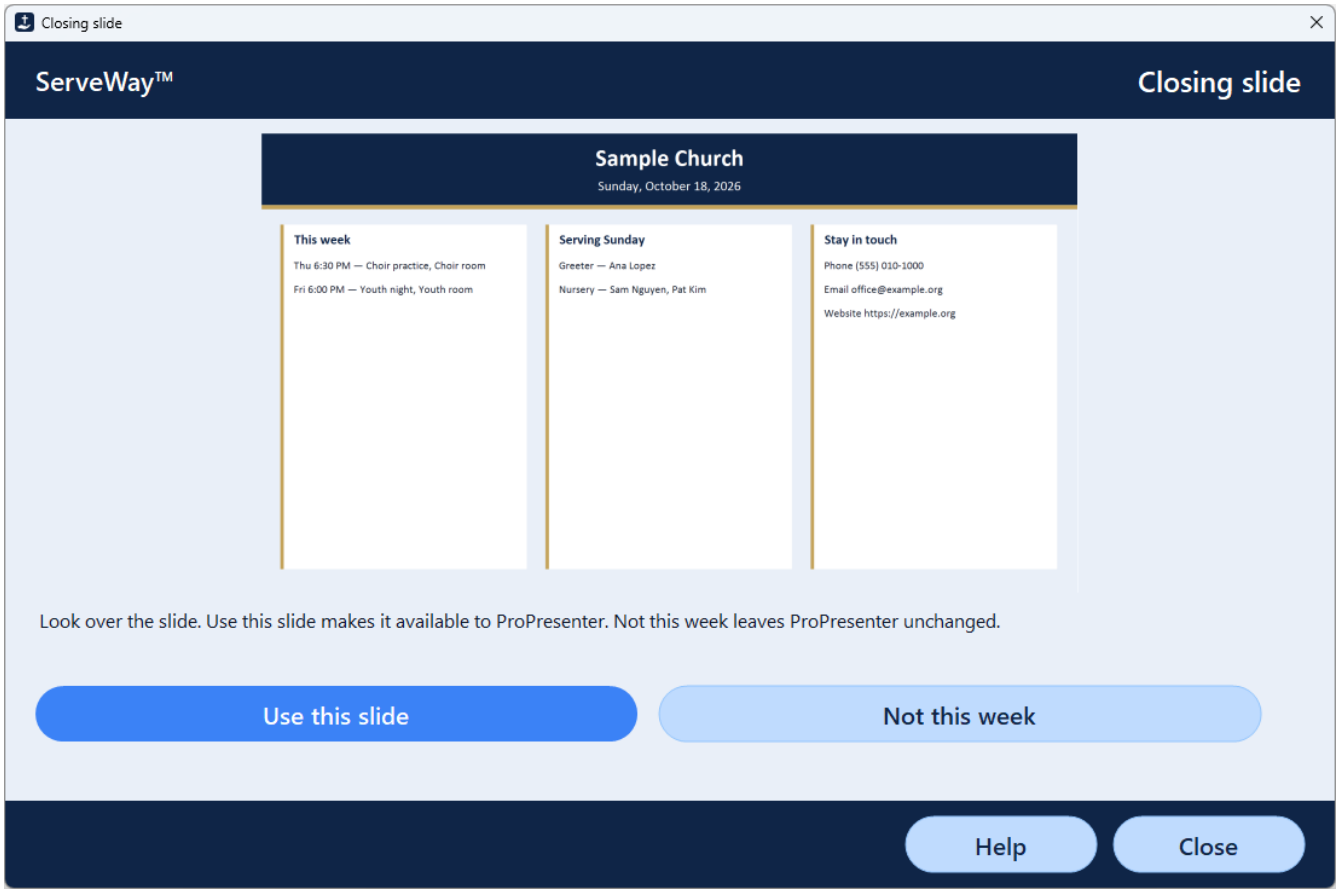
Slide log - **Weekly closing slide** on the During service tab builds one slide from events this week, next Sunday's serving schedule, and the church phone, email, and website. ServeWay™ offers a preview once that week. **Use this slide** saves a PowerPoint and, when ProPresenter answers, puts the slide on its own closing playlist. The worship playlist is left as it is. **Not this week** leaves ProPresenter unchanged. The switch is hidden unless Presentation software is ProPresenter. Each change is written to the log.

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Weekly closing slide

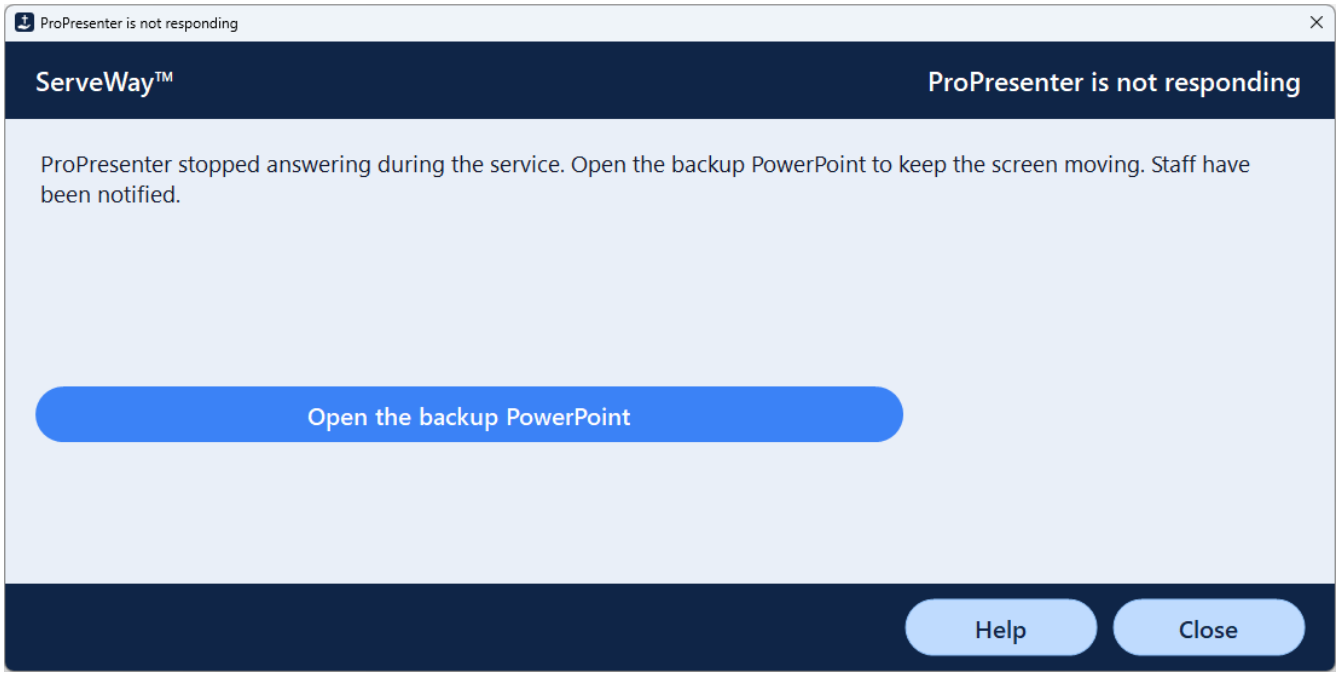
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Closing slide

- **Booth crash alert** on the During service tab watches ProPresenter during the service times on Ministry Information. After ProPresenter has answered, two missed checks open an alert on this computer and notify staff. **Open the backup PowerPoint** opens this week's closing slide when it has been saved, or the newest sermon, announcements, or prayer PowerPoint. When ProPresenter answers again, the alert says so and staff are notified. The switch is hidden unless Presentation software is ProPresenter. Each change is written to the log.

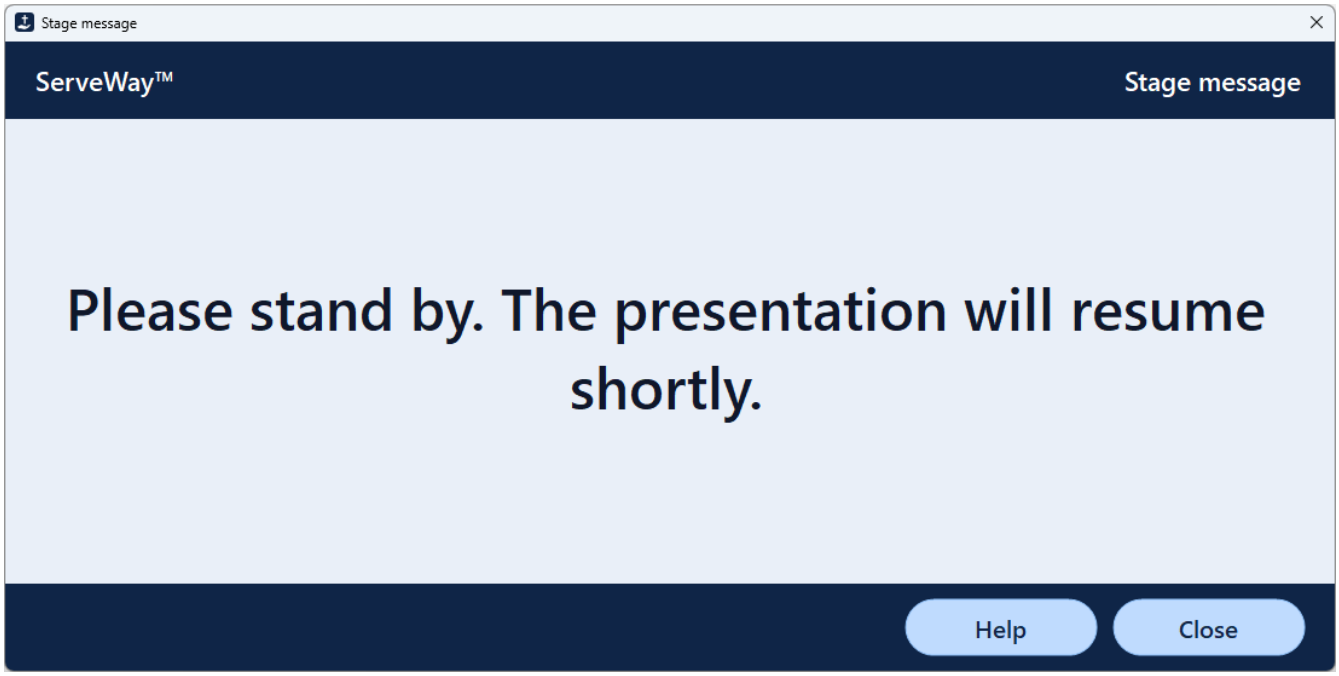
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ProPresenter is not responding

- **Scripture verse feed** on the During service tab sends the scripture from today's sermon to the ProPresenter stage display while the sermon line on the service plan is the current item. The scripture is the Scripture line on the sermon form. The sermon line needs a time. The switch is off until you turn it on. It runs only when Presentation software is ProPresenter. Each change is written to the log.
- **Service timers** on the During service tab drives two ProPresenter timers from the timed lines on today's service plan. ServeWay Countdown counts down to the next timed line. ServeWay Elapsed counts up from the current timed line. ServeWay™ creates those timers when ProPresenter does not already have them. The switch is off until you turn it on. It runs only when Presentation software is ProPresenter. Each change is written to the log.
- **Prayer wall** on the During service tab shows approved public prayer requests on the ProPresenter stage display, one at a time, before the first timed line, during a prayer line, and after the last line. A request that is only for staff, still waiting for approval, answered, or not marked for the presentation is left off. The name is left off unless that request is approved for the public presentation. The switch is off until you turn it on. It runs only when Presentation software is ProPresenter. Each change is written to the log.
- **Booth fallback stage message** on the During service tab uses the same watch as Booth crash alert. When ProPresenter stops answering, ServeWay™ opens a large standby message on this computer and alerts staff the same way as Booth crash alert. **Close** hides the message. The switch is off until you turn it on. It runs only when Presentation software is ProPresenter. Each change is written to the log.

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Stage message

- **Open PowerPoints** opens the PowerPoint files used in the service (sermon, announcements, and prayer slides, from the folders in App Settings).
- **Start Streaming** is one button. It shows **Starting...** while OBS is starting the stream, then **Stop Streaming** once OBS reports the stream is active. Stopping asks you to confirm, then the button shows **Stopping...** until OBS reports the stream has stopped, and it returns to **Start Streaming**. If the stream is started or stopped in OBS itself, the button follows that. Before it starts, ServeWay™ checks the active service. When the server URL or the stream key is empty, the stream does not start. The message names the empty field, for example: The MUX.com stream key is empty. Add it in App Settings > Stream > MUX.com. When OBS reports that the stream failed to start, the button returns to Start Streaming and ServeWay™ says OBS couldn't connect to that service and to check the stream key and server in App Settings > Stream. Right before the stream starts, ServeWay™ compares the server address and stream key in OBS with the active service. When they differ, and a stream key is saved, ServeWay™ writes them into OBS. A blank server URL or a blank stream key leaves OBS as it is, and the stream does not start. When OBS is already streaming, ServeWay™ does not change it. If OBS does not take the settings, ServeWay™ says it could not send the stream settings to OBS, and the stream does not start. See Update OBS.
- **Send stream settings to OBS** writes the saved server URL and stream key into OBS and does not start the stream. ServeWay™ reads what OBS already has and writes the saved server and key only when they differ. The stream key is not shown and is not written in the log. When OBS already has those settings, Live Stream says so. When OBS does not take the settings, ServeWay™ says it could not send the stream settings to OBS.

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- **Monitor Stream** watches the stream for the active service.
- **Website Live Stream** opens the watch page stored on the active church. The watch page and the WordPress origin are set in **Edit Church**. App Settings still holds the WordPress user and app password. This button is the church website page. It is separate from **Monitor Stream**.
- **Save Stream To Website** opens the window that stores the recording on the church website. The steps and a picture are in Save Stream To Website.

When the active service is MUX.com, **Monitor Stream** opens the MUX.com player for **Playback ID** on App Settings, on the **MUX.com** tab. **Save Stream To Website** uses **Token ID** and **Token Secret** on that same tab. For YouTube Live, Facebook Live, or Vimeo Livestream, **Monitor Stream** opens the **Watch page** saved for that service. Do not put stream keys or tokens in a shared document.

Close returns to the menu.

Update OBS

ServeWay™ and OBS Studio run on the same computer. ServeWay™ talks to OBS through the WebSocket server in OBS (Tools, WebSocket Server Settings). The password is **OBS WebSocket password** on App Settings, under **Live programs**.

ServeWay™ reads the server address and stream key OBS is using and compares them with **Active streaming service**. It does this when OBS connects, when that service changes on App Settings or on Live Stream, and again right before **Start Streaming**.

When the server address or the stream key differs, and a stream key is saved for the active service, ServeWay™ writes that server address and stream key into OBS as a custom RTMP service. Live Stream and App Settings then show a short status, such as **OBS updated to YouTube**. The stream key is not shown there, and it is not written in the log.

When the server address and stream key already match, OBS is left as it is. When the server URL or the stream key for the active service is blank, OBS is left as it is and the stream does not start.

Send stream settings to OBS on Live Stream does that same write without starting the stream. When the write fails, ServeWay™ says it could not send the stream settings to OBS. That message does not include the stream key.

When OBS is already streaming, ServeWay™ does not change the server address or the stream key. It warns you to stop the stream first.

When OBS is not running, ServeWay™ says OBS is not running. When OBS is open and ServeWay™ cannot connect, because the WebSocket server is off or the connection is refused, ServeWay™ says to turn on the WebSocket server in OBS (Tools, WebSocket

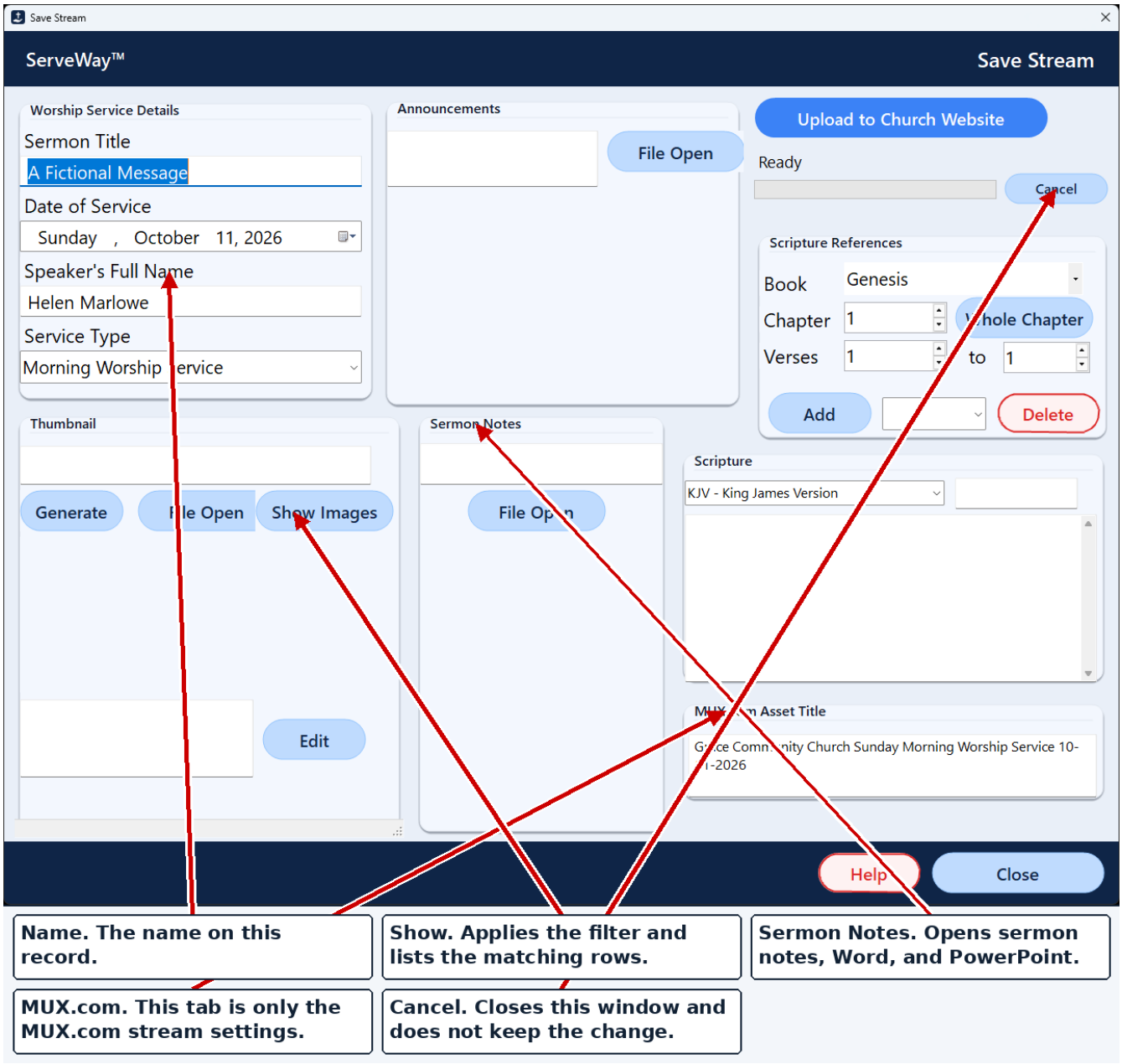
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Server Settings, port 4455) and to check the password in ServeWay settings. When the password does not match, ServeWay™ says OBS did not accept the password and to check it in App Settings and in OBS, Tools, WebSocket Server Settings. Saving that password connects again with a new session, so an earlier refusal is not kept. The password is not repeated. ServeWay™ says OBS is ready only after the WebSocket connects. Start Streaming tries to connect again before it reports that problem. ServeWay™ updates OBS the next time that connection succeeds. The rest of the program keeps working.

Save Stream To Website

Save Stream To Website on Live Stream opens this window. You need the Live Stream permission. It stores the recording on the church website.

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Save Stream To Website

1. On the main menu, press **Live Stream**.
2. Press **Save Stream To Website**. The window opens in front of Live Stream. It looks up the sermon entered in ServeWay™ and the latest sermon-notes email and fills what it can. That can take a moment. When both exist for the same date, ServeWay™ asks which to use. **Date of Service** is the closest Sunday, including today, unless that sermon has a later date.
3. **Worship Service Details** is **Sermon Title**, **Date of Service**, **Speakers Full Name**, and **Service Type**. The service types are **Morning Worship Service**, **Evening Revival**, and **Special Service**. When the window opens, the speaker is the name on the sermon when that sermon has a speaker line. Otherwise it is **Senior Pastor** under App Settings, **Ministry Information**. You can change the

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name. The service type is **Morning Worship Service** unless the sermon says Evening Revival or Special Service. A Service Type line on the sermon is used as written.

4. **Announcements** shows the announcements file for that date when one is in the Announcements PowerPoints folder. **File Open** picks a different PDF or Word file. The first page is the picture under **Image**. The picture can be empty. Changing **Date of Service** looks for that date's file again and refreshes the picture. When that date has no file, the picture is cleared.
5. **Thumbnail** is the picture for the sermon. **Generate** and **Edit** open the same picture window as **AI Generate** on Media Library. They are shown when the selected provider under App Settings, **AI Services**, can create images. Opening this window does not start a picture. **Generate** asks you to describe the picture. **Edit** starts from the picture that is already showing, and it asks you to generate a picture first when none is showing. **What it's for** starts as a sermon thumbnail. After a picture comes back, **Changes** and **Resubmit** make another version. A strip of versions lets you go back. **Accept** keeps the version you selected. That selected version is the picture **Upload to Church Website** sends. **File Open** picks a picture you already have (jpg, jpeg, png, or bmp). Choosing a file clears any generated versions, and that file is what is sent. **Show Images** opens image search in the browser for the sermon title and the scripture reference.
6. **Sermon Notes** shows the sermon-notes file for that date when one is in the Sermon Notes folder. **File Open** picks a different PDF or Word file. The first page is the picture under **Image**. Changing **Date of Service** looks for a sermon entered in ServeWay™ or sent by email for that date. When one is found, the title, scripture list, speaker, and service type are filled from it. When that date has no sermon, those boxes stay as you left them. It also looks for that date's file again and refreshes the picture. When that date has no file, the picture is cleared.
7. **Scripture References** is **Book**, **Chapter**, **Verses** (the first number, **to**, and the last number), **Whole Chapter**, **Add**, and **Delete**. **Add** puts that reference in the list. **Delete** removes the selected one. **Whole Chapter** sets the verse range to that whole chapter. The list can be empty when the sermon-notes email had no references.
8. **Scripture** is the translation list and the verse text. The list includes **KJV - King James Version** and other translations. **KJV** is selected when the window opens. Picking a reference or a translation loads the verses. The small box beside the translation is the reference that was loaded. The text box can say it is fetching, or it can name a network error. It stays empty when no reference is listed.
9. **MUX.com Asset Title** is the title written on the recording. It is the church name, the service, and the date, with a space before the date. Morning worship is written as Sunday Morning Worship Service. Evening Revival is written as Evening Revival and then the date. Change the title when the recording should use different words. Changing **Service Type** or **Date of Service** rewrites this title.
10. **Upload to Church Website** sends the sermon. ServeWay™ posts the sermon to the church website through the ServeWay™ plugin, and the thumbnail, sermon

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notes, and announcements through the WordPress Media Library. When the site does not yet have the sermon route, the sermon is posted to the previous sermons route. The website address is **WordPress origin** on **Edit Church**, under **Website**. The sign-in is **User Name** and **App Password** under App Settings, **Website WordPress Information**. Those two boxes are stored encrypted on this computer. When the website address, **User Name**, or **App Password** is blank, ServeWay™ explains what to fill in and does not upload. When **Sermon Title**, **Speakers Full Name**, or **Service Type** is blank, ServeWay™ asks you to fill that in and does not upload. When the active service is MUX.com, it then looks up the recording for **Date of Service**. That lookup uses **Token ID** and **Token Secret** on App Settings, on the **MUX.com** tab. When those boxes are blank, ServeWay™ asks you to paste them. On the built-in church those boxes are already filled when nothing else has been saved. When MUX.com cannot be reached, ServeWay™ says to try again later. When no public recording is found for that date, it says no public MUX.com asset was found for that date. Nothing is uploaded in those cases. When the active service is YouTube Live, Facebook Live, or Vimeo Livestream, the upload stores the **Watch page** saved for that service. When that watch page is blank, ServeWay™ asks you to paste it on App Settings and does not upload. The bar beside the button shows progress. The line under the button reads **Ready** until an upload starts, then **Starting upload…** and **Uploading…**. When the upload finishes, ServeWay™ says the sermon was uploaded. After that upload succeeds, and the active service is MUX.com, ServeWay™ writes **MUX.com Asset Title** on the recording for that date, the same recording used for playback. A blank title, **Untitled**, or a title ServeWay™ wrote is replaced. A title someone typed is left as it is, and the status line says the recording already has a title. The name is not written when the upload fails or you press **Cancel**. Nothing is sent until you press this button.
11. **Cancel** stops an upload that is already running. It does not close the window. When you cancel, ServeWay™ says the upload was cancelled. The recording name is not changed.
12. **Help** opens this explanation. On that help window, **User Manual** opens this section.
13. **Close** closes this window. Live Stream is still open.

Contact Us

Open **Contact Us**. You need the Visitors permission (the same permission as **Visitor**). The screen shows the church's public information and the request you type. It does not list church members.

The top line is the ministry name saved under App Settings, **Ministry Information**. When that name is blank, the heading says **Contact Us**. Giving statements, stream titles, and notification mail use the active church name when Ministry Name is blank. For the built-in church that name is ServeWay™ Staff.

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How to reach us shows the address, phone, email, and website from Ministry Information. A line is hidden when that setting is blank. Address, phone, and email are text to read. They do not open a mail program. When a website is saved, that line is a link. Clicking it does the same thing as **Visit Church Website** on the main menu.

When we meet shows **Service times** from Ministry Information. The section is hidden when service times are blank.

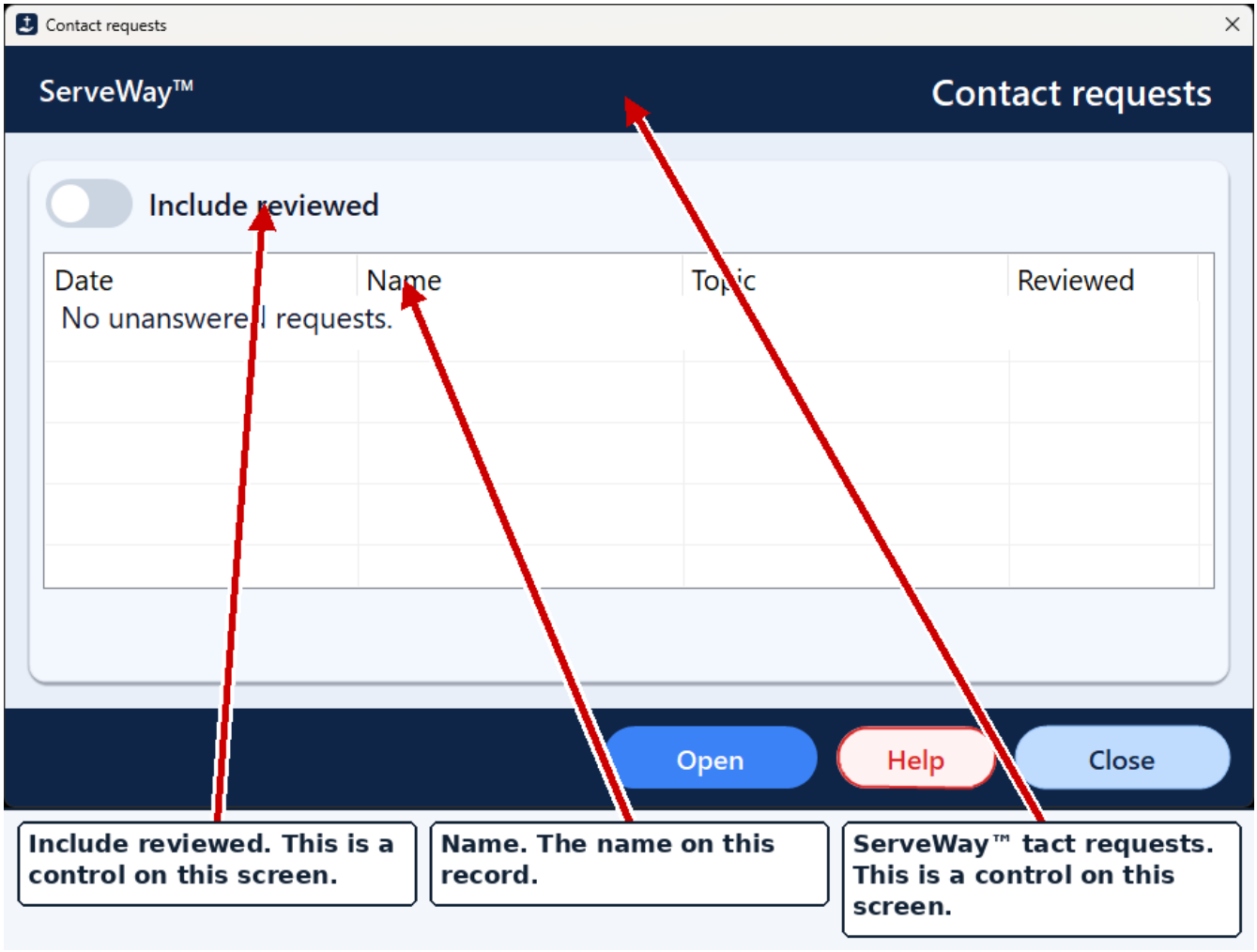
What we believe shows the statement of faith from Ministry Information, as plain text. When **What We Believe page URL** is saved, a **What We Believe** link is shown and opens that page. The link is hidden when the URL is blank. The whole section is hidden when both the statement and the URL are blank.

Send a request

1. **Name** is required. **Message** is required.
2. Enter a phone number, an email address, or both. At least one is required. Phone and email are checked the same way as People and Visitor. Phone is formatted as you type.
3. **Topic** is required. Choose **Service times**, **Ministries**, **Beliefs**, **Visit planning**, **Prayer**, or **Other**.
4. **Send request** saves the request in ServeWay™. The saved message includes the ministry phone and email so a person can follow up. If that message says a copy was emailed, the mail sender accepted it. If mail was not sent, the saved message does not say that an email went out.
5. **Clear** blanks the request. It does not change ministry information.
6. **Close** hides the screen. **Help** is this explanation. On that help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

Unanswered requests appears only for an administrator (the same people who can open App Settings). It lists the date, name, topic, and whether the request was reviewed. Unanswered requests are listed until **Include reviewed** is checked. Open a row to read the message and mark it reviewed.

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Contact requests

Church Website

Visit Church Website on the main menu opens the home page. It uses **Website** under App Settings, **Ministry Information**, when that box is filled in. When the box is blank, it opens the website stored on the active church. Set that address in **Edit Church**. That address is your church's website. In Kiosk Mode the page opens inside ServeWay™. **Close** returns to the menu. It does not open the computer's browser.

The website line on **Contact Us** is a link only when a website is saved. Clicking it opens that same saved address.

The church website can show **Member Area**, **Church Directory**, and **Prayer Requests**. They show information kept in ServeWay™. The ServeWay™ plugin on the website reads it from ServeWay™ and saves members' changes back, so nothing is retyped on the website. Place the shortcode on your website wherever you want the form to show. How to install the plugin is in Install the ServeWay™ plugin.

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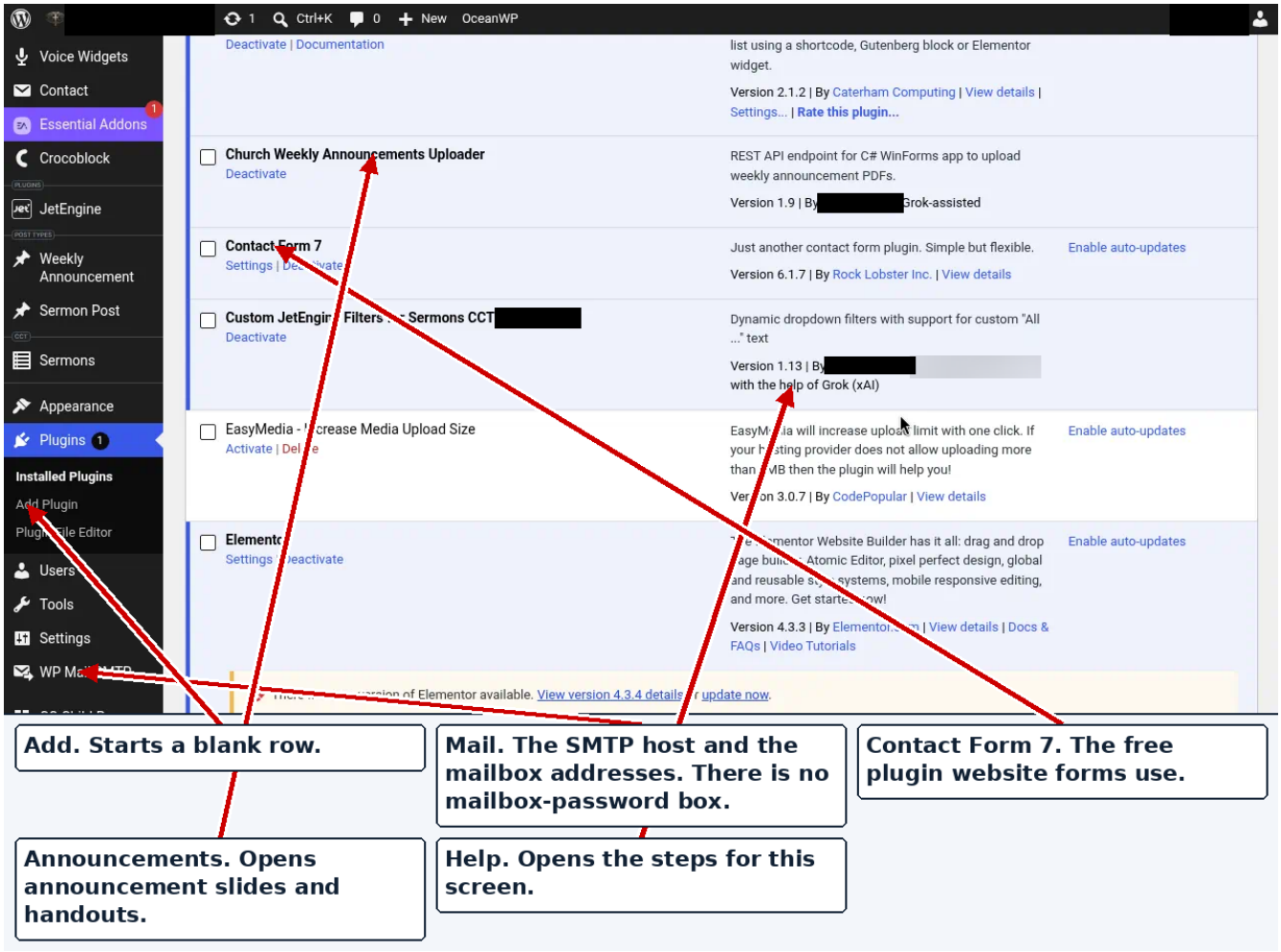
In these pictures, names, addresses, pictures, email addresses, and prayer requests are blurred to protect church families.

WordPress Plugins page

The church website is a WordPress site. A website administrator sees installed plugins on the **Plugins** page. **Deactivate** under a name means that plugin is turned on.

The church website uses one **ServeWay™** plugin. Its modules are Member Access, Announcements, Voice Message MP3, Notification Copy MP3, Sermon Filter, and Website Forms. Turn each module on or off under **Settings**, then **ServeWay™**.

Required WordPress plugins are listed in Install the ServeWay™ plugin. Contact Form 7 and Voice Audio Widgets are free plugins from the WordPress plugin directory. Cloudflare Turnstile is free and is turned on in Contact Form 7. On **Settings**, **ServeWay™**, **Install Contact Form 7** appears only when that plugin is missing. **Activate Contact Form 7** appears when it is installed and turned off. Both are hidden when it is active.



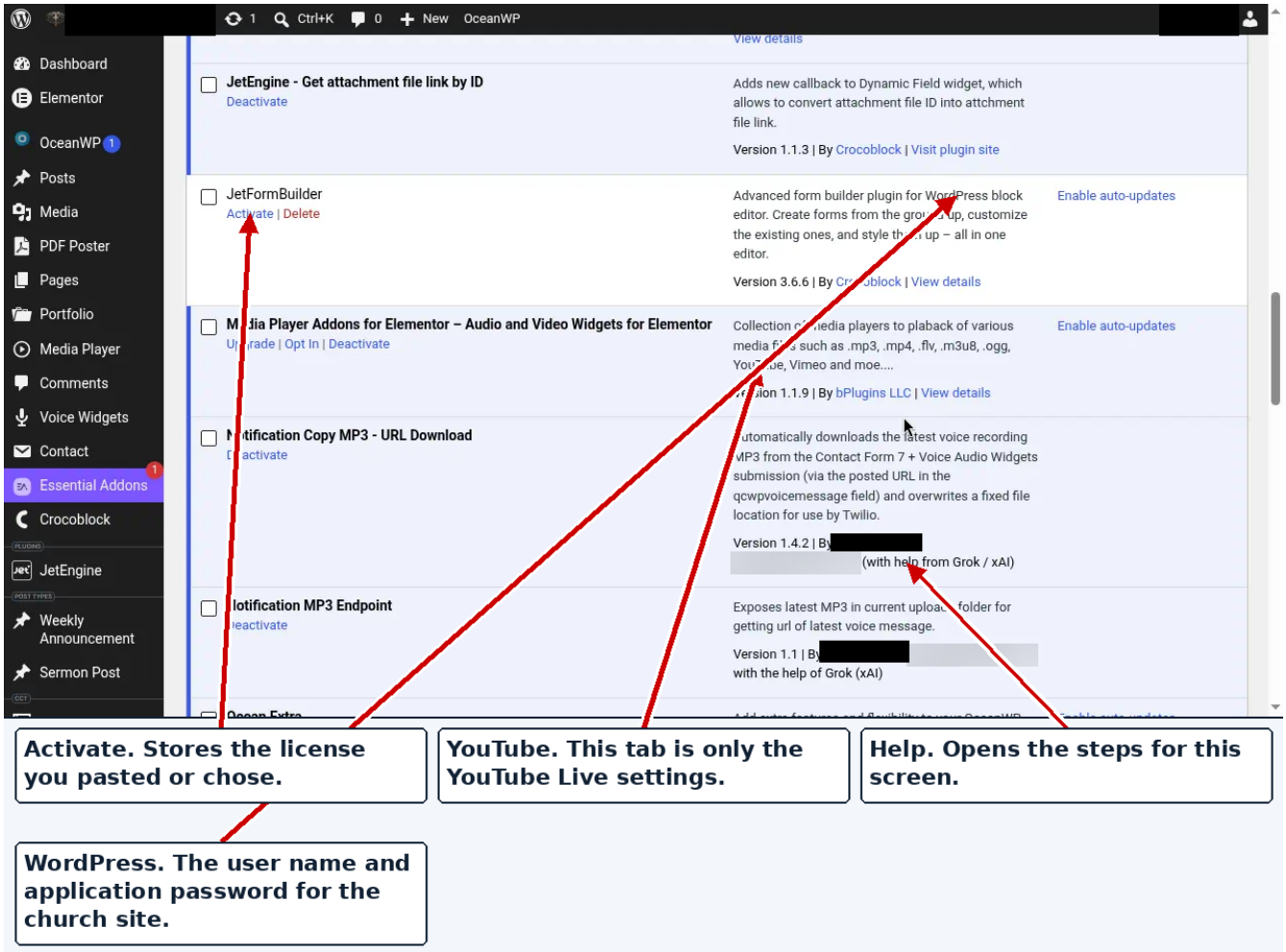
Plugins page

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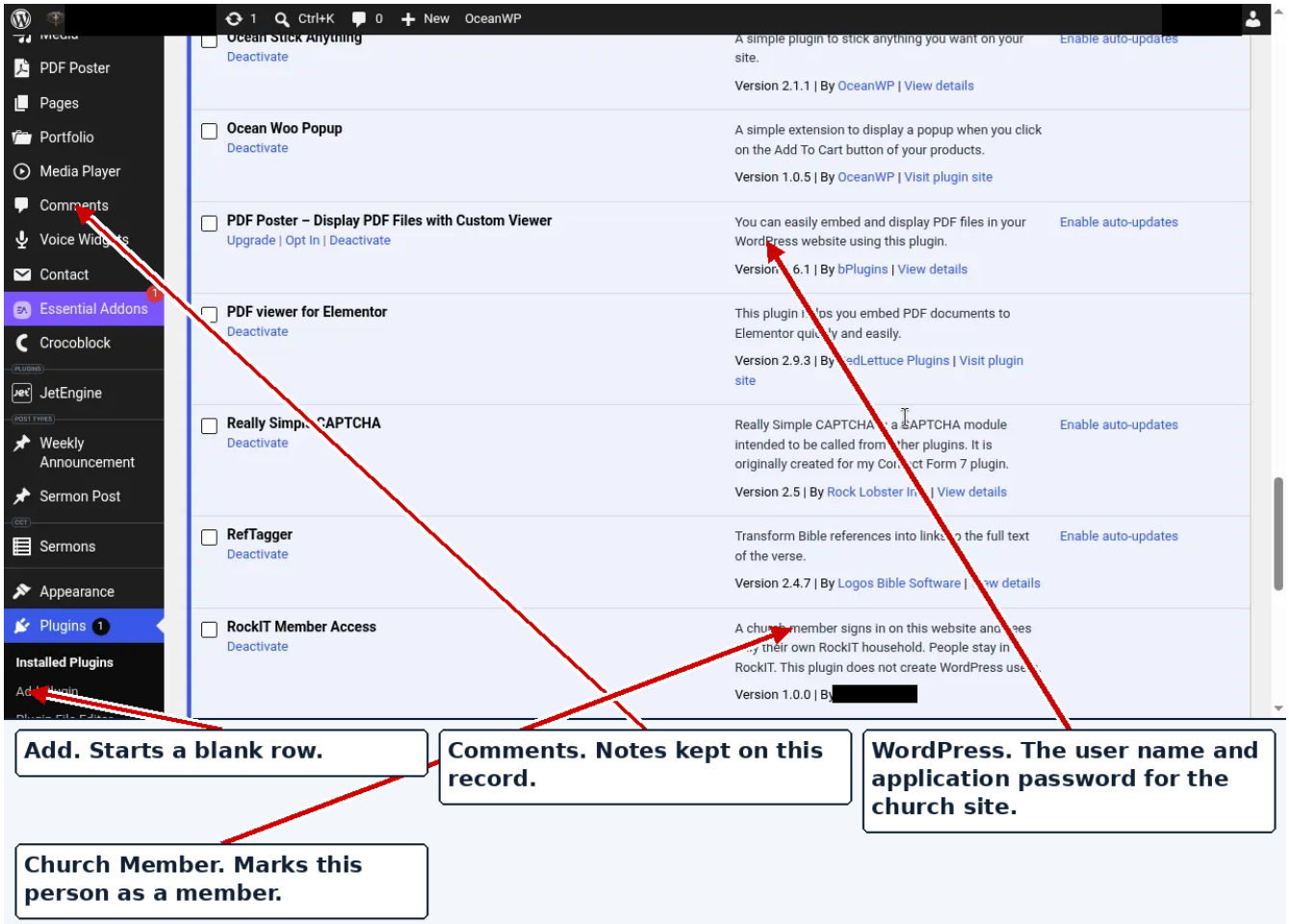
Plugins page, continued

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Plugins page, continued

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Plugins page: ServeWay™

ServeWay™ plugin settings

On the WordPress menu, open **Settings**, then **ServeWay™**. The page title is **ServeWay™**.

Place the shortcode on your website wherever you want the form to show.

- **Member Area** is `[serveway_household]`.
- **Church Directory** is `[serveway_directory]`.
- **Prayer Requests** is `[serveway_prayer_requests]`.
- **Prayer request** is `[serveway_prayer_request]`. Replace the old prayer email form with this shortcode. **Send** saves the request in ServeWay™.
- **Neighborhood canvass** is `[serveway_canvass]`. Place it on a page behind Member Area sign-in. A signed-in member sees the stops for the streets they walk or lead, on the same kind of OpenStreetMap street map. The list works without the map. A visit is not added to the member directory. There is no public canvass page.
- **Groups** is `[serveway_groups]`. A signed-in member sees their groups and the groups staff listed for browsing. Each listed group shows the leader, when and where it

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meets, the description, whether it is open or closed, and how many spots are left. **Ask to join** sends the request to the group leader and to church staff. It waits in **Approval Queue**. A leader can **Approve join request** or **Decline join request** on that page. The member is emailed the result.

- **Events** is `[serveway_events]`. Saving, changing, or cancelling an RSVP emails the household the event, the date, how many people are coming, and a link to change the RSVP.
- **Church calendar** is `[serveway_calendar]`. A signed-in member can show the month, the week, or the list, and filter by ministry or category. **Add this event to my calendar** downloads one event. **Subscribe to all public events** adds the public feed. Choose a ministry, then **Subscribe to this ministry**. **Open the RSVP for this event** appears when RSVP is on.
- **Serving** is `[serveway_serving]`.
- **Polls** is `[serveway_polls]`. A signed-in member taps a large button for each answer. Each vote is tied to that person and counted once. Staff will see who voted for what. This poll is not anonymous.
- **Restricted documents** is `[serveway_restricted_documents]`. Place it on a page. A person who is not signed in is asked to sign in to the Member Area. A signed-in member sees the documents **Who can view** allows. **All signed-in members** shows the document to every signed-in member. **Only selected roles** shows it to those roles. An administrator sees every document. A download address checks the same rule. A document this person cannot view is reported as not found.
- **Facility request** is `[serveway_facility_request]`. Replace the old facilities email form with this shortcode. Anyone can request a facility until **Facility requests** is set to **Members only**. The request is saved for staff to approve.
- **Benevolence** is `[serveway_benevolence]`. **Send** saves the request in ServeWay™. It waits in **Approval Queue**. **Website form: Members only** starts on.
- **Sermons** is `[serveway_sermons]`. Each card shows the sermon date, thumbnail, title, scripture, preacher, and sermon series, in that order. Clicking the card opens a window with the sermon title, scripture, the MUX.com player, the preacher, Sermon Notes, Announcements, and Back. The player loads when that window opens. **Columns** is 1 to 4 and starts at 3. **Sermons per page** starts at 12. Both are on **Settings**, **ServeWay™**. A `columns` or `per_page` attribute on the shortcode replaces the saved number.
- **Sermon filter** is `[serveway_sermon_filter]`. It filters by sermon series, preacher, year, month, and scripture. Each Bible book is listed once, in Bible order. A misspelling such as Galations still matches Galatians. The stored scripture is not rewritten until **Fix spelling** is used on **Sermons**.
- **Get church alerts** is `[serveway_church_alerts]`. Place it where the button should show. The steps are in Church alerts (website notifications).

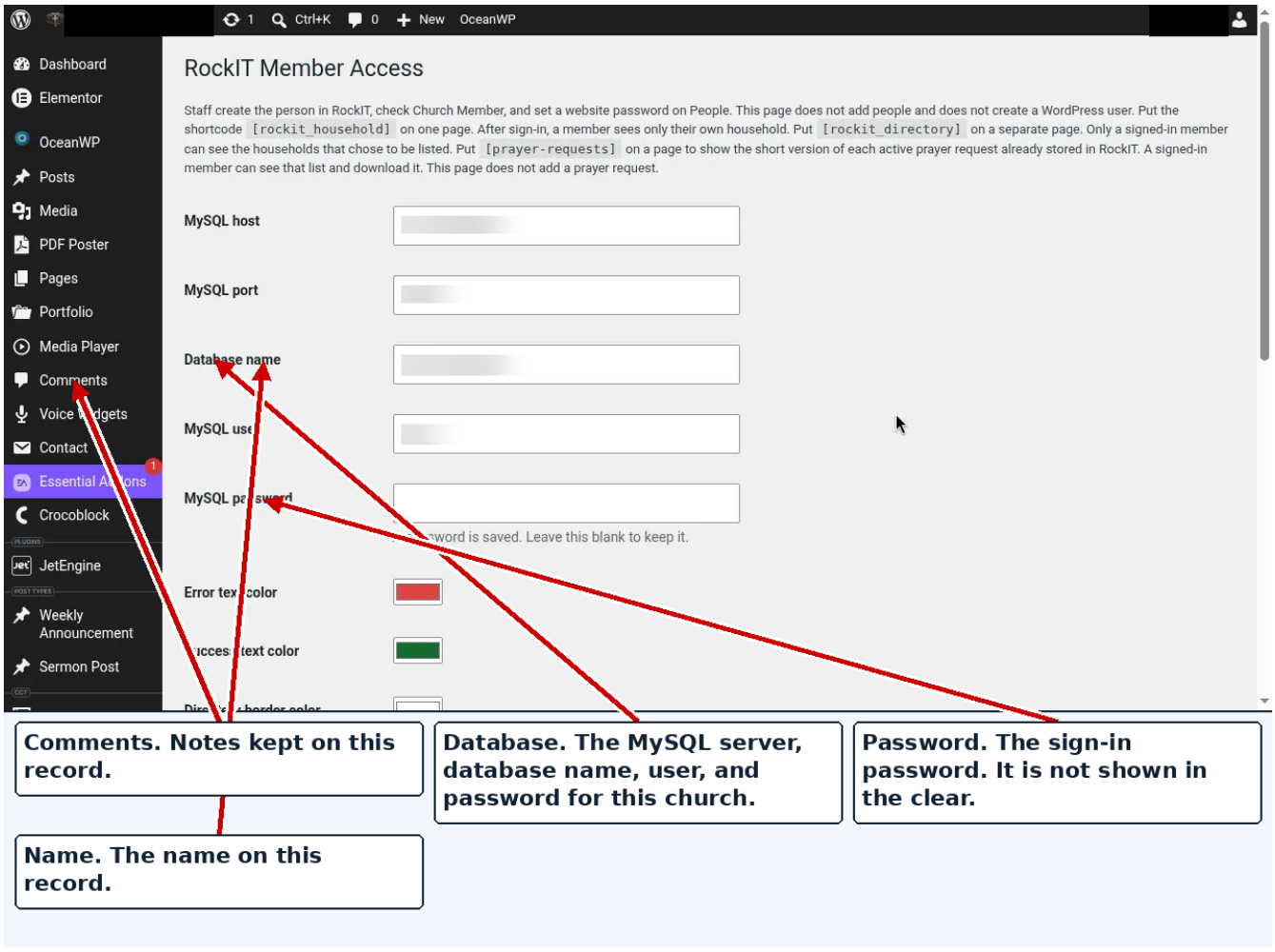
Website form shortcodes appear on that same settings page after the forms are installed. Sermon Notes and Notification Request send to the forms mailbox. The sermon form

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shortcode is `[serveway_sermon_form]`. Its subject is `[ServeWay Sermon]`. Prayer requests are `[serveway_prayer_request]` and are saved in ServeWay™.

The first boxes are the login the ServeWay™ plugin uses to reach your ServeWay™ database: **MySQL host**, **MySQL port**, **Database name**, **MySQL user**, and **MySQL password**. Your website keeps its own WordPress database and no member list of its own. The plugin looks up member info in ServeWay™ when a member opens a page and saves their changes back. Your website's server must be allowed to reach that database. If the database is on a church PC, it usually cannot. Use a separate database login for the website rather than the login the ServeWay™ app uses. That login needs CREATE and ALTER rights because the plugin adds its tables and columns. When a password is already saved, the page says **A password is saved. Leave this blank to keep it.**

Error text color and **Success text color** set the color of the messages members see. **Directory border color** sets the border around the controls on the **Church Directory** page.

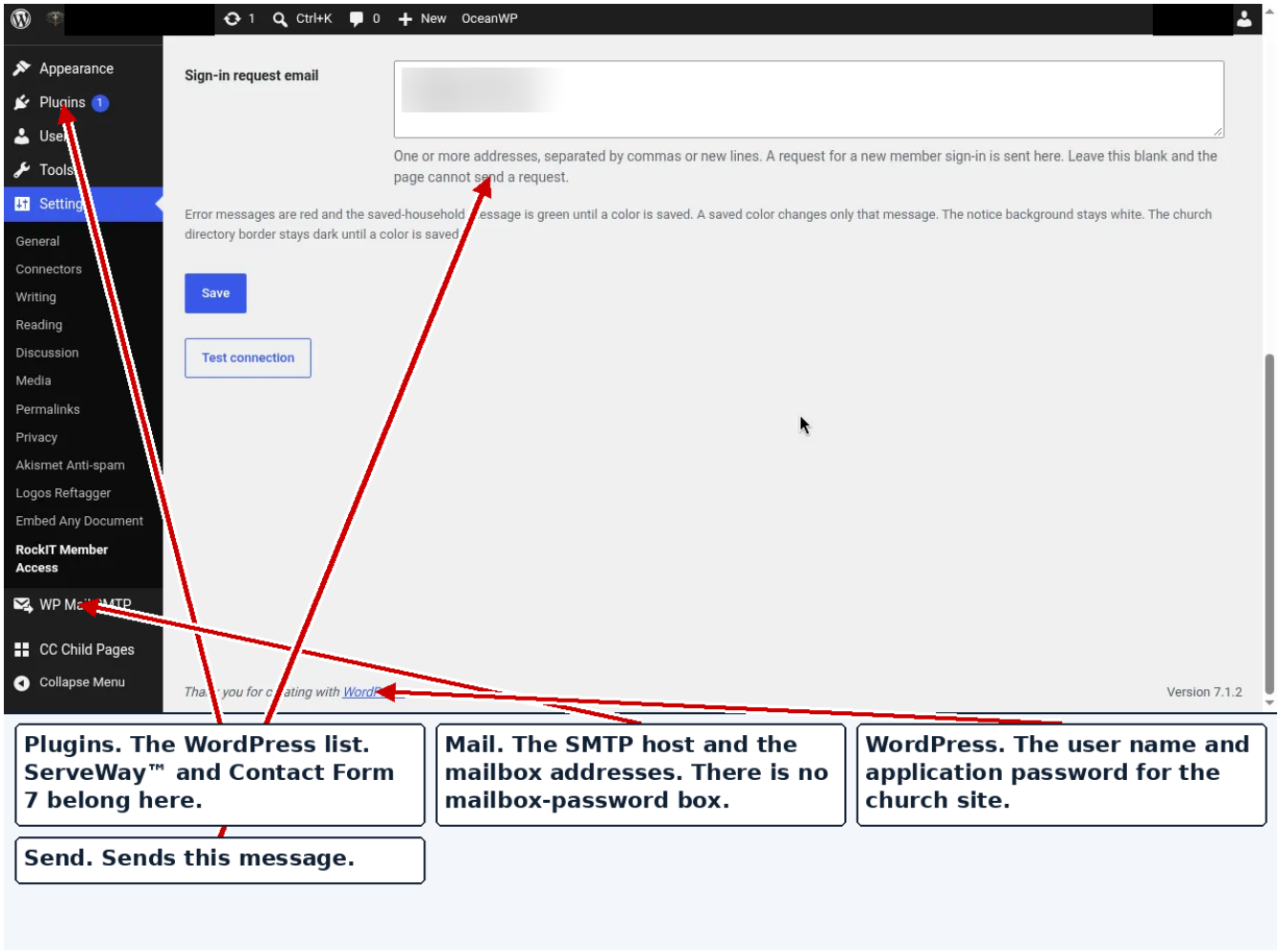


ServeWay™ plugin settings: the login the plugin uses to reach ServeWay™

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Sign-in request email is where requests for a new member sign-in are sent. Type one or more email addresses, separated by commas or new lines. If this box is blank, the page cannot send a request.

Save stores the settings. **Test connection** checks that the ServeWay™ plugin can sign in to your ServeWay™ database. Save first. It uses the saved settings. The result stays under the button until you press **Test connection** again. A successful test is green. A failed test is red and includes the reason. Cloudflare Turnstile is not set on this page. It is free, and its keys are saved in Contact Form 7 under **Contact**, **Integration**. When those keys are missing, this page says **Cloudflare Turnstile is not set up.**



ServeWay™ plugin settings: Sign-in request email, Save, and Test connection

When a sign-in request arrives, a staff member decides what to do with it. The website does not create the sign-in. To give the person a sign-in:

1. In ServeWay™, open **People** and find the person. Add the person if they are not there yet.
2. Check **Church Member**.

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3. Type a **Website password**, then type it again in **Confirm**. This is the same password as ServeWay™.
4. Press **Save**.
5. Let the person know their user name and password.

Member sign-in

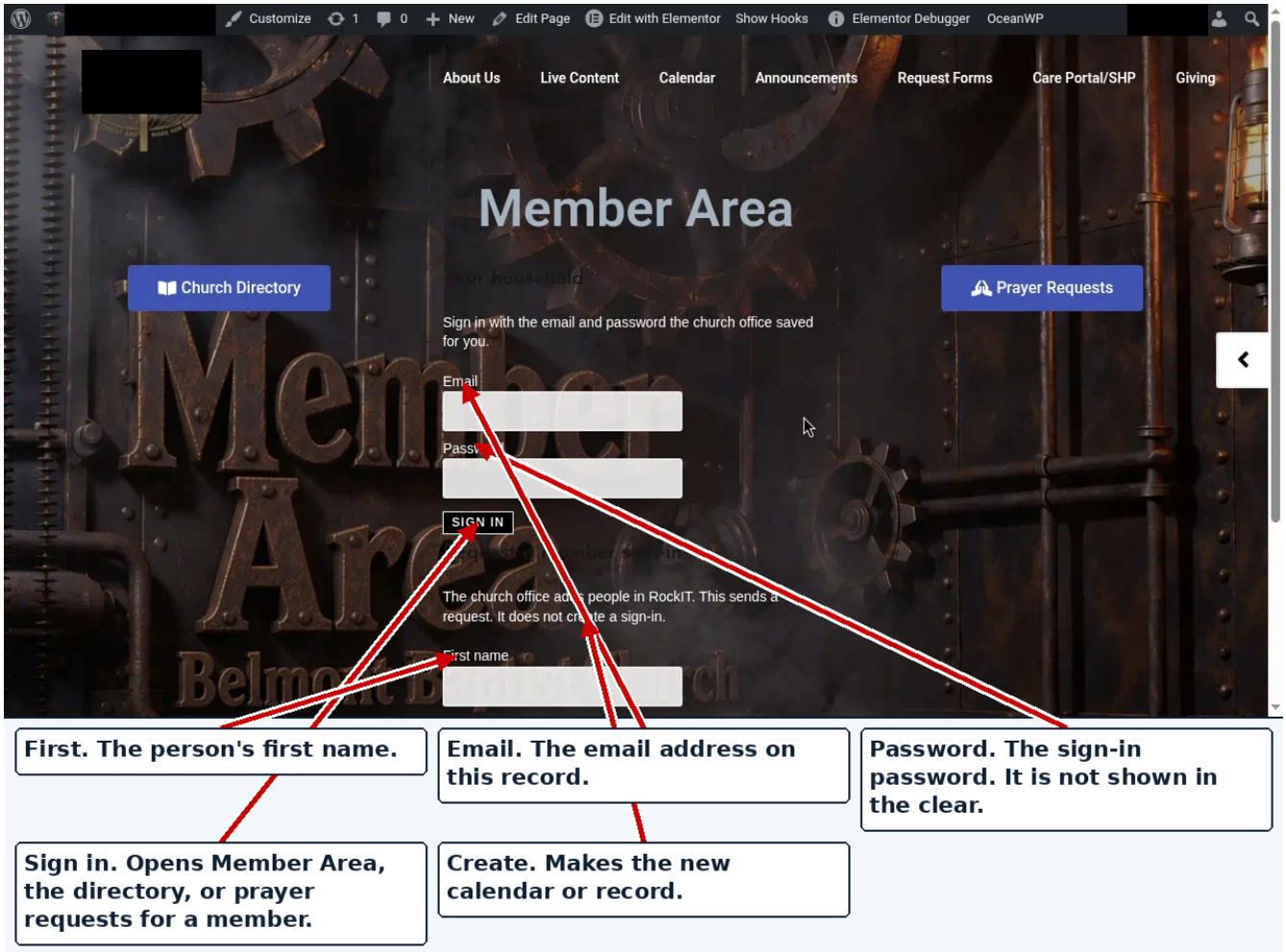
Members sign in on the **Member Area** page. The **Church Directory** and **Prayer Requests** buttons on the sides of the page open those pages.

1. Open **Member Area** on the church website.
2. In **User name**, type the same user name as ServeWay™. An email saved on the person also works when it matches one person.
3. In **Password**, type the same password as ServeWay™.
4. Press **Sign in**.

The first screen asks only for the user name and the password. When the person has turned on two-step sign-in in ServeWay™, the next screen asks for the same authenticator code. It is one login, with the same protection in both places. The code is asked only after the user name and password are correct. A person who has not turned it on signs in after the password and does not see the code. A recovery code also works on that screen. Each recovery code works one time. The second screen lasts a few minutes. A wrong code and an expired step are written to the website log with the details. They are not emailed to support. Too many wrong passwords or wrong codes lock the sign-in. A staff member with User Management presses **Unlock account** on Manage Users, or **Unlock this user** on Sign-in security. The password stays. If the phone is lost and the recovery codes are gone, that staff member presses **Turn off two-step sign-in** on Manage Users.

If the user name or password is wrong, the page says **That user name or password was not accepted.** A person who is not an active church member, or who has no household, cannot sign in. When the password must be changed, the page asks for a new one before the household opens. A temporary password expires 72 hours after it is issued, in the app and on the website. The page is served over HTTPS. The next successful ServeWay™ sign-in rewrites an older password hash into the shared form. Until that sign-in, a different password already saved only on the website still works on the website. Signing in on the app once makes that password the one both places use.

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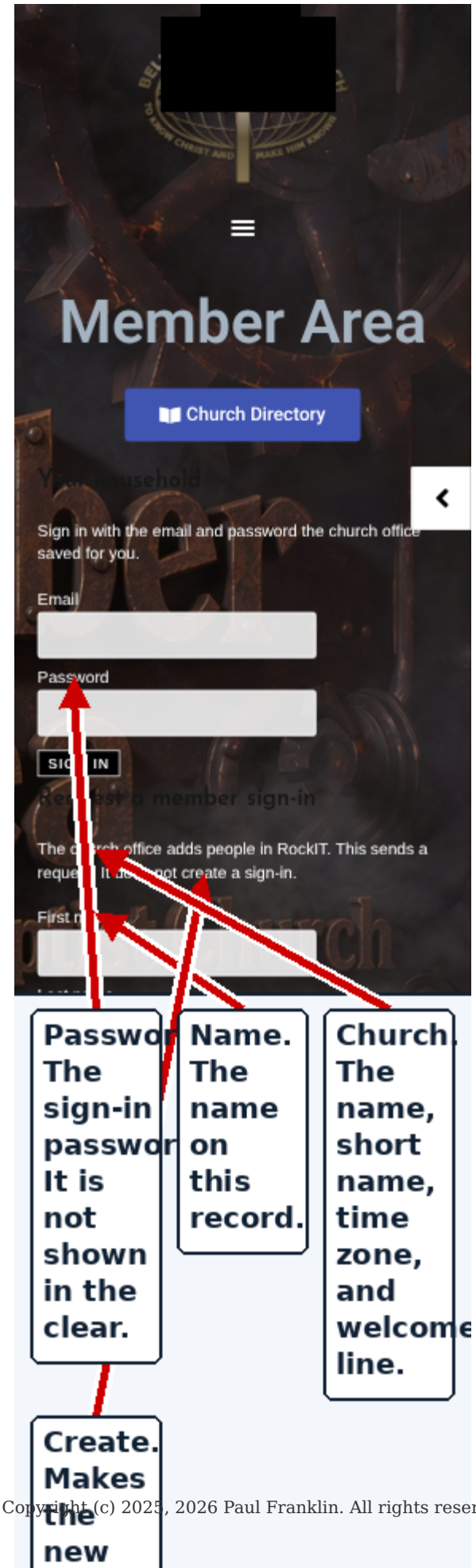
Member Area before sign-in

Request a member sign-in is lower on the same page. It is for a person who does not have a sign-in yet. The page says **The church office adds people in ServeWay™. This sends a request. It does not create a sign-in.** The church office can also send **Send Member Area invite** from People. The email has a one-time link that sets the password. The link expires in 7 days. After the password is set, the page offers two-step sign-in setup and the Add to Home Screen tip. **Request a member sign-in** stays on the page.

1. Type **First name**, **Last name**, **Email**, and **Phone**.
2. Press **Request a member sign-in**.

The request goes to the addresses in **Sign-in request email**. Staff then follow the steps in ServeWay™ plugin settings.

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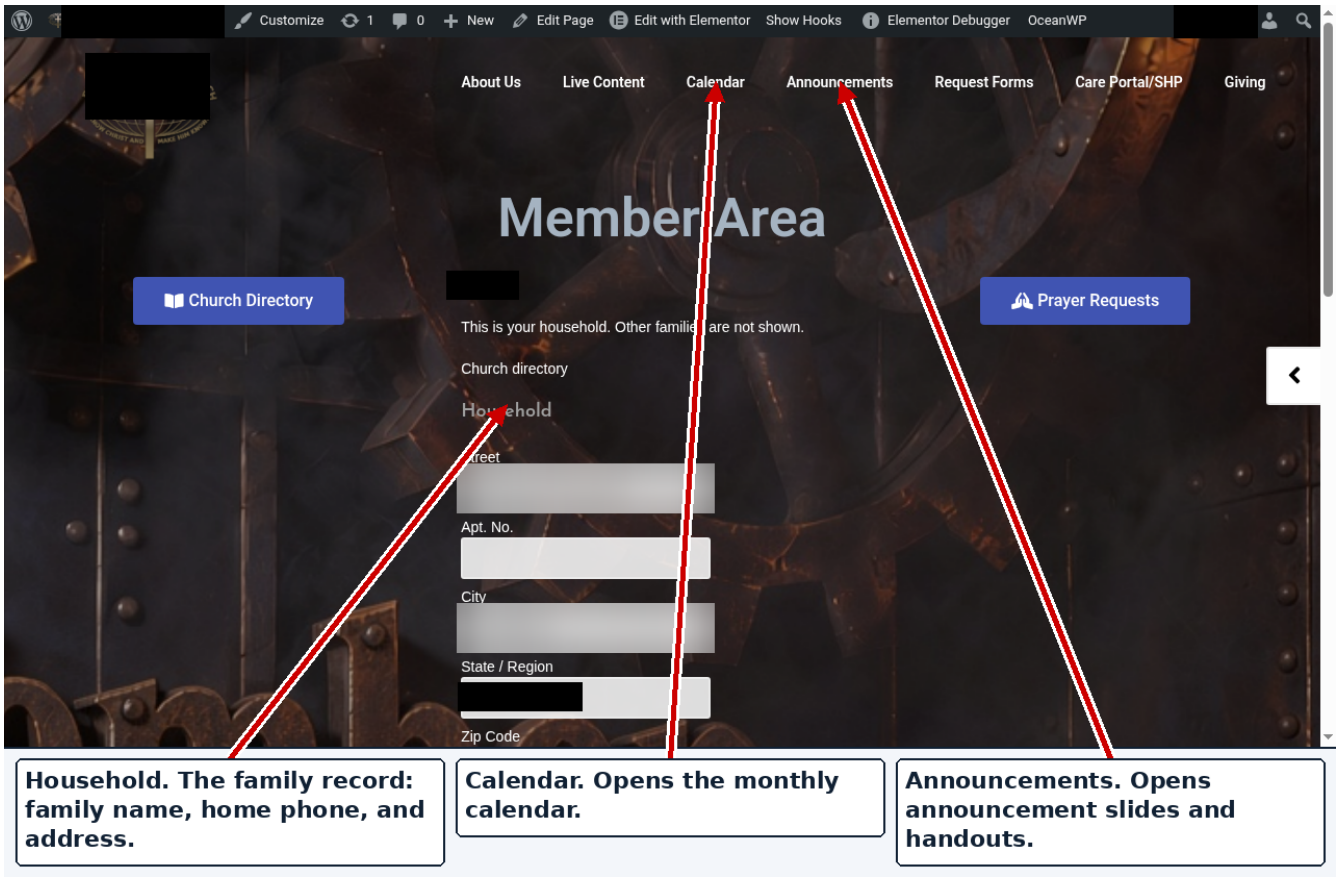
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Member Area sign-in on a phone

Member Area

After signing in, the member sees their household name and the line **This is your household. Other families are not shown.**

Household holds the household's contact information: **Street**, **Apt. No.**, **City**, **State / Region**, **Zip Code**, **Country**, and **Home phone**, plus **Email**, **Phone**, and **Birthday** for each adult. An adult can change these boxes. A new email address is saved only after the person opens the confirmation link. That link expires in 7 days. Phone and birthday save immediately. **Children** lists the children linked to the household. When none are linked, it says **No children are linked to this household.** An adult can add a child, change allergy and medical notes, and add or remove an authorized pickup. Those requests wait in **Approval Queue**. Check-in records stay the same until staff approve them.



Member Area after sign-in: the household's contact information

Church directory holds the household's directory privacy choices:

- **List in Church Directory** puts the household in the website **Church Directory**.
- **Include email address(es)** shows the household's email addresses there.
- **Include phone number(s)** shows the household's phone numbers there.

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- **Include picture** shows the household picture there.

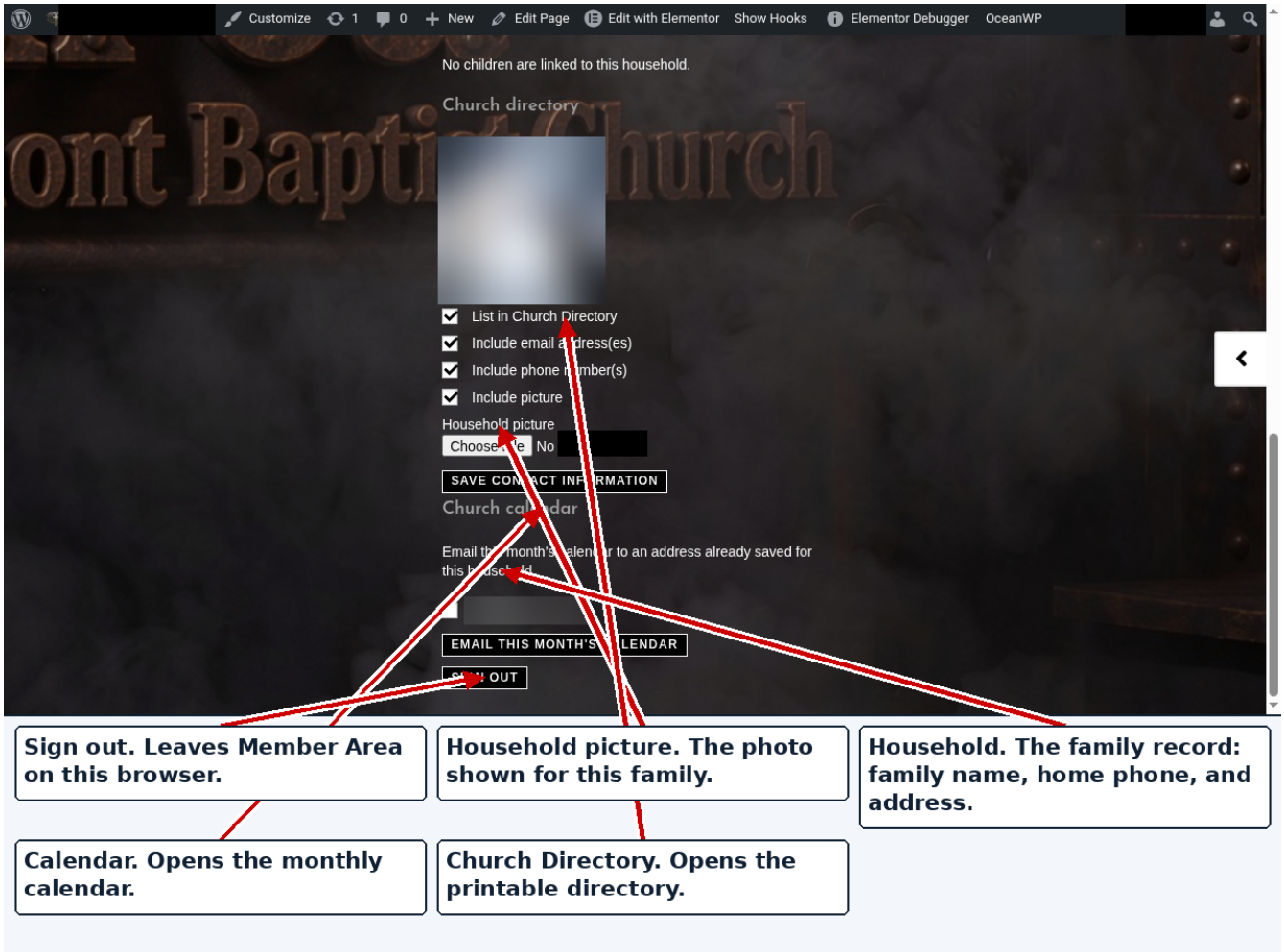
Household picture adds a new household photo. Press **Choose File** and pick a JPEG, PNG, GIF, or WebP picture smaller than 2 MB.

Press **Save contact information** to save the changes on this page.

Church calendar says **Email this month's calendar to an address already saved for this household.** Check the address, then press **Email this month's calendar**. When the church has placed the calendar page, **Open the church calendar** opens it.

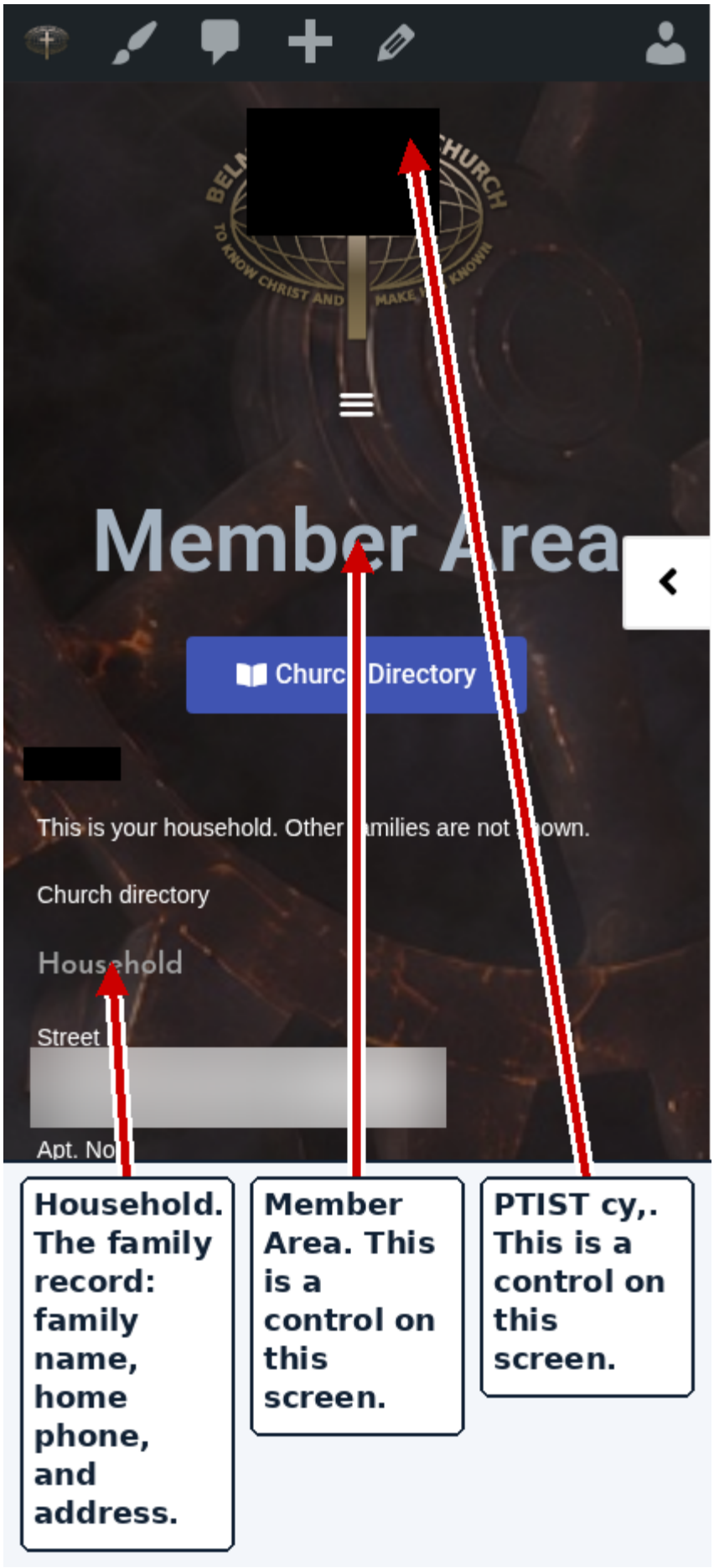
Press **Sign out** when you are done.

A child who signs in sees the household but cannot change it.



Member Area: directory choices, Household picture, Save contact information, Church calendar, and Sign out

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Member Area on a phone

Restricted documents on the website

Place `[serveway_restricted_documents]` on a page for signed-in members. Before sign-in, the page asks the person to sign in to the Member Area. It does not list titles.

After sign-in, the page lists the documents that person may view. **All signed-in members** includes every signed-in member. **Only selected roles** includes the roles turned on for that document, such as Staff, Deacons, Pastor, or Admin. An administrator sees every document. **Download document** is shown when printing is allowed. The download address checks who can view. Opening that address without permission says the document is not available. It does not send the file.

Church calendar page

Place `[serveway_calendar]` on its own page. A person who is not signed in sees **Sign in on the member page to see the church calendar.**

After sign-in, the page is headed **Church calendar**. **Show the month**, **Show the week**, and **Show the list** change the view. **Show the previous month** and **Show the next month** move a month. The week view uses **Show the previous week** and **Show the next week**. The list uses **Show the previous events** and **Show the next events**.

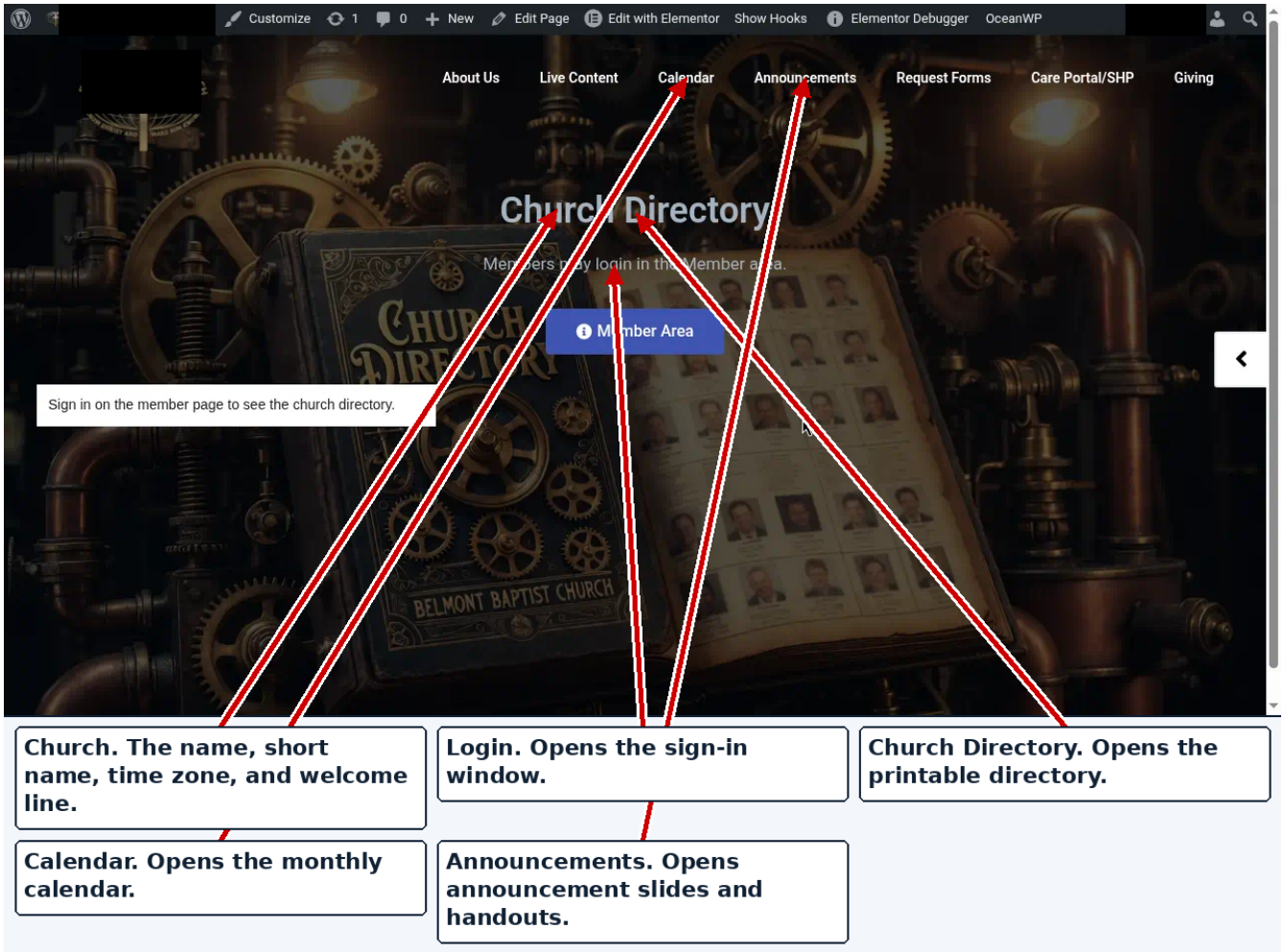
Ministry is **All ministries**, **Whole church**, or one group the member can see. **Category** is **All categories**, **Worship**, **Fellowship**, **Children**, **Youth**, **Outreach**, **Meeting**, or **Other**. Press **Show these events**.

Subscribe to all public events adds the public church events to a phone calendar. Choose a ministry and press **Subscribe to this ministry** for that ministry. **Download this calendar file** saves the same feed. **Add this event to my calendar** downloads one event. **Open the RSVP for this event** opens the RSVP when RSVP is on. When this view has no events, the page says **No events in this view.**

Church Directory page

Before sign-in, the page says **Sign in on the member page to see the church directory.** Press **Member Area** to sign in.

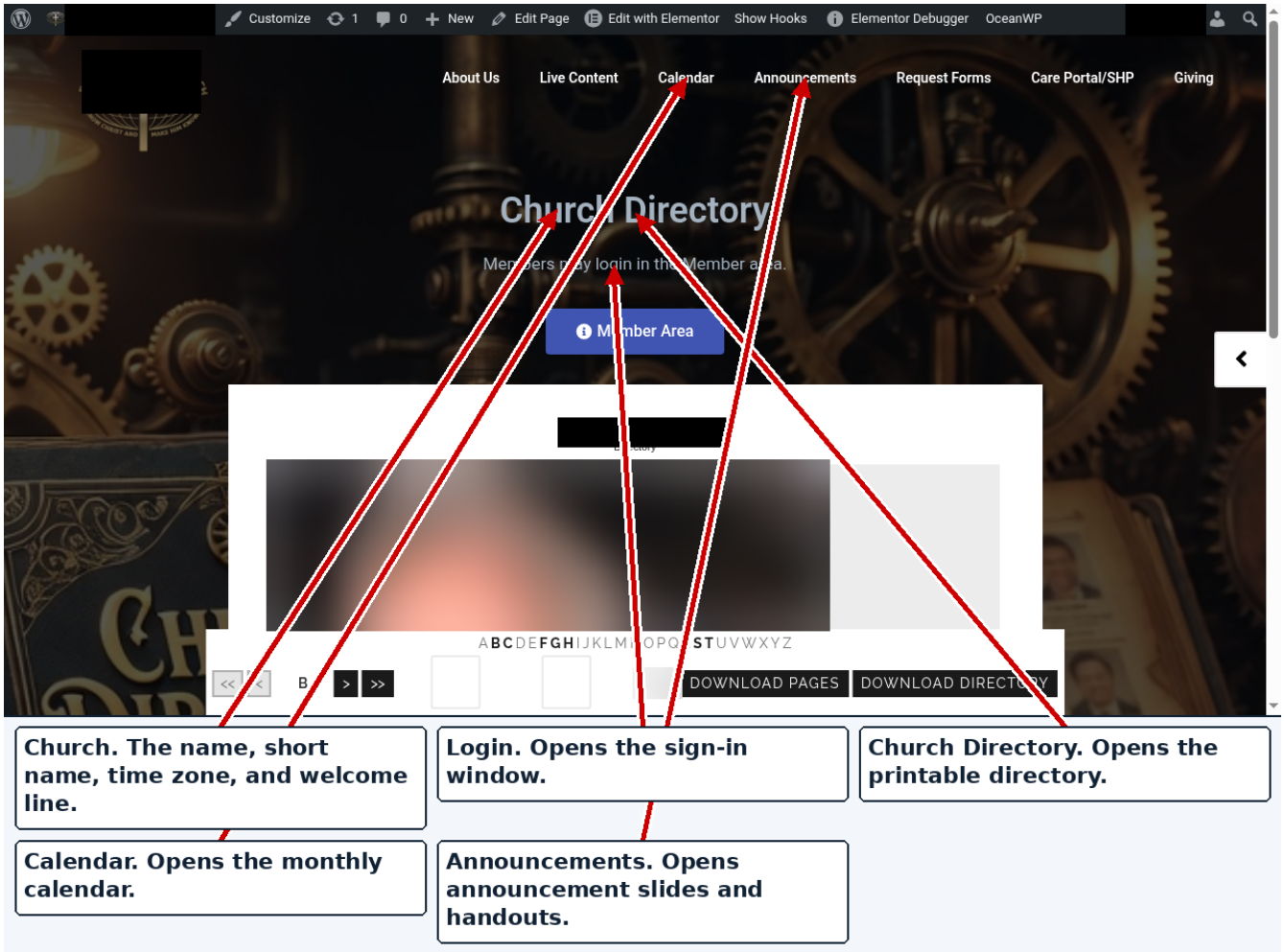
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Church Directory before sign-in

After sign-in, the directory shows one household on each page. The top of the directory shows the ministry name and the word **Directory**. Only households that checked **List in Church Directory** are shown. A picture, email addresses, and phone numbers are shown only when that household chose to include them.

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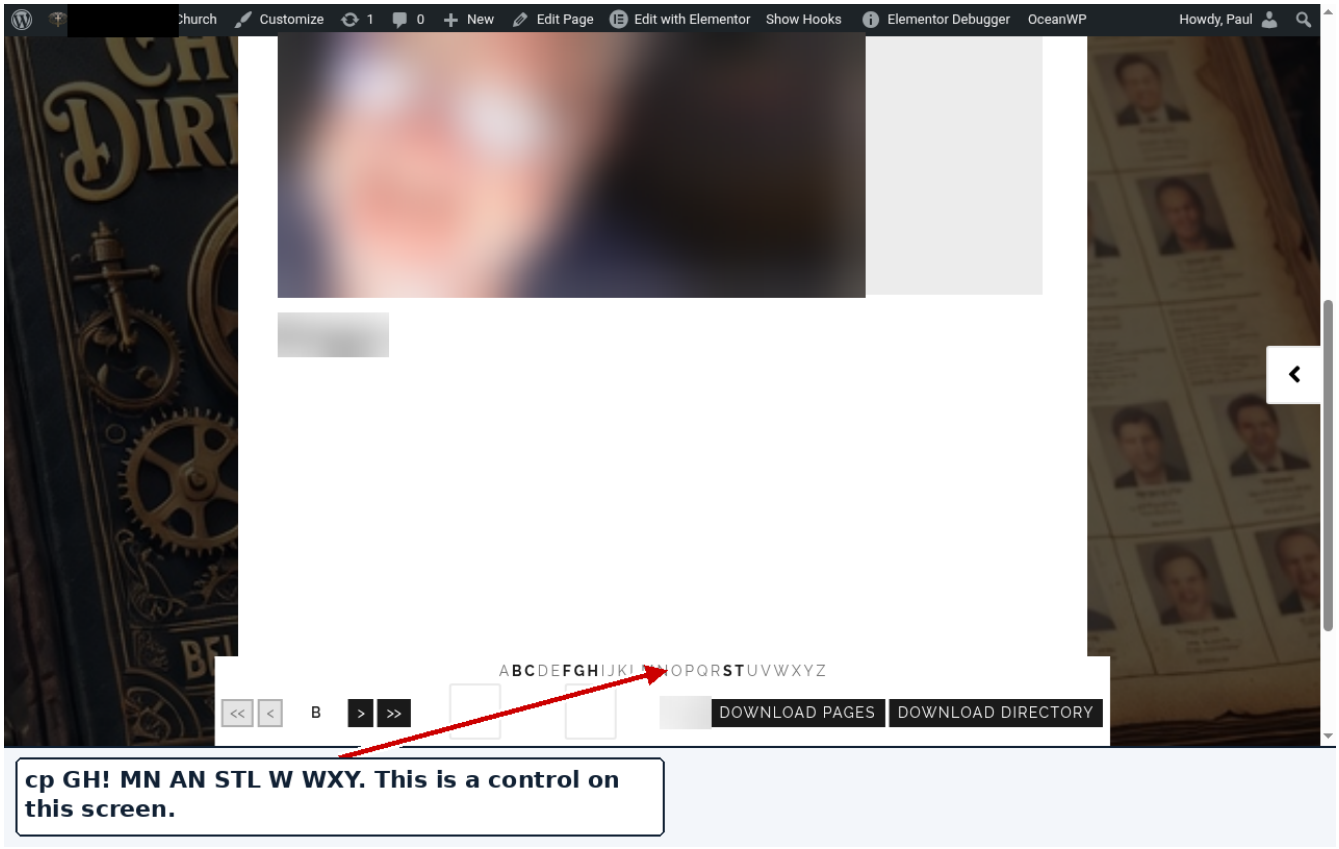
Church Directory after sign-in

The bar at the bottom of the page moves through the directory:

- The letters **A** to **Z**. A dark letter has households. Press it to go to the first household under that letter. A gray letter has none.
- **<<** goes to the first page, **<** to the previous page, **>** to the next page, and **>>** to the last page. The letter between the arrows is the part of the directory you are in.
- The two number boxes are **From** and **To**. Type the first and last page you want.
- **Download pages** downloads the pages from **From** through **To**.
- **Download directory** downloads the whole directory.

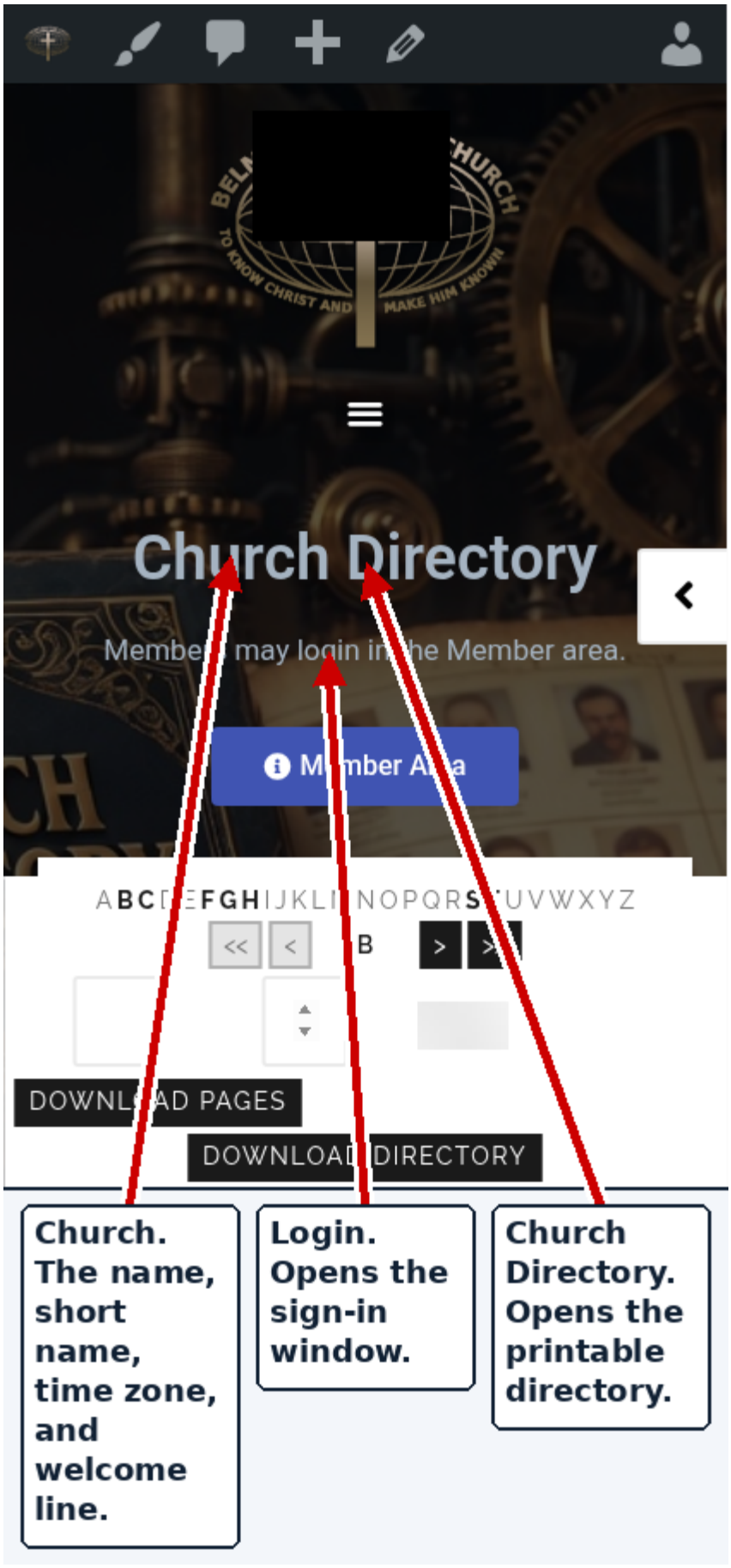
The bar stays at the bottom of the window while you scroll.

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Church Directory: the letter line, the page arrows, Download pages, and Download directory

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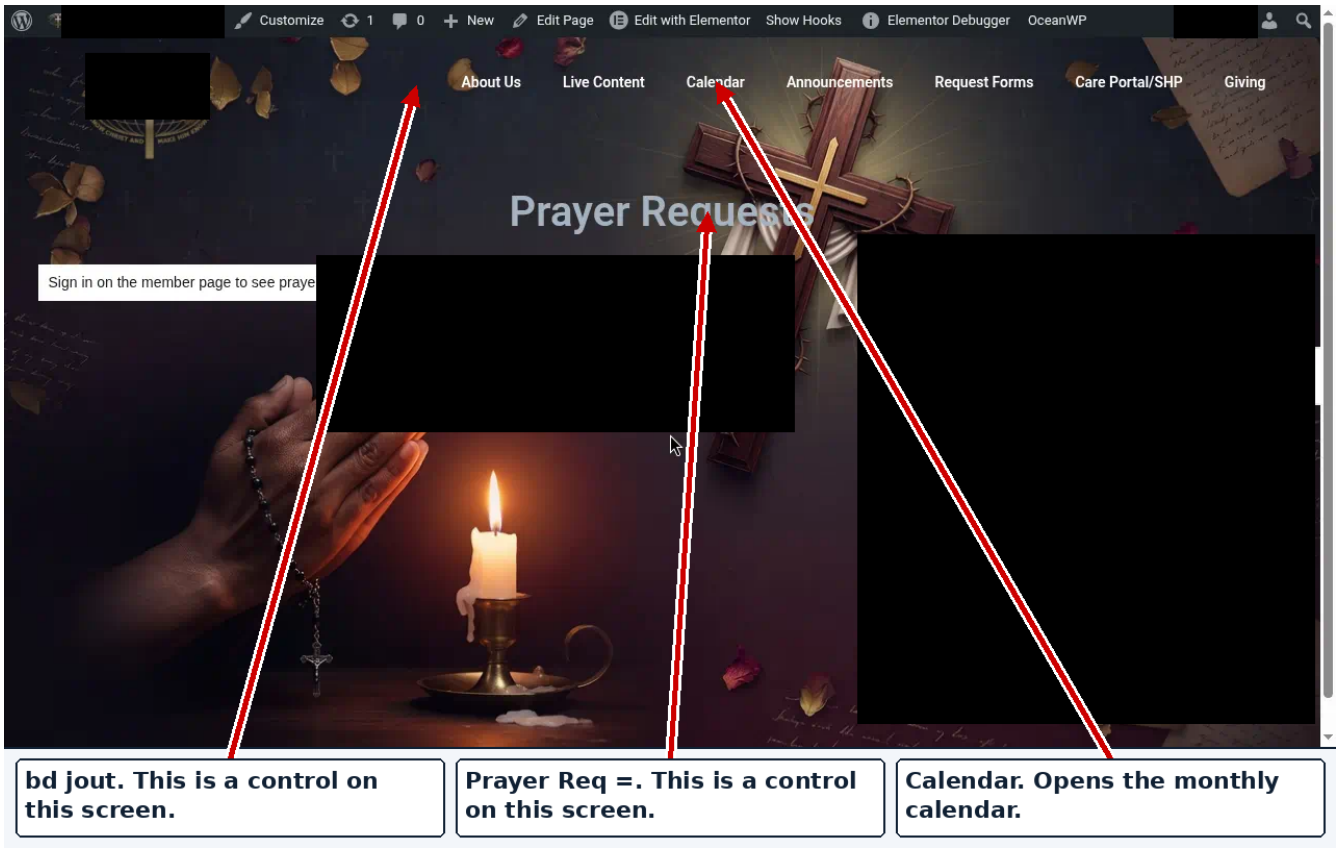


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Church Directory on a phone

Prayer Requests page

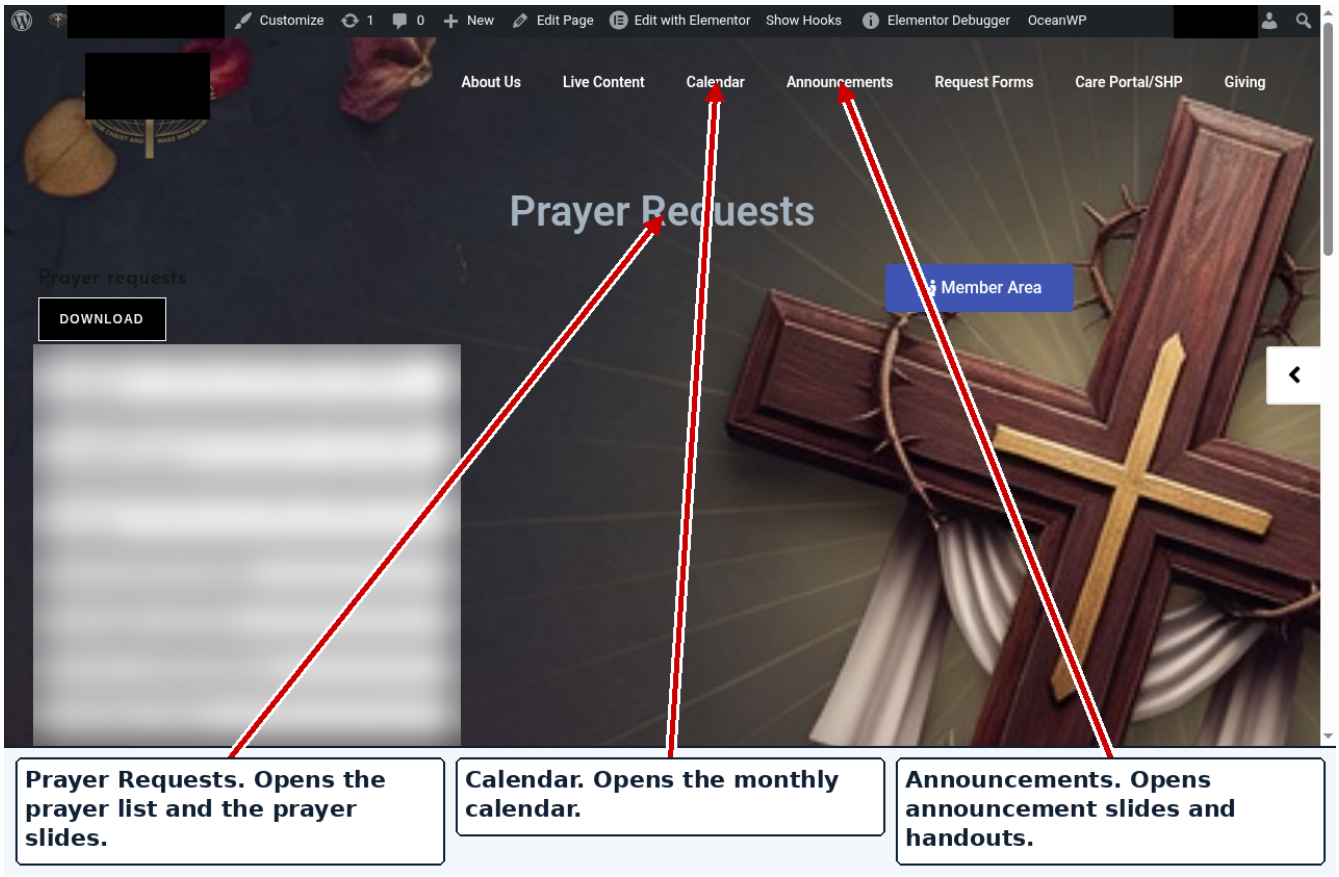
Before sign-in, the page says **Sign in on the member page to see prayer requests.** Press **Member Area** to sign in.



Prayer Requests before sign-in

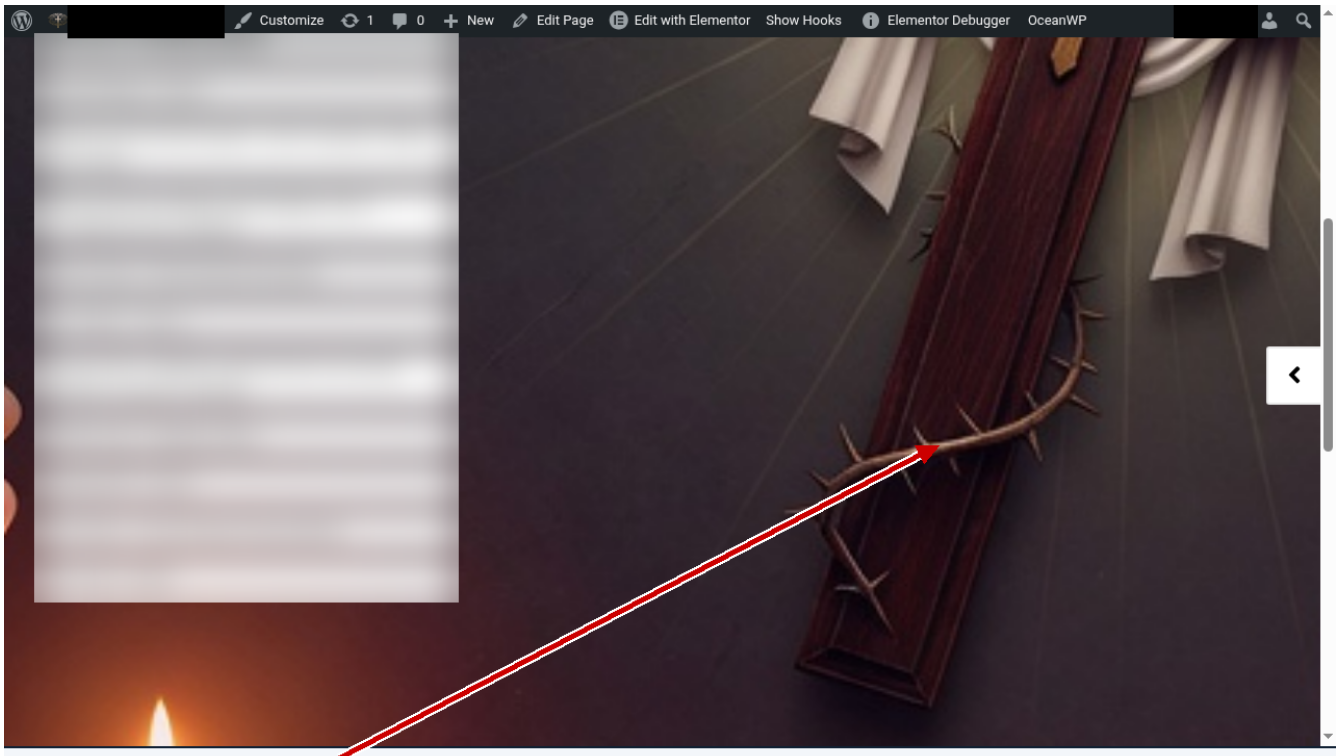
After sign-in, the page is headed **Prayer requests**. It lists the short line of each **Active** request that is not marked staff-only. It does not show the long version. **Download** saves that same list. When there are none, the page says **No active prayer requests.** A signed-in member also sees **My class** and **My group** for each class or group they belong to. Those sections list approved lines that are not private. A teacher or a group leader also sees **Waiting for this class** or **Waiting for this group**, with **Approve** and **Reject**. A class or group request does not appear in the church **Approval Queue**.

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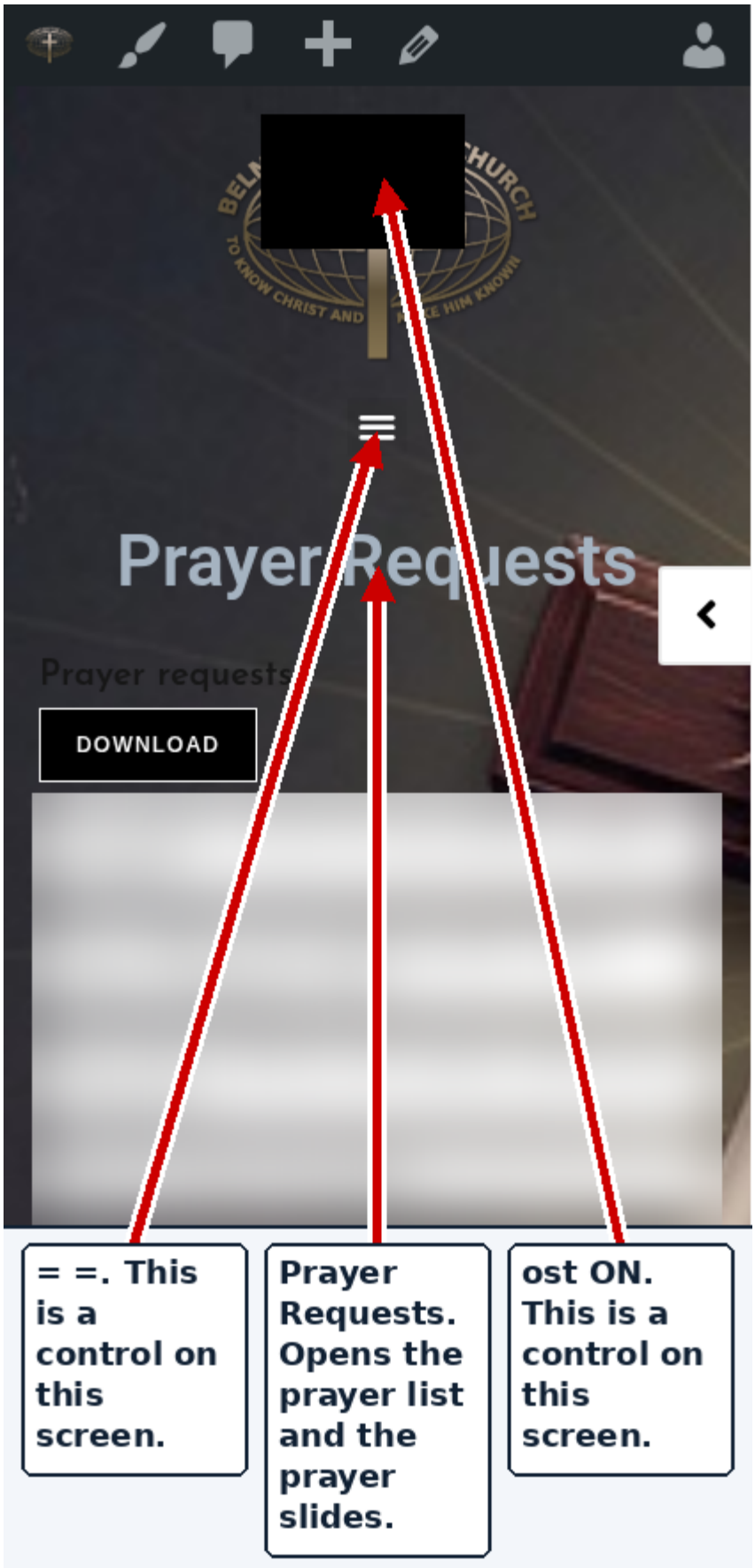
Prayer Requests after sign-in

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Prayer Requests: the rest of the list

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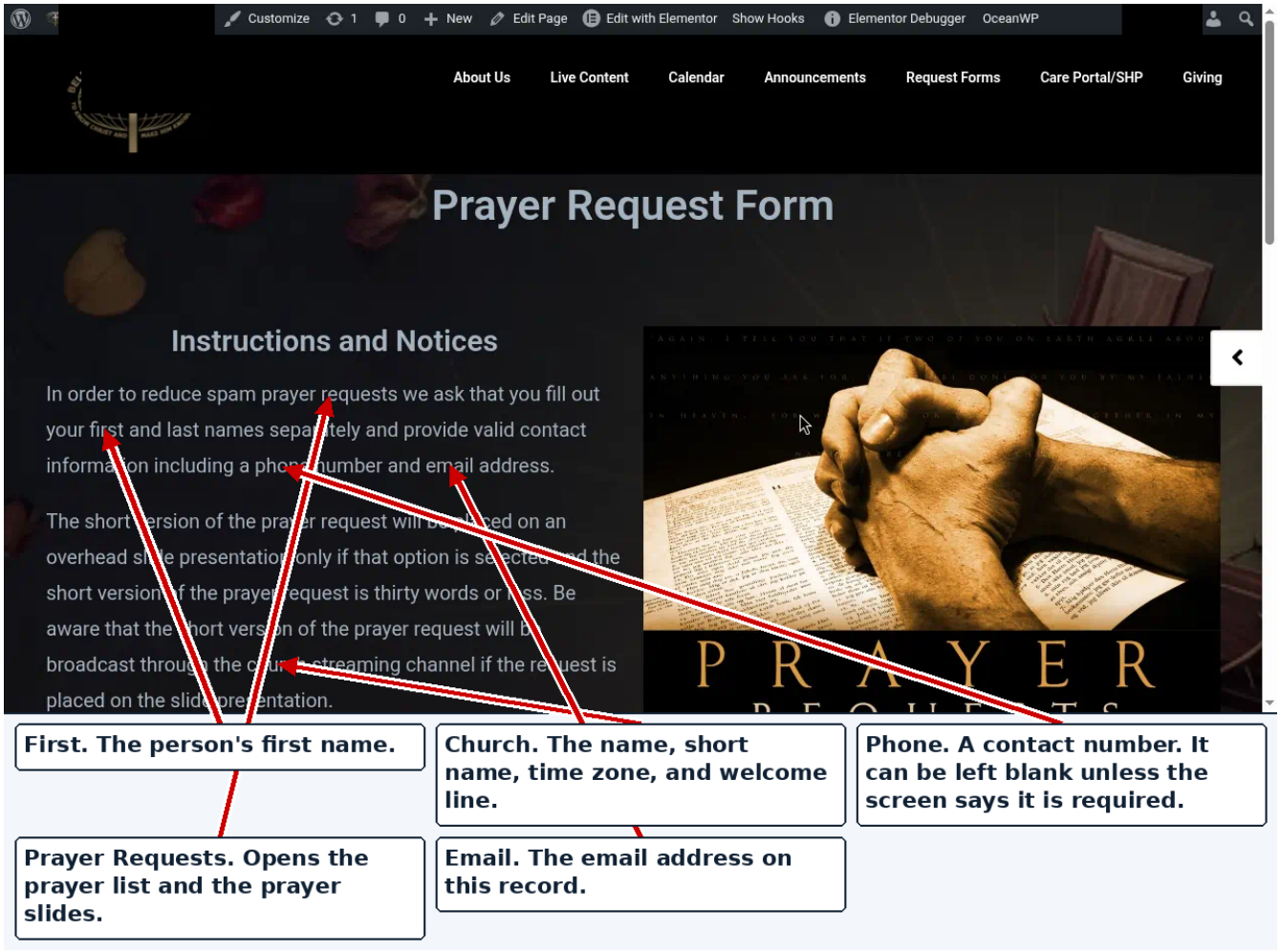
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Prayer Requests on a phone

Prayer Request Form

Members send prayer requests on the **Prayer Request Form** page of the church website.

Instructions and Notices at the top of the page explain the form. They ask for first and last names and for a phone number and email address. They explain when the short version of a request is put on the slide presentation, and that the slides can be seen on the church streaming channel. They also explain the choice to share a request only with church staff.

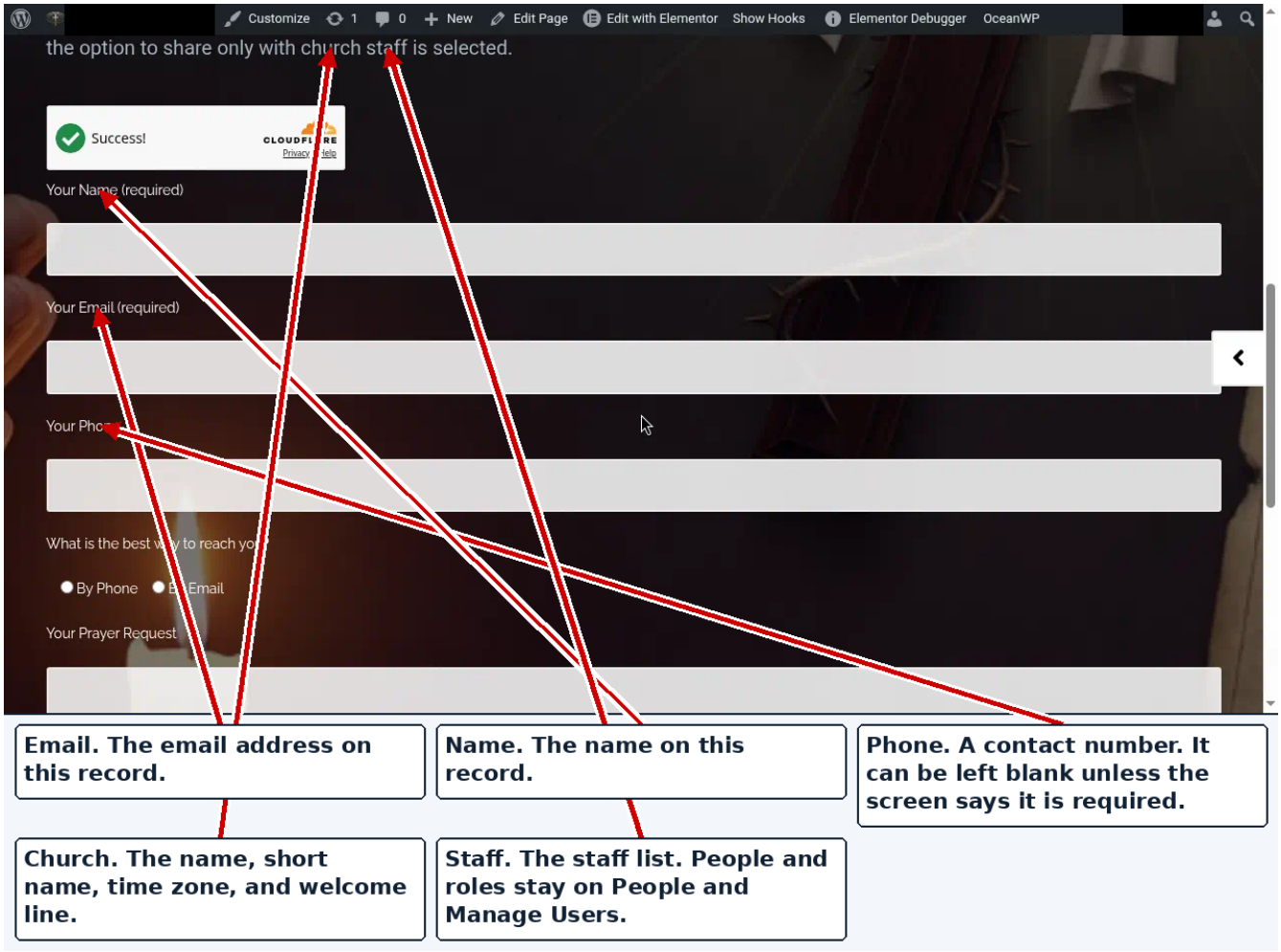


Prayer Request Form: Instructions and Notices

Replace the old email form on that page with `[serveway_prayer_request]`. The boxes are **Your first name**, **Your last name**, **Phone**, **Email**, and **What is the best way to reach you?** (**By Phone** and **By Email**). Then the short version, the optional full request, **Place on overhead presentation**, and **Make viewable only by church staff**. A signed-in member who belongs to a class also sees **Send this to my class**. A member of a group

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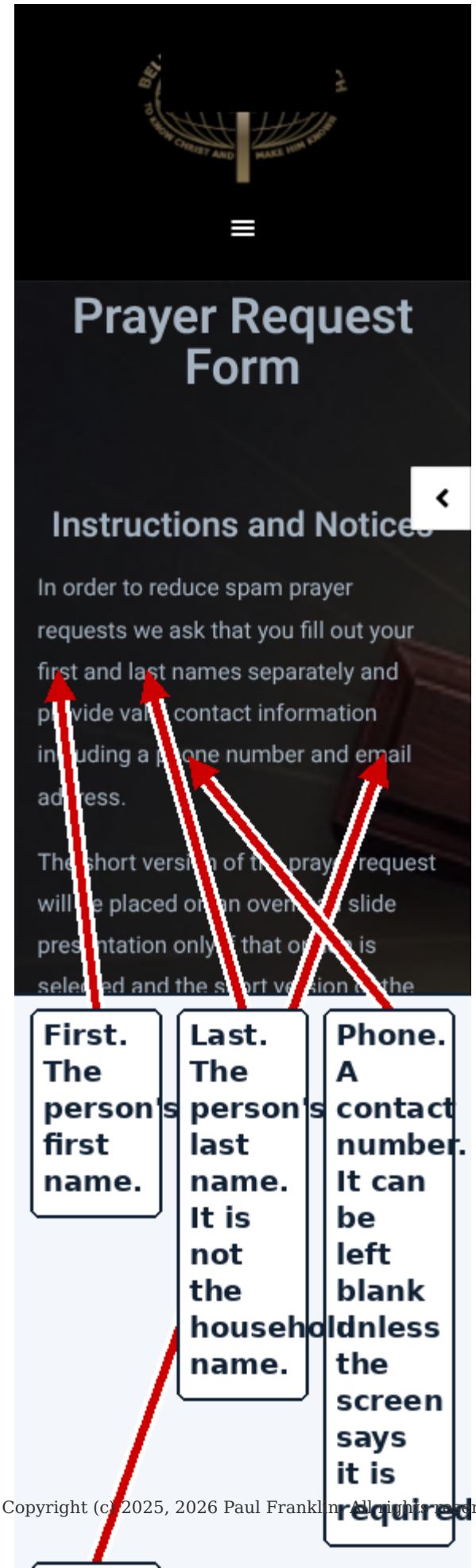
sees **Send this to my group**. **Church prayer list** leaves the request for church staff. Choosing a class or a group sends it to that teacher or leader instead, and the church administrator is not emailed. **Only teachers and leaders can see this** keeps that request off the member page and the slides. **Send** saves the request in ServeWay™. A church request is not on the prayer list until the church approves it. The church administrator is emailed when a church request arrives.



Prayer Request Form: the form

The pictures above show the earlier email form. After the shortcode is in place, **Send** writes the same kind of request the app saves. It waits in **Approval Queue**. The short line appears on the members-only **Prayer Requests** page after someone with Prayer Requests presses **Approve**, unless **Make viewable only by church staff** is checked. Staff can still change it on **Prayer Requests** in ServeWay™. The full steps for that screen are in Prayer Requests.

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Prayer Request Form on a phone

On a phone

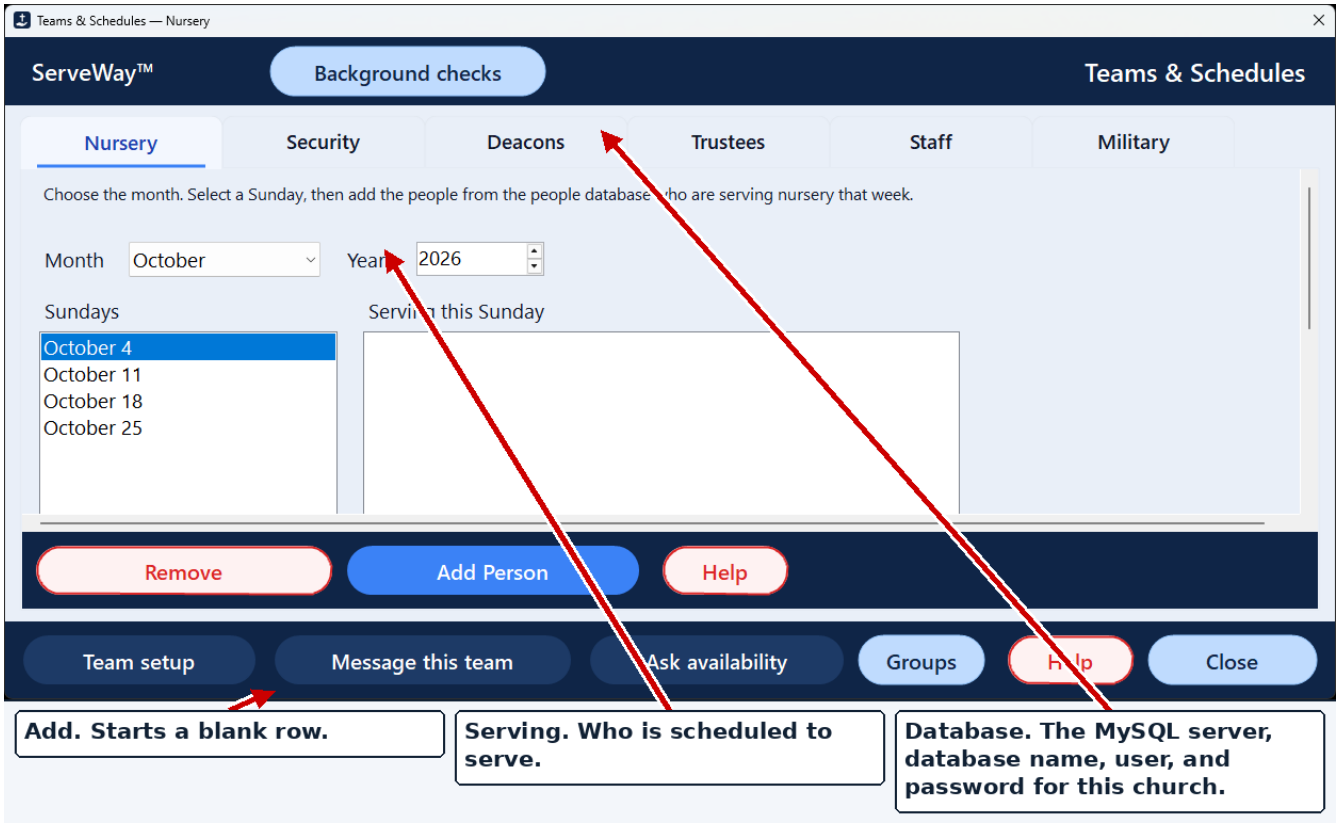
These website pages work on phones. On a phone the menu becomes a single button with three lines, and each page shows its parts one above the other. The pictures marked "on a phone" in this chapter show the same pages on a phone. Neighborhood canvass, class count, and check-in include a phone picture in Member Area and website forms.

`[serveway_canvass]` is the signed-in canvass page. It lists the next stops. The list works when the map has no points. Visit notes stay with the team. A prayer request waits in **Approval Queue** and does not include the street address. **Save wants a visit** opens a visitor follow-up and does not add a person to the directory.



Deacons

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Nursery

Member Area and website forms

These pages appear on the church website when the shortcode is placed on a page. How to install the plugin is in Install the ServeWay™ plugin. The people, gifts, and rooms in the pictures are made up. Your church sees its own names.

A member uses the same user name and password as ServeWay™. The sign-in steps are in Member sign-in.

Household on the website

This is the household page in the Member Area. A signed-in adult updates the address, phones, email, birthdays, children, and the church directory choices. Sign-in is required. The shortcode is `[serveway_household]`. A child who signs in can see the household and cannot change it. The full steps are in Member Area.

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Demo data

Member area (household)

A signed-in member sees and updates only their own household.

Shown as a signed-in demo member (Alex Sample). Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

Sample Family

This is your household. Other families are not shown.

Household

Street: 100 Sample St
Apt. No.:
City: Anytown
State / Region: ST
Zip Code: 00000
Country: US
Home phone: 555-0100

Names and contact information

Alex Sample
Email for Alex Sample: alex@example.com
Phone for Alex Sample: 555-0101
Birthday for Alex Sample: 1985-04-12
☑ Receive the monthly newsletter by email

Sam Sample
Email for Sam Sample: sam@example.com
Phone for Sam Sample: 555-0103
Birthday for Sam Sample: YYYY-MM-DD

Children

- Riley Sample

Church directory

☑ List in Church Directory ☑ Include email address(es) ☑ Include phone number(s) ☐ Include picture
Household picture
Choose File No file chosen
Save contact information

Family changes

That change was sent for approval. Check-in records stay the same until staff approve it.

Add a child

Child's first name
Child's last name
Birthday

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Household page in the Member Area

Directory on the website

This is the church directory on the website. Signed-in members look up households that chose to be listed. Sign-in is required. The shortcode is `[serveway_directory]`. The letters, page arrows, and downloads are in Church Directory page.

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Demo data

Church directory

One household per page, printable like a paper directory.

Shown as a signed-in demo member (Alex Sample). Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

Sample Community Church
Directory



Demo Family

Taylor Demo

taylor@example.com

5 Demo Ct

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Calendar on the website

This is the church calendar. A signed-in member can show the month, the week, or a list, and can add an event to a phone calendar. Sign-in is required. The shortcode is `[serveway_calendar]`. The buttons are in Church calendar page.

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Demo data

Church calendar

Month view with ministry filters and a calendar feed.

Shown as a signed-in demo member (Alex Sample). Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

Church calendar

October 2026

Show the month Show the week Show the list

Show the previous month Show the next month

Ministry: All ministries

Category: All categories

Show these events

The subscribe link is for public church events. Choose a ministry to subscribe to that ministry.

Subscribe to all public events

Download this calendar file

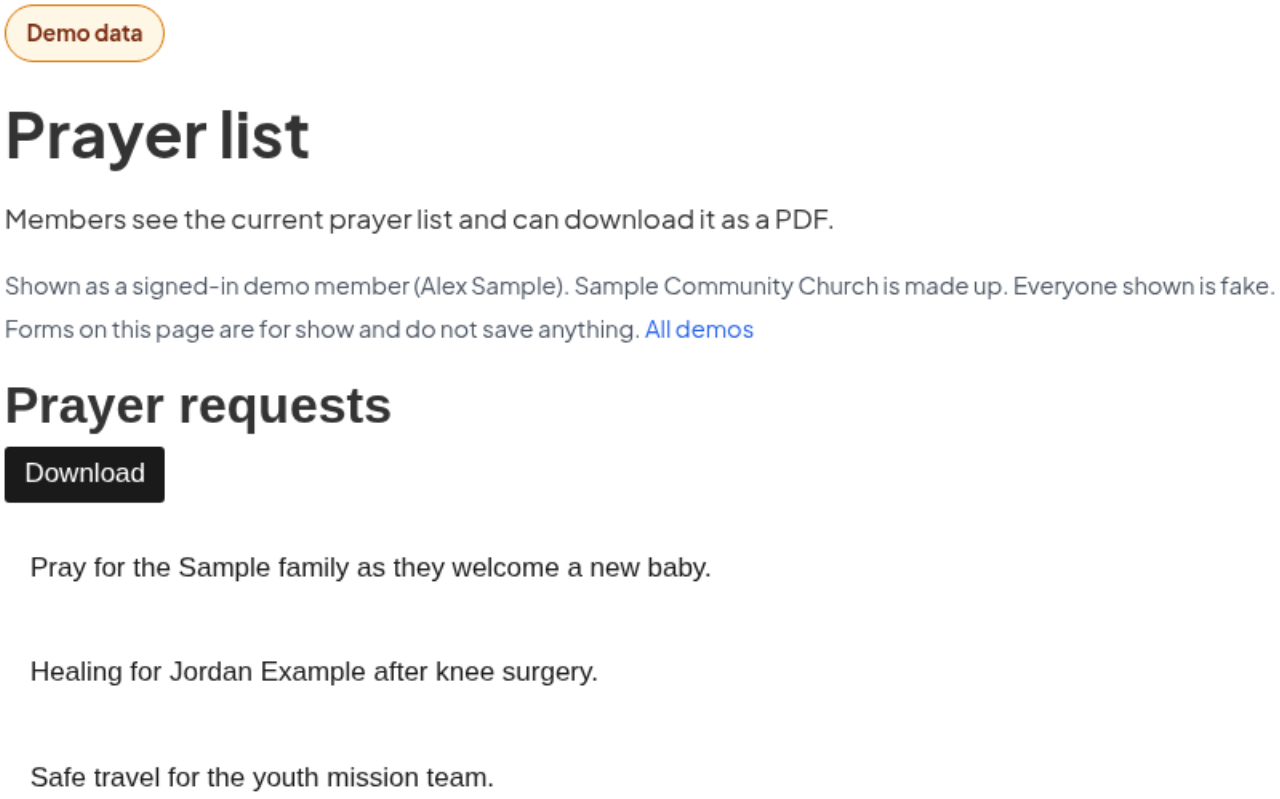
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17 **Sunday Worship** Add this event to my calendar
18	19	20 **Wednesday Night Supper** Add this event to my	21	22	23	24 **Fall Family Picnic** Add this event to my

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Church calendar on the website

Prayer list on the website

This is the current prayer list. Signed-in members read the short line of each active request and can download the list. Sign-in is required. The shortcode is `[serveway_prayer_requests]`.



Prayer list on the website

Sending a prayer request

This form sends a prayer request to the church. Anyone can fill it in. A signed-in member who belongs to a class or a group also sees a choice to send it there. The shortcode is `[serveway_prayer_request]`. The request waits in **Approval Queue**. The boxes are in Prayer Request Form.

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Demo data

Prayer request form

Anyone can send a short prayer request.

Public page. No sign-in needed. Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

Prayer request

Your first name

Your last name

Phone

Email

What is the best way to reach you?

◯ By Phone ◯ By Email

Short version of the prayer request

Thirty words or fewer if it should go on the presentation.

Full prayer request (optional)

Options

☐ Place on overhead presentation

☐ Make viewable only by church staff

Send

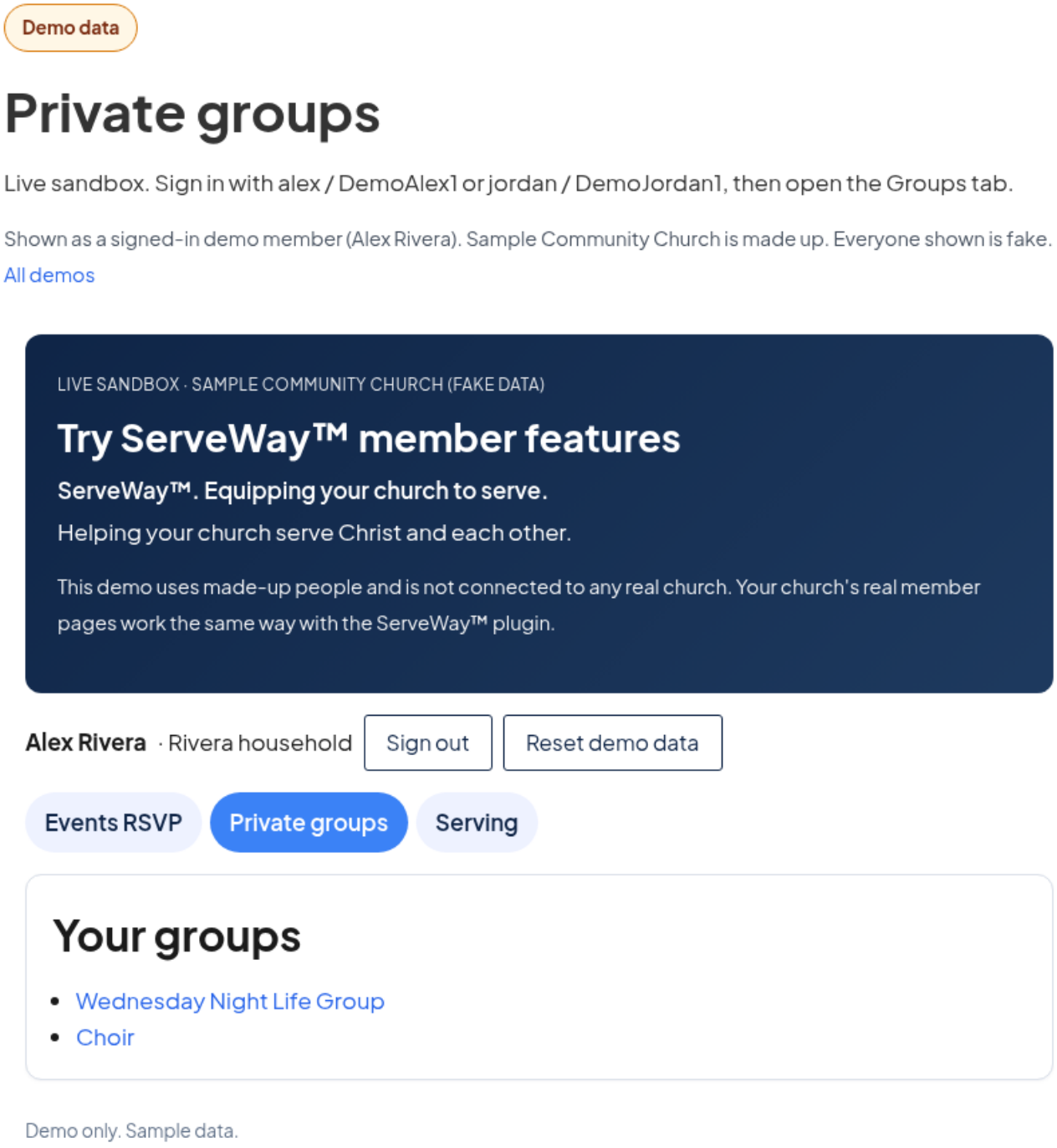
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Prayer request form on the website

Groups on the website

This page lists the groups a signed-in member belongs to, and the groups staff opened for browsing. The member can ask to join. Sign-in is required. The shortcode is `[serveway_groups]`. **Ask to join** waits in **Approval Queue**.

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Groups on the website

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Event RSVPs

This page lists upcoming events. A signed-in member answers yes or no for the people in the household. Saving, changing, or cancelling an RSVP emails the household. Sign-in is required. The shortcode is `[serveway_events]`.

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Demo data

Events RSVP

Live sandbox. Sign in with alex / DemoAlex1 or jordan / DemoJordan1, then open the Events tab.

Shown as a signed-in demo member (Alex Rivera). Sample Community Church is made up. Everyone shown is fake.

All demos

LIVE SANDBOX · SAMPLE COMMUNITY CHURCH (FAKE DATA)

Try ServeWay™ member features

ServeWay™. Equipping your church to serve.

Helping your church serve Christ and each other.

This demo uses made-up people and is not connected to any real church. Your church's real member pages work the same way with the ServeWay™ plugin.

Alex Rivera · Rivera household | Sign out | Reset demo data

Events RSVP | Private groups | Serving

Upcoming events

Fall Fellowship Picnic

When: Sat, Oct 18, 2026 · 12:00 PM – 3:00 PM

Where: Memorial Park Pavilion

Bring a side dish. Games for kids. Sample Community Church families only — fake demo event.

○ Yes ○ No People in your household 1 Save RSVP

Newcomers Dessert Night

When: Fri, Oct 24, 2026 · 7:00 PM – 8:30 PM

Where: Fellowship Hall

Meet the pastoral team and small-group leaders. Childcare provided (demo).

People in your household

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Serving assignments

This page lists the dates a signed-in member is asked to serve. The member accepts or declines. A note is required when they decline. Sign-in is required. The shortcode is `[serveway_serving]`.

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Demo data

Serving assignments

Live sandbox. Sign in with alex / DemoAlex1 or jordan / DemoJordan1, then open the Serving tab.

Shown as a signed-in demo member (Alex Rivera). Sample Community Church is made up. Everyone shown is fake.

All demos

LIVE SANDBOX · SAMPLE COMMUNITY CHURCH (FAKE DATA)

Try ServeWay™ member features

ServeWay™. Equipping your church to serve.

Helping your church serve Christ and each other.

This demo uses made-up people and is not connected to any real church. Your church's real member pages work the same way with the ServeWay™ plugin.

Alex Rivera · Rivera household | Sign out | Reset demo data

Events RSVP | Private groups | Serving

Your serving assignments

Life Group host

When: Wed, Oct 15, 2026 7:00 PM

Event: Wednesday Night Life Group

Your response: Pending

Note, required if you decline

Accept | Decline

Choir — alto section

When: Sun, Oct 12, 2026 10:30 AM

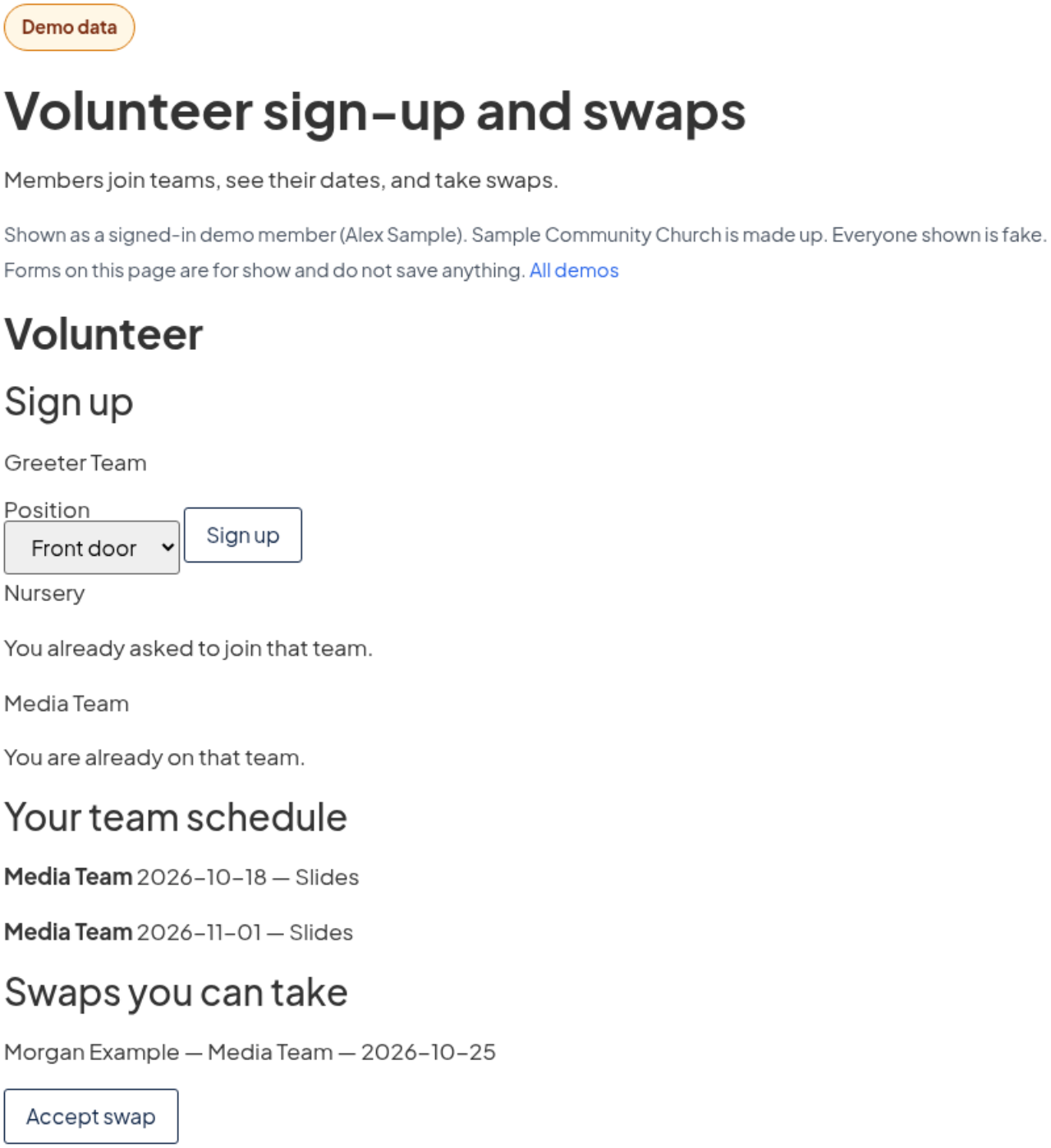
Event: Morning Worship

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Volunteer sign-up and swaps

Signed-in members use this page to join a team, see their dates, or take an open swap. Sign-in is required. The shortcode is `[serveway_volunteer]`. The same section also appears on the household page.

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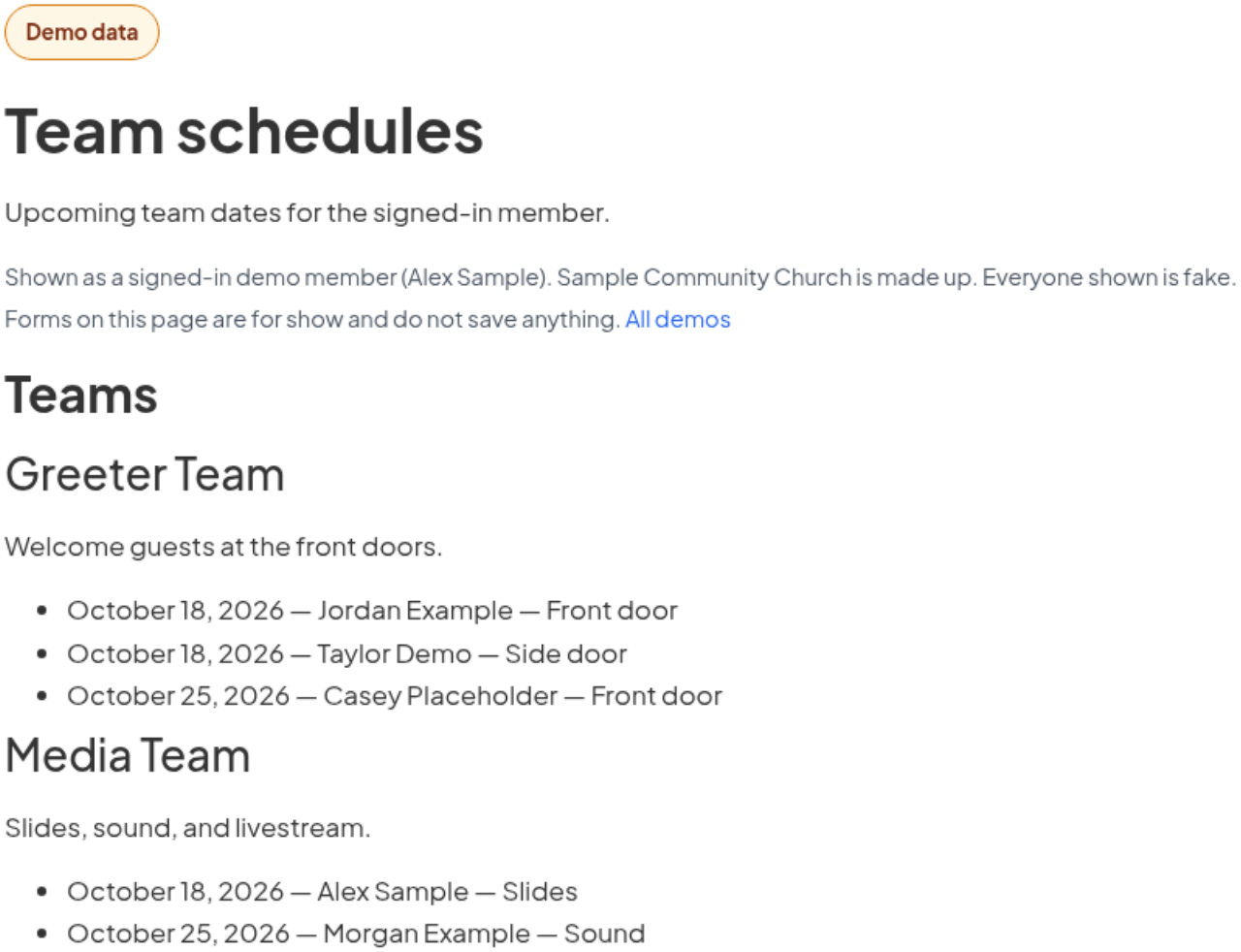


Volunteer sign-up and swaps

Team schedules on the website

This page shows upcoming dates for teams. A public team is open to anyone. A members-only team opens after Member Area sign-in. A signed-in member also sees the teams they are on. The shortcode is `[serveway_teams]`.

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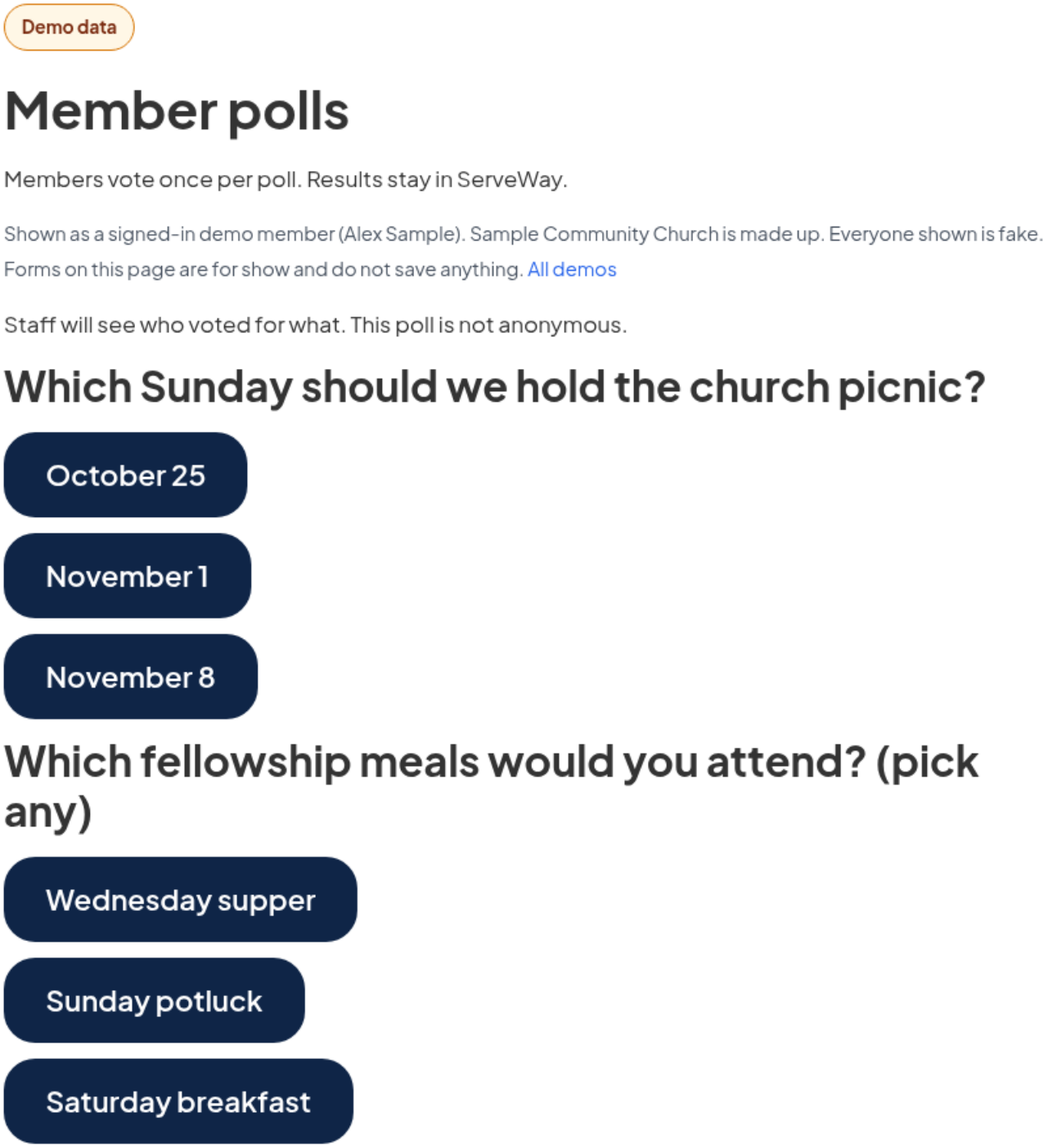


Team schedules on the website

Member polls

Signed-in members vote on questions the church sent. Each person votes once. Staff can see who voted. The poll is not anonymous. Sign-in is required. The shortcode is `[serveway_polls]`.

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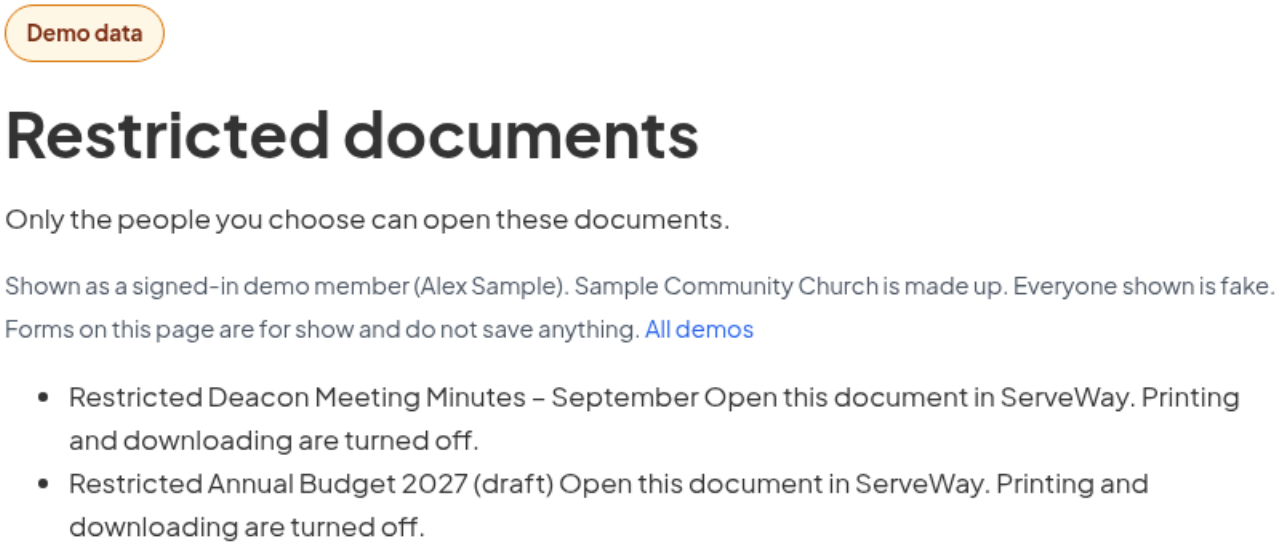
Member polls on the website

Restricted documents for members

This page lists the documents the signed-in person is allowed to open. A person who is still signed out is asked to sign in, and the titles stay hidden. Sign-in is required. The

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shortcode is `[serveway_restricted_documents]`. The rules are in Restricted documents on the website.



Restricted documents on the website

Giving history and statements

A signed-in member sees gifts linked to that person and, when the household is linked, that household. They can print or download a statement, or email it to an address already saved on their record. Sign-in is required. The shortcode is `[serveway_giving_history]`. This page does not charge a card.

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Demo data

Giving history and statements

Members see their household giving and print a year-end statement.

Shown as a signed-in demo member (Alex Sample). Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

Giving history

This list includes gifts linked to your household.

Print, save, and email use the full calendar year of the end date. The list can be a shorter range.

Year 2026 Choose dates Year

From 01/01/2026 To 12/31/2026 Show

Print statement

Download PDF

Email statement to me

Sample Community Church

100 Church St
Anytown, ST 00000
2026

Thank you for your gifts. No goods or services were provided in exchange for these contributions, other than intangible religious benefits. Please retain this statement for your tax records.

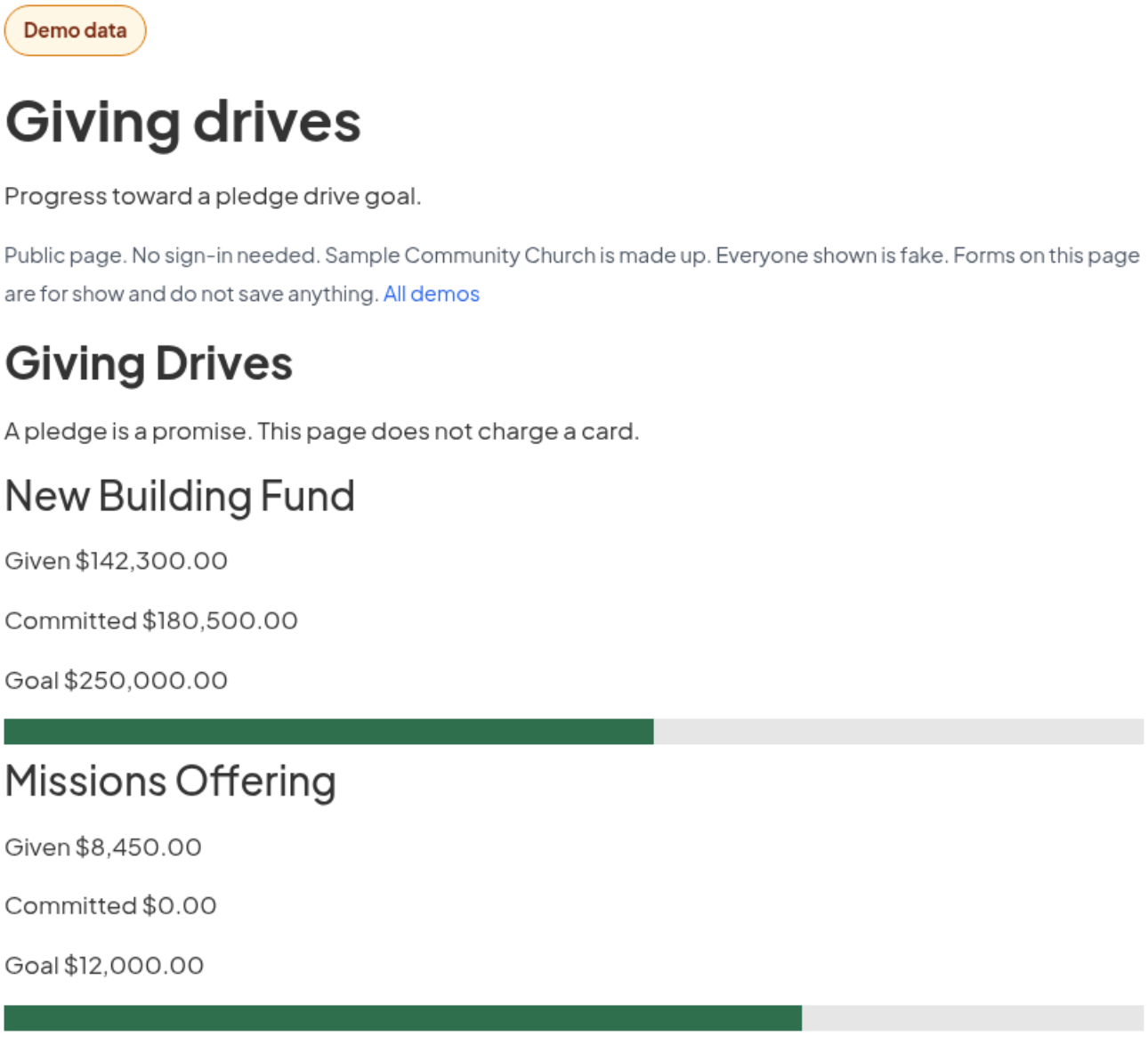
Date	Fund	Amount	Method	Giver
2026-01-28	General Fund	150.00	gift	Alex Sample
2026-02-27	General Fund	150.00	gift	Alex Sample
2026-03-29	Missions	50.00	gift	Alex Sample
2026-04-28	General Fund	150.00	gift	Alex Sample
2026-05-28	New Building Fund	500.00	gift	Alex Sample

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Giving history on the website

Giving drives

A signed-in member records a pledge toward a goal. The amounts stay hidden until that member chooses to show them. Anyone can see the public totals for a published drive: given, promised, and the goal. No person's name is on that public view. A pledge is a promise. This page does not charge a card. The shortcode is `[serveway_giving_drives]`.



Giving drives on the website

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Online giving

Anyone can give to a fund. They choose the fund, the amount, a name, an email, and how often. Stripe processes the card. Card numbers are entered on Stripe Checkout. Anyone can give on this page. The shortcode is `[serveway_giving]`. Gifts are in US dollars. ServeWay™ does not add a charge. The church pays Stripe's fee.

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Demo data

Online giving

Gifts are processed by Stripe, the payment processor.

Public page. No sign-in needed. Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

ServeWay takes nothing off the top. The church pays only Stripe's standard fee, currently 2.9% + 30¢ per transaction, with no additional ServeWay charge.

The church is the merchant of record. Disputes and refunds are the church's responsibility.

ServeWay records the full amount the donor gave. Stripe's fee is not subtracted.

Gifts are in US dollars only.

Stripe's standard ACH (bank transfer) fee is currently 0.8% per transaction, capped at $5, for standard settlement. ServeWay adds no charge.

Card numbers are entered on Stripe Checkout, not on this page.

Fund

General Fund

Amount (USD)

Name

Email

Schedule

Once

Continue on Stripe

Giving Drives

A pledge is a promise. This page does not charge a card.

New Building Fund

Given $142,300.00

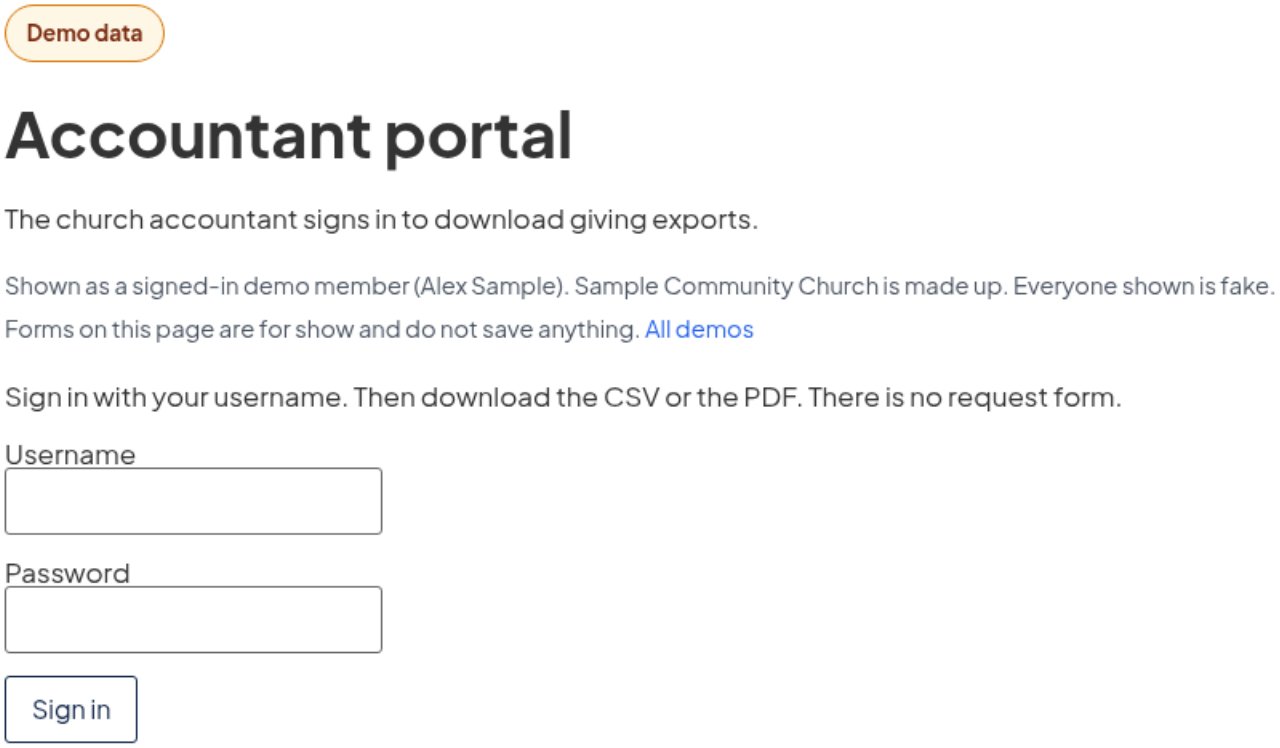
Goal $250,000.00

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Online giving on the website

Accountant portal

The church accountant signs in here and downloads a CSV or a PDF of gifts. This sign-in is the accountant user name. It is separate from the Member Area. The page stays off until the church turns it on. The shortcode is `[serveway_accountant]`.

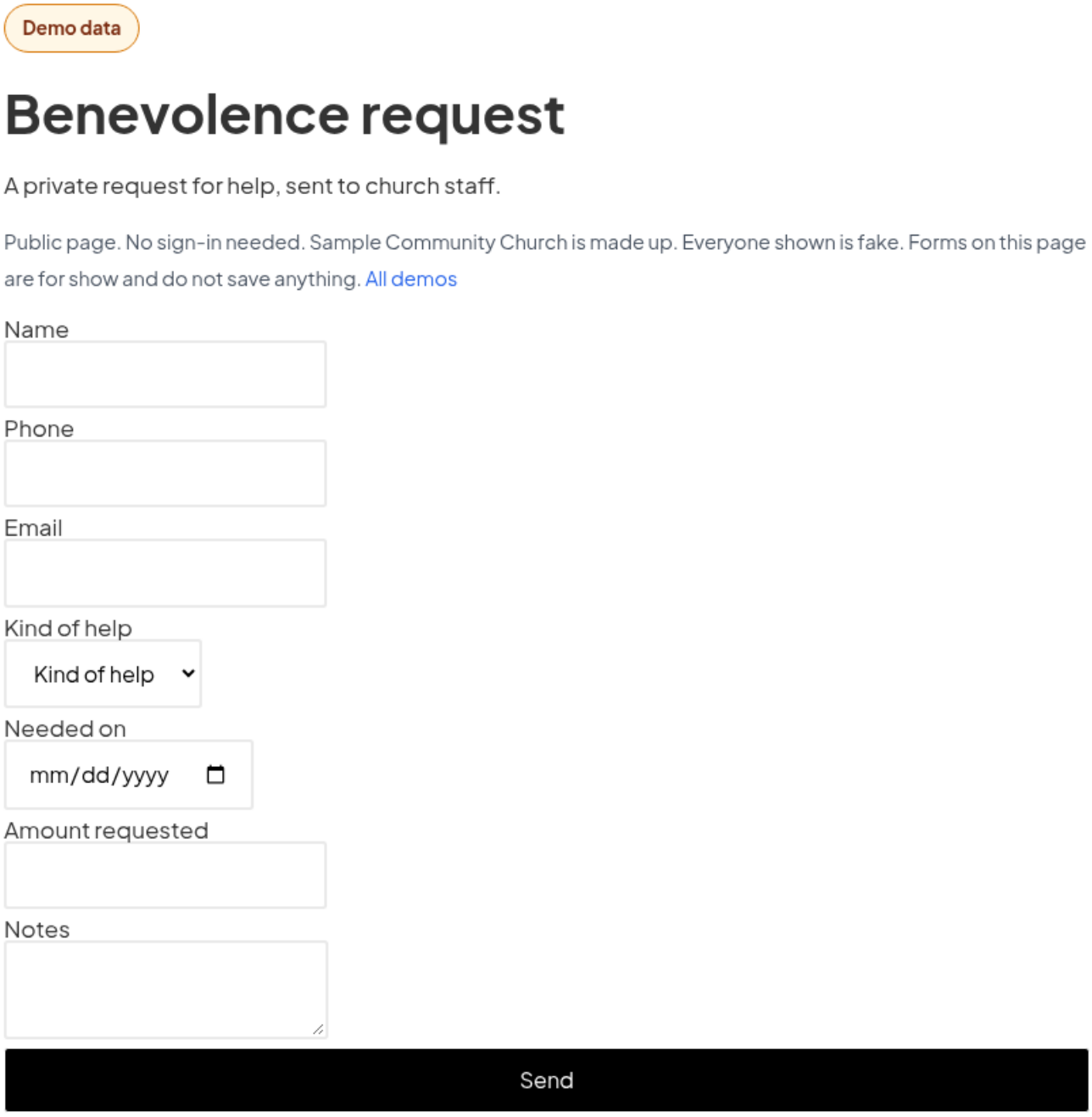


Accountant portal on the website

Benevolence request

A person asks the church for private help. **Send** saves the request in ServeWay™. It waits in **Approval Queue**. **Website form: Members only** starts on, so Member Area sign-in is required until staff turn that off. The shortcode is `[serveway_benevolence]`.

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Benevolence request on the website

Facility request

Someone asks to reserve a room. Staff approve or decline it in ServeWay™. The request stays off the calendar until it is approved. Anyone can send a request until **Facility requests** is set to **Members only**. The shortcode is `[serveway_facility_request]`.

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Demo data

Facilities request

Ask to reserve a room. Staff approve or decline it in ServeWay.

Public page. No sign-in needed. Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

Request a facility

This request is sent in your name. It is not on the calendar until a staff member approves it.

Your requests

Baby shower

Status: Pending

When: October 29, 2026, 2:00 PM – 4:00 PM

Cancel request

Your name

Alex Sample

Phone

555-0101

Email

alex@example.com

What is the best way to reach you?

◯ By Phone ◯ By Email

Event name

Date

mm/dd/yyyy

Start time

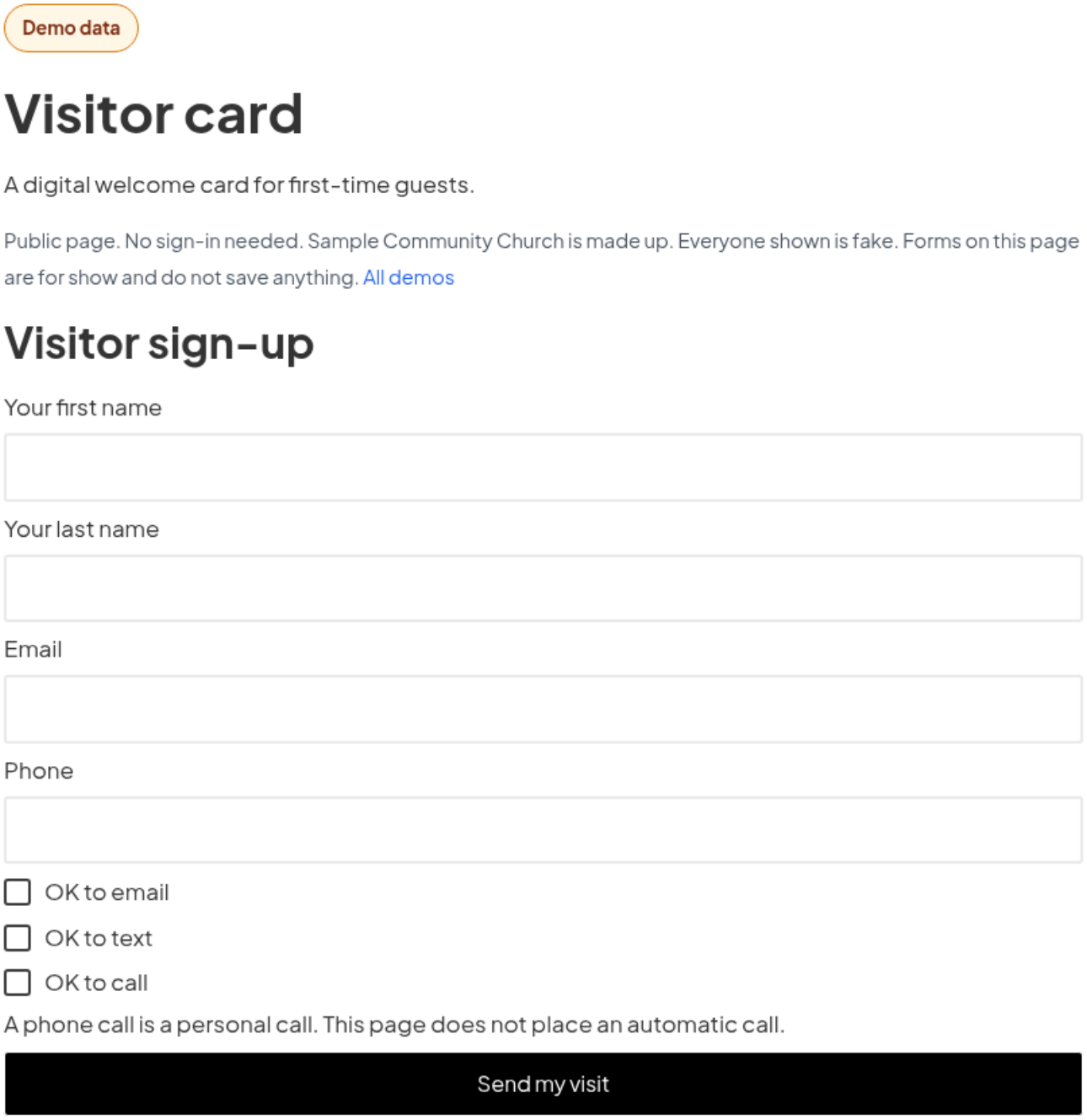
End time

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Visitor card

A first-time guest fills in a welcome card: name, email or phone, and whether the church may email, text, or call. Anyone can send it. A phone call from this page is a personal call from the church. The page does not place an automatic call. The shortcode is `[serveway_visitor]`.

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Visitor card on the website

Vacation Bible School registration

A parent registers children for Vacation Bible School or camp. They choose the event, add each child, and give a phone or an email. Anyone can register. A signed-in member sees their own name and contact filled in. When the church has turned on a fee, the parent pays that fee on Stripe. The shortcode is `[serveway_vbs]`.

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Demo data

VBS registration

Register children for Vacation Bible School.

Public page. No sign-in needed. Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

Event

VBS 2027: Sample Safari

Parent or guardian

Alex Sample

Email

alex@example.com

Phone

555-0101

Emergency contact

Emergency phone

Child 1

Child first name

Child last name

Birthdate

mm/dd/yyyy

Grade

Group

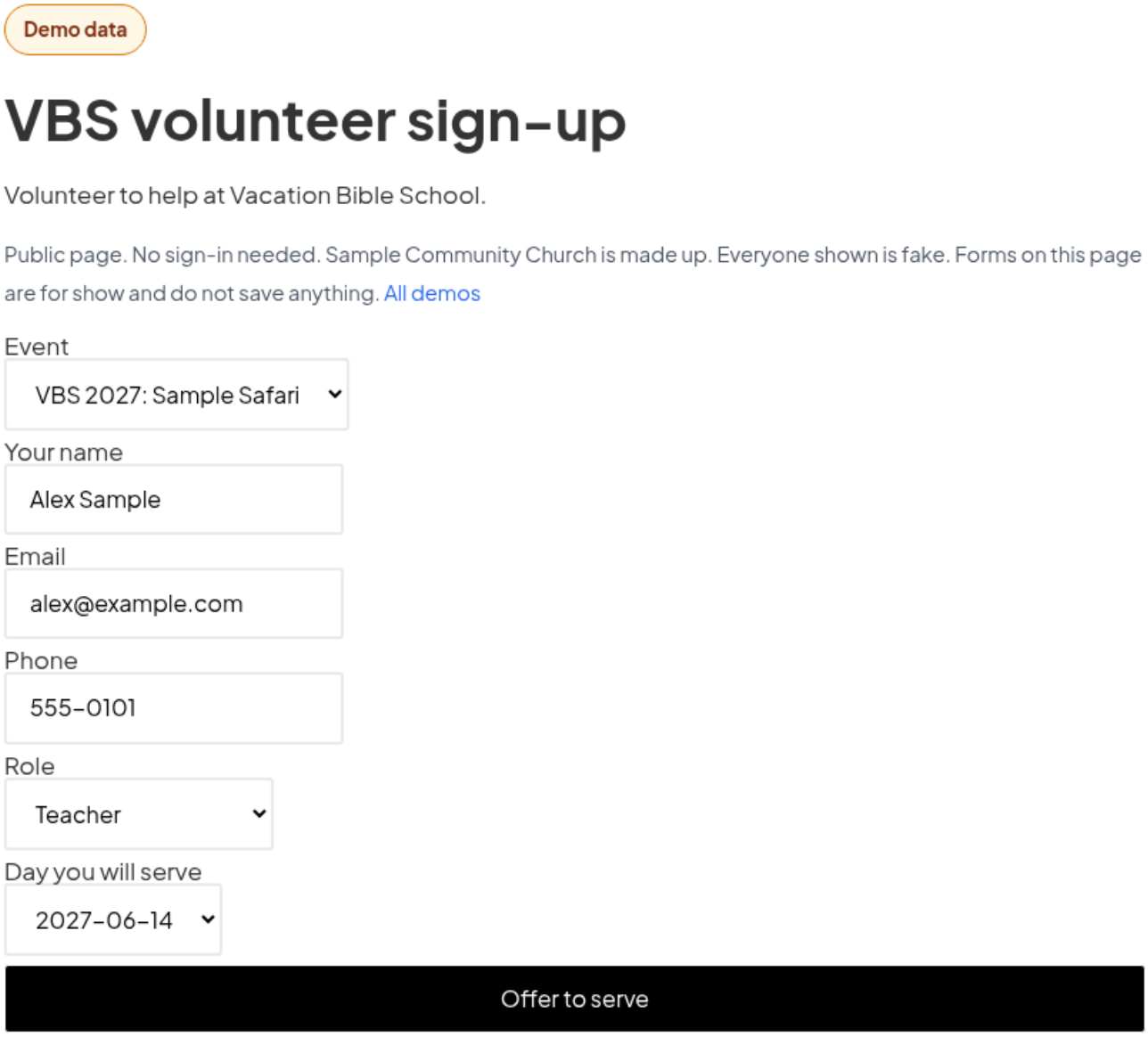
T-shirt size

YS

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Vacation Bible School volunteers

A volunteer offers to help at Vacation Bible School. They choose a role and a day, and give a phone or an email. Anyone can send the offer. The church office sees it in ServeWay™. The shortcode is `[serveway_vbs_volunteer]`.



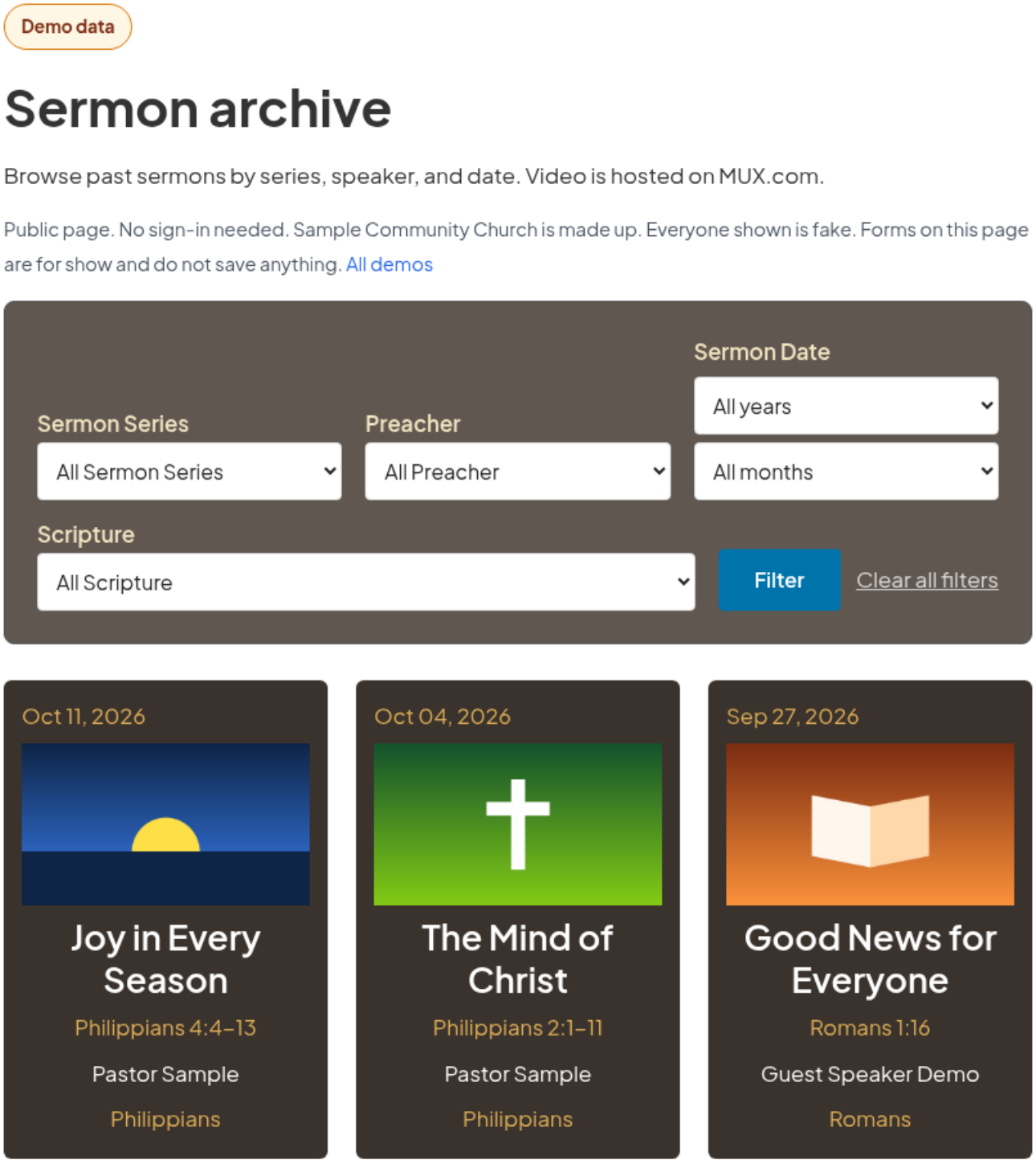
Vacation Bible School volunteers

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Sermon archive

Anyone can browse past sermons by series, preacher, year, month, and scripture. Each card shows the date, title, scripture, preacher, and series. Opening a sermon plays the video on MUX.com. The page is open to anyone. The shortcode is `[serveway_sermons]`. The filter shortcode is `[serveway_sermon_filter]`.

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Sermon archive on the website

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Sermon notes on the website

A pastor or speaker sends sermon notes for the slides and the archive. The form asks for the title, date, scripture, speaker, and points. Anyone with the page can send it. It goes to the forms mailbox. The shortcode is `[serveway_sermon_form]`.

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Demo data

Sermon notes form

Pastors send sermon notes for the slides and the archive.

Public page. No sign-in needed. Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

ServeWay™

Sermon

Format

Points|Points

Sermon Title (required)

Date of Service (required)

mm/dd/yyyy

Scripture Reference(s)

Speaker Name (optional)

Main point 1

Main point

Verse number(s)

Minor point 1

Minor point 2

Minor point 3

Minor point 4

Main point 2

Main point

Verse number(s)

Minor point 1

Minor point 2

Minor point 3

Minor point 4

Main point 3

Main point

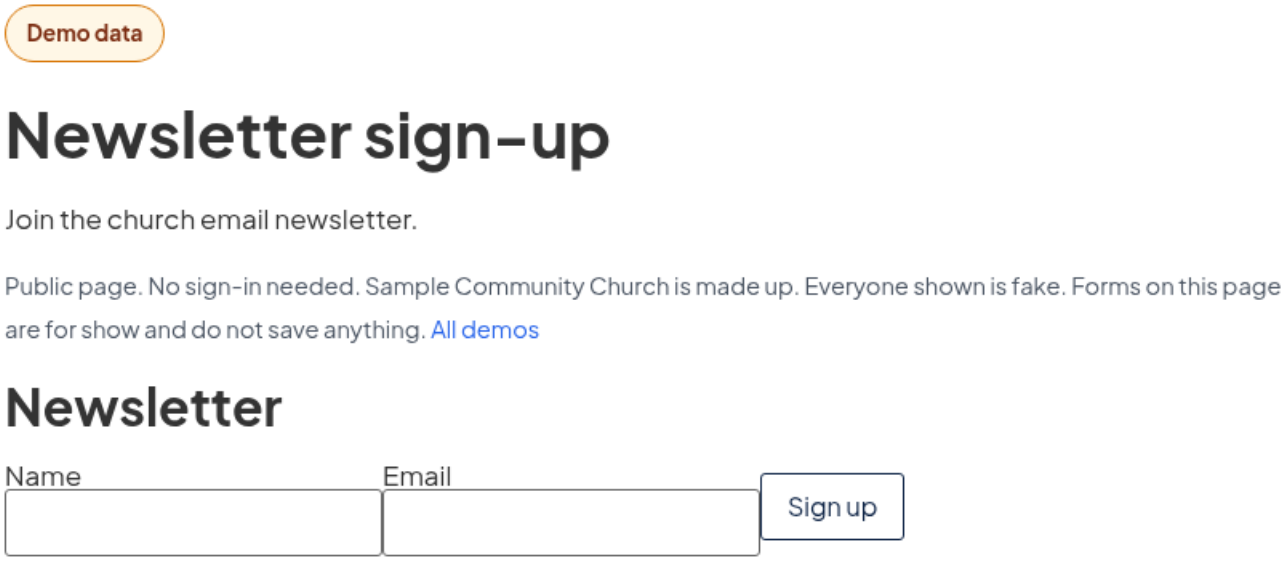
Verse number(s)

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Sermon notes form on the website

Newsletter sign-up

Anyone can join the monthly email newsletter. The form asks for a name, an email, and **Receive the monthly newsletter by email**. The shortcode is `[serveway_newsletter_signup]`.

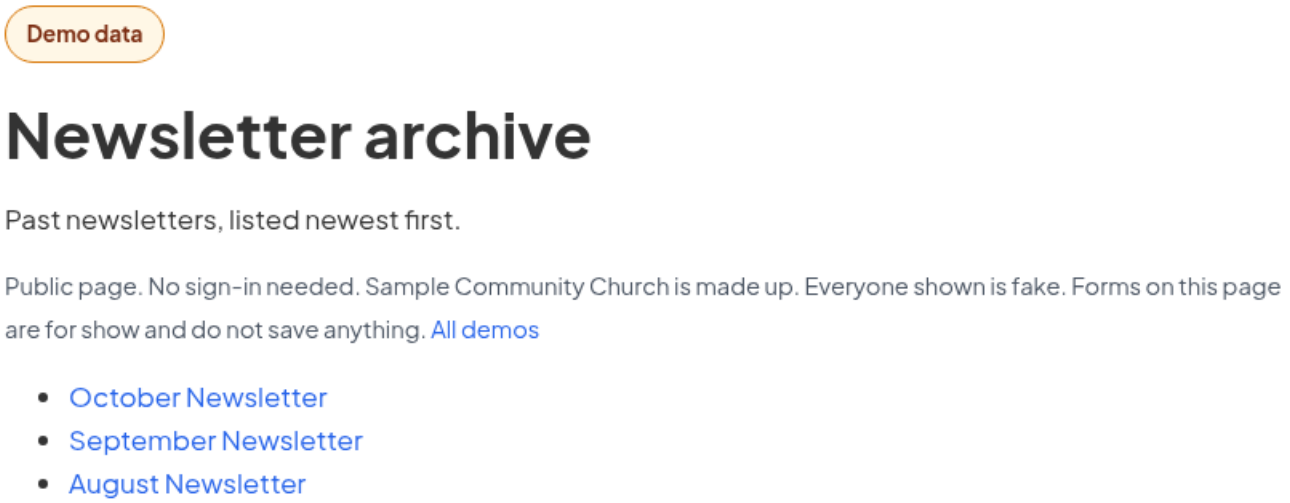


Newsletter sign-up on the website

Newsletter archive

Anyone can open past newsletters. The newest is first. The shortcode is `[serveway_newsletters]`. The list is public.

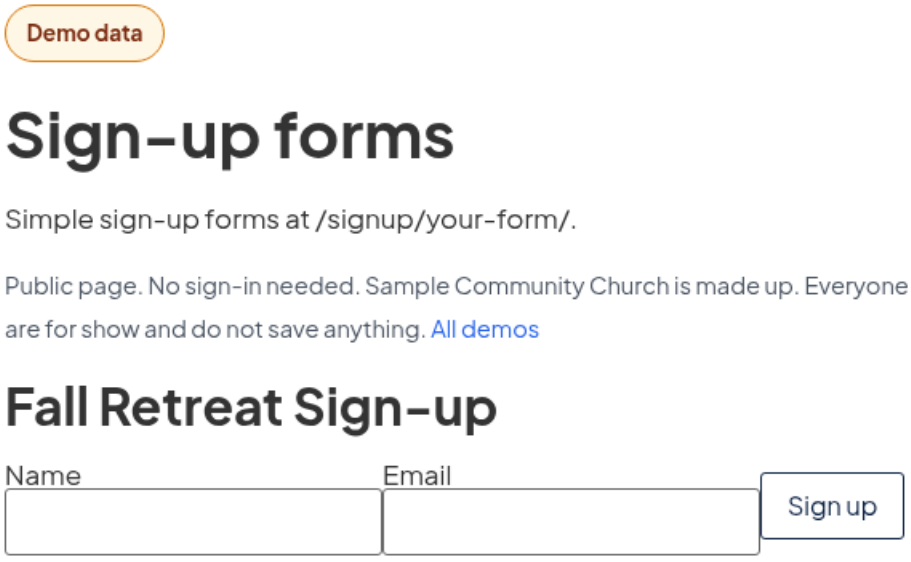
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Newsletter archive on the website

Other sign-up forms

The church can publish a short sign-up, such as a retreat. Anyone can enter a name and an email. The address is `/signup/` plus the title. The shortcode is `[serveway_signup]`.

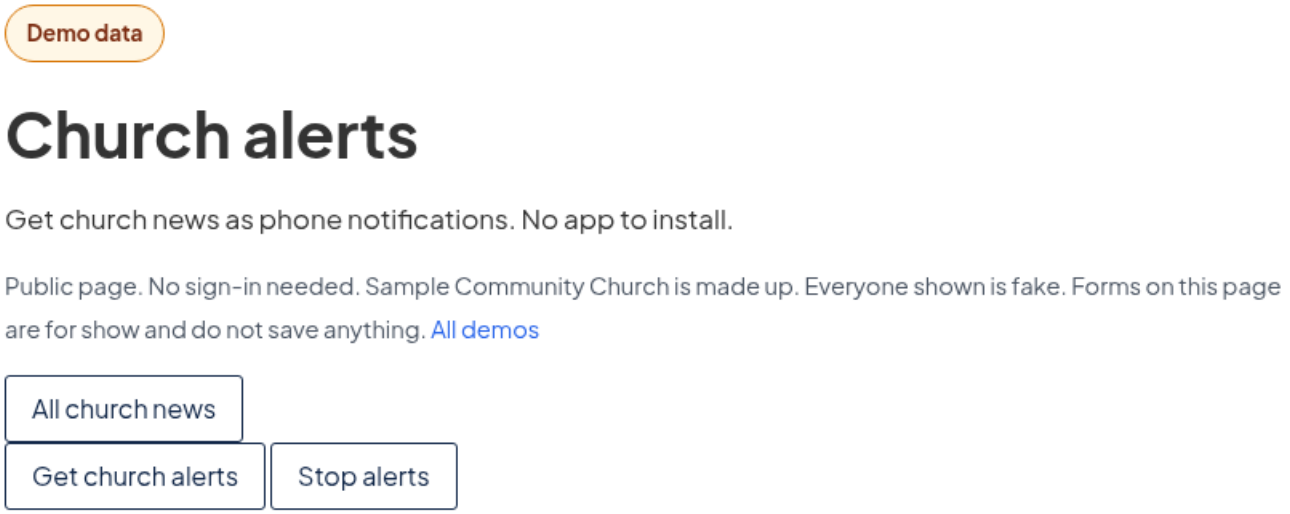


Sign-up form on the website

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Get church alerts page

Anyone can ask the browser for church alerts. They choose topics such as all church news, then press **Get church alerts**. No app is installed. A signed-in member can change those topics on the Member Area page. The shortcode is `[serveway_church_alerts]`. The steps are in Church alerts (website notifications).

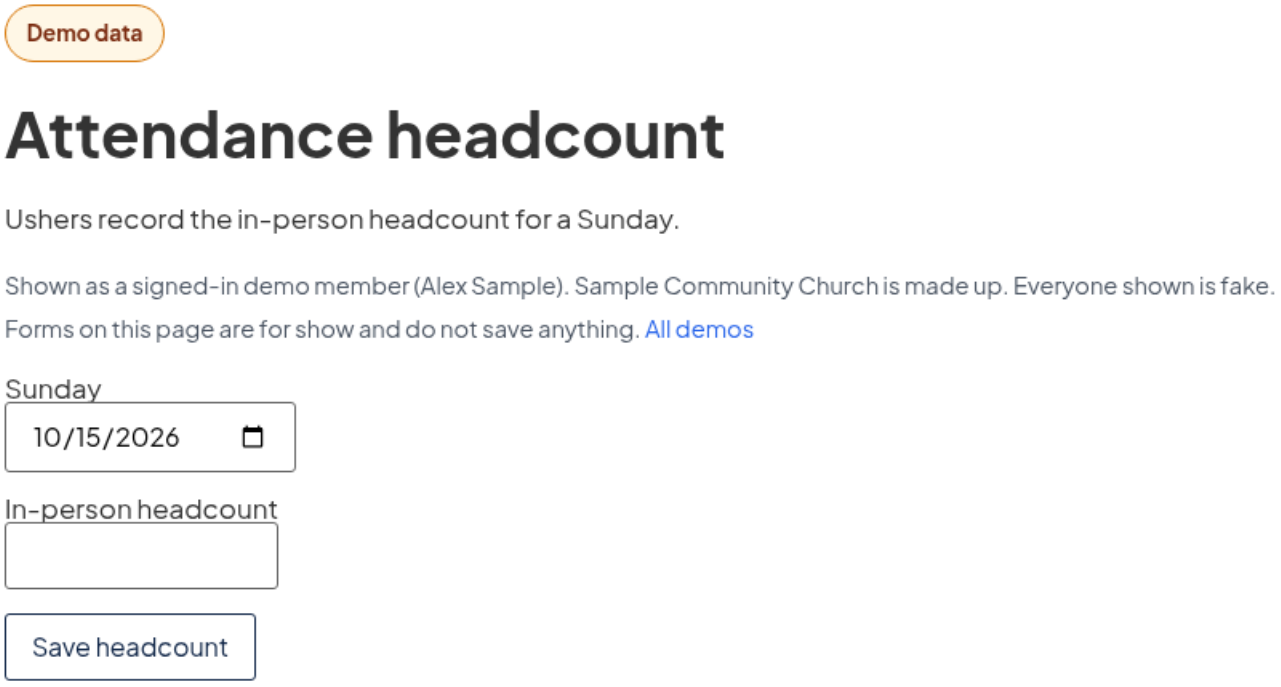


Get church alerts on the website

Worship headcount

An usher types one in-person count for a Sunday and presses **Save headcount**. The form stores that one number. It does not store names. The shortcode is `[serveway_attendance]`. Place it where the ushers can open it.

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Worship headcount on the website

Neighborhood canvass

Signed-in members who walk or lead a street record each stop on this page. It is meant for a phone. The list works when the map has no points. A visit does not add anyone to the member directory. Sign-in is required. There is no public canvass page. The shortcode is `[serveway_canvass]`.

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Demo data

Canvass (phone page)

A phone-friendly list of door-to-door stops. Visits never add anyone to the directory.

Shown as a signed-in demo member (Alex Sample). Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

The list works without the map.

12 Example Rd

Example Rd

Left a flyer

First name

Last name

Phone

Email

People in the home

Interests

Has a church home

Consent to contact

Visit note

Prayer request

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Neighborhood canvass

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Demo data

Canvass (phone page)

A phone-friendly list of door-to-door stops. Visits never add anyone to the directory.

Shown as a signed-in demo member (Alex Sample). Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

The list works without the map.

12 Example Rd

Example Rd

Left a flyer

First name

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Class count on a phone

A signed-in teacher enters one class count, a visitor count, and an optional note for each of their classes, then presses **Save**. The page lists only that teacher's classes. Sign-in is required. It is meant for a phone. The shortcode is `[serveway_class_count]`.

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Demo data

Class count (teachers)

Teachers enter one number for each class, then Save.

Shown as a signed-in demo member (Alex Sample). Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

A class count has not been entered for today.

Date 10/15/2026 Show this date

Adult Bible Class

Class count

Visitors

Note

Save

Young Adults

Class count 9

Visitors 2

Note Two visitors

Save

Class count on the website

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Demo data

Class count (teachers)

Teachers enter one number for each class, then Save.

Shown as a signed-in demo member (Alex Sample). Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

A class count has not been entered for today.

Date

10/15/2026

Show this date

Adult Bible Class

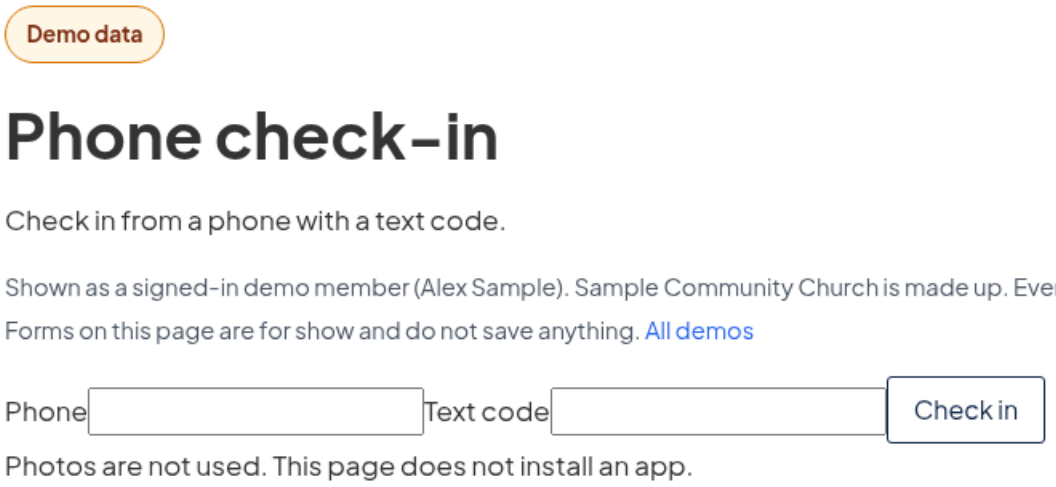
Class count

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Class count on a phone

Check in from a phone

A parent checks children in from a phone. The page asks for the phone number and the text code. Photos are not used. No app is installed. The shortcode is `[serveway_checkin]`. Staff turn it on from **Phone check-in settings** on Children. The steps are in Phone check-in.



Phone check-in on the website

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Demo data

Phone check-in

Check in from a phone with a text code.

Shown as a signed-in demo member (Alex Sample). Sample Community Church is made up. Everyone shown is fake. Forms on this page are for show and do not save anything. All demos

Phone

Text code

Check in

Photos are not used. This page does not install an app.

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Phone check-in on a phone

Church alerts (website notifications)

A church alert is a short notice on a phone or computer that already asked for it. It is not an email, a text, or a call. The church website sends it. No extra plugin is required, and no outside push service is used. The notice shows the church icon, a title, and a short message. Tapping it opens the page you named.

What a church alert is

People choose the topics they want. **All church news** is the whole church. A notification group or a team is only that group. A person who did not turn alerts on does not receive them. **Stop alerts** on the same page turns them off. A signed-in member can change topics on **Member Area**, on the same **Get church alerts** panel, before **Sign out**.

Get church alerts

On the church website, place this shortcode where the button should show:

```
[serveway_church_alerts]
```

The page shows the topics and the button **Get church alerts**. The browser asks for permission only after that button is pressed.

After the second page view, or after a form is submitted, the site can invite the person to turn alerts on. On **Settings**, **ServeWay™**, **Church alerts**, **Show the church alerts invitation after this many page views** starts at 2. **Show the invitation after a form is submitted** is **Yes** or **No**. **Save church alert timing** stores those two choices. The keys are created when the plugin is turned on. The private key is not shown on this page.

Topics

Each topic is a button. Press it so it stays pressed for the topics you want. **All church news** is everyone who asked for whole-church news. A notification group and a team use the same names as **Notifications**. A person receives an alert only when they chose at least one topic on that alert. Choosing **All church news** does not by itself include a group they did not choose.

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Add to Home Screen on an iPhone

An iPhone needs iOS 16.4 or newer. Alerts work after the site is added to the Home Screen and opened from that icon. In Safari:

1. Open the church website.
2. Tap **Share**.
3. Tap **Add to Home Screen**.
4. Tap **Add**.
5. Open the new icon. Do not open the site in Safari for this step.
6. Tap **Get church alerts** and allow alerts.

Send a website alert

On **Notifications**, turn on **Website alert**. It starts off, so an email, a text, or a call does not also send a website alert. **All** turns **Website alert** on. **All Off** turns it off.

Type **Alert title**. The message already in **Message to be Sent** is the body. When **Alert title** is blank, ServeWay™ uses the first line of that message. **Page to open** is the address that opens when the person taps the alert. Leave it blank when there is no page.

Check the groups or teams, or turn on **All church news**. If none of those is on, ServeWay™ says **Choose a group or turn on All church news before sending a website alert.** and does not queue it.

Send Notifications Out queues the alert. The website sends it. The result line says **Website alert: queued.** The same Notifications permission that sends email can send a website alert. **Website alert** can be the only method. You do not need an email address or a phone number for it.

Send later

Turn on **Send later** and set the date and time. The alert waits until then. With **Send later** off, the website sends it on the next pass.

Urgent

Turn on **Keep this alert on screen until it is dismissed** for an urgent alert. The phone keeps it until the person acts on it. An ordinary alert can be cleared by the phone. On a kiosk or the wall calendar, an urgent public alert stays until someone presses **Dismiss this alert**, or until it expires.

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Event reminders

Website alert counts opens the counts window. It is not a button on the main menu. **Send an alert before each event** starts on. **Hours before the event** starts at 2 and can be from 1 to 48. An event for the whole church goes to **All church news**. An event for one group goes to that group. Each event is queued once. **Save alert settings** stores the switch and the hours.

When ServeWay™ is open, including Kiosk Mode and the wall calendar, it queues those reminders. When the church database is **Hosted by ServeWay™** and no PC is open, ServeWay™ still queues them. The website sends them.

Livestream alert

Send We're live! when the MUX.com stream starts starts on. The title is **We're live!** The message is **The MUX.com stream has started.** Tapping it opens the watch page. A second start within 30 minutes does not send another alert. Two services hours apart each send one. **Save alert settings** stores this switch.

Website alert counts

Website alert counts on **Notifications** opens this window. Each row is a **Topic** with **Subscribers**, **Delivered**, and **Clicked**. When nothing has been sent, the list says **No website alerts have been sent yet. Help** explains the switches. **Close** is at the bottom right. **Help** is immediately to its left. **Save alert settings** is on the left.

Kiosk and the wall calendar

An active alert shows as a banner at the top. **Dismiss this alert** hides that alert on this computer. An urgent alert stays until it is dismissed or it expires. Another alert expires about 12 hours after it was sent.

A guest on the kiosk sees only an alert that includes **All church news**. A signed-in kiosk sees the alerts that were sent. The wall calendar shows only alerts that include **All church news**.

Privacy

A subscription does not require a name. The website stores the browser address the push service gave it, the keys that browser uses, the topics, when it was added, and when an alert last succeeded. A signed-in member's subscription is tied to that person so **Member Area** can change topics. **Stop alerts** removes that browser. A subscription the push service reports as gone is removed. The private key stays on the website and is not shown.

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When alerts do not arrive

The church website address must start with https://. A site that is only http:// cannot ask for alerts.

The website needs PHP 8.1 or newer, with the PHP extensions curl, openssl, mbstring, and json. Update the ServeWay™ plugin, then turn it off and on once so the keys are created. Open ServeWay™ once after the update so the church database has the alert tables.

WordPress must be allowed to run its scheduled tasks. That schedule is often called cron. The plugin sends what is waiting about every five minutes. Opening ServeWay™ also asks the website to send. If that ask does not get through, the scheduled task still sends.

If the alert button does nothing, open **Settings**, **Permalinks**, and press **Save Changes**. That refreshes the address of the alert worker.

A church that runs its own database must allow the website login to read and change subscriptions, to read and update alerts, and to read the alert settings. **Hosted by ServeWay™** applies those rights when ServeWay™ starts.

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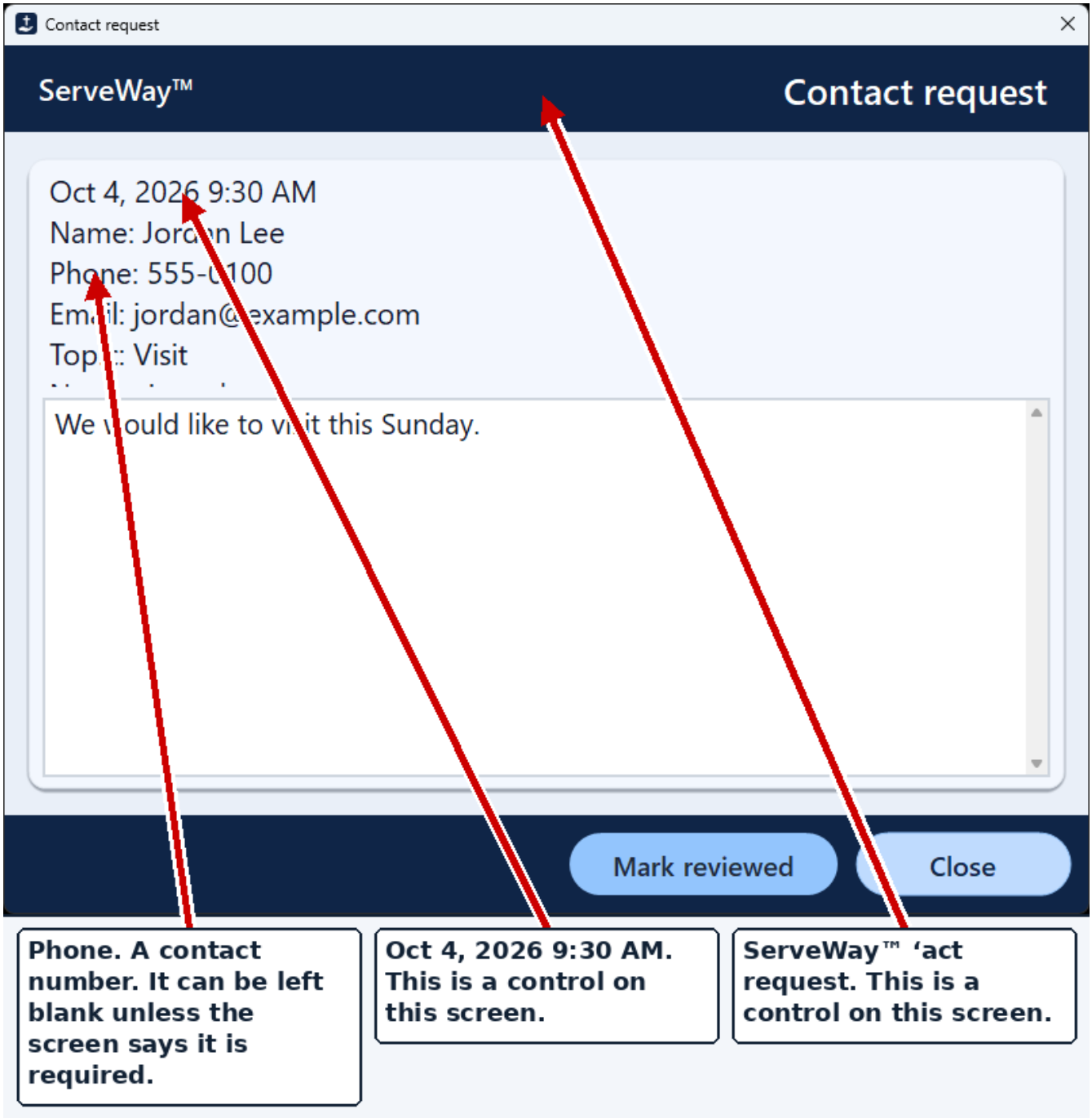


Contact Us

One contact request

Open a row under **Unanswered requests** to read that message. The window shows the date, name, phone, email, topic, and the message. **Mark reviewed** records that a staff member has read it. **Close** leaves the list.

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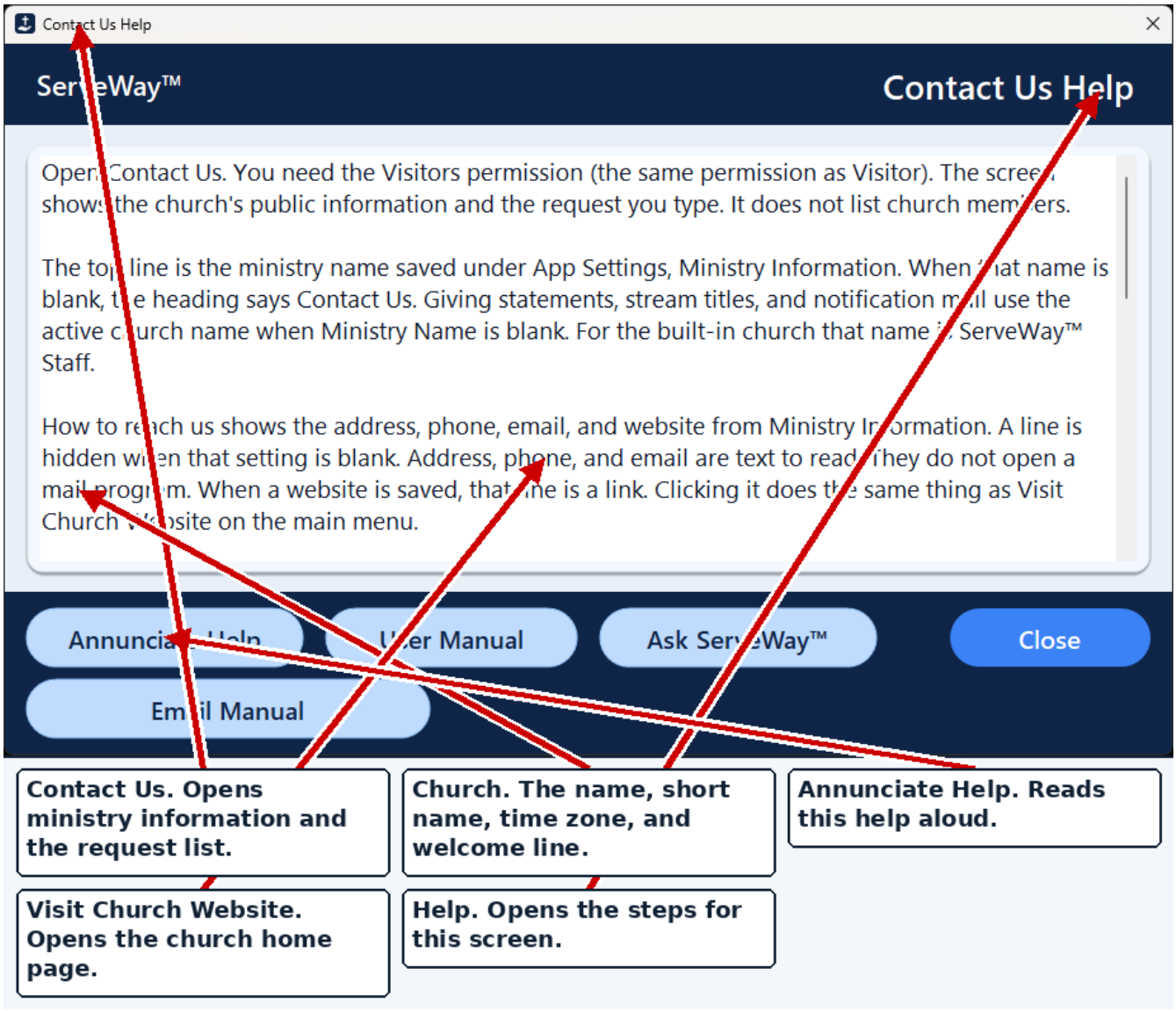


Contact request

Contact Us Help

Help on Contact Us opens **Contact Us Help**. **Annunciate Help** reads the steps. **Close** leaves the window.

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Contact Us Help

Worship planner

Open worship planner is on **Media Library**, on the bottom bar. It is not a button on the main menu. **Worship planner** in **Manage Users** and **Manage Roles** turns it on.

Pick the **Service date** and the **Service**. **Start a blank plan** clears the list. **Start from the church template** uses the bulletin order. **Copy last week's plan** copies the previous plan and leaves **This service is done** off.

Add song, **Add scripture**, **Add speaker**, **Add prayer**, **Add offering**, **Add announcements**, and **Add other** add a row. A song comes from the church song library and shows when it was last used. Scripture uses the Sermon Notes form, such as John 3:16, John 3:16-18, or 1 John 3:16. A speaker is a person. Each row can have a note. **Time** is optional, such as 11:00 AM. A line with a time is the one Service-order advance

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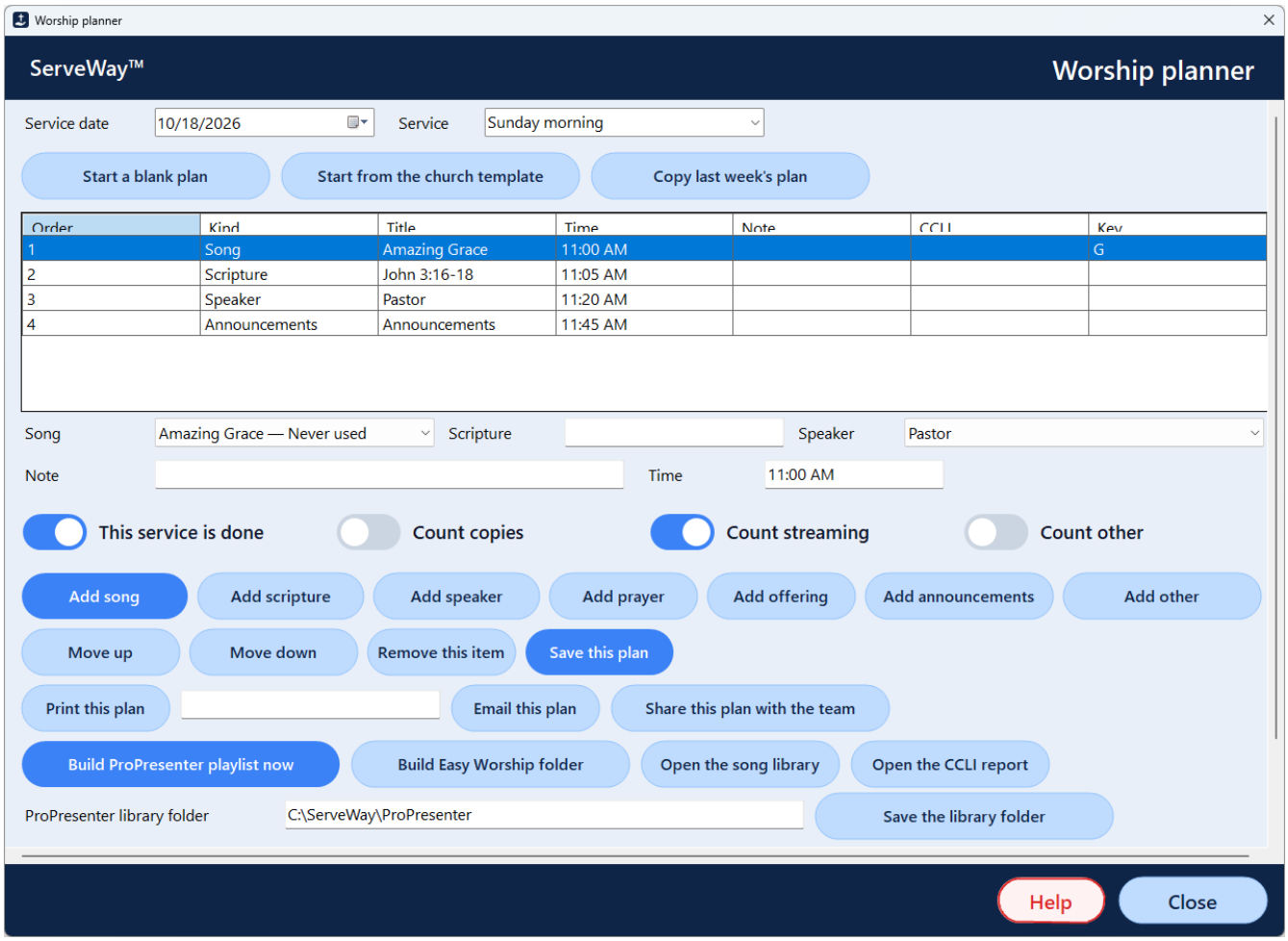
can send to ProPresenter. A blank time is not advanced. **Move up**, **Move down**, and **Remove this item** change the list.

This service is done counts every song on the plan as used on that date. You do not enter the song again for CCLI. **Count copies**, **Count streaming**, and **Count other** are the use types. ServeWay™ warns when a song has no CCLI number.

Save this plan stores the plan. **Print this plan** writes a PDF. **Email this plan** sends it to the address you type. **Share this plan with the team** emails worship and media staff. When the plan has items, the bulletin order of service uses this plan.

Build ProPresenter playlist now builds the playlist for this date. **Build Easy Worship folder** writes the Easy Worship folder. **Open the song library** and **Open the CCLI report** open those windows. **ProPresenter library folder** is the folder on the ProPresenter computer. **Save the library folder** stores it. **Build at 6:00 PM on Saturday** runs the build at that time, and also when the announcements, prayer list, and sermon decks for the date are ready.

Help is just left of **Close**.

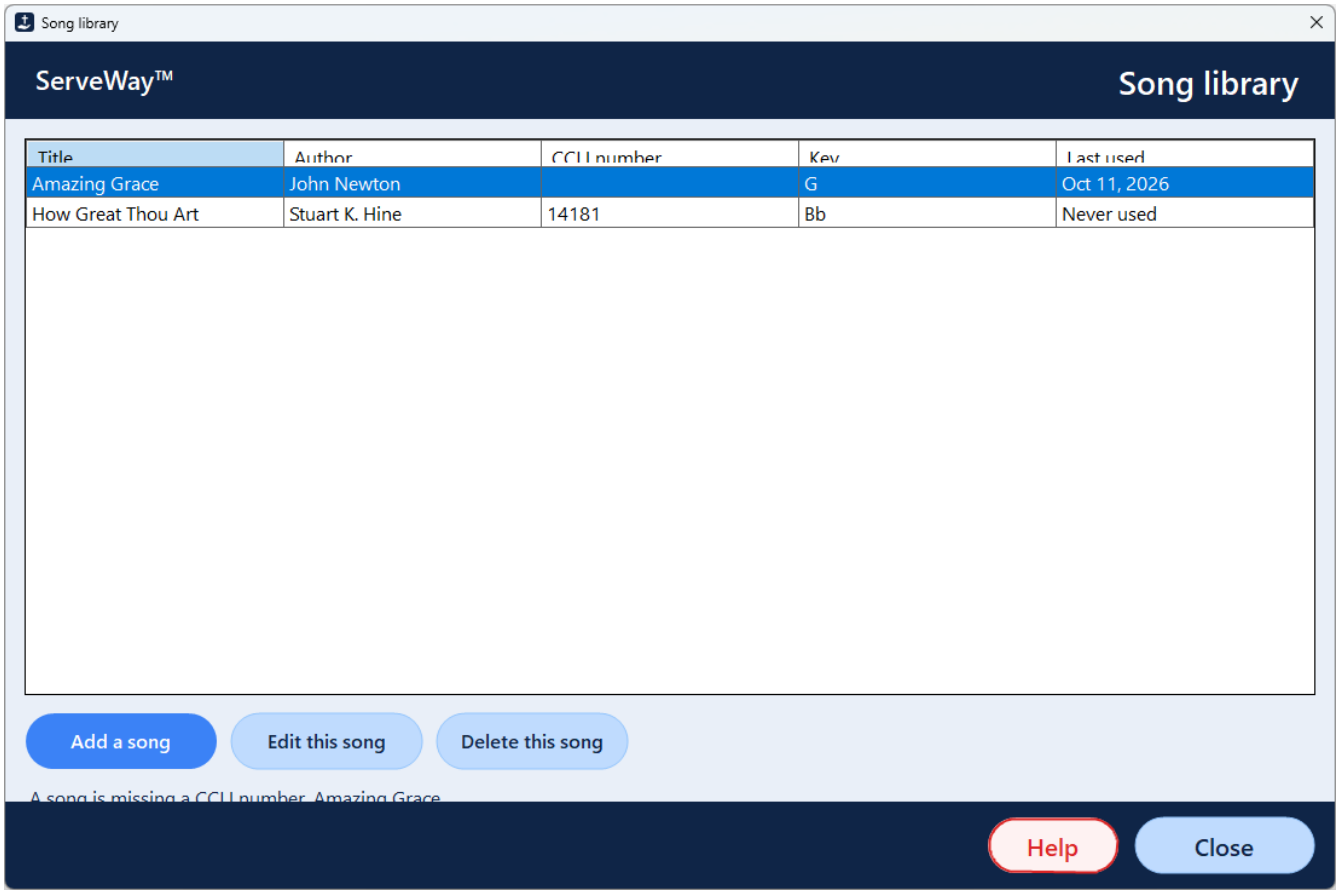


Worship planner

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Song library

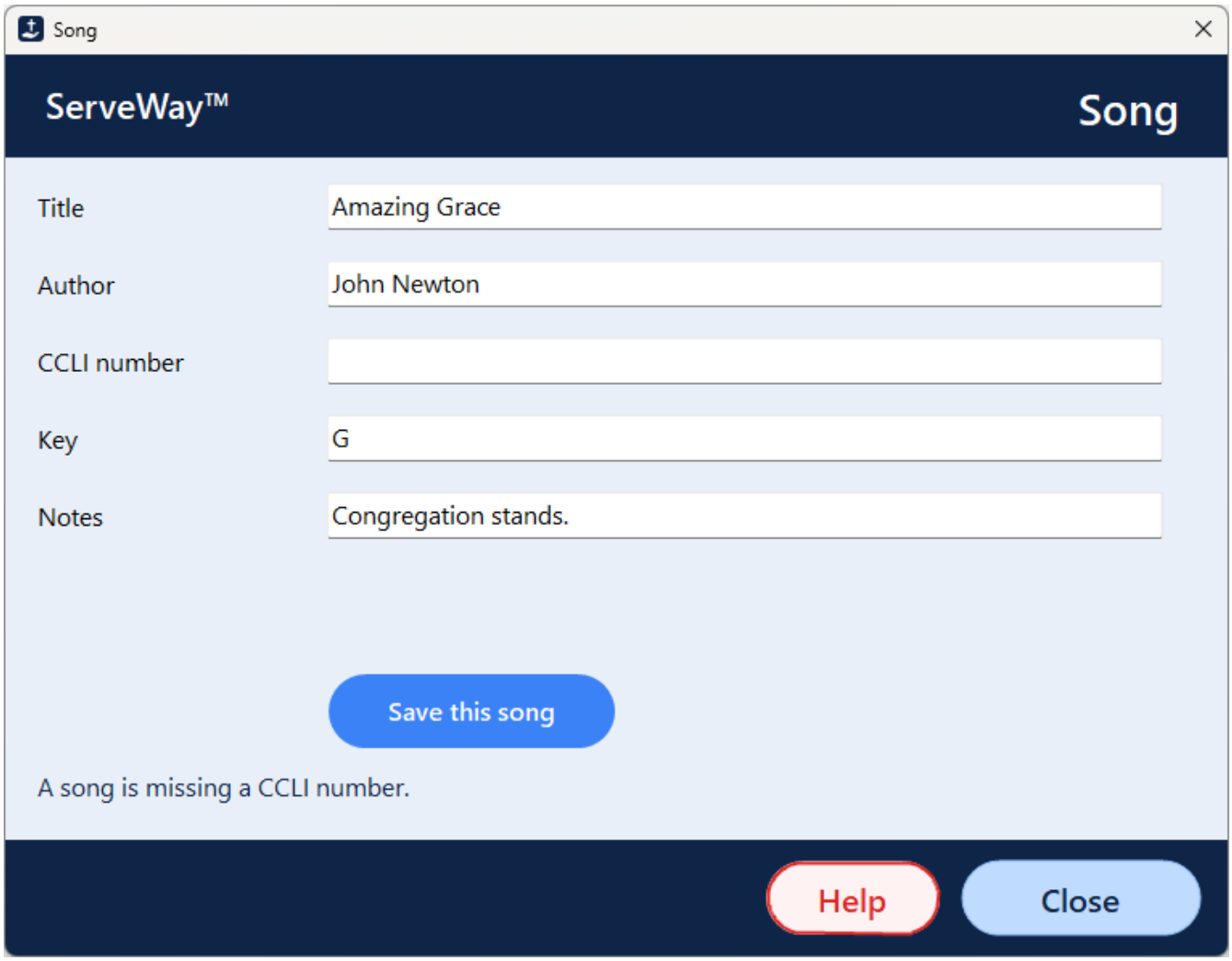
Add a song, **Edit this song**, and **Delete this song** change the library. The list shows the title, author, CCLI number, key, and last used. Deleting a song leaves the title and CCLI number already copied onto a plan.



Song library

Save this song stores the title, author, CCLI number, key, and notes.

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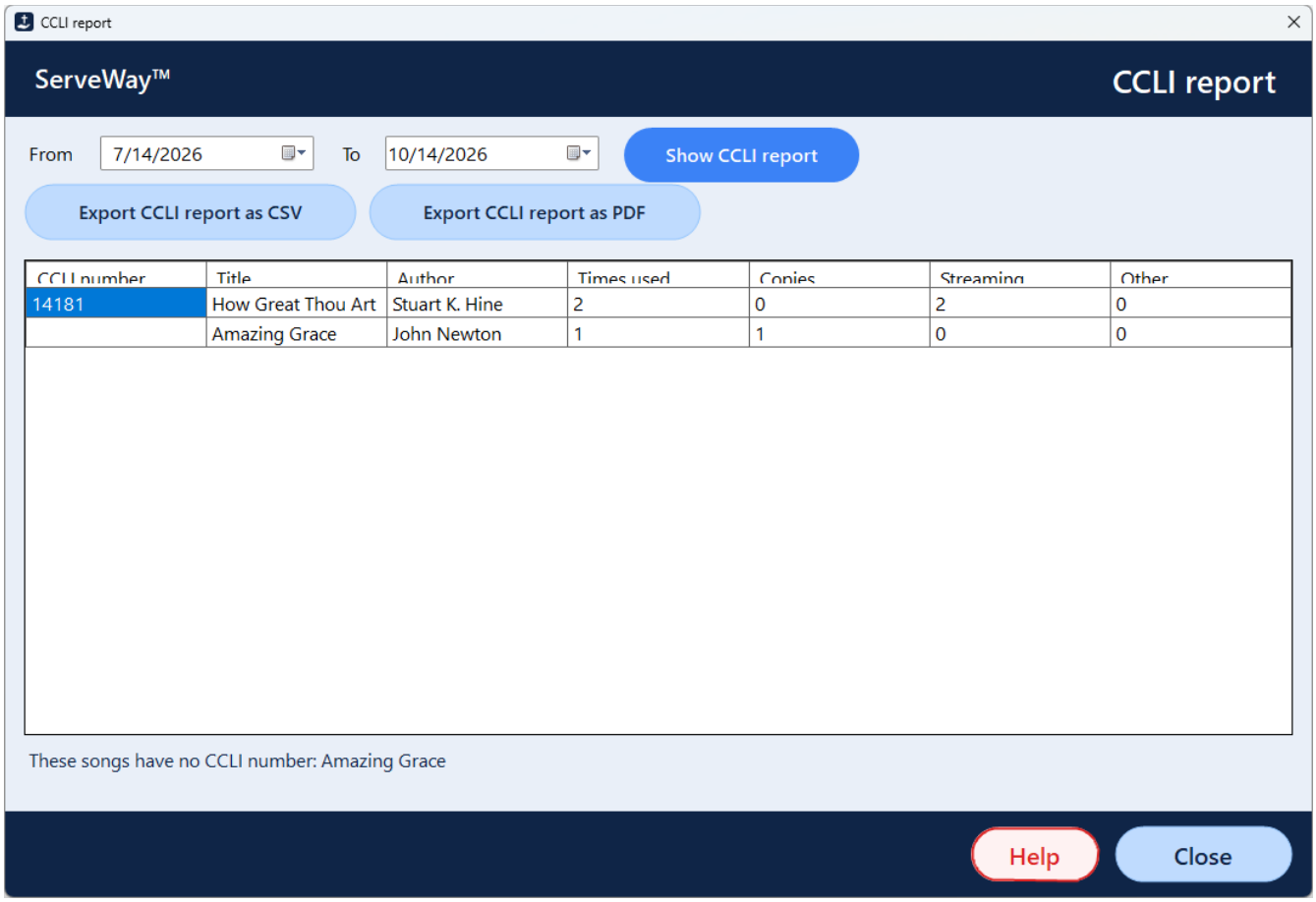


Song

CCLI report

Show CCLI report lists the title, CCLI number, times used, copies, streaming, and other for the dates you choose. A song on a finished plan counts once for that date, even when the plan lists it twice. A plan that is not finished is left out. **Export CCLI report as CSV** and **Export CCLI report as PDF** save CCLI's reporting layout. ServeWay™ does not sign in to CCLI. Upload the file on ccli.com.

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CCLI report

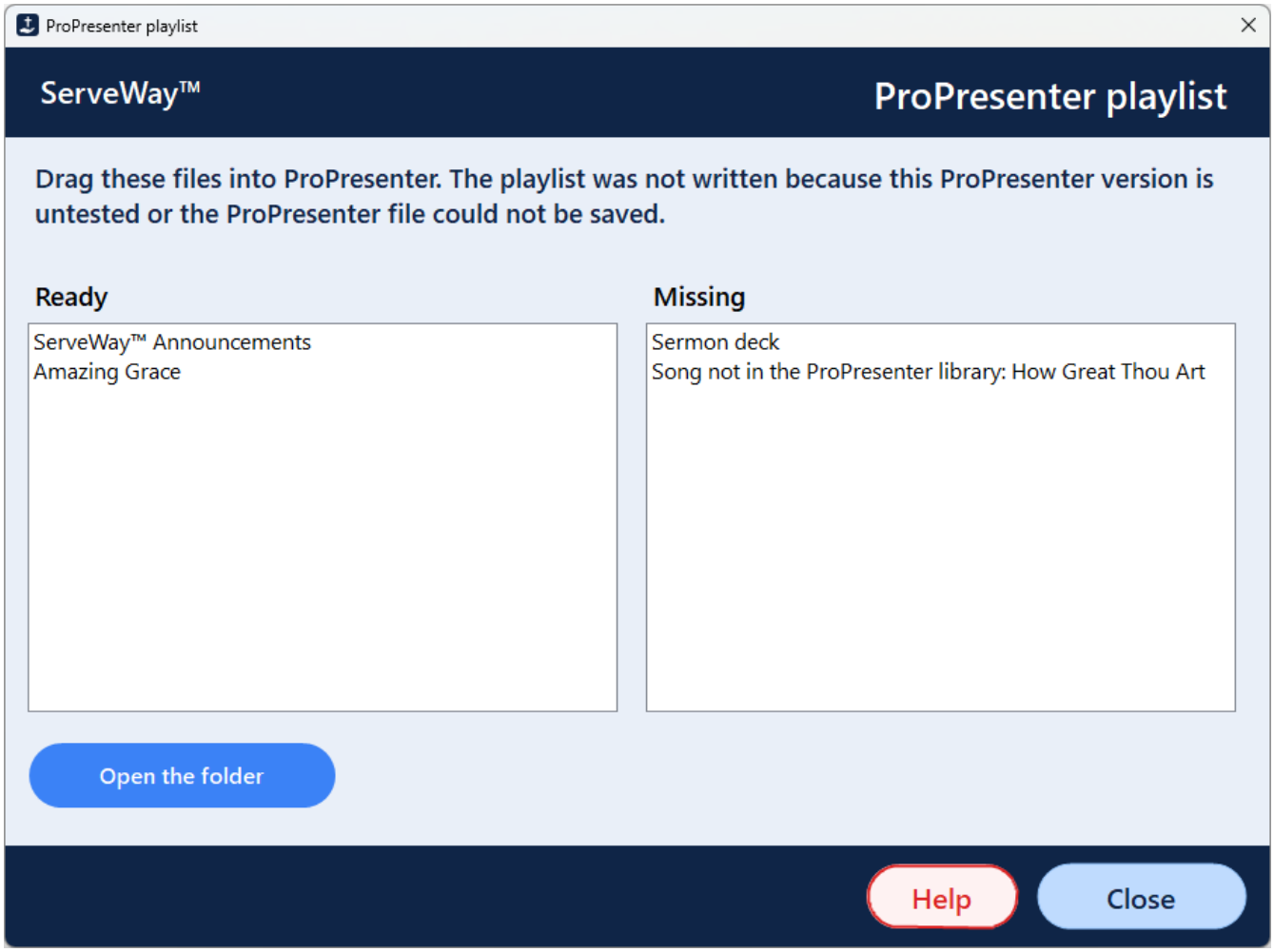
ProPresenter playlist

Build ProPresenter playlist now gathers the announcements deck, the prayer list deck, and the sermon deck, plus the songs on the plan, in plan order. The playlist is new each week. Its name is the date and the service. It is placed in a playlist folder named ServeWay. A deck that is built again replaces that item. It is not added twice.

Songs match the ProPresenter library by title. A song that does not match is listed and left out. A missing deck does not stop the build. **Ready** lists what was included. **Missing** lists what was not. Worship and media staff get an email when something is missing.

ServeWay™ writes each deck as a ProPresenter file in the library folder, then writes the playlist through the ProPresenter connection on App Settings. When that ProPresenter version has not been tried, or the ProPresenter file cannot be saved, ServeWay™ puts Announcements.pptx, Prayer list.pptx, and Sermon.pptx in one folder. **Open the folder** shows that folder. Drag those files into ProPresenter. The decks are not emailed.

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ProPresenter playlist

Easy Worship folder

When Presentation software is not ProPresenter, **Build Easy Worship folder** puts the decks in order, numbered, in one dated folder. It also writes 00-order-of-service.pdf and 00-order-of-service.txt. The run sheet lists every item, including each song with the title, CCLI number, and key. ServeWay™ does not create song lyric files.

Media Library

Media Library on the main menu stores photos, diagrams, maps, and videos for sermon, announcement, and prayer slides. The same screen is on App Settings, **Tools**, as **Media Library**. It is not a switch under **Features**. The button follows the Media Library role. An administrator turns that role on in **Manage Users** or **Roles**.

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Media Library

Search matches a title or a tag. **Kind** is All, Photo, Diagram, Map, Video, or Other.

Collections is on the left. A collection is a saved tag filter, not a folder. The same picture can show in more than one collection. **All**, **Sermon art**, **Events**, **Building & grounds**, **People**, **Maps & diagrams**, and **Videos** are already there. **Videos** shows items whose kind is Video. The others show items that have any of the collection's tags: sermon; event; building or grounds; people; map or diagram. A count is shown next to each name. Clicking a collection filters the grid. **Search** and **Kind** still apply. **Add**, **Rename**, and **Delete** are for a collection you create. Deleting a collection leaves the pictures in the library.

Add pictures first asks where the file is coming from. **From this PC** opens your files. **From phone** opens the QR window. **Cancel** stores nothing. You can choose more than one. You can also drop image files on the window. JPEG, PNG, GIF, BMP, TIFF, WebP, and HEIC pictures up to 12 MB are stored in ServeWay™. When Windows cannot read a

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HEIC file, ServeWay™ stores it as-is and says the free Microsoft HEIF and HEVC extensions may be needed. The title starts as the file name. Add at least one tag. **Add** stays off until a tag is chosen. When you chose more than one file, these tags go on all of them.

Add video first asks the same question. **From this PC** opens a video file. **From phone** opens the QR window. You can choose more than one. You can also drop a video file on the window. MP4, MOV, WMV, AVI, MKV, and WebM are accepted. ServeWay™ stores the path to that file. It does not copy the video into the database. If the file is moved or renamed, **Play** cannot open it. The same tag line is required, and it goes on every video you chose.

Add link asks for a web address that starts with `http://` or `https://`, and for at least one tag. **Add** stays off until a tag is chosen. ServeWay™ stores that address. It does not download the video.

From phone shows a QR code. A phone on the same local network opens a small page served by ServeWay™. The page accepts photos and videos, including HEIC and MOV, and more than one file. The link lasts 10 minutes and works once. The first time, Windows may ask to allow ServeWay™ on private networks. Allow it for the church Wi-Fi. While the phone is sending, this window shows **Receiving** and a percent, then **Received**. The phone page shows a progress bar, and then **Uploaded — you can close this page**. The file goes straight to the inbox. On this window, type at least one tag and press **Accept**. It is not in the library, and **Choose** cannot pick it, until that tag is saved. A video from the phone is saved as a file. It is not stored in the database. **Skip** drops that inbox item.

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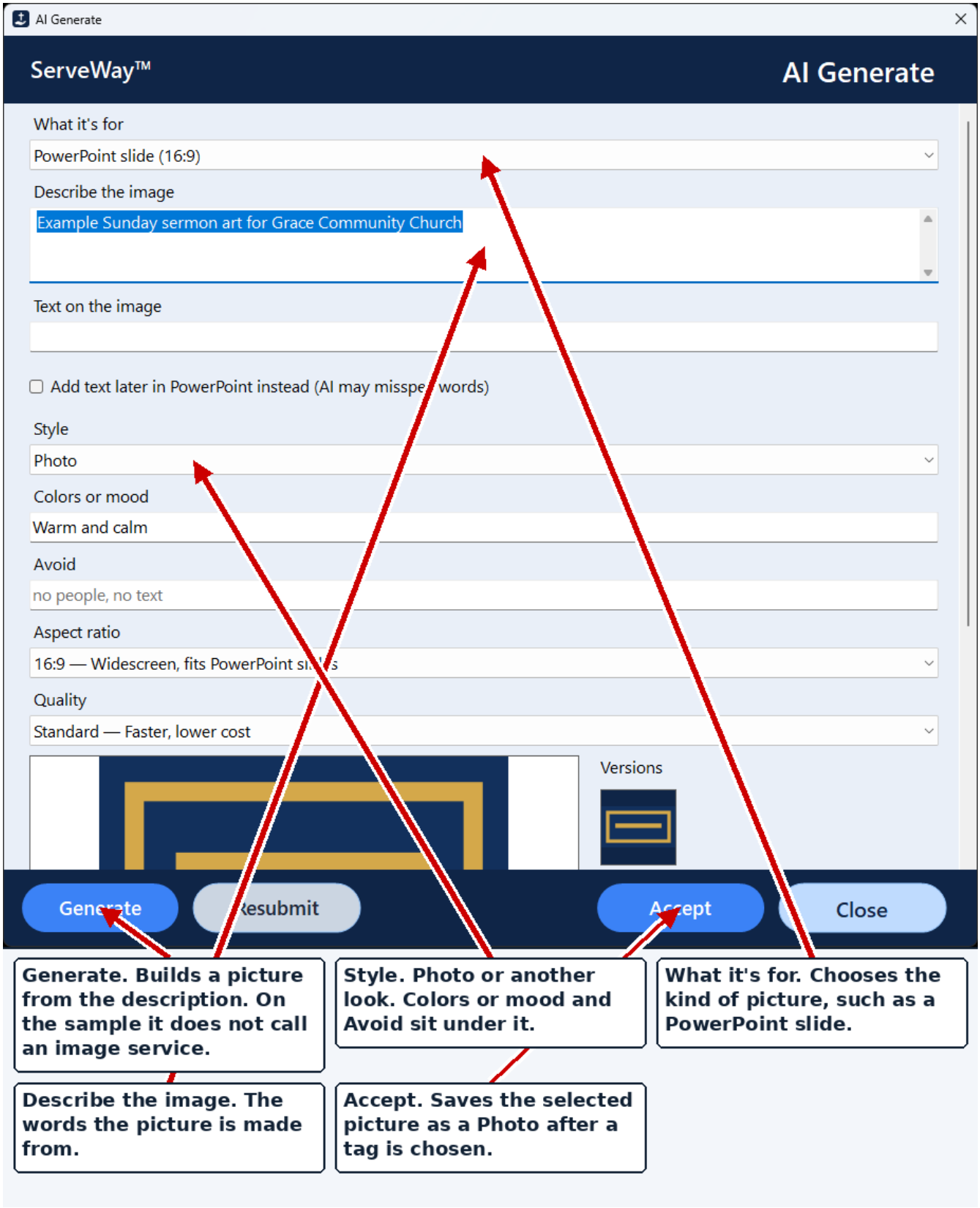
Add from phone

AI Generate is on the search row when the selected AI provider can create images. It opens a window with **What it's for**, **Describe the image**, **Text on the image**, **Add text later in PowerPoint instead**, **Style**, **Colors or mood**, **Avoid**, **Aspect ratio**, and **Quality**. **Generate** stays off until the description has text. After a picture comes back,

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Changes and **Resubmit** ask for another version. A strip of versions lets you go back. **Accept** saves the selected version as a Photo. The source is AI generated, and the prompt is stored in notes. **Accept** stays off until a tag is chosen.

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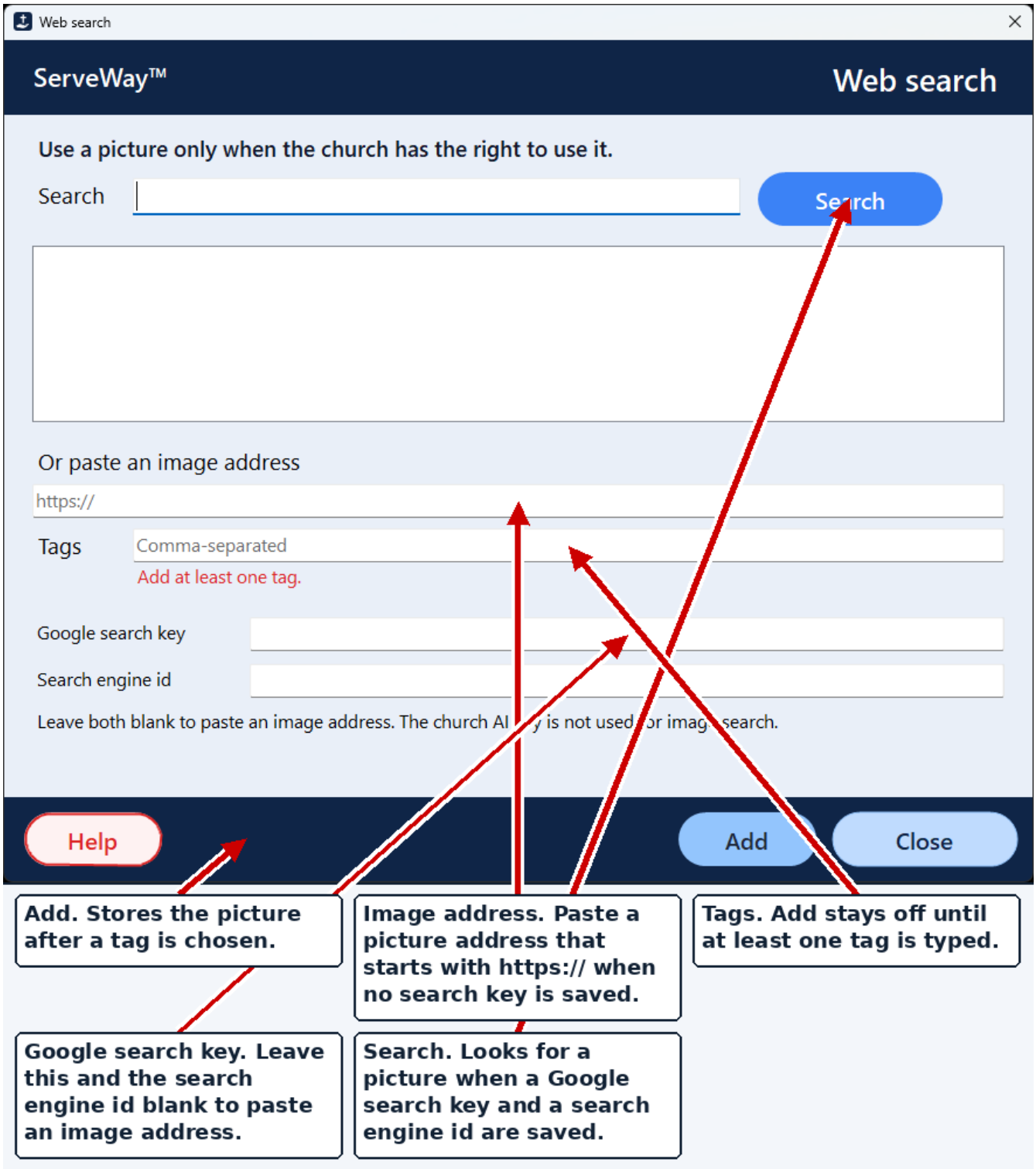


AI Generate

Web search looks for a picture when a Google search key and a search engine id are saved on that window. Without those, paste an image address that starts with `http://` or

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`https://`. The window says: Use a picture only when the church has the right to use it. The window also says: Add at least one tag. **Add** stays off until a tag is chosen. The address is stored with the picture. The church AI key is not an image search key.



Web search

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From folder reads the pictures and videos in one folder. A USB drive is the starting folder when one is plugged in. You can also drop a folder on the window. Subfolders are left alone. **Add pictures** and **Add video** also open drives on this computer, including a USB drive. One tag line goes on every file from that folder.

Inbox is on the bottom bar. It lists phone uploads and form attachments that do not have a tag yet. Check the ones you want. These tags go on all of the checked items. **Accept** stays off until a tag is chosen. **Discard** removes the checked items from the inbox.

A picture shows its thumbnail. A video shows a play icon. The preview names where the item came from: a file, a web address, a phone, a web search, an email form, or AI Generate. **Play** opens a video file in the program Windows uses for that file, or opens a link in the browser. **Length** is filled for an MP4 or MOV when the file says how long it is. Other videos leave the length as not stored.

The picture on the right is the preview. **Rotate left**, **Rotate right**, **Flip horizontal**, and **Flip vertical** turn that preview immediately. **Title**, **Kind**, **Tags**, and **Notes** describe it. Tags are separated by commas. Add at least one tag. **Save** stays off until a tag is chosen, and you cannot remove the last tag. **Save** stores those words. When you turned the preview, **Save** also stores the turned picture. For a video, **Save** does not change the path or the address.

Delete asks before it removes the item from the library. A video file on this computer is left where it is.

Choose is shown when another screen asks for a picture or a video. A picture comes back with its bytes. A video comes back with its path or address. **Close** leaves this screen.

Announcements Preview opens Media Library with **Choose**. The selected slide is shown on the preview. Media Library shows that same slide at 16:9, with its words on the picture, and updates it as you click each picture, before you press **Choose**. The picture you choose is kept on the selected slide. **Generate** on the preview saves that choice. **Clear picture** removes it. When **Create Announcements** builds the deck, the picture becomes the background and the words stay. Church contact uses the picture as the screenshot. A video is not used on an announcement slide.

Build a deck

Build a deck is in the header of **Media Library**. It is not a button on the main menu. You need the Media Library permission.

Build a deck

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Type is Announcements, Sermon, Montage, Birthday, Memorial, Welcome, or Graduation. **Save in** is the place under slides. **New save location** adds a place. A deck of any type can be saved there. The line under the lists says what to do for that type.

Folder, **New deck folder**, **Template**, and the slide editor are shown for Announcements, Sermon, Birthday, Memorial, and Welcome. **New deck folder** creates a deck in the selected place and asks for its name. **Add a slide**, **Remove this slide**, **Move up**, **Move down**, **Change the picture**, **Save as a template**, **Export PowerPoint**, **Export PDF**, **Save to a file**, and **Email this deck** are on that editor. **Save this deck** is on the bottom bar, to the left of **Help**. **Help** is just to the left of **Close**.

When **Type** is Sermon, **Template** lists the six sermon formats, then any format saved in Format Designer, then saved deck templates. The six are Points, Expository verse-by-verse, Narrative/story, Topical, Series, and Short devotional. Choosing a format asks for a folder name and starts the deck from that format. **Start from this format** does the same. A saved deck template still uses **Start from a template**. Under the list, the line says: Sermon formats are edited in Format Designer. **Open Format Designer** opens Format Designer. Close it and the template list is filled again.

Make a montage

When **Type** is Montage, the slide editor is hidden and the montage steps are on this same window. **Name**, **Order by date**, **Seconds**, **Music**, **Loop one song**, and **Fade** are on it, with the song list and the picture list. **Make this montage** is on the bottom bar, where **Save this deck** was. **Save this deck** is hidden. **Help** explains the montage steps.

Make a graduation

When **Type** is Graduation, the graduation steps are on this same window. **Name**, **Alphabetical**, **Seconds**, and **Music** are on it, with the song list and the graduate list. Each graduate has a name, an optional school, optional future plans, and photos. **Make this graduation** is on the bottom bar. **Help** explains the graduation steps.

Restricted documents

Restricted documents is in the header of **Media Library**, at the right. It is not a button on the main menu. You need the Media Library permission.

Restricted documents

Categories and **Documents** are the two lists. **Search restricted documents** looks at titles you are allowed to see. **All documents**, **All signed-in members**, and **Selected roles** are large switches. One is on at a time. They filter the document list. Each row shows the title, the Restricted tag, who can view it, and the version.

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Policies, **Procedures**, **Hiring**, and **Legal** are the starting categories. **Add category** and **Edit category** are on the bottom bar. **Allow printing** on a category starts off.

Add document stores the file in ServeWay™. The file is not placed in a public folder.

Restricted document

Who can view is **All signed-in members** or **Only selected roles**. **All signed-in members** is the starting choice. A document already in the library stays on that choice until you change it. **Only selected roles** shows the roles from **Manage Users**, **Roles**. Turn on each role that may see the document, such as Staff, Deacons, Pastor, or Admin. If none are on, only an administrator can see it. An administrator can always see every document.

A person who is not signed in does not see a title. A signed-in member whose role is off does not see that document. The list does not say that a hidden document exists.

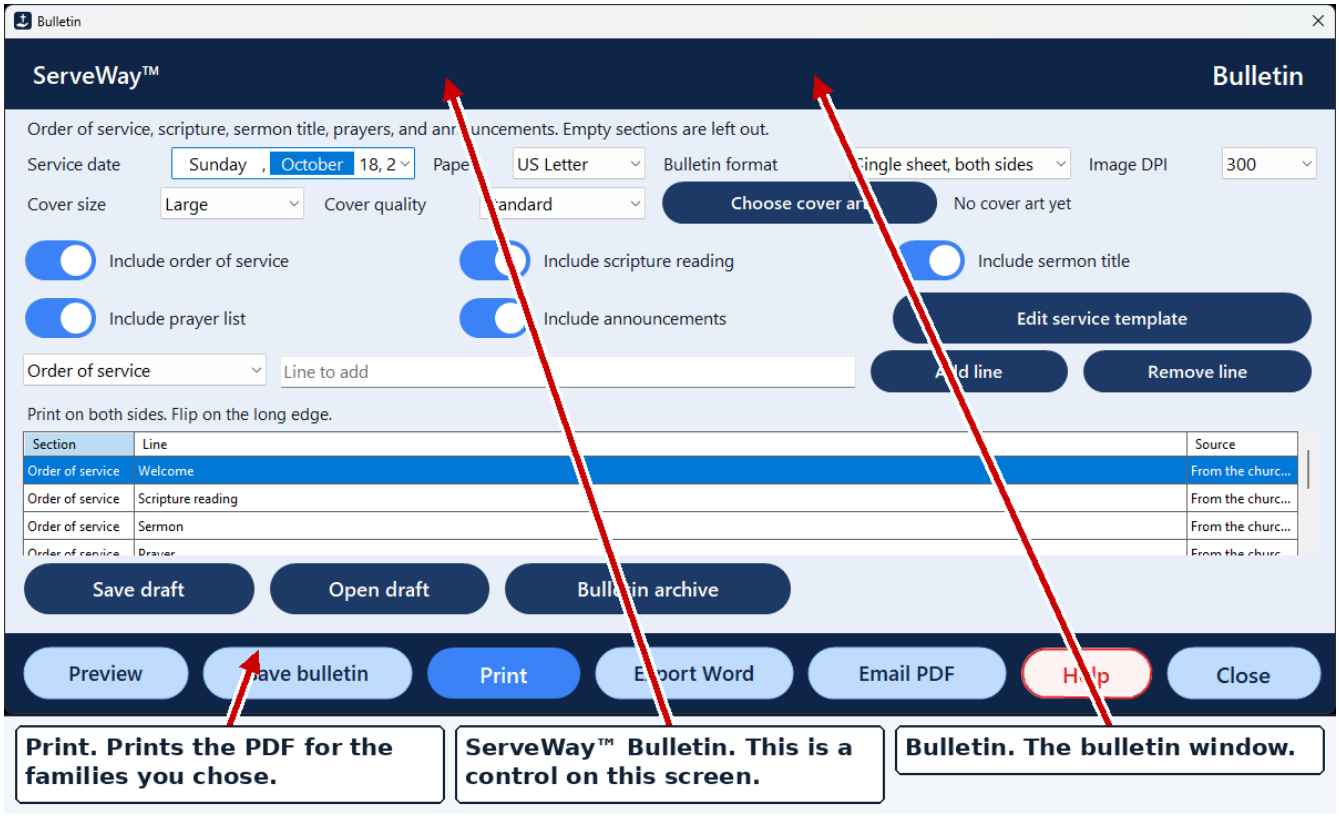
Allow printing starts off. When it is off, the document is view-only. **Print document** and **Download document** stay hidden. When it is on, each print and each download is written in **View activity log**. **View activity log** is for an administrator. A change to **Who can view** is written there.

Replace with a new version keeps the older file. **Close** leaves the window.

Bulletin

Bulletin is a window titled Bulletin. It is not a button on the main menu. Announcements and the weekly handout are on **Announcements**.

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Bulletin

Monthly newsletter on the website

The church website can show the monthly newsletter in two places. **Post to the blog** adds a blog post. **Post to a URL** puts it on a page of the same church site, newest at the top, and leaves the rest of the page as it is. Both can be used. Neither posts nothing.

The public page does not include a person's name, an unsubscribe link, or a tracking picture. A poll says **Sign in to answer**.

[serveway_newsletter_signup] is a short form: name, email, and **Receive the monthly newsletter by email**. It emails the forms mailbox. ServeWay adds the person when that mail is read. A signed-in member can change their own box on the household page. **[serveway_newsletters]** is an optional public list. It is not a members-only page.

Sign-up pages

Sign-up pages is on the monthly newsletter window and on Notification Groups. **Save sign-up page** stores a title, a description, an optional image, the list, whether a name is required, and a thank-you message. The list is **Monthly newsletter** or one notification group. A newsletter list turns on **Receive the monthly newsletter by email**. A group list adds the person to that group's email list. It does not turn on the newsletter box.

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The page link is `/signup/` plus the title. **Copy link** copies it. **Save QR as PNG** and **Save QR as SVG** save a code for that link. The shortcode is **[serveway_signup id=…]**. Put that shortcode on a church page, or use the pretty address.

A submission sends email and an optional name to the forms mailbox. A PC that watches the forms mailbox adds the person. One matching email updates that person. No match adds a visitor. Two matches are left for staff. A hidden field and a limit of five tries an hour block junk. **Send a confirmation email first** is off unless you check it. When it is on, the person gets a link, and the church is told only after they open it.

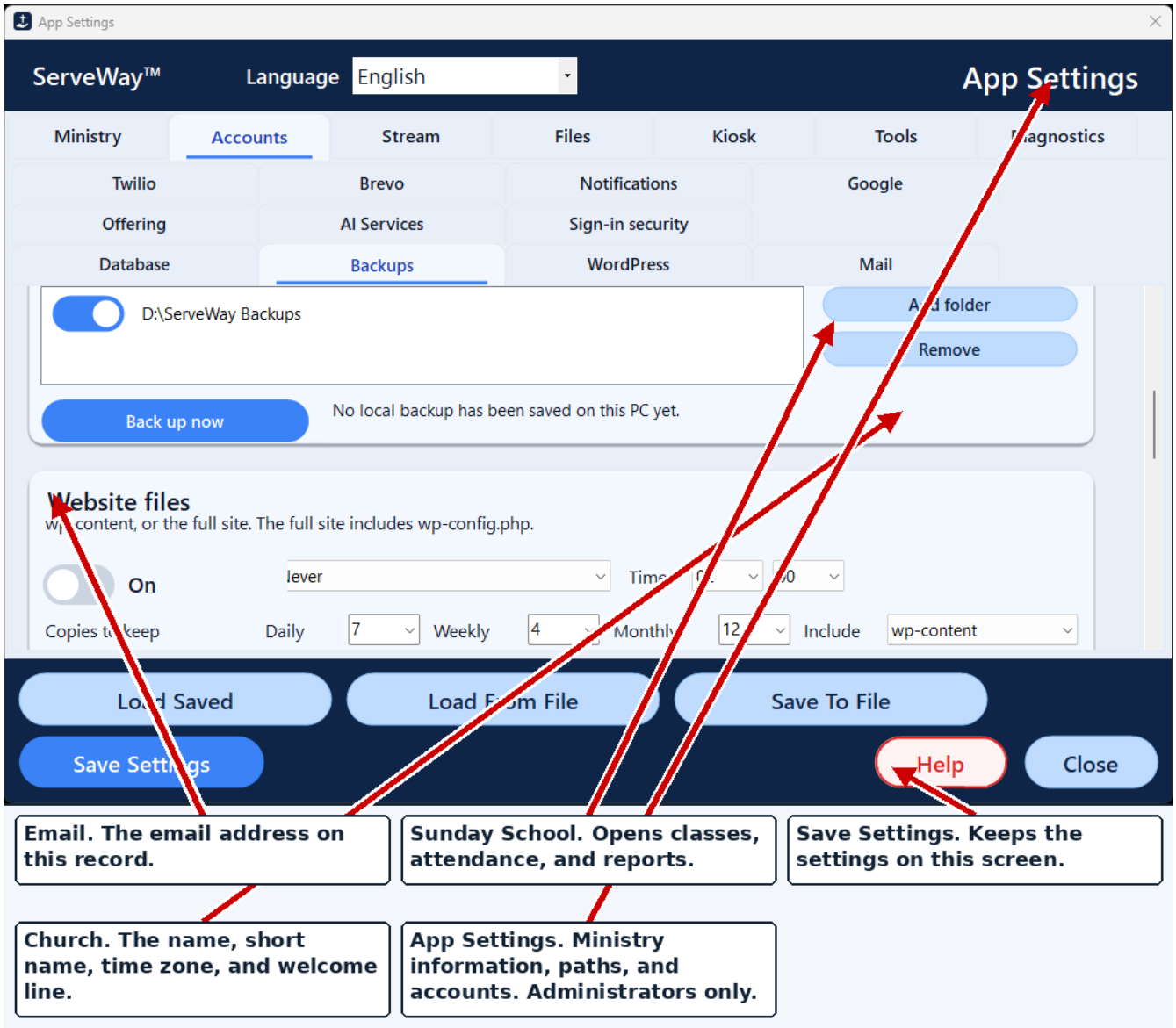
Install the updated ServeWay™ plugin (1.1.9) on the church website. Do not change the live site from the app until that plugin is installed. In Settings, ServeWay™, press Test connection so the newsletter columns are added. The website login needs INSERT on people and families, in addition to SELECT and UPDATE. **Remove from website** in the app takes the newsletter off every place it was posted.

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App Settings and users

App Settings

App Settings is only for an administrator. The help button names the same groups. On that help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer. Treat passwords, keys, and the database password as private. How ServeWay™ protects them is in Security. This page names the groups so an administrator can find a setting. It does not tell you what to type into a vendor account. How to obtain each account, key, secret, and database login is in Accounts, keys, and database login. Each company or mailbox has its own section there.



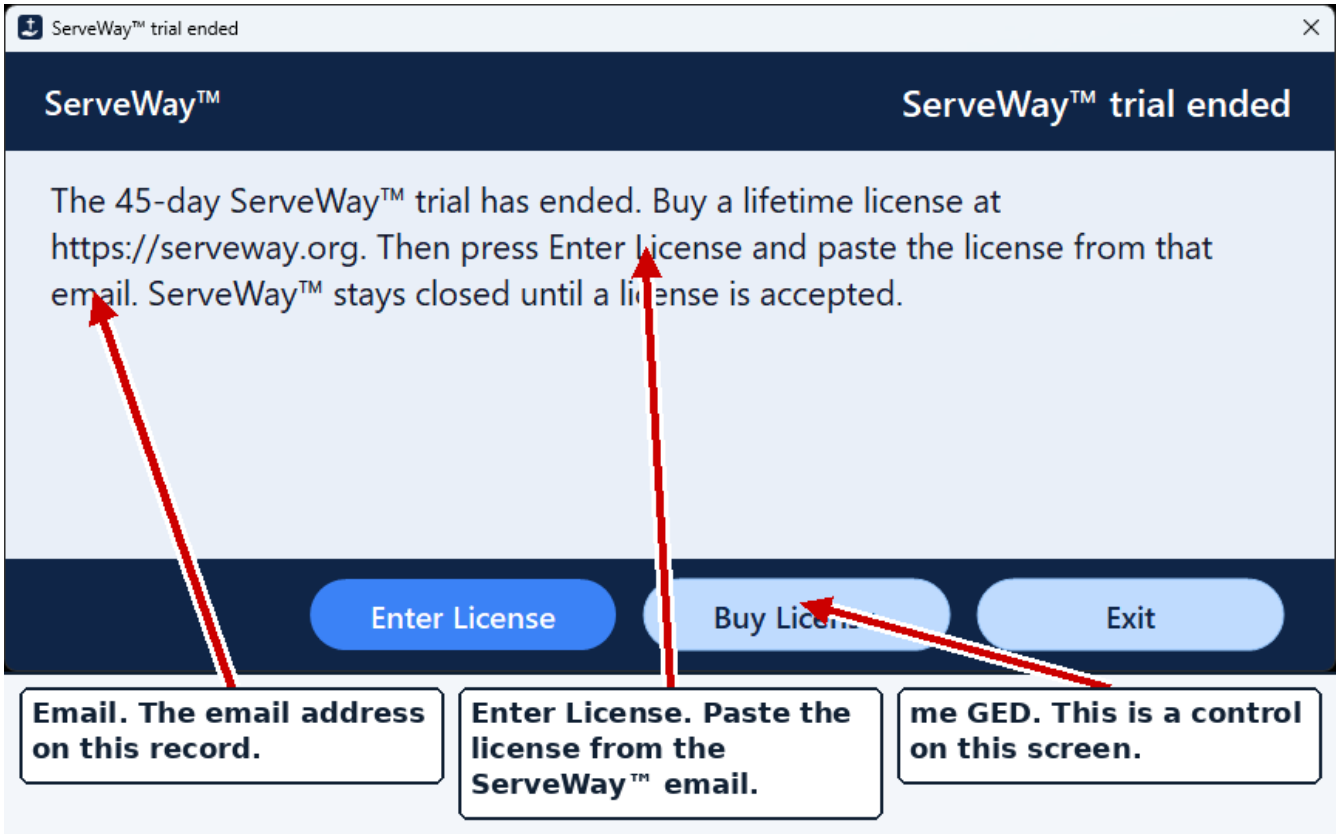
App Settings

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Press **Save Settings** when you are done. **Close** leaves the screen. **Features** is the gold button at the right end of that row, after **Load From File**. **Save Settings**, **Load Saved**, and **Save To File** are to its left. **New Church**, **Edit Church**, **Use Built-in Church**, and **Create Empty Database** are along the bottom of App Settings, under the other buttons. **Enter License** is on that same row. The Help menu also has **Enter license** (right-click **Help**). Scroll down if the window is shorter than that row.

Language is in the header, between **ServeWay™** and **App Settings**. The choices are **English**, **Español**, **Português**, and 한국어. The first time setup runs, that same choice is the first step, and the rest of setup uses it immediately. English is used until you change it. ServeWay™ saves the choice as soon as you pick it. That saved choice belongs to this Windows user. When this user has no saved language, ServeWay™ uses the language saved for the PC, including the language chosen in the installer. Open ServeWay™ again so every screen uses the new language. A screen that is already open keeps the previous language. Dates and amounts shown on the screen stay in US order: the month, then the day, and dollars. Español, Português, and 한국어 change the words, not that order. A date saved by ServeWay™ stays year-month-day.

When the 45-day trial has ended, ServeWay™ shows **ServeWay™ trial ended**. The message says to buy a lifetime license at https://serveway.org, then press **Enter License** and paste the license from that email. The buttons are **Enter License**, **Buy License**, and **Exit**.



ServeWay™ trial ended

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Import from CSV

Import from CSV is on the Tools tab. It is the same screen as **Import from CSV** on People, and it is only for an administrator.

The first step asks what you are importing. Save the workbook from Excel as **CSV UTF-8**. Each sheet is its own file. Check the mapping, then the preview. A match starts as **Skip** until you choose otherwise for that row. Tags map to membership or to deacon, trustee, and staff positions. A new tag is a name, and only after you confirm it. App login roles are not used. If that type already has data, choose **Add to existing** or **Replace**. Replace writes a backup file and asks you to type REPLACE before it removes only that type. The steps for members, giving, children, classes, serving, attendance, and calendar events are in Import from CSV. Sermon archive cannot be imported, because ServeWay™ has no sermon archive table.

Media Library

Media Library is on the Tools tab, next to **Import from CSV**. The same screen is a large button on the main menu. Pictures are stored in ServeWay™. A video is a file path or a web address, and the video itself is not stored. Every item needs at least one tag. Staff can also add from a phone on the church network, a web search, a folder or USB drive, or a picture attached to a website form after it is approved. A phone upload and a form attachment wait in the inbox until they are tagged. The steps are in Media Library.

Features

Features is how the church chooses which main-menu features it uses. People often open it only to turn a feature on or off. ServeWay™ offers it after a new install, once the first-run user has saved a new password. Press it again later when that choice should change. The button text is **Features**. The window title is **Features**.

The window title of User Settings is **FormUserSettings**. The main menu calls the same screen **App Settings**.

1. On the main menu, press **App Settings**. You must be an administrator.
2. Press **Features**. The window that opens is titled **Features**.
3. Turn on the features this church will use. A switch that is already on is a feature that is already on. The first time, before a choice has been saved, every switch is on. Until **Continue** is pressed, every feature stays available.
4. Press **Continue**. **Cancel** leaves every feature as it was.

These are the switches. The words match the main menu. They are not the role switches under **Manage Users**.

- **Visitor**

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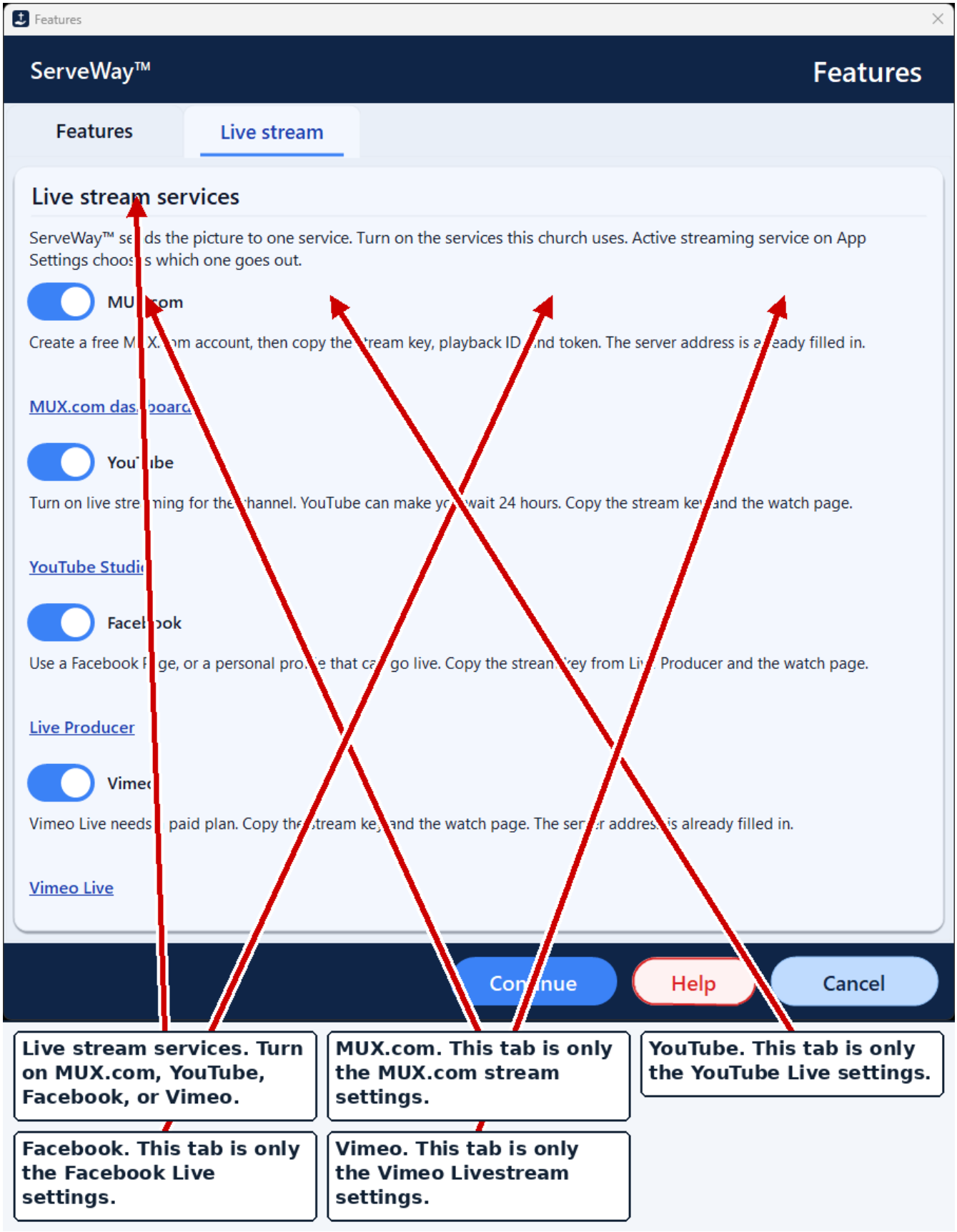
- **Monthly Calendar**
- **Announcements**
- **Children**
- **Prayer Requests**
- **Sermon Notes**
- **People**
- **Directory**
- **Facilities**
- **Contact Us**
- **Notifications**
- **Sunday School**
- **Live Stream**
- **Church Website**
- **Offering**
- **Expenses**

Media Library is not one of these switches. The main-menu button follows the Media Library role.

Worship planner is not one of these switches. **Open worship planner** is on Media Library.

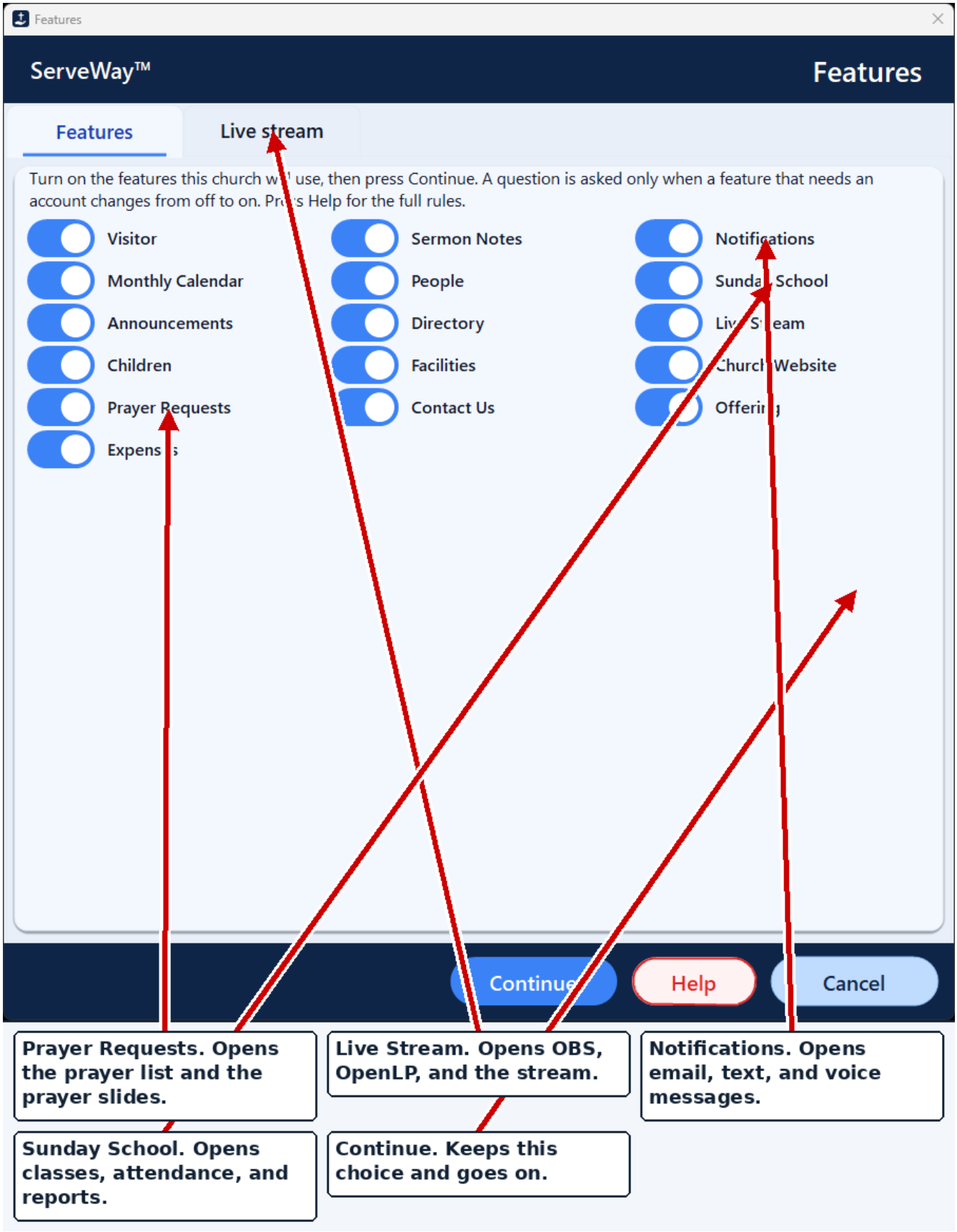
When **Live Stream** is on, **Live stream services** appears on the same window. Turn on **MUX.com**, **YouTube**, **Facebook**, or **Vimeo** for each service this church uses. More than one can be on. **Continue** saves those choices when Live Stream stays on. The matching tabs then appear on App Settings. **Cancel** leaves the saved services as they were. A church that has not chosen yet keeps MUX.com.

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Live stream services

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Features

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1. ServeWay™ compares the boxes with the features that were already on. A box you leave as it is does not ask a question. It does not open a browser. It does not open the steps. The first time, before a choice has been saved, every box is already checked, so pressing **Continue** without a change does not ask.
2. Clear a box and press **Continue** to turn that feature off. ServeWay™ does not ask. A key that was already saved stays in its box. Turning a feature off does not erase it.
3. A feature that does not need an outside account just turns on. ServeWay™ does not ask for a key. Those features are **Visitor**, **Children**, **People**, **Directory**, **Facilities**, **Contact Us**, **Sunday School**, **Church Website**, and **Expenses**. Facilities still keeps its calendar ids on **Manage Facilities**. Church Website still uses **Website** under **Ministry Information**.
4. When a box that needs an account, key, or secret changes from off to on, ServeWay™ asks on the same Yes and No window used to confirm a visitor label or a notification. The saved value is not shown.
5. If a value is already saved for that feature, ServeWay™ asks whether to keep the existing values. **Yes** skips the steps for that feature. No company site opens for it. **No**, or when nothing is saved, asks whether you want help.
6. **Yes** on the help question opens a window titled **Features**. It shows the steps from Accounts, keys, and database login. When that appendix names a company site, the computer's usual browser opens that site. ServeWay™ opens User Settings and puts the cursor in the matching box. Paste the value. If that **Features** window covers the box, drag it aside. The cursor is already in the box.
7. **No** on the help question leaves the feature on. ServeWay™ does not open a browser and does not open the steps. Saved values stay as they are.
8. **Monthly Calendar**, **Sermon Notes** email, and **Prayer Requests** email do not name a company site. Even when you press **Yes**, no site is opened. The steps are still shown, and the cursor still goes to the box.
9. Press **Next** for the next box.
10. Press **Save Settings** after the boxes are filled.
11. Press **Done** after the last box. **Close** leaves the remaining boxes for later. Features you already checked stay on.

A shared box is asked for once, and only when that feature changed from off to on and you pressed **Yes** for help. **User Name** and **App Password** are asked for when **Announcements** or Live Stream changes from off to on. **Upload PDF to Church Website** does not read those boxes. **xAI API Key** is used by **Offering** check reading, by announcement slide artwork (Grok Imagine), and by thumbnail **Generate** and **Edit** on **Save Stream To Website**.

What opens after **Yes** for help, and only for a feature that changed from off to on:

- **Monthly Calendar.** No site is opened. The cursor goes to **API Key** under **Google Calendar**.

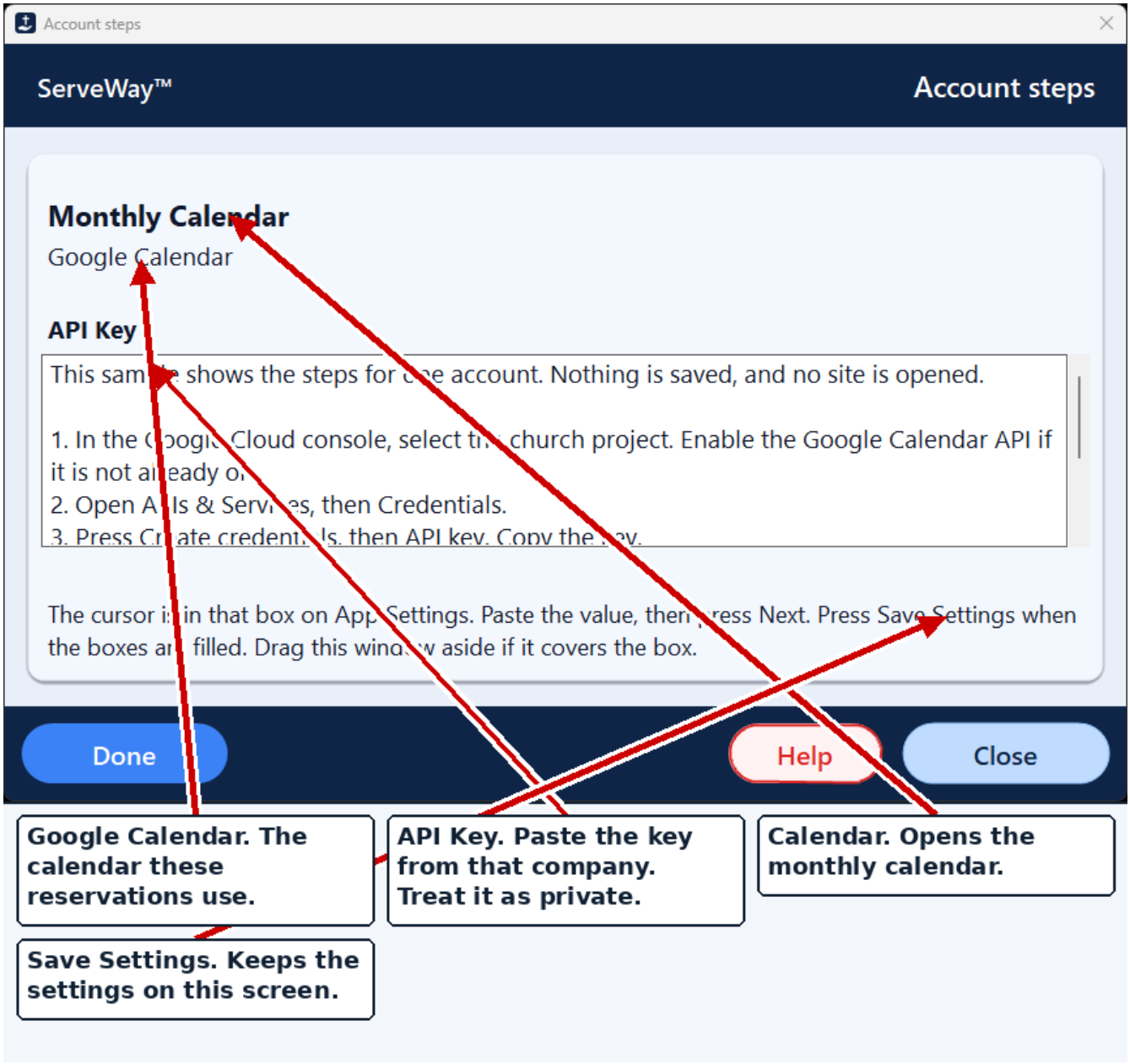
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- **Announcements.** The browser opens `https://wordpress.org/download/`. The cursor goes to **User Name**, then **App Password**, under **Website WordPress Information**.
- **Prayer Requests.** No site is opened. The cursor goes to **Prayer Requests URL**, **Prayer Requests User Name**, and **Prayer Requests Password** under **Forms Email Information**.
- **Sermon Notes.** No site is opened. The cursor goes to **Sermon Notes URL**, **Sermon Notes User Name**, and **Sermon Notes Password** under **Forms Email Information**.
- **Notifications.** The browser opens `https://www.brevo.com/`. The cursor goes to **API Key** under **Brevo**. The browser then opens `https://www.twilio.com/try-twilio`. The cursor goes to **Account SID**, **Auth Token**, **From**, and **Flow SID** under **Twilio**.
- **Live Stream.** The steps follow the services checked under **Live stream services**. For **MUX.com**, the browser opens `https://dashboard.mux.com` for **Token ID**, **Playback ID**, **Server URL**, and **Stream Key**, and `https://dashboard.mux.com/settings/access-tokens` for **Token Secret**. Those boxes are on the **MUX.com** tab, in **MUX.com Streaming Information**. For **YouTube**, the browser opens `https://studio.youtube.com` for **Server URL**, **Stream Key**, and **Watch page** on the **YouTube** tab. For **Facebook**, the browser opens `https://www.facebook.com/live/producer` for those boxes on the **Facebook** tab. For **Vimeo**, the browser opens `https://vimeo.com/live` for those boxes on the **Vimeo** tab. WordPress **User Name** and **App Password** are included when Announcements did not already ask for them. **xAI API Key** on the **AI Services** tab is included when Offering did not already ask for it. The browser opens `https://console.x.ai` for that key.
- **Offering.** The browser opens `https://console.x.ai`. The cursor goes to **xAI API Key** on the **AI Services** tab under **Accounts**, in **xAI (Grok) API**. **Use AI to read checks** is on that same tab, under **Check reading**. **Import Tithely** does not ask for a key. This screen has no Tithely box.

Credential walkthrough

When you press **Yes** for help, ServeWay™ opens a window titled **Features**. It shows the steps for the feature you just turned on. When the steps name a company site, the browser opens that site. The cursor is already in the matching box. Paste the value there. If this window covers the box, drag it aside.

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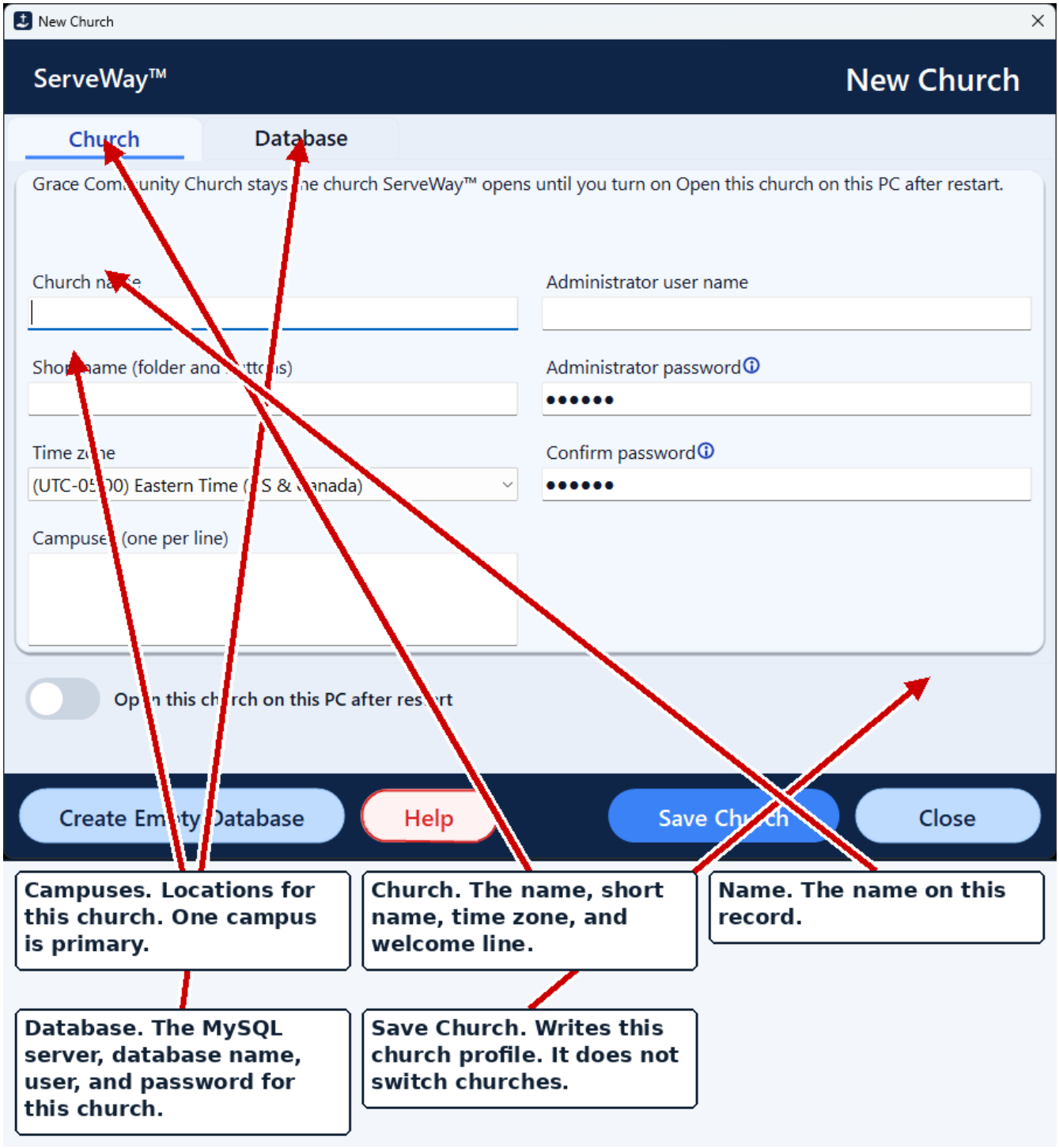
Credential walkthrough

When a feature is off, its main-menu button stays off. A role that includes that area does not turn the button back on. Check the feature in **Features** and press **Continue** to turn it on again. If that feature needs an account, key, or secret, and a value is already saved, the keep question comes first. If you keep it, the steps stay closed. A box that was already checked does not ask.

New Church

New Church saves another church on this computer.

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New Church

It asks for:

- **Church name**
- **Short name** (buttons and the folder). Leave it blank to use the first word of the church name. The built-in church's short name is reserved.
- **Time zone**

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- **Campuses (one per line)**. How many churches and campuses ServeWay™ can handle is in How many churches and campuses can ServeWay™ handle?.
- **Administrator user name** and **Administrator password**
- **MySQL server**, **MySQL database name**, **MySQL user**, and **MySQL password**

On the **Database** tab, press **This PC** when this church's database should stay on this computer. **Church's own server** is where you type a server this church already has. **Hosted by ServeWay™** starts sign-up (church name, email, and a 45-day trial) and fills the MySQL boxes. It does not switch the church already in use. The same install for **This PC** is described in Let ServeWay™ install the database on this PC.

1. Open the **Database** tab. The heading is **MySQL for this church**.
2. Press **This PC**.
3. If the question is "A database is already on this PC. Use it for this church without installing again?", press **Yes**. ServeWay™ fills **MySQL server**, **MySQL database name**, **MySQL user**, and **MySQL password**. You can still type a different server. Press **No** to leave the boxes as they are. Then go to the last step.
4. If the question is "A database server is already on this PC. ServeWay™ will use it and will not install another copy. Windows will ask for permission once. Continue?", press **Yes**. Windows asks for permission once. ServeWay™ uses that server and does not install another copy. When it can sign in, it fills the four MySQL boxes. You can still type a different server. When it cannot sign in, it says to enter that server's details. Press **No** to type the server this church already has. Then go to the last step.
5. If neither question appears, Windows asks for permission once. ServeWay™ downloads and installs MariaDB. This can take a few minutes. It creates the database and the user, then fills **MySQL server**, **MySQL database name**, **MySQL user**, and **MySQL password**. You can still type a different server.
6. Press **Save Church** or **Create Empty Database**, as described below.

Save Church writes the profile and creates folders. It does not create a MySQL database and does not add the administrator to a database. The administrator password is stored only as a hash. The MySQL password is stored on that church's profile so ServeWay™ can open the database later. It is not written onto the built-in church.

Leave **Open this church on this PC after restart** off when this computer should keep opening the church it already uses. Turning it on does not switch the database until you restart. After a restart, ServeWay™ opens the database named on that profile. Create the empty database before you restart.

Backups on the **Database** tab opens the **Backups** tab under Accounts. Local backups for the church database, the website files, and the website database are on that tab. See Database backup.

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ServeWay™ Hosting backups is on that Backups tab only when this PC uses hosting. The nightly list, **Restore**, the final export, and the move buttons are in Hosted by ServeWay™.

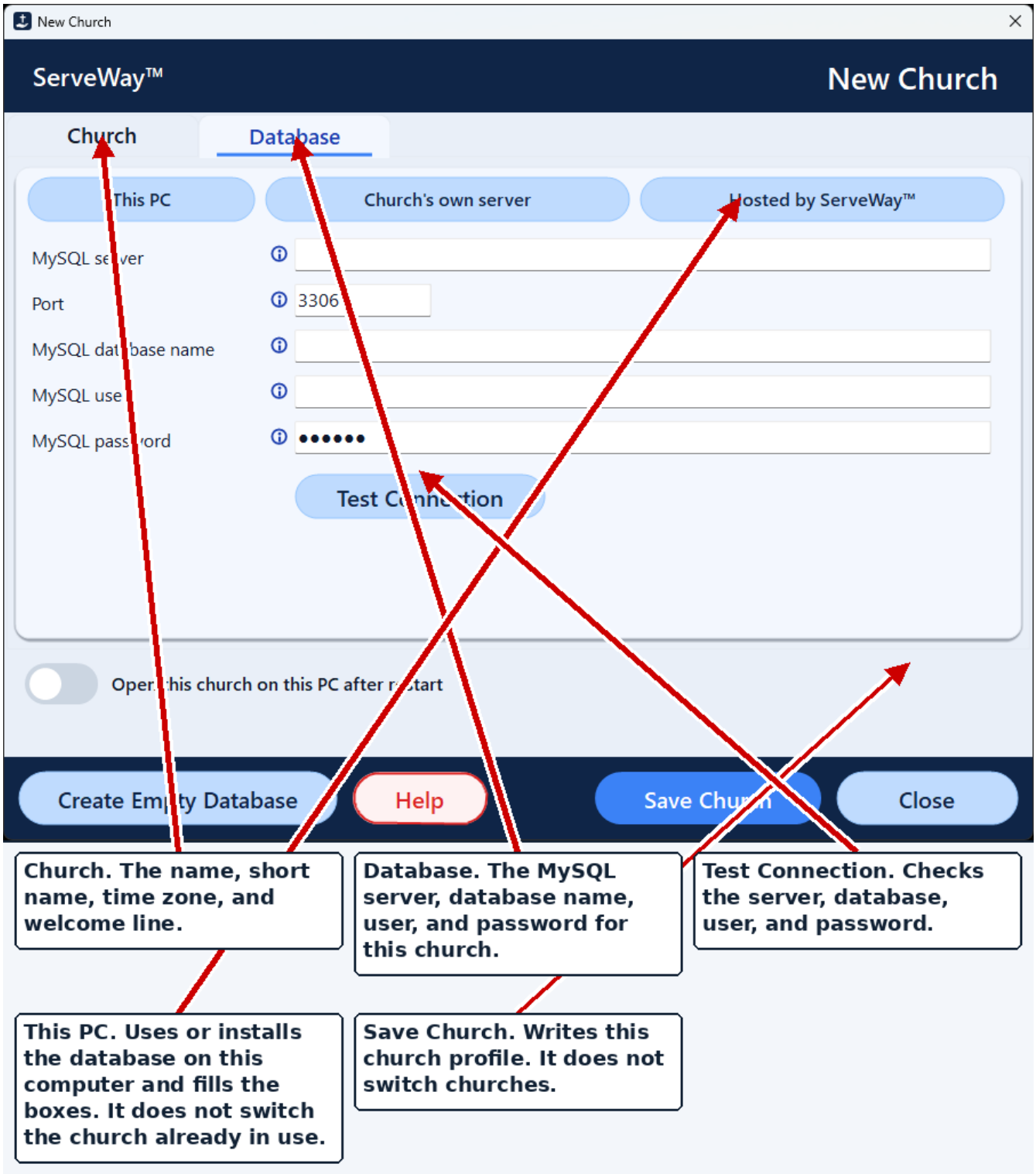
Create Empty Database (on New Church, and again on App Settings) creates that MySQL database if it is not already there, builds the tables ServeWay™ creates at startup, and adds the administrator from the profile. Tables already in that database are left in place. This button does not change the built-in church database. When the new database has no users yet, startup setup also adds a first-run user named **admin**. ServeWay™ asks that user for a new password before continuing. Sign in with the administrator you typed. When that administrator user name is **admin**, the account uses the password from New Church. After you are signed in, **Manage Users** can remove the first-run user if you do not need it.

The MySQL user needs permission to create a database. If you close New Church and later need to correct the server, database name, user, or password, open **Edit Church**, choose that church, change those fields, and press **Create Empty Database** again. Do not put the built-in church's password in the profile file.

New Church database

The **Database** tab on New Church is not the page where you type the church name. At the top are **This PC**, **Church's own server**, and **Hosted by ServeWay™**. **MySQL server**, **MySQL database name**, **MySQL user**, and **MySQL password** are on this tab. The password box is dotted.

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New Church database

How many churches and campuses can ServeWay™ handle?

ServeWay™ supports multiple churches on one PC. Each church has its own profile and its own database. There is no fixed limit on how many churches one computer can hold.

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The license does not set a maximum. The database does not set a maximum. The sign-in screen does not set a maximum.

When more than one church is saved, the sign-in screen shows **Church**. That list names the saved churches. Choose the church, then sign in. When only one church is saved, **Church** stays hidden.

A church can have multiple campuses. A campus is a location or a site of that church. There is no fixed limit on how many campuses one church can have. A church needs at least one campus.

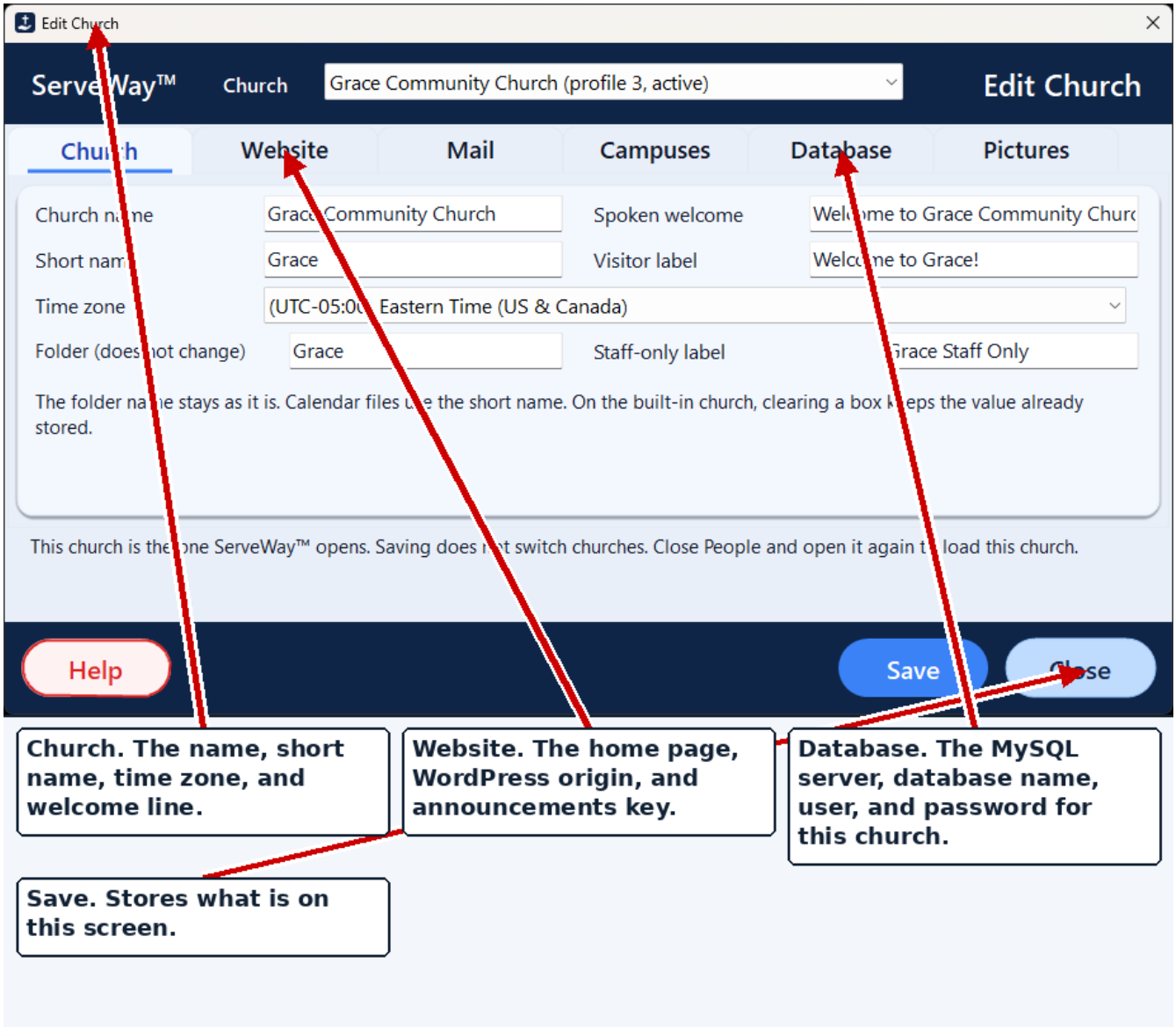
On **New Church**, type the names in **Campuses (one per line)**. The first line is the primary campus. Those campuses use the church time zone.

On **Edit Church**, open **Campuses**. Each campus has a **Name**, a **Time zone**, **Primary campus**, **State / region**, **Postal code**, and **Country**. Press **Add campus** to add a location. Press **Update campus** to change the campus you selected. Press **Remove campus** to remove one. Leave **Time zone** blank to use the church time zone. One campus is primary. **Remove campus** will not remove the last campus. ServeWay™ says a church needs at least one campus.

Edit Church

Edit Church changes a church that is already saved. Pick the church at the top. The built-in church is in the list. You can edit a church that is not the one this computer opens. **Save** does not make a church active and does not switch the database. Restart ServeWay™ so open screens use the new values. The red help button on Edit Church reads the same steps. On that help window, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

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Edit Church

- **Church** — name, short name, time zone, spoken welcome, visitor label, and staff-only label. The folder name does not change. Calendar files use the short name. On the built-in church, clearing a box keeps the value already stored.
- **Website** — home page, WordPress origin, **Announcements API key**, **Get from website**, sermon notes page, live watch page, announcements upload, notification recording address, and public calendar id. **Get from website** reads the key with the WordPress user name and application password and saves it on this computer. A blank key box keeps a key already saved. The upload address is the site plus `/wp-json/serveway/v1/announcements`. **Ministry Website** under Ministry Information still wins over the home page when that box is filled in. A public calendar id saved in App Settings or Facilities still wins over the one here. On any church except the built-in one, a blank web address stays blank.

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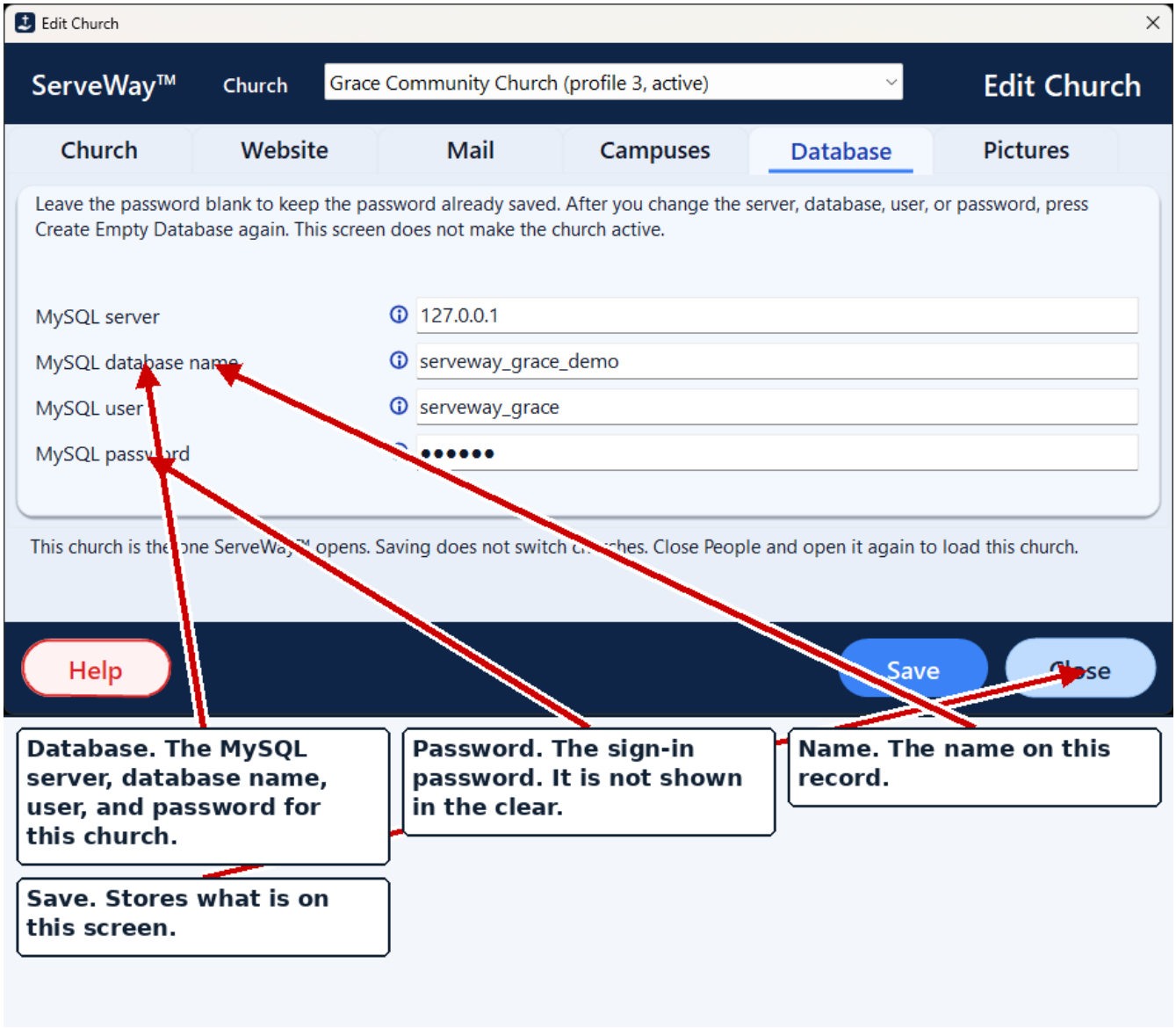
- **Mail** — email domain, info address and display name, sermon address, and notifications address. SMTP host and port stay on this tab and are not used to send. Every message ServeWay™ sends goes through Brevo, from the info address, which must be a verified Brevo sender. The sermon address and the notifications address are mailboxes the website forms write to. App Settings, Accounts, Mail reads those mailboxes with IMAP. The built-in mailbox password is not on this screen and is not copied to another church. Edit Church does not store a sending password.
- **Campuses** — **Add campus**, **Update campus**, and **Remove campus**. Each campus has a name, an optional time zone, state or region, postal code, and country. One campus is primary. A blank campus time zone uses the church time zone. These address fields do not change Ministry Information. How many churches and campuses ServeWay™ can handle is in How many churches and campuses can ServeWay™ handle?.
- **Database** — for a church other than the built-in one: MySQL server, database name, user, and password. Leave the password blank to keep the one already saved. Then press **Create Empty Database**. The built-in church shows its server and database and does not show or save the user or password on this screen. The program does not contain a database password.
- **Pictures** — the church's Images folder, and a logo file used when **Ministry Logo** under Ministry Information is blank. About This Ministry still shows the built-in picture. Announcement slides still come from `DefaultAnnouncementsTemplate.pptx` in **Announcements PowerPoints**. This screen does not edit that PowerPoint.

Edit Church database

The **Database** tab is not the **Church** tab. Open it when you need the MySQL server, database name, user, or password for a church other than the built-in one.

1. On App Settings, press **Edit Church**.
2. Pick the church at the top.
3. Open **Database**.
4. Leave **MySQL password** blank to keep the password already saved.
5. Press **Save** when the other boxes are right. **Save** does not make this church the one ServeWay™ opens.
6. Press **Close** to leave the window.

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Edit Church database

Use Built-in Church makes the original church active again. Restart after that. ServeWay™ then opens the built-in database again.

The built-in church remains profile 1. Deleting the profile file does not remove it. ServeWay™ writes the built-in church back the next time it starts. The program does not contain a database password. If this PC cannot open a database, it asks for **This PC**, **Church's own server**, or **Hosted by ServeWay™**.

Load Saved reads the settings ServeWay™ already stored on this computer. **Save To File** asks for a password, then writes a file you choose. Church name, addresses, and the other ordinary settings stay readable in that file. Keys and passwords are locked with the password you type. **Load From File** asks for that password, then stores the keys on this computer with Windows protection. An older file that still has keys as plain text still loads. ServeWay™ warns you. Save To File again, then delete the old file. Use the file

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when you move the setup to another computer. The main help says you may load and save settings either to the Windows default area or to a file.

Ministry Information

This is what **Contact Us** shows, and what prints at the top of an expense report when the name is filled in.

- **Name**, **Address**, **City**, **State/Region**, **ZIP**, **Country**
- **Phone**, **Email**, **Senior Pastor**, **Website**
- **Share our church phone number with ServeWay™ Support so they recognize our calls.** This is checked unless you clear it. Save Settings keeps the choice. When it is checked, ServeWay™ may send the church phone with a license so Support can recognize the call. When it is clear, the phone is not sent.
- **Service times**
- **What we believe**
- **What We Believe page URL**
- **Mission Stmnt**
- **Ministry Logo** (when this file is set, it replaces the header; when it is blank, the logo path on the active church is used)

Offering check amounts

AI Services, under **Accounts**, has **Use AI to read checks** in the **Check reading** group. The note on that group names the provider, for example: Check reading uses the xAI Grok key on this tab. It changes when **AI features** picks another provider. Paste the key in **xAI (Grok) API** on the same tab, then press **Save Settings**. The switch stays off until that box has a key. The same switch is on **AI features**. When Amount is blank, this reading uses the courtesy box and the written dollars line. When Amount is known, the same switch sends the memo line so a fund split can fill the fund rows. Account and bank numbers are not sent. See Offering and Accounts, keys, and database login. You can record gifts with the switch off.

This computer

The **Kiosk** tab holds the settings for this computer's screen.

- **Virtual Keyboard** is a dropdown. It lists **Small**, **Medium**, and **Large**, then **ServeWay Keyboard**. Those choices change the size of ServeWay's own keyboard, the long one with a number pad. Small is half size. Medium is three quarters. Large and **ServeWay Keyboard** are the full keyboard when the screen has room. The keyboard stays on the same screen as the window you are typing in. ServeWay™ does not open the Windows touch keyboard.
- **Show on-screen keyboard automatically** is on for a kiosk PC and off for a staff PC until you change it. When it is on, the keyboard opens for a text box, an editable

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list, a masked or number box, or a notes box. That includes Sign in, the sign-in code, a recovery code, the church and database chooser, and the first-run prompts, even before anyone is signed in. **Hide** closes it. An email box also shows **@** and **.com**. A password box does not show the keys in a preview.
- **Kiosk Mode** fills the main menu to the screen. The keyboard opens when a text field needs typing, not on the main menu itself. **Exit** stays hidden until an administrator signs in. That administrator can press **Exit**. ServeWay™ opens again about five seconds after the window closes, unless that administrator pressed **Exit**. Turn Kiosk Mode off to use the normal window. The main menu changes as soon as the switch moves.
- A kiosk PC should sign in to Windows by itself. Use Windows auto-logon, or the Windows touch keyboard on the Windows lock screen. ServeWay™ cannot put a keyboard on the Windows sign-in screen.
- **This PC's displays** assigns each monitor on this computer. See One PC, three displays.

Diagnostics

The **Diagnostics** tab is the last tab on App Settings.

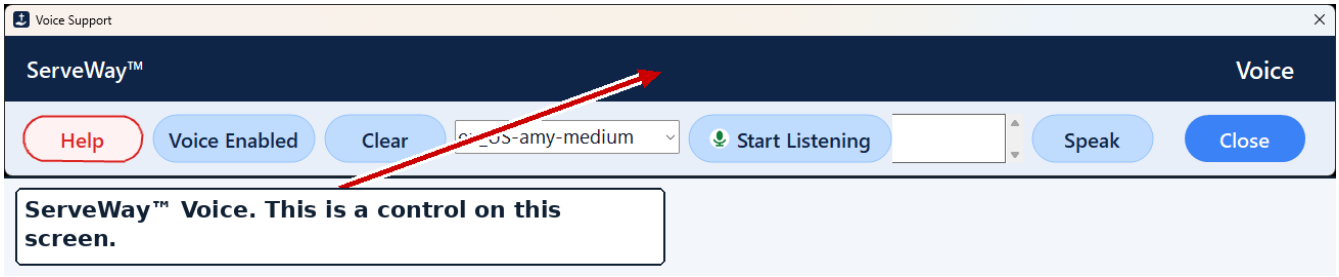
- **Check for updates at startup** is on when ServeWay™ opens. ServeWay™ looks for a newer version in the background and does not make you wait. When a newer version is ready, ServeWay™ shows the notes and asks **Update** or **Later**. **Update** downloads the installer, checks that the file is the one ServeWay™ published, runs the installer, and closes ServeWay™. **Later** keeps this version. When this computer is offline, ServeWay™ writes a note in the log and does not show an error.
- **Check for updates** looks right away. When this version is already the newest, ServeWay™ says so. Press **Save Settings** after you change the switch.
- **View Log** opens today's log in Notepad. When today has no log yet, ServeWay™ says so.
- **Open Log Folder** opens the Logs folder.
- **Send error reports to** is the church address copied on an error report. Leave it blank to send no church copy. A typed email address is copied when **Send error reports to ServeWay™ support** is on, and is the only recipient when that switch is off. Press **Save Settings** to keep it.

Email error reports and **Send error reports to ServeWay™ support** stay on the **Brevo** tab. The address copied on those reports is **Send error reports to** on this tab.

Voice Interface

Voice Interface on App Settings opens the voice window. The window title is **Voice Support**. Spoken prompts on Visitor, People, Children, and the other screens use this voice when it is on.

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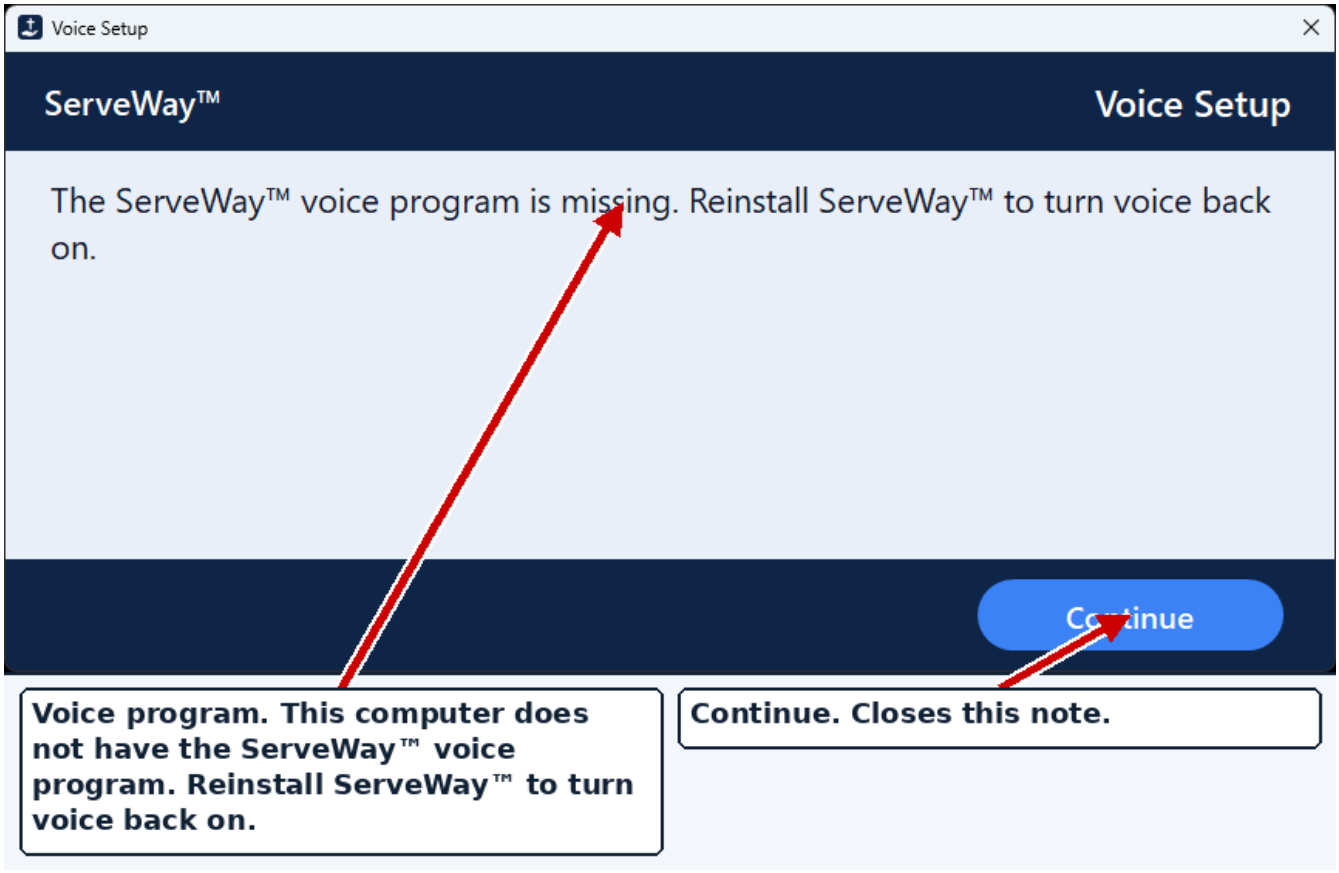
Voice Interface

1. On the main menu, press **App Settings**. You must be an administrator.
2. Press **Voice Interface**. The voice window opens on top of App Settings.
3. The button at the upper left turns voice on or off. When the window opens it reads **Voice Enabled** or **Voice Disabled**, matching the setting already saved. Press it to switch. After you press it, the button reads **Disable Voice** while voice is on and **Enable Voice** while voice is off. Turning voice on speaks "Voice support enabled."
4. The list under that button is the speaker voice. The names are the English voices. Pick one. ServeWay™ turns voice on if it was off, speaks a short sample ("Hello. This is the voice of ..."), and saves that voice on this computer.
5. The text box is a line you want to hear, or the words the microphone just heard.
6. **Start Listening** uses the computer microphone and adds the words it recognized to the text box, at the cursor. While it is listening, the button reads **Stop Listening**. Press **Stop Listening** to stop. The engine is **Dictation** on the **AI Services** tab. **Windows speech** is the usual choice. **Selected AI provider** uses the church key. If that call fails, or no key is saved, ServeWay™ uses Windows speech and says so.
7. **Speak** reads the text box aloud.
8. **Clear** empties the text box.
9. **Close** hides this window. Voice stays on or off as you left it.

Press **Save Settings** on App Settings after you turn voice on or off. That on or off choice is kept the next time ServeWay™ starts. The voice you picked in the list is saved when you pick it, before **Save Settings**.

If the voice program is missing, ServeWay™ opens **Voice Setup**. The window says to reinstall ServeWay™ to turn voice back on. Press **Continue**.

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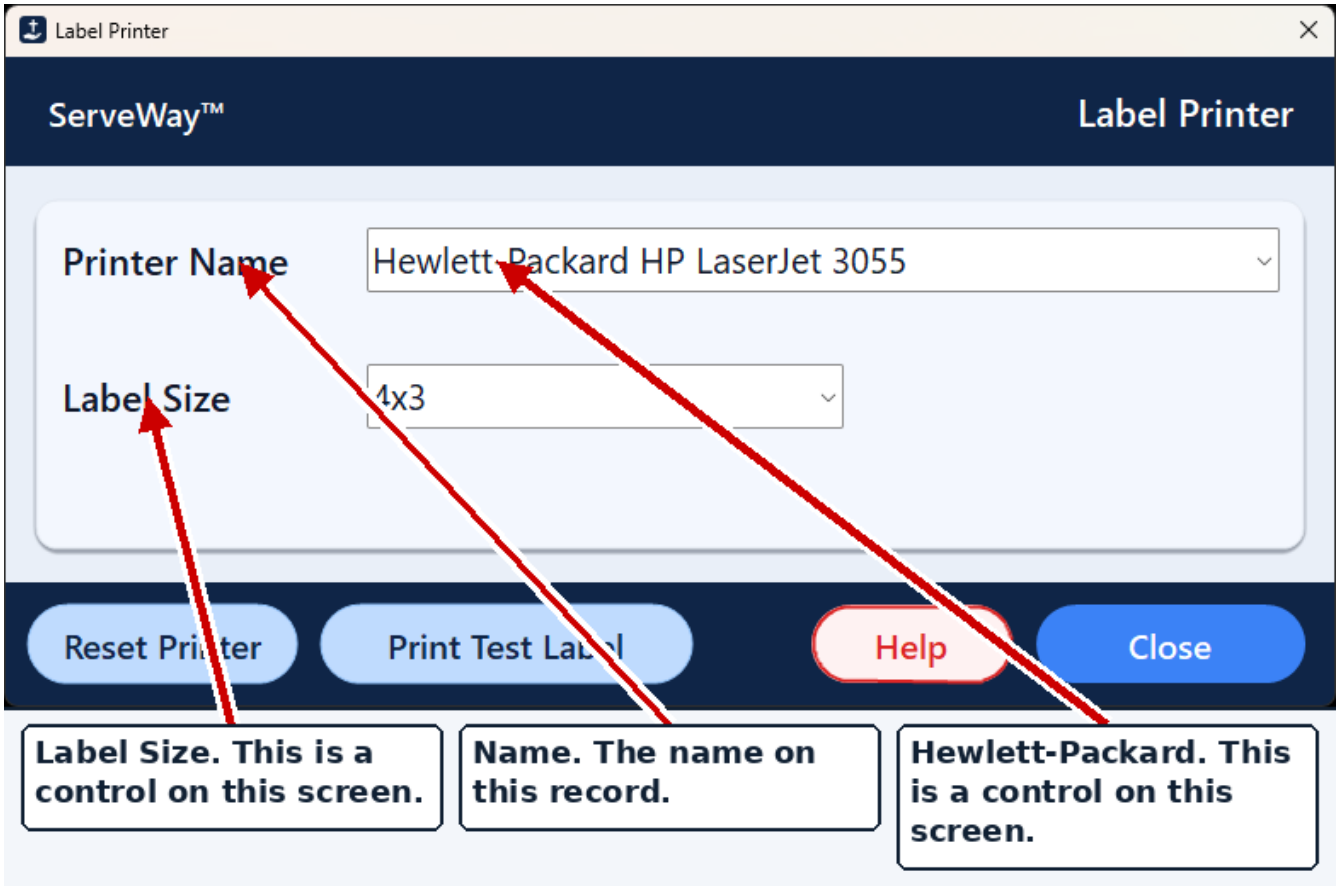


Voice Setup

Label Printer

Label Printer is on the **Tools** tab of App Settings. It opens the label printer window. The window title is **LabelPrinter**. Visitor labels, child tags, pickup stubs, and family cards use the **Printer Name** and **Label Size** you pick here. ServeWay™ lays each one out to fit that size, for example **4"x3"**.

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Label Printer

1. On the main menu, press **App Settings**. You must be an administrator.
2. Open the **Tools** tab.
3. Press **Label Printer**. The window opens in front of App Settings.
4. **Printer Name** lists the printers installed on this computer. Pick the label printer. ServeWay™ saves that name when you pick it.
5. **Label Size** is the sticker size. The list includes inch sizes such as **2"x2"**, **4"x3"**, and **4"x6"**, and millimeter sizes. When nothing valid is saved, the size is **4x3**. Picking a size applies it to the printer you selected and saves it on this computer. Child tags, pickup stubs, and family cards are laid out to fit the size you pick.
6. **Print Test Label** prints one label. The label says **TEST LABEL** and includes the ServeWay™ logo and the printer name, so you can see that the printer is the right one. If no printer is selected, ServeWay™ asks you to select a printer. A label comes out only when you press this button.
7. **Reset Printer** is for a Brother BT320 that is stuck on an error. ServeWay™ has to be running as Administrator. It cancels that printer's jobs, clears the error, pauses and resumes the printer, and restarts the Windows print spooler. If ServeWay™ is not running as Administrator, it says to start it as Administrator. Leave **Reset Printer** alone during a normal setup.
8. **Close** hides this window. The printer and size you picked stay saved.

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Print Visitor Label on Visitor, and the child tags, pickup stubs, and family cards printed at child check-in, use this printer and this Label Size. Pick them here before those screens need a label.

File Paths

These folders are where generated files are kept:

- **Monthly Calendar Documents**
- **Monthly Calendar Background Images**
- **Sermon Notes**
- **Sermon PowerPoints**
- **Sermon PowerPoint Background Image**
- **Announcements PowerPoints**
- **Prayer Requests PowerPoints**
- **Prayer Requests Background Image**

Forms Email Information

This group is on **Accounts**, **Mail**. It reads the forms mailbox. It does not send mail.

- **Sermon Notes URL**, **Sermon Notes User Name**, **Sermon Notes Password**
- **Prayer Requests URL**, **Prayer Requests User Name**, **Prayer Requests Password**
- **IMAP host** and **IMAP port** are the incoming server for that mailbox.

Sermon Notes **Fill Out Form**, Prayer Requests **Read Emails**, and the notification mailbox use these. Sending is on the **Brevo** tab.

Website and database

Ministry MySQL Database Information is **URL**, **Name**, **User**, **Password**, and **SSL**. An administrator can edit those boxes. **Test Connection** checks the login. **Use this connection**, or **Save Settings**, stores the password on this computer with Windows protection and opens that database. **Choose where the database is kept...** opens **This PC**, **Church's own server**, and **Hosted by ServeWay™**. Choosing **Hosted by ServeWay™** offers **Start a new, empty hosted database** and **Move this database to ServeWay™ Hosting...**. Anything that switches databases asks first. The database you leave is not deleted. The move copies every table, checks that each table has the same number of rows, and switches only after you confirm. The original database is not changed. The password is not left in a plain settings file on this PC. **Load From File** does the same with the server, database, user, password, and SSL after you type the file password. The database already installed on this PC is left in place. Use **New Church** and **Create Empty Database** when another church needs its own database. How to

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create that database on a web host or VPS (DirectAdmin, cPanel, Plesk), or how ServeWay™ can install the database on this PC, is in Accounts, keys, and database login.

Website WordPress Information is **User Name** and **App Password**. **Save Settings** stores them encrypted on this computer, for the active church. **Save To File** locks the application password with the file password. The readable part of the file does not show it. **Save Stream To Website** signs in with these boxes. **Get from website** on **Edit Church** uses the same sign-in to read the announcements key. The website address is **WordPress origin** on **Edit Church**. ServeWay™ posts the sermon to the ServeWay™ plugin at `/wp-json/serveway/v1/sermons` and the pictures and PDFs through the WordPress Media Library. When that route is not on the site, the sermon is posted to the previous sermons route. **Upload PDF to Church Website** sends the PDF to the Announcements module of the ServeWay™ plugin. The steps and a picture for Save Stream To Website are in Prayer, announcements, sermons, and the website. **Senior Pastor** under **Ministry Information** is the speaker Save Stream uses when the sermon email has no speaker line.

Streaming services

Services this church uses sits above the stream tabs. Check **MUX.com**, **YouTube**, **Facebook**, or **Vimeo**. The tabs for the checked services stay on the window. **AI Services** is a tab under **Accounts**, not under **Stream**.

Active streaming service is the list next to those checks. It lists only the services that are checked. OBS sends to that one service. OBS Studio has one stream output, so a second service is not sent at the same time. The same list is on **Live Stream**, so the choice can change on Sunday without opening App Settings. When only one service is checked, that service is selected and the list cannot be changed. A church that has not chosen yet uses MUX.com.

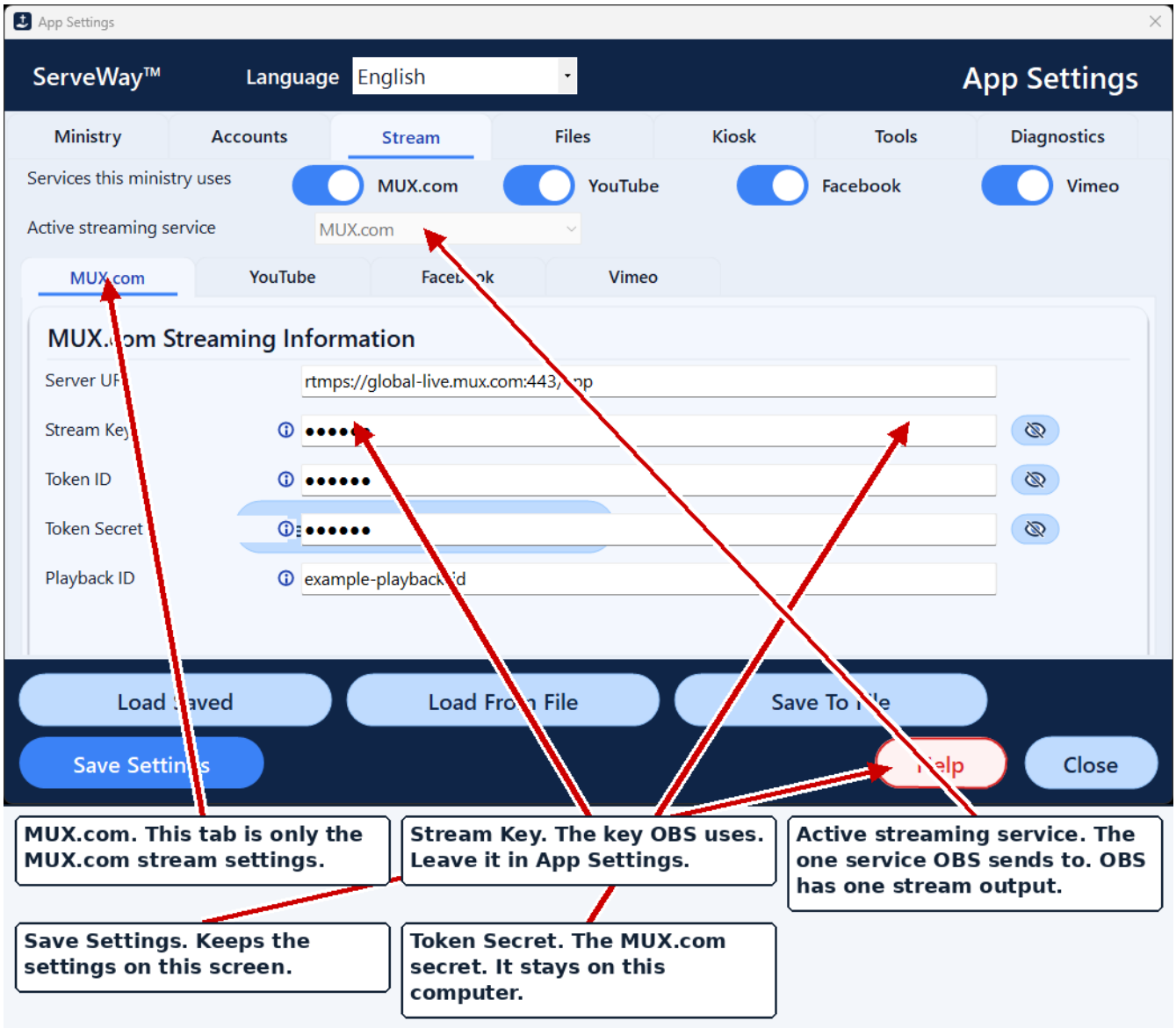
Changing **Active streaming service** writes that service's server address and stream key into OBS when they differ and OBS is not already streaming. The status next to the list says **OBS updated to YouTube** (or MUX.com, Facebook, or Vimeo). The stream key is not shown. When OBS is already streaming, ServeWay™ leaves it alone and warns you to stop the stream first. When OBS is not running, the status says OBS is not running. When OBS is open but ServeWay™ cannot connect, the status explains the WebSocket server and the password. ServeWay™ updates OBS the next time it connects. The steps are in Update OBS.

Checking a service, or picking **Active streaming service**, is kept then. Press **Save Settings** to keep the stream keys and watch pages.

MUX.com

The **MUX.com** tab is the group **MUX.com Streaming Information**.

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MUX.com streaming

- **Token ID**
- **Token Secret**
- **Playback ID**
- **Server URL**
- **Stream Key**

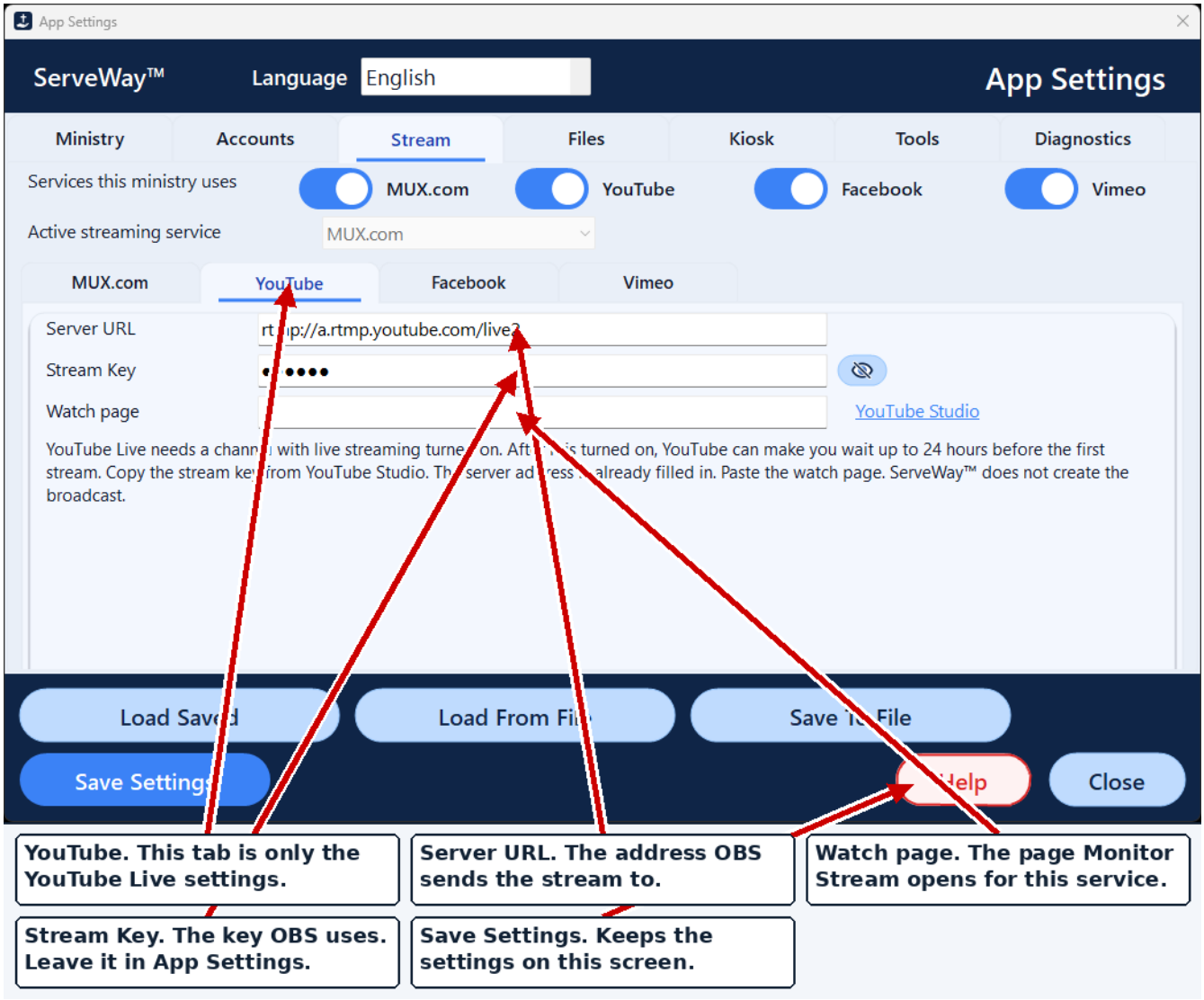
Save Stream To Website and the viewer count use **Token ID** and **Token Secret** when MUX.com is the active streaming service. **Test MUX.com viewer count** asks MUX.com for last Sunday's unique viewers and shows that count or the exact reason. A missing count is not zero. **Monitor Stream** opens the player for **Playback ID**. **Server URL** is already filled with the usual MUX.com address. **Stream Key** stays saved. When that key is blank, ServeWay™ leaves the address already saved in OBS. Leave these in App Settings. Do not copy them into the user manual or into email.

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When a **MUX.com**, **Brevo**, **Twilio**, or **Google Calendar** box is still blank, the built-in church shows and uses the value it used before that box existed. A box that already has something saved is left as it is. Another church does not receive the built-in church's values. Stream keys and watch pages are saved only from the boxes you fill in.

YouTube

The **YouTube** tab is not the MUX.com tab. It has **Server URL**, **Stream Key**, and **Watch page**. The server address is already filled in. The stream key stays saved. The watch page is what **Monitor Stream** opens, and what **Save Stream To Website** stores, when YouTube is the active service.

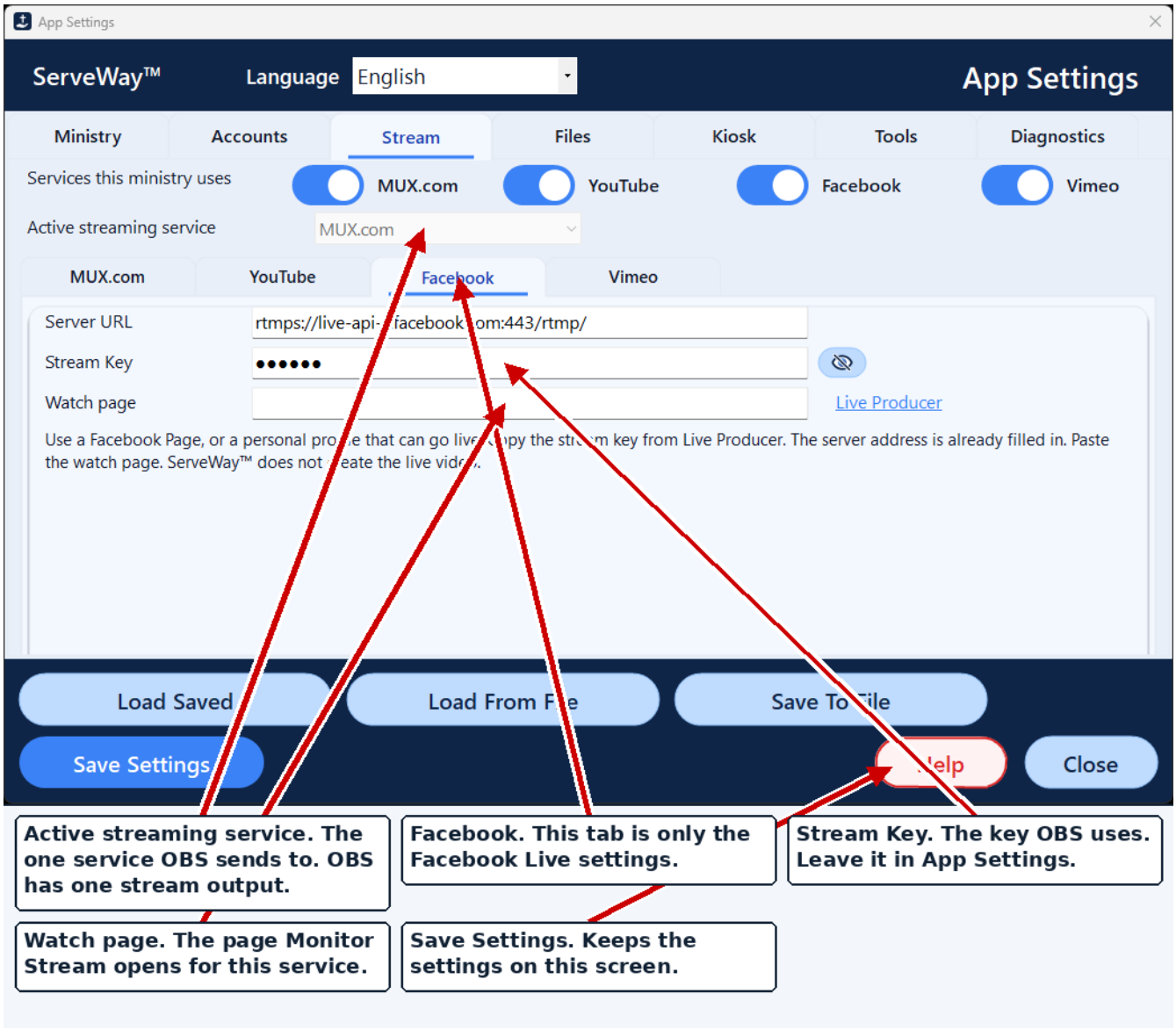


YouTube Live

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Facebook

The **Facebook** tab is not the YouTube tab and not the MUX.com tab. It has **Server URL**, **Stream Key**, and **Watch page**. The watch page is what **Monitor Stream** opens when Facebook is the active service.

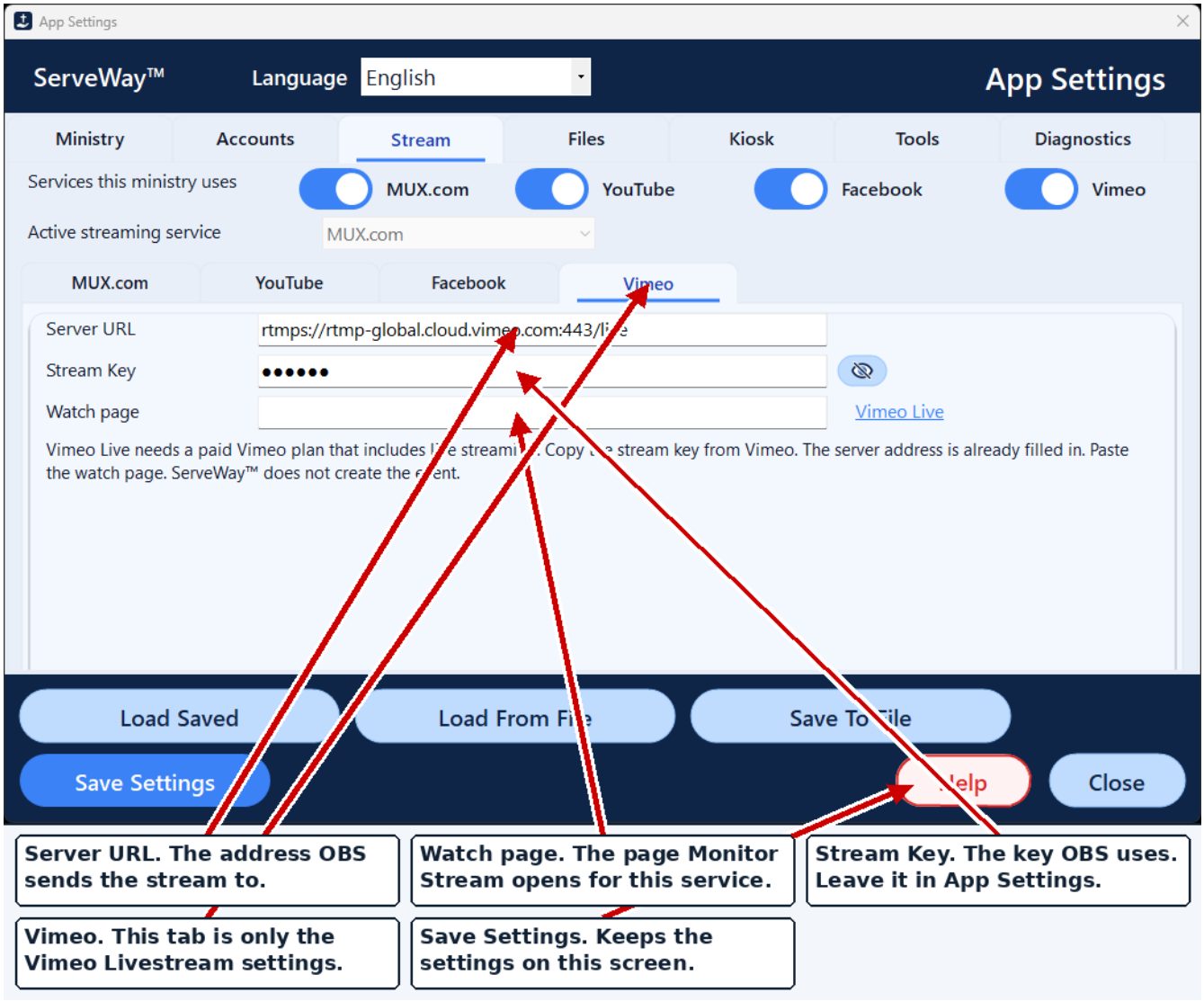


Facebook Live

Vimeo

The **Vimeo** tab is not the Facebook tab. It has **Server URL**, **Stream Key**, and **Watch page**. The watch page is what **Monitor Stream** opens when Vimeo is the active service.

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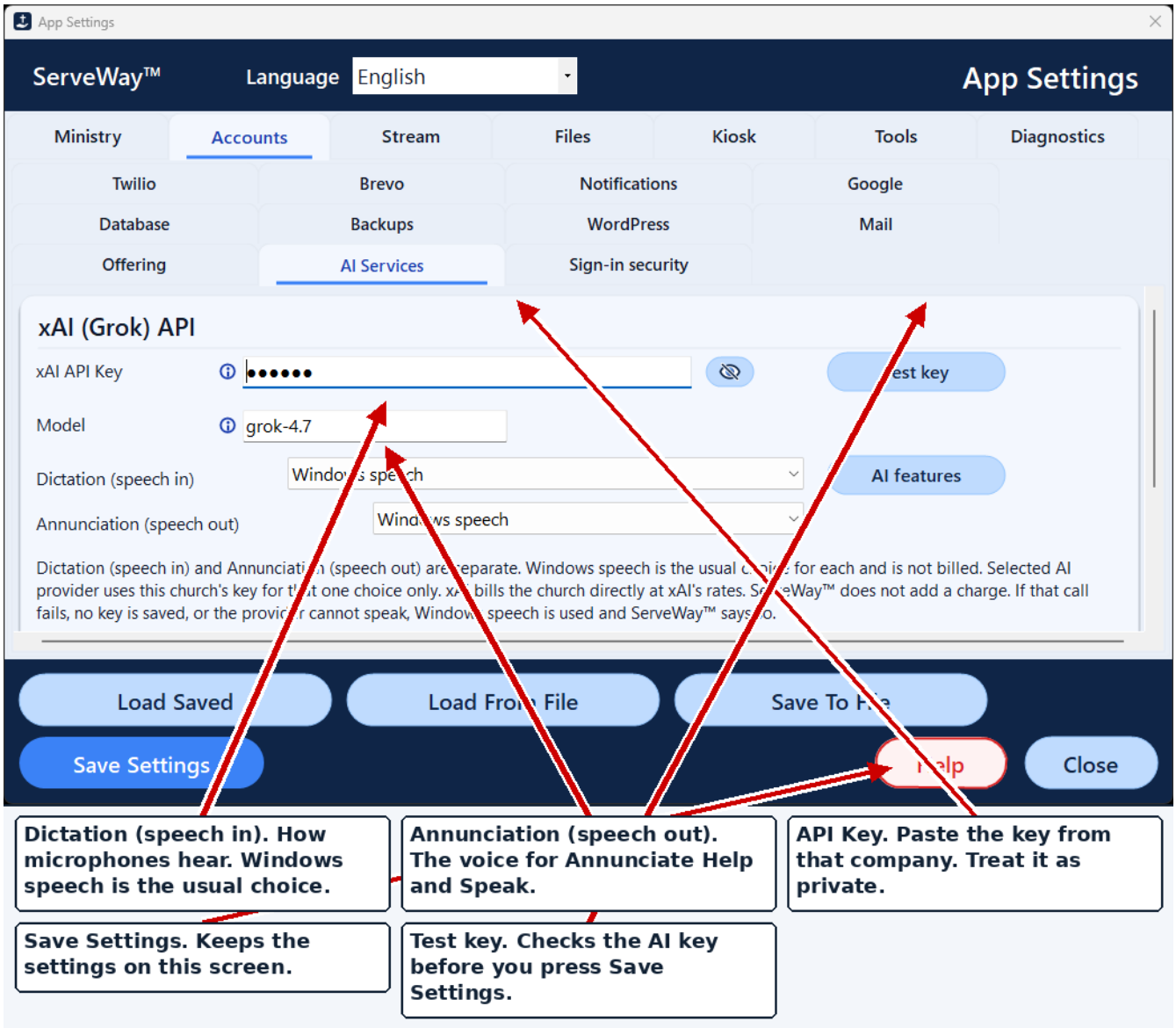
Vimeo Livestream

How to copy each value is in Accounts, keys, and database login.

AI Services

AI Services is a tab under **Accounts**. It is not under **Stream**. The key group is **xAI (Grok) API**. **Check reading** is on the same tab.

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AI Services

AI features is on this tab. It picks the **AI provider** and turns four uses on or off. One key is shared by the uses you turn on. Each provider has its own key. **Save Settings** stores the keys on this computer with Windows protection, one set for each church. They are not kept in plain text. **Save To File** locks them with the file password so another computer can load them. The readable part of the file does not show the key. xAI bills the church directly at xAI's rates. ServeWay™ does not add a charge.

The providers are **xAI Grok** (the one already used for checks and pictures), **Anthropic Claude**, **OpenAI**, and **Google Gemini**. xAI Grok, OpenAI, and Gemini can answer Help questions, read checks, and create images. Claude can answer Help questions and read checks, but it cannot create images. A switch the provider cannot do is grey, and the note says why. **Dictation (speech in)** and **Annunciation (speech out)** are separate lists on this tab. A provider that cannot speak leaves announcements on Windows speech.

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The four switches are:

- **Use AI for Help (Ask ServeWay™).** On shows **Ask ServeWay™** on Help. Off hides it and Help says it is off. The switch stays off until the key box has a key.
- **Use AI to read checks.** This is the same switch as **Check reading** on this tab. It stays off until the key box has a key. An upgrade keeps the choice already saved.
- **Use AI to create images (Grok Imagine).** On lets announcement slides and **Save Stream To Website** create pictures. Off hides **Generate** and **Edit**. The switch stays off until the key box has a key. An upgrade leaves the choice on when a key was already in use, so pictures keep being created until you turn it off.
- **Use AI writing help.** On shows **Write a draft with AI...** and **Improve selected text with AI...** under a message box. Off hides those buttons. The switch stays off until the key box has a key. An upgrade leaves the choice on.

Tone and style notes is on the same window. Type how this church writes, such as warm, Baptist, plain words, KJV/NIV preference. A draft uses those notes, the church name, and the service times. It does not use member names, emails, phones, or prayer requests.

xAI API Key (or the selected provider's key) is the key from that provider. The box is dotted. Press the eye to read it. Check reading sends the courtesy box, the written dollars line, and the memo line. Account and bank numbers are not sent.

Dictation (speech in) chooses how every microphone hears. **Windows speech** is the usual choice. It uses the speech already on this computer and is not billed. **Selected AI provider** sends the recording with this church's key. For xAI, that is xAI speech-to-text. xAI bills the church directly at xAI's rates. ServeWay™ does not add a charge. If that call fails, or no key is saved, ServeWay™ uses Windows speech and says so. Press the microphone once to start and again to stop. The words go into the box at the cursor. This is the same choice for **Ask ServeWay™ Mic**, **Start Listening** on Voice Interface, **Record Message**, and the **Mic** button on the on-screen keyboard. It does not change how announcements are spoken.

Annunciation (speech out) chooses the voice for **Annunciate Help**, **Speak**, and notification voice. It is not tied to **Dictation**. **Windows speech** is the usual choice and uses a Windows voice. **Selected AI provider** speaks with that provider when a key is saved and the provider can speak. For xAI, that is xAI text-to-speech. xAI bills the church directly at xAI's rates. ServeWay™ does not add a charge. If that call fails, or no key is saved, or the provider cannot speak, ServeWay™ uses Windows speech and says so. Claude, OpenAI, and Gemini do not speak, so announcements stay on Windows speech when one of those is the selected provider.

Test key sits next to the key. Press it after you paste a key. A short message says the key works, or names what to fix. You can press **Test key** before **Save Settings**.

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An information icon (a circled i) just after the key's label opens a short window: what the box is, what ServeWay™ uses it for, who bills it, and how to get the value. Point at the icon to see What's this?. The same icon sits just after the label of the other keys, tokens, secrets, and passwords on App Settings and the setup screens. See What's this?.

Model is the model id for Help questions. It starts as grok-4.7 for xAI Grok. Leave it unless the provider tells you to use another id. Check reading uses that provider's vision model. xAI check reading stays on grok-4.3.

Ask ServeWay™

Ask ServeWay™ is on the main **Help** window and on each screen's Help window. It is hidden until **Use AI for Help (Ask ServeWay™)** is on and a key for the selected provider is saved.

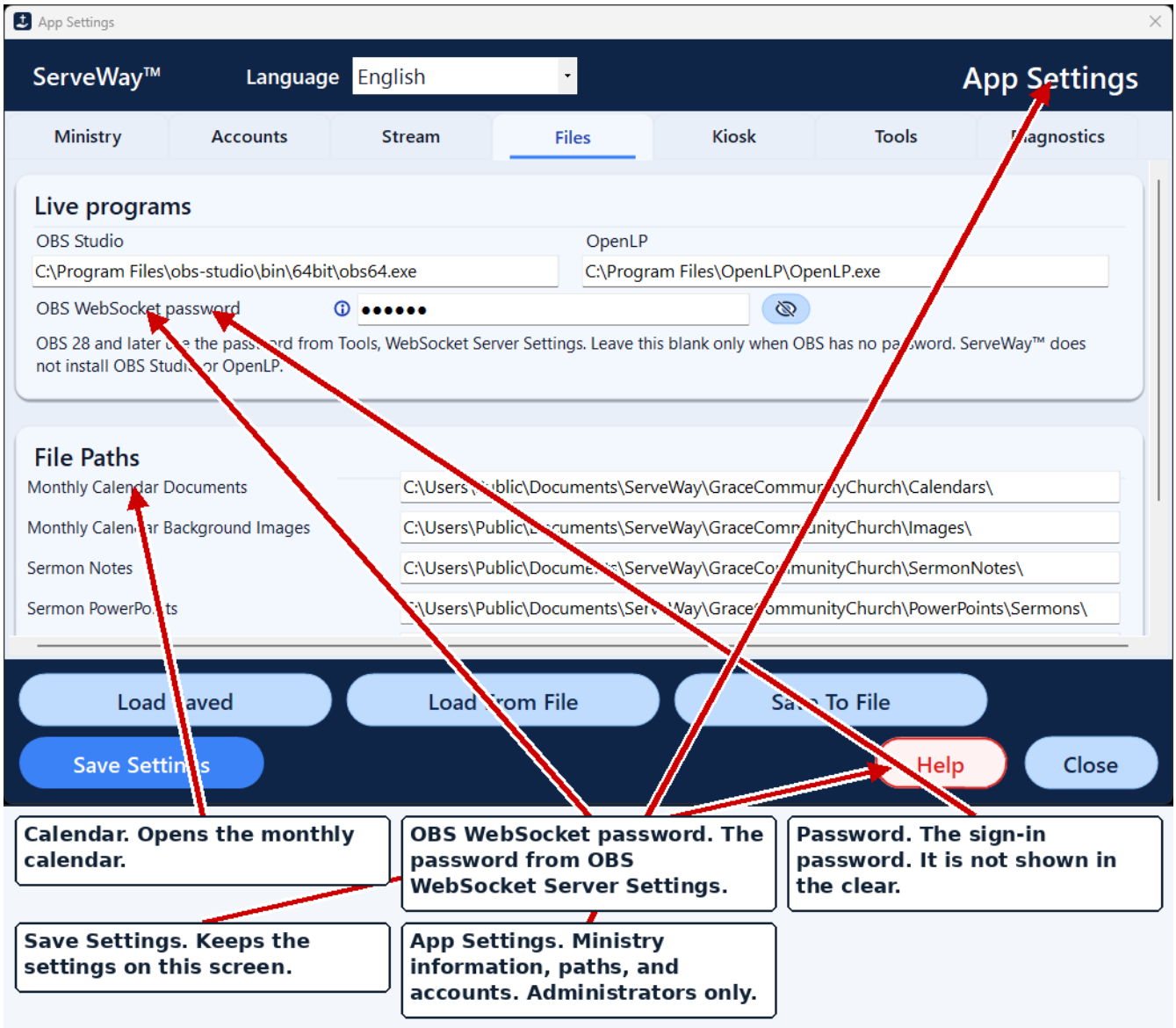
Type a question, or press **Mic**, then press **Ask**. **Mic** uses **Dictation (speech in)** on the **AI Services** tab. Press **Mic** again to stop. The words land in **Your question** at the cursor. The answer is text. **Speak** reads that answer aloud with **Annunciation (speech out)** and changes to **Silence** while it is speaking. **Silence** stops the reading. You can ask another question in the same window. When **Use AI for Help** is off, or no key is saved, **Ask ServeWay™** is hidden and Help says it is off.

The question and short excerpts from this manual are sent to the provider you picked. No member list, gift, or household is sent. The answer names the manual section when it can. When the manual does not cover the question, the answer says so and tells you to call Support at **(502) 788-6490** or email **support@serveway.org** (support requires an active support plan). **Ask ServeWay™** cannot change settings or look up people.

Live programs

Live programs is **OBS Studio**, **OpenLP**, and the **OBS WebSocket password**. Live Stream starts those programs from the paths saved here. The password is the one from OBS, under Tools, WebSocket Server Settings. The box is dotted. Leave it blank only when OBS has no password.

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OBS WebSocket password

Brevo

Brevo is **API Key**. Every email ServeWay™ sends uses this key and Brevo's transactional API. That includes error reports, bug and feature reports, the calendar, sermon notes, prayer requests, announcements, the user manual, sign-in email, and notifications. The From address is the church Info address, and it must be a verified Brevo sender. If the API key is missing, or that sender is not verified, ServeWay™ says so and names **App Settings**, **Accounts**, **Brevo**. It does not send another way.

Send test email is on this tab. It sends a short message and a second message with a small attachment to **Test email address**. The address starts as the signed-in person's email. Each result names the Brevo message id, or the error Brevo returned, such as an unverified sender. Success is shown only when Brevo returns a message id.

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Email error reports is on unless you turn it off. When it is on, ServeWay™ emails a short report after it writes an error to the local log. When it is off, the local log is the only copy.

Track email opens and clicks is on unless you turn it off. While it is on, campaign email can record opens and clicks. Opens are approximate. Apple Mail Privacy Protection can count an open when the mailbox loads the message. Clicks are the reliable signal. While it is off, new opens and clicks are not recorded. A list of who was sent a message may still be kept. Password and sign-in email are not tracked. The same rows are on **Email Results**, opened from Notifications.

Send error reports to ServeWay™ support is on unless you turn it off. The same switch is a step in first-run setup and in Guided Setup, before **Features**. When it is on, the report goes to support@serveway.org. A church copy goes only to **Send error reports to** on the **Diagnostics** tab. A blank box sends no church copy. When the switch is off, the report goes only to that address. A blank box with the switch off sends no email. The report keeps the church name, version, screen, exception type, and stack trace. Prayer request text, member names, phone numbers, email addresses, street addresses, passwords, connection strings, and server addresses are removed from the logged message and the exception text. The same words are in the ServeWay™ Privacy Policy. The copy on serveway.org should include that section.

Twilio

Twilio is **Account SID**, **Auth Token**, **From**, and **Flow SID**. Text and voice use **Account SID**, **Auth Token**, and **From**. Voice also uses **Flow SID**.

Notifications

Notifications on the Accounts tab sits next to **Brevo** and **Twilio**. It is not on the Kiosk tab.

This PC watches the notification mailbox is on for exactly one computer. That computer reads the notification mailbox. The other computers leave the switch off. The line under the switch names the computer that is watching and when it last checked in. When nobody is watching, it says **No PC is watching the notification mailbox**.

When Notifications is on and no computer is watching, ServeWay™ asks whether this PC should watch. **This PC** takes it. **Not now** leaves it. A computer that is already watching is left alone. Turning the switch off on the computer that is watching asks you to confirm, so the mailbox is not left with nobody watching.

A computer that has not checked in for 45 minutes can be replaced. The computer that is watching checks in about every 15 minutes while ServeWay™ is open. Turning Notifications off in **Features** stops the mailbox and does not ask. The same screen is

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used for the built-in church and for any other church. The claim is stored with that church.

Send notifications from ServeWay™ sits under that switch. It is shown only when the church database is **Hosted by ServeWay™**, or when the database is on a church server with a public address. It is hidden for **This PC** and for a private address. Those churches keep the notification PC. For a church server, press **Check from ServeWay™**. The switch appears after our server opens that database with TLS. When the switch is on, ServeWay™ reads the forms mailbox and sends approved notification email, text, and calls. A call passes the message text to your Twilio flow. ServeWay™ does not upload a voice recording. This PC does not watch the mailbox. **Send Notifications Out** and serving reminders still run on the PC where you press the button. The line under the switch does not show a key or a password. Paid support covers questions about this. ServeWay™ runs on Windows 11 Pro. The same steps are in Notifications.

Overdue alerts

Open overdue alerts is on **App Settings**, **Accounts**, **Notifications**, on the same row as **This PC watches the notification mailbox**. It is not a button on the main menu.

Overdue alerts

Send overdue alerts is on unless you turn it off. The first step is the assigned staff member after 2 days. The next step is the pastor or an administrator 2 days after that. **Add a step** adds another step. **Move this step earlier** and **Move this step later** change the order of the selected step. **Remove this step** takes that step off the list. **Save overdue alerts** writes the switch and the order. **Close** leaves unsaved changes behind. **Help** sits just left of **Close**.

Each person chooses how to be pinged on that person's record: **Email**, **Text**, or **In the app**. Email is the usual choice. Text uses Twilio when **Account SID**, **Auth Token**, and **From** are saved. If a text cannot be sent, the alert is emailed. **One daily summary** is the usual choice. **A separate alert for each item** sends one message per item. The first summary of the day goes out when something is due. It is not tied to a clock hour. A person who already received today's summary holds new items until the next day.

ServeWay™ covers visitor follow-ups, Approval Queue items, prayer requests, benevolence, facility requests, visits that already name a person, and team availability that has not been answered. An open follow-up task that is past its due date, and is not snoozed, is included too. That alert names the person or household and the type. It does not include the note. A prayer alert names the person. It does not include the prayer. Staff enter a benevolence request from Expenses. It waits in Approval Queue. Overdue alerts include those pending requests, and an expense whose purpose or account says benevolence. The same item and step are not sent twice, even when ServeWay™ is open

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on more than one computer. The computer that watches the notification mailbox runs the check about once a minute while ServeWay™ is open.

When the choice is **In the app**, ServeWay™ opens **Overdue alerts for you** for the person who is signed in.

Overdue alerts for you

Mark these alerts read clears those notices. **Close** leaves them unread. The window stays closed until ServeWay™ is opened again or a new item is waiting.

Google Calendar

Google Calendar on App Settings is **API Key**. Monthly Calendar uses that key to read the public calendar. Adding and changing reservations still uses **Authorize Google Calendar** and the Desktop client file on Manage Facilities.

Wall Calendar

Wall Calendar is below **Features**. It chooses the lobby screen, how long the calendar waits before it returns to this month, the font for the days, Light, Dark, or Match Windows, a picture behind the days, and how strongly that picture is covered. The steps are in Monthly calendar.

Manage Users

Manage Users on the main menu (and the same button on People) needs the User Management permission.

Worship planner is a role on this screen and on **Manage Roles**. It is not a main-menu button. **Open worship planner** is on **Media Library**. If you do not have it, ServeWay™ says you do not have permission to access User Management. The help button on this screen, and the help button on **Manage Roles**, use the steps below. On each of those help windows, **User Manual** sits next to **Annunciate Help** and **Close** and opens the ServeWay™ user manual PDF in the computer's usual PDF viewer.

A user

- **Username**
- **Full Name** comes from the person's record. The box matches the other boxes, and it cannot be typed here. Change the name on People.
- **Role**
- **New Password**
- **Active**
- **Comments**

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The screen opens ready for a new user. No row is selected. Username, Full Name, and New Password are empty. Role is **(No Role)**. Every permission is off. **Active** is on. Select a row to load that user. **Add New User** picks a person and starts another new user. **Save / Update** writes the user. **Delete** removes the selected user. **Clear Form** returns to the blank new user. **Close** returns.

When that user already has a password, **New Password** shows **✓ Password is set** and the box stays empty. It is not required. **Save / Update** keeps the saved password. A temporary password from **Email Sign-In Info** keeps its must-change flag and its expiry. The church sets that lifetime on **Sign-in security**. The default is 72 hours. Type a new password only to replace it. Use at least the minimum length on **Sign-in security**. The default is 8 characters. The new password is the one ServeWay™ and the church website both use. Saving it clears the must-change flag and the expiry.

When that user has no password, **New Password** shows **No password set**. Type a password, or press **Email Sign-In Info** to email a temporary password.

A new user needs a password before **Save / Update**. After the user is saved, **Email Sign-In Info** can email a temporary password.

Email Sign-In Info is on the bottom row, next to **Help**. It needs the User Management permission. Select a user, then press **Email Sign-In Info**. ServeWay™ asks you to confirm that person's name and email. **Yes** sets a temporary password and emails that address. **No** changes nothing.

The temporary password is the person's first name and last name in lowercase as one word, with nothing between them. Spaces, apostrophes, and hyphens are removed. Accented letters become plain letters. John Smith becomes johnsmith. José García becomes josegarcia. Mary Ann O'Brien-Smith becomes maryannobriensmith. A letter such as ø, ł, or æ becomes the plain letter or letters (o, l, ae). If the name does not leave any letters, ServeWay™ does not change the password.

The email names the church. It says your user name is the user name on this screen. It says the temporary password is your first and last name in lowercase as one word (for example, johnsmith). It says how to sign in: open ServeWay™, type that user name and temporary password, and press **Log In**. It says: please change your password as soon as you sign in. ServeWay™ will ask you to choose a new password the first time you sign in. It says this temporary password stops working after 3 days. If it expires, ask your church administrator to send a new sign-in email. The email does not contain a password. ServeWay™ says the email was sent only when Brevo accepts it and returns a message id. If Brevo does not accept it, the password is left as it was. The message id is written to today's ServeWay™ log.

The password lasts for the lifetime on **Sign-in security**. The default is 72 hours, and the email says 3 days. The next sign-in opens **New Password Required** before the main menu. The new password must be different from that temporary password. After that

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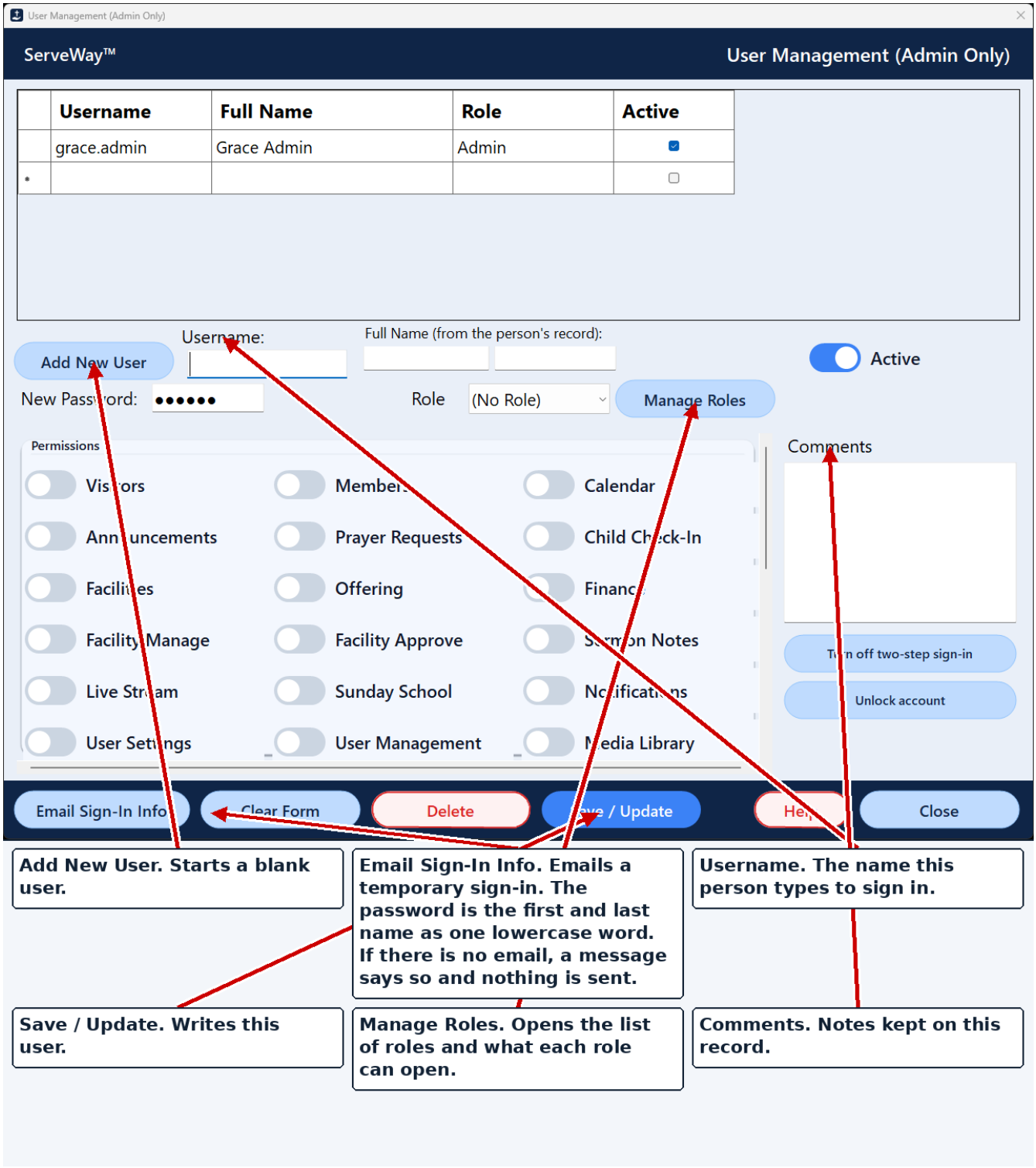
lifetime, that temporary password no longer works. ServeWay™ asks the person to ask an administrator to email the sign-in info again.

If the person has no email address on file, **Email Sign-In Info** stays available. Pressing it says that person doesn't have an email address on file, and asks you to add one to their record, then try again. ServeWay™ does not change the password and does not send email.

Turn off two-step sign-in sits under the comments box. It needs User Management. Select a person, press it, and confirm. ServeWay™ clears that person's authenticator, recovery codes, and remembered PCs. The password stays. Use it when a recovery code is not available.

Unlock account sits under that button. It needs User Management. Select a person, press it, and confirm. ServeWay™ clears the failed tries and the lock. The church sets how long that lock lasts on **Sign-in security**. The default is 30 minutes. The password stays. **Unlock this user** on Sign-in security does the same clear and records who unlocked the person.

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Manage Users

Roles

Manage Roles opens the role list.

- **New Role**, **Edit Selected**, **Delete Selected**

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- **Role** is the name. **Description** is a note. **Is Admin** gives that role every level on every screen, including App Settings. An administrator always has **Send to church** on every screen.
- Each screen is a section you can open and close. The four levels are **View**, **Email/print**, **Create/edit**, and **Send to church**. A higher level includes the ones under it. Send to church includes create/edit, email/print, and view. A control this role cannot use is hidden.
- **Guest (not signed in)** is built in. Edit it to choose what someone sees before they sign in. It cannot be deleted. A guest can enter visitor information and print a visitor label, use Contact Us, and press Visit Church Website, and can view Announcements, Sermon notes, the Google calendar, and public events. Church Directory stays off until someone signs in. A guest cannot check in a child. Children's check-in opens for a signed-in staff member whose role includes Child Check-In. Contact Us does not show member records. Nothing personal, nothing staff-only, and no other email or print.

To set a level on a screen:

1. Open **Manage Roles**.
2. Select the role and press **Edit Selected**. To change what someone sees before they sign in, edit **Guest (not signed in)**.
3. Press the screen name to open that section.
4. Turn on **View**, **Email/print**, **Create/edit**, or **Send to church**. Turning on a higher level turns on the ones under it. Leave all four off when that role should not open the screen.
5. Press **Save Role**.

- The names still line up with the main menu as listed in Getting started. Create/edit or Send to church lets that role open the matching button and change records. View opens the screen and hides the change controls. Offering and Finance use those levels for the save and review actions inside those screens.
- **Follow-up: view**, **Follow-up: act**, **Follow-up: care notes**, **Follow-up: greeters**, and **Follow-up: admins** are the visitor follow-up boxes. They start on for an administrator. A staff or pastor role starts with view, act, care notes, and greeters on, so staff can act on a kiosk visitor entry. A greeter role starts with view and greeters on, and care notes off, so they can act on a visitor call and cannot see the note. A box you save stays as you left it.
- **Follow-up tasks** lets that role create a task about a person or a household, see every task, reassign one, and print or save a CSV. It starts on for an administrator, and for a staff, pastor, secretary, or office role. Other roles start off. A person can still open My tasks and finish a task assigned to them without that box. It is not a main-menu button. My tasks is on People.
- **Worship attendance** lets that role open the worship roll from Sunday School and from Headcount. It starts off except for an administrator.

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- **Milestones** lets that role open Milestones from People. It starts off except for an administrator. A milestone is not sent to the public website calendar unless Show on the public website calendar is on.
- **Require a second sign-in step** starts checked for an administrator, staff, or pastor role when at least two people have User Management. Other roles start unchecked. A church can check or uncheck any role. Save Role refuses to turn it on until a second person has User Management.
- **Save Role** stores the role. **Cancel Edit** drops the change you have not saved.

Benevolence lets that role see requests and the aid log, and change **Website form: Members only**. **Approve benevolence** lets that role approve a request, change the amount, decline it with a note, or ask for more information.

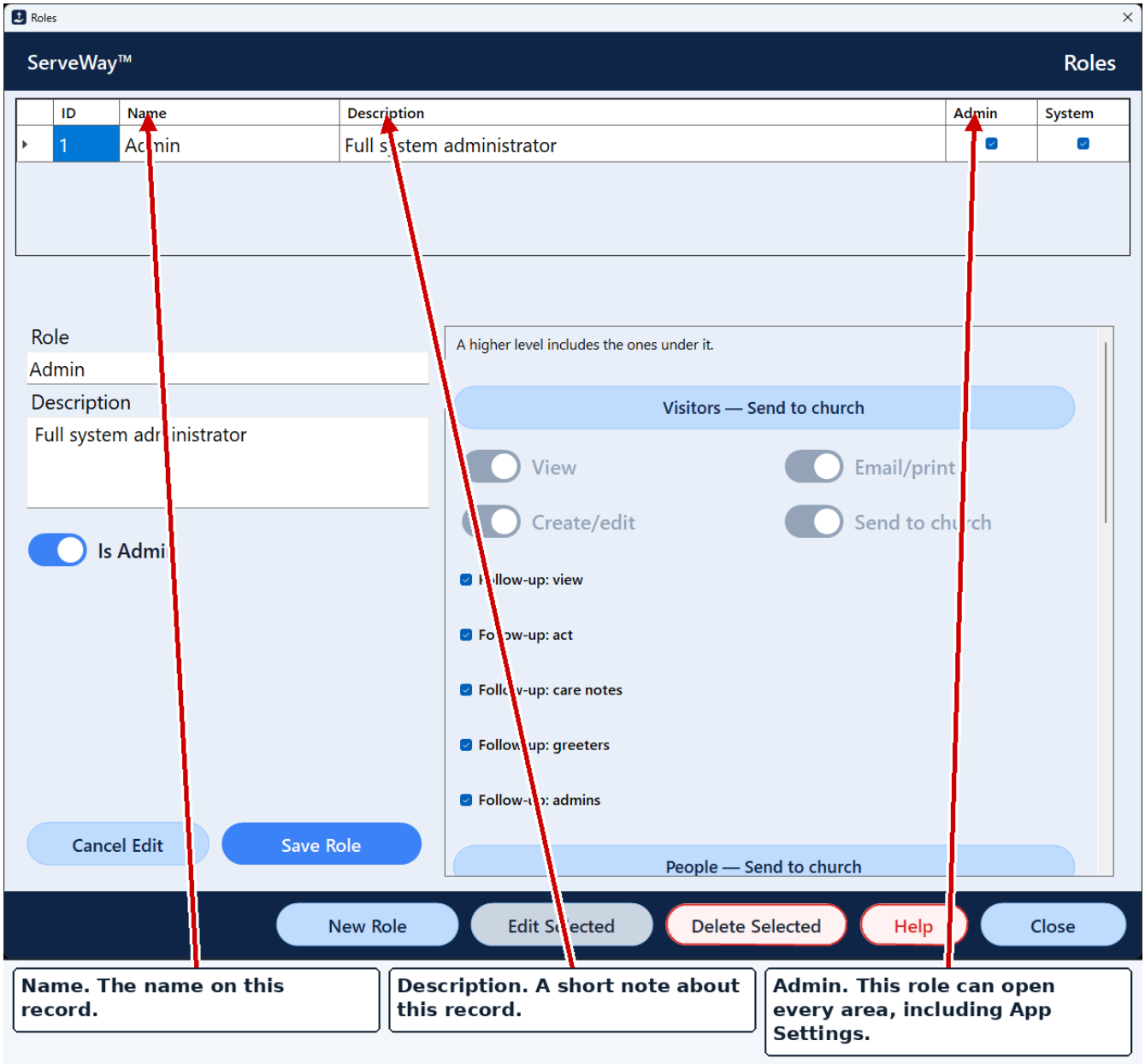
A role that already has Finance starts with **View the budget**, **Edit budget amounts**, **Comment on budget lines**, **Approve the budget**, and **Adopt and lock the budget** on. An administrator starts with them on. A new role starts with them off. The church can turn view, comment, and edit on for another role. There is no Budget button on the main menu. The budget opens when you turn on the **Show the budget** toggle on Expenses.

VBS and camps lets that role open events, registrations, check-in, volunteers, and reports from Calendar, Church events and from Child Check-in. **Manage VBS and camps** lets that role create an event, copy last year's event, edit the schedule, approve a registration, and change a fee. The fee switch starts off. With the fee off, registration has no payment step.

Edit teams and schedules lets that role change team tabs, team setup, descriptions, positions, website visibility, notification groups opened from Teams & Schedules, and the announcements slide switches. Without it, Teams & Schedules stays view-only and says: You can view teams. Ask an administrator for permission to make changes. A role that can update Announcements starts with it on, so an upgrade does not take away a change that role could already make. An administrator always has it. **Message this team** still uses the Notifications permission.

Give volunteers the smallest set that matches their job. Offering update and Finance are the ones that change money records. Facility Approve publishes room bookings. User Management and Is Admin can create other sign-ins.

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Manage Roles

Sign-in security

Sign-in security is a card on App Settings, on the Accounts tab. It is for an administrator. The numbers are stored in the church database, not on one PC. ServeWay™, every kiosk, and the church website read the same values.

Open the card, then press **Open Sign-in security**.

- **Wrong tries before a lock** starts at 5. The church can choose 3 to 10.
- **Minutes locked** starts at 30. The church can choose 5 to 120. The unlock time is stored in UTC and shown in local time.

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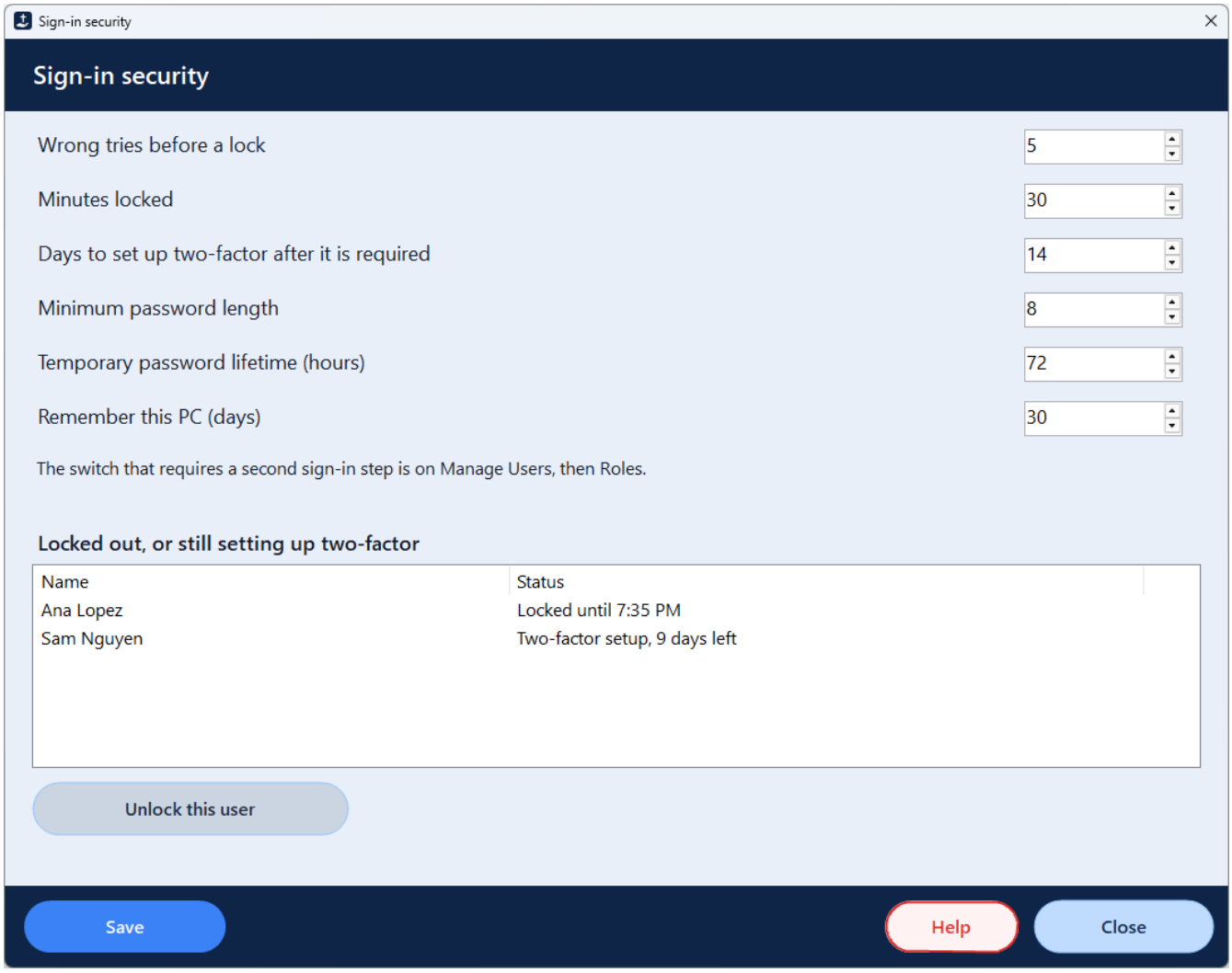
- **Days to set up two-factor after it is required** starts at 14. The church can choose 0 to 60. Zero means the next sign-in must set it up. During the window, each sign-in shows the days left and **Set up two-factor sign-in**. A kiosk does not offer that. After the window, the person can only finish setup or contact an administrator.
- **Minimum password length** starts at 8. The church can choose 8 to 64.
- **Temporary password lifetime (hours)** starts at 72. The church can choose 24 to 168. That is the lifetime from **Email Sign-In Info**. 72 hours is still described as 3 days in the email.
- **Remember this PC (days)** starts at 30. The church can choose 1 to 90.

The list shows people who are locked, or who still need two-factor setup, with the days left. **Unlock this user** asks you to confirm, then clears the failed tries, the unlock time, and the lock reason. ServeWay™ records who unlocked them.

The note on the card points to Manage Users, then Roles, for the switch **Require a second sign-in step**.

Save writes the church database. **Help** is just left of **Close**. **Close** is at the bottom right.

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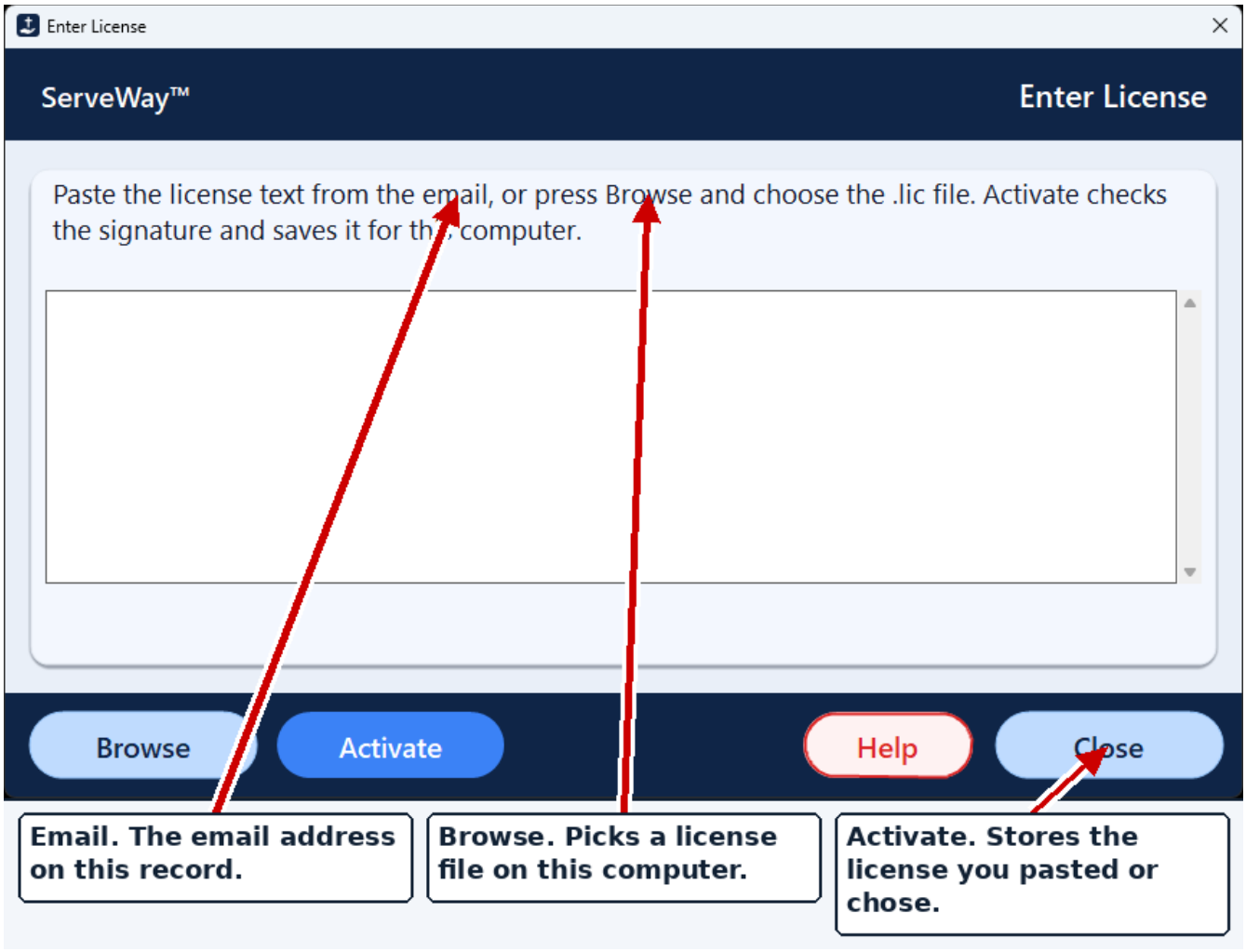
Sign-in security

Enter License

Press **Enter License** on the trial window, on the bottom row of App Settings, or on the Help menu (right-click **Help**).

1. Paste the license from the ServeWay™ email, or press **Browse** and choose the license file.
2. Press **Activate**. ServeWay™ stores the license.
3. Press **Close** to leave the window. **Buy License** on the trial window opens https://serveway.org.

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Enter License

AI features

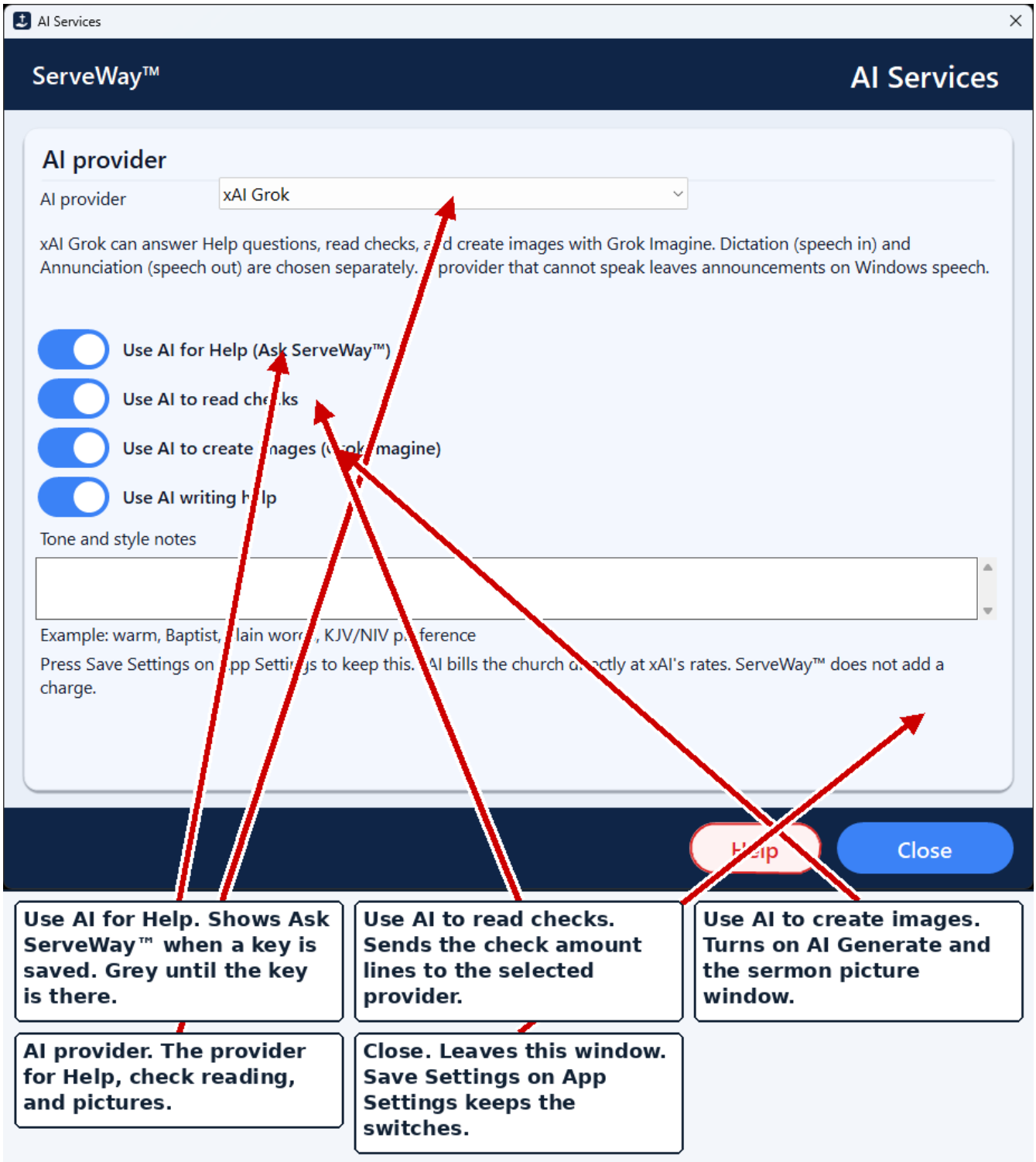
AI features is on App Settings, under **Accounts**, **AI Services**. The window title is **AI Services**.

AI provider is the list. **Use AI for Help (Ask ServeWay™)**, **Use AI to read checks**, **Use AI to create images (Grok Imagine)**, and **Use AI writing help** are the switches. **Tone and style notes** is the box under them. A switch the provider cannot do stays off and grey. **Close** keeps the choice on App Settings until you press **Save Settings**.

Stripe giving is on App Settings, under **Accounts**, **Offering**. It is not on **AI Services**. ServeWay takes nothing off the top. The church pays only Stripe's standard fee, currently 2.9% + 30¢ per transaction, with no additional ServeWay charge. The church is the merchant of record. Disputes and refunds are the church's responsibility. ServeWay records the full amount the donor gave. Stripe's fee is not subtracted. Cards are the default. ACH stays off until the church turns it on. Stripe's standard ACH (bank transfer) fee is currently 0.8% per transaction, capped at $5, for standard settlement

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(https://stripe.com/pricing/local-payment-methods). Connect this church's Stripe account. The platform secret stays on the ServeWay server. The giving page on the church website is the shortcode `[serveway_giving]`. `[serveway_accountant]` is off until the church turns it on. The accountant signs in and downloads a CSV or PDF. There is no Monday email. Card numbers stay on Stripe Checkout. Gifts are in US dollars only.



AI features

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Database backup

Backups is on App Settings, under **Accounts**, the tab after **Database**. An administrator uses it. It works when the church database is on this PC, on the church's own server, or Hosted by ServeWay™. The **Backups** button on the **Database** tab opens this tab. The Database tab does not keep a backup card under the connection.

Backup password and **Confirm password** are at the top, once, for all three backups. **Remember backup password on this PC** stores that password for this Windows user. It is not stored in the backup file as plain text, it is not written in the log, and it is not written in the schedule file. Write the password down. A backup cannot be restored on another PC without it. **Forget saved password** removes the saved password from this PC. The ServeWay™ data file also holds App Settings. Keys and passwords in that copy are locked with the backup password. **Restore** puts those settings back on this computer and stores the keys with Windows protection.

Each section has **On**, a schedule of **Never**, **Daily**, **Weekly**, or **Monthly**, a time, how many daily, weekly, and monthly copies to keep, and destination folders. Add a folder on this PC, a USB drive, or OneDrive. Each folder has a large switch. A folder with the switch on receives a copy. A missing folder, such as a USB drive that is unplugged, is skipped. The other folders still receive a copy. **Back up now** for ServeWay™ data uses the password at the top. The line beside that button is the last run.

ServeWay™ data is the church database this PC opens now. The file name is the church name, the date, and the time, and it ends in .swbak. The file is compressed and locked with the backup password. A bar shows the work. **Cancel** stops it and does not keep a partial file. ServeWay™ checks the file after it is written. A scheduled backup runs while ServeWay™ is open. When another PC is the live notification PC, that PC runs the ServeWay™ data schedule instead.

Website files saves wp-content, or the full site. The full site includes wp-config.php. That file has the website database password. **Website database** is the WordPress database. It is not the ServeWay™ database. Each of those two has its own On, schedule, copies to keep, and folders. Either one can also run **With each database backup**, after a ServeWay™ data backup that finished. Website files and the website database keep separate copies. A church-database cleanup does not delete them.

Back up now on website files or the website database opens **Church website backup**. Type the password and type it again. The eye shows or hides what you typed. The backup does not start until both are filled and you press **Start**. ServeWay™ checks the church website first. Website backup needs the ServeWay plugin 1.1.7 or newer. When that plugin is missing or older, the window says this website needs the ServeWay plugin updated, and it does not keep spinning. A bar shows the work while the file is saved. **Cancel** stops it and does not keep a partial file. **Help** is just left of **Cancel**. When the

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website does not answer, or the backup does not finish, the window says so in plain words. The log on this PC keeps the detail. Those misses are not emailed to Support.

Church website backup

View backup log is at the bottom. Each backup, restore, removal of an old file, and copy to a location is listed with the date and time, the type, the location, the size, the result, and the error in plain words. Filter by result or location. **Export** saves the rows you are looking at as a CSV file. The log keeps 12 months. The backup password is not written in the log.

Open backup folder opens the ServeWay™ data folder. **Test website connection** checks the WordPress user name, the app password, and the WordPress origin. It is not a backup, and it is not written in the log.

Restore ServeWay™ data restores a church database file. Website restore stays a manual job. **Open the manual steps** opens this section. **ServeWay™ Hosting backups** is on this tab only when this PC uses ServeWay™ Hosting.

ServeWay™ does not put the website back. **Restore** refuses a website backup file and says so. The file is encrypted with the backup password, the same way as a database backup. This version of ServeWay™ does not decrypt that file in the app. When you have the archive from that file, put the website in maintenance, import database.sql with phpMyAdmin or the host panel, and copy the files. Database and uploads copies the uploads folder. A full site copies wp-content. Replace wp-config.php only when you mean to change the database connection. That file holds the website database password. Check the home page, the sign-in page, and a picture from uploads. Delete the decrypted copy. Keep the encrypted file.

Restore a database file asks for a .swbak file. When a password is saved on this PC, the password box is already filled and **Remember backup password on this PC** is on. Press **Preview**. The window shows the church, the date, the ServeWay™ version, and how many tables and rows are in the file. Uncheck **Remember backup password on this PC** before you restore a file that uses a different password, so the saved one stays. **Forget saved password** removes the saved password from this PC. Choose **Restore into the database this PC opens now** or **Restore into a new database**. A new database needs a name that starts with a letter and uses letters, digits, and underscores. **Restore** asks for an administrator user name, that password, a sign-in code when that account uses a second step, and the word **RESTORE** in capitals. A restore into the current database writes a safety backup first. ServeWay™ stops the restore when it can see that other people are connected. When it cannot see other connections, it warns you, and you can continue or stop. On Hosted by ServeWay™, a restore that the church login cannot finish is sent to ServeWay™. ServeWay™ loads it into a new database and switches. The previous copy is kept for 7 days. **Cancel** restores nothing.

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Do not put the backup password in a message to Support. The log does not contain it. A settings file does not contain it.

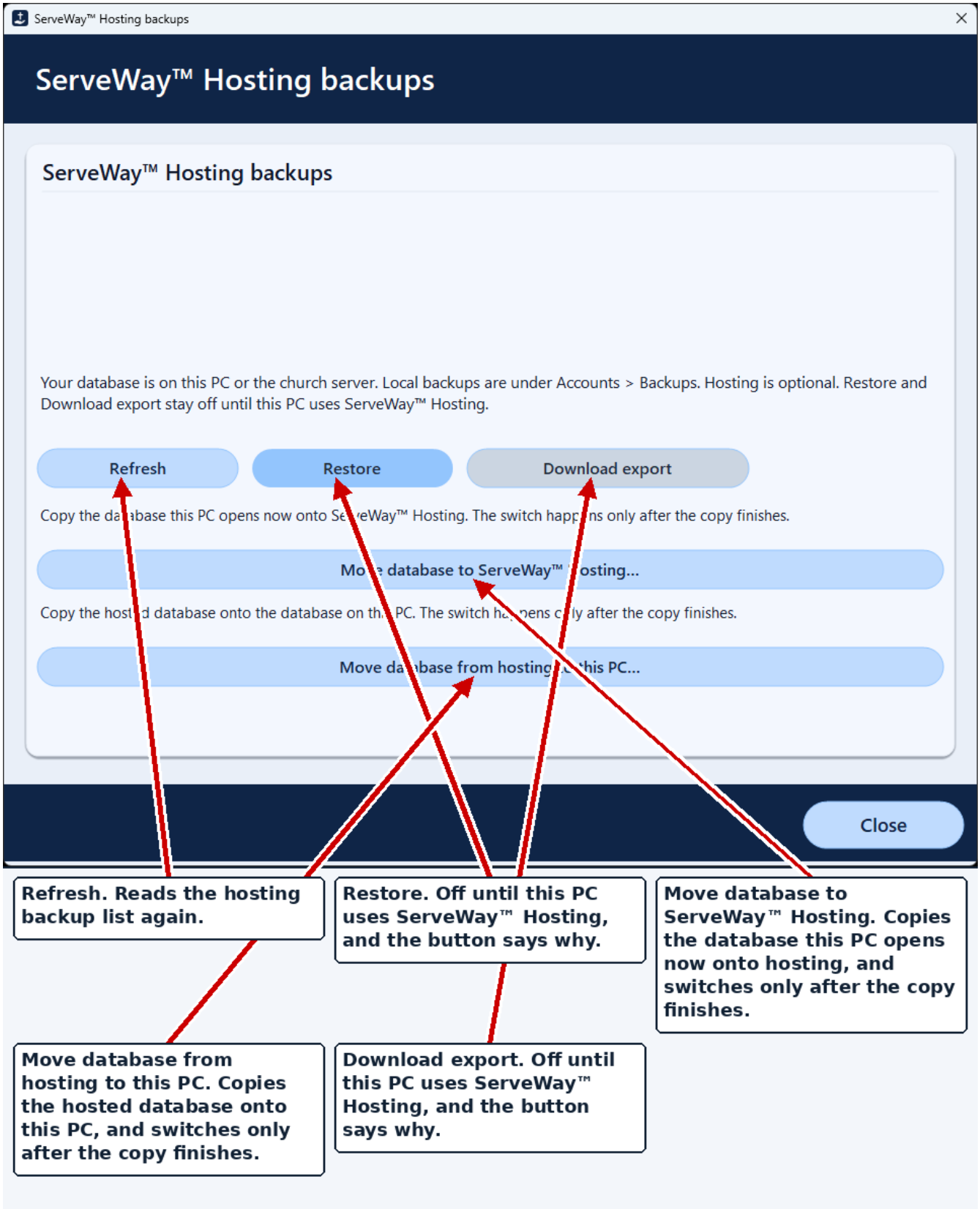
Backups

ServeWay™ Hosting backups is the nightly list for ServeWay™ Hosting. Open it from the **Backups** tab with **ServeWay™ Hosting backups**, and only when this PC uses hosting. The list shows each hosted backup with its date and size. The list can be empty.

When this PC is not using hosting, the window says the database is on this PC or the church server, local backups are under Accounts > Backups, and hosting is optional. **Restore** and **Download export** stay off, and each one says why.

Refresh reads the list again. **Download export** saves a copy. **Restore** opens the confirmation below. **Move database to ServeWay™ Hosting...** copies the database this PC opens now onto hosting, checks that each table has the same number of rows, and switches only after you confirm. The original database is not changed. The same move is on App Settings, Accounts, Database, under **Choose where the database is kept...**, then **Hosted by ServeWay™**. **Move database from hosting to this PC...** copies the hosted database onto the database on this PC and switches only after the copy finishes. It does not delete the hosted database. **Close** leaves the church as it is.

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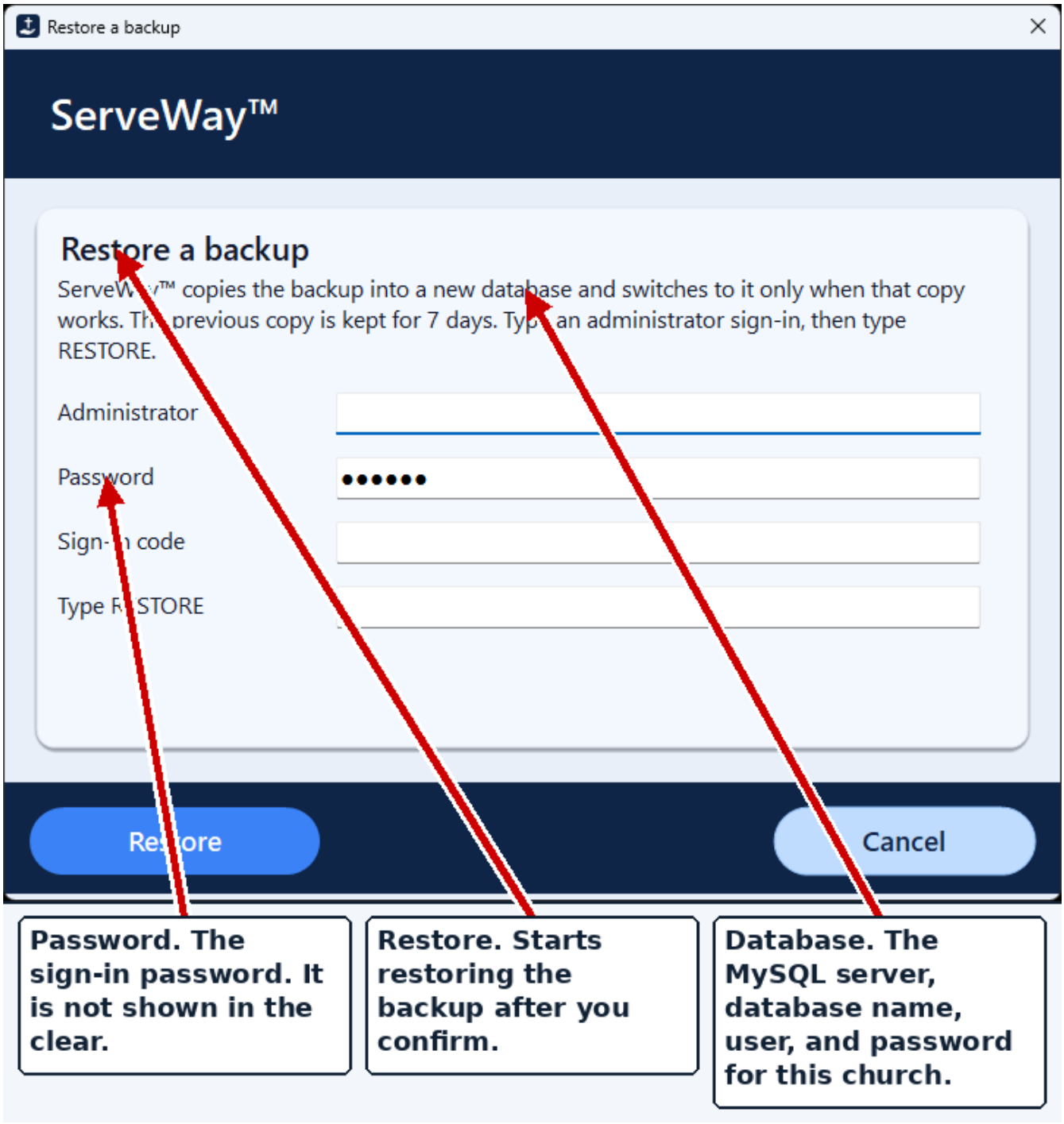


Backups

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Restore a backup

Restore a backup asks for an administrator user name, that password, a sign-in code when that account uses a second step, and the word **RESTORE** in capitals. **Restore** starts the copy. **Cancel** does not. ServeWay™ switches to the copy only when the copy works. The previous copy is kept for 7 days.

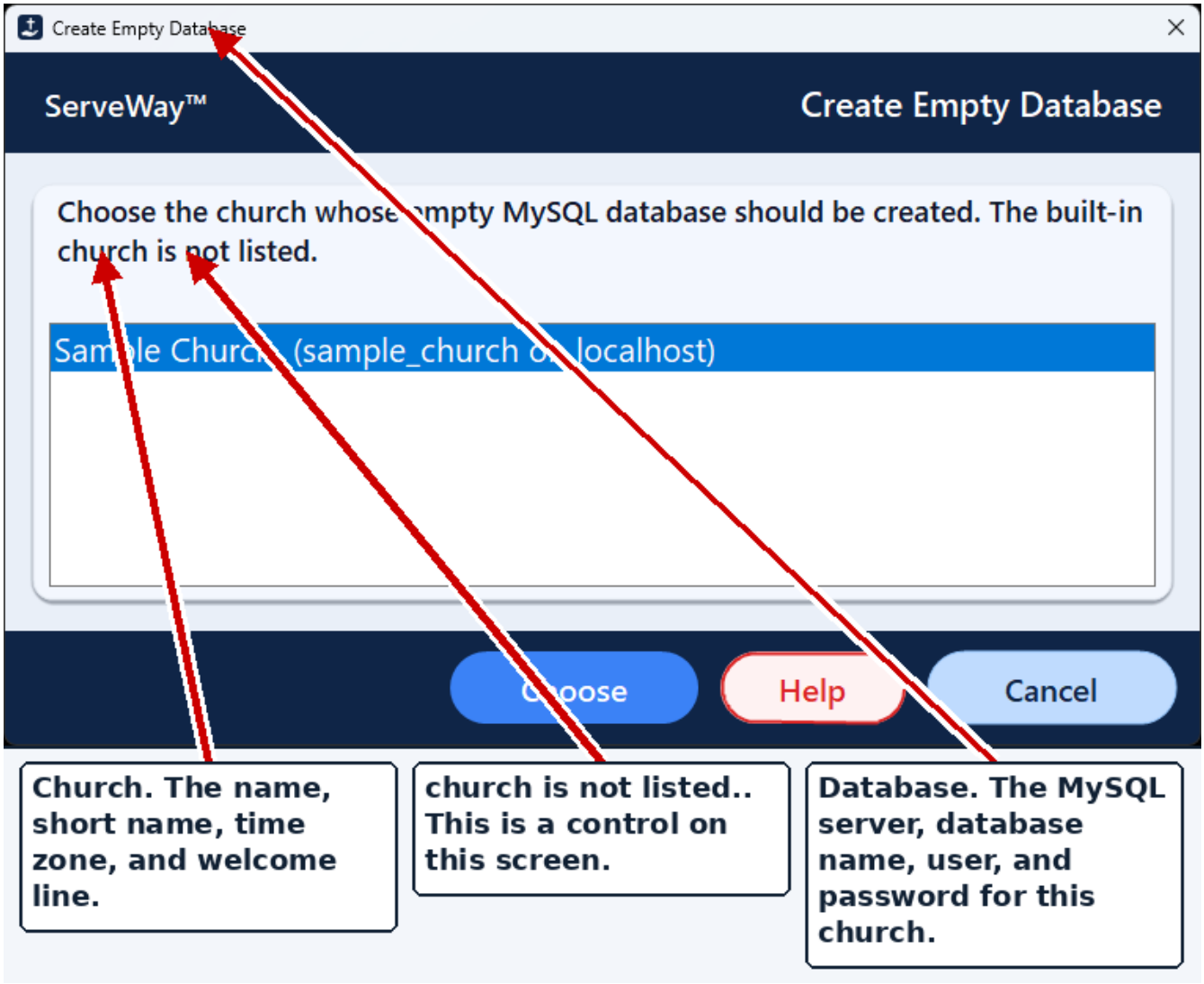


Restore a backup

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Create Empty Database

Create Empty Database asks which saved church should get a new empty database. The built-in church is not in the list. Highlight a church and press **Choose**. **Cancel** creates nothing.

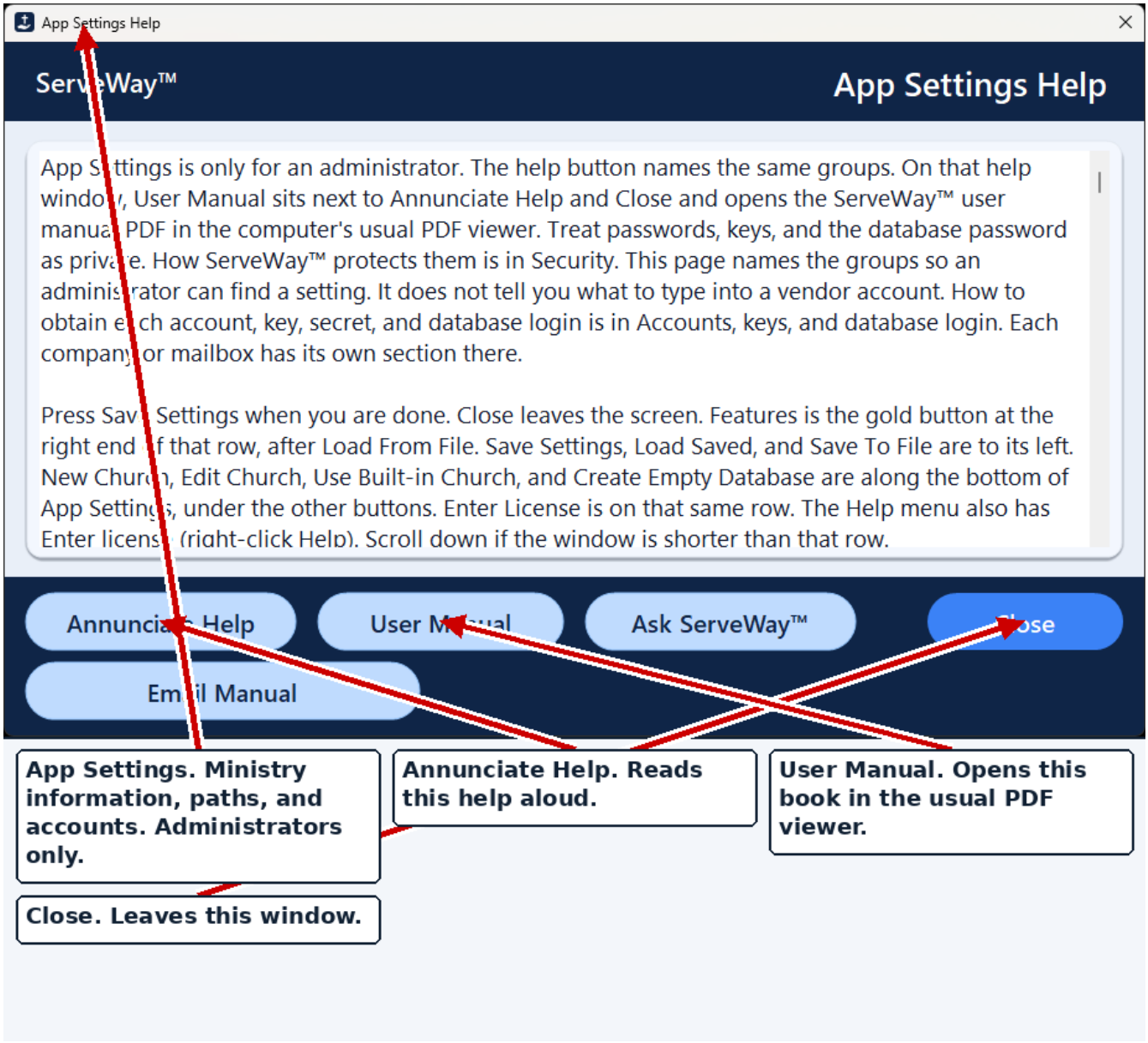


Create Empty Database

App Settings Help

Help on App Settings opens **App Settings Help**. **Annunciate Help** reads the steps. **Ask ServeWay™** is on that window when Help is turned on. **Close** leaves the window.

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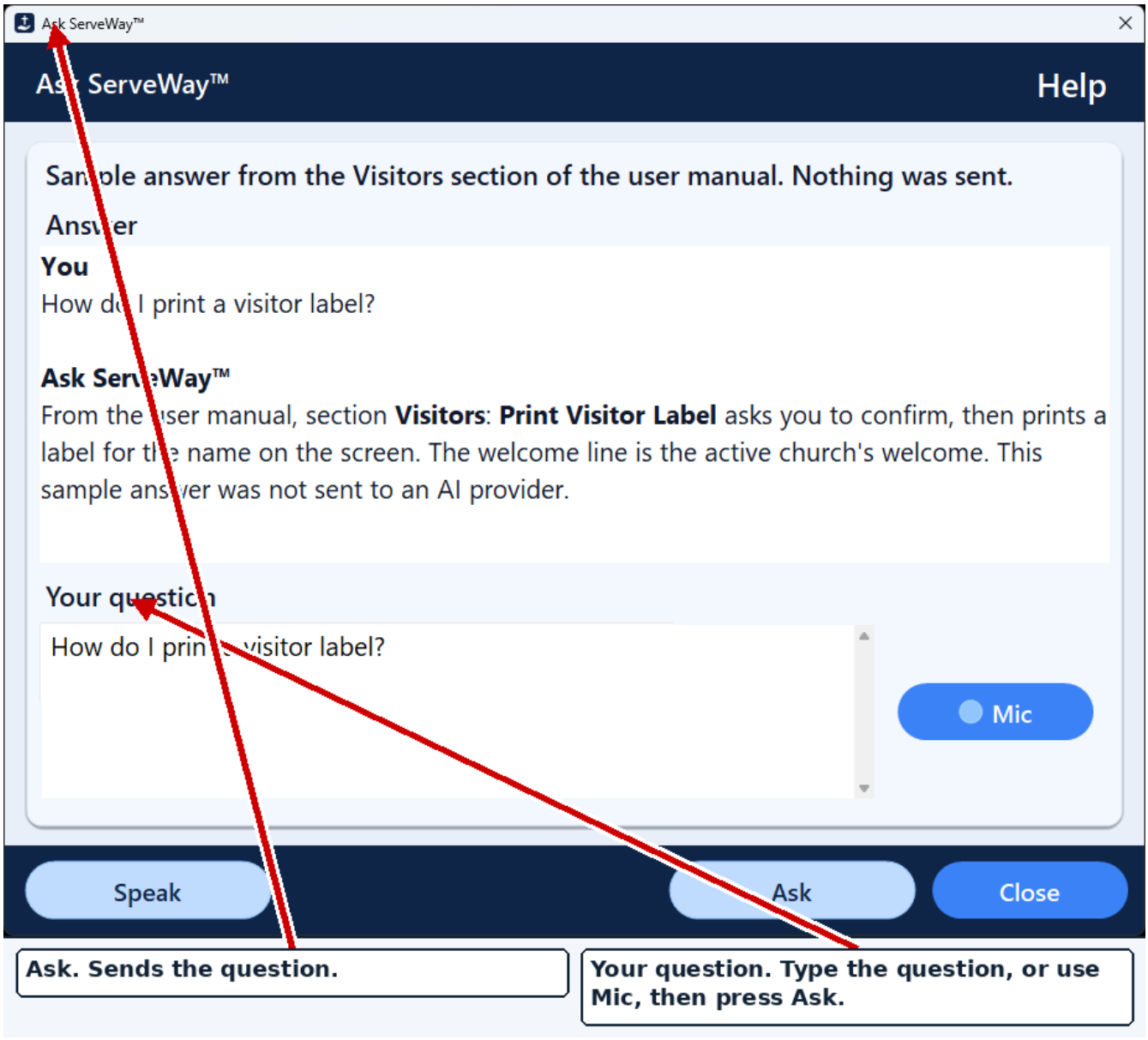


App Settings Help

Ask ServeWay™

Ask ServeWay™ is a question box. Type in **Your question** and press **Ask**. The answer stays in this window. **Speak** reads the latest answer. **Mic** is for speaking the question. **Close** leaves the window. The button is shown when Use AI for Help is on and a key is saved.

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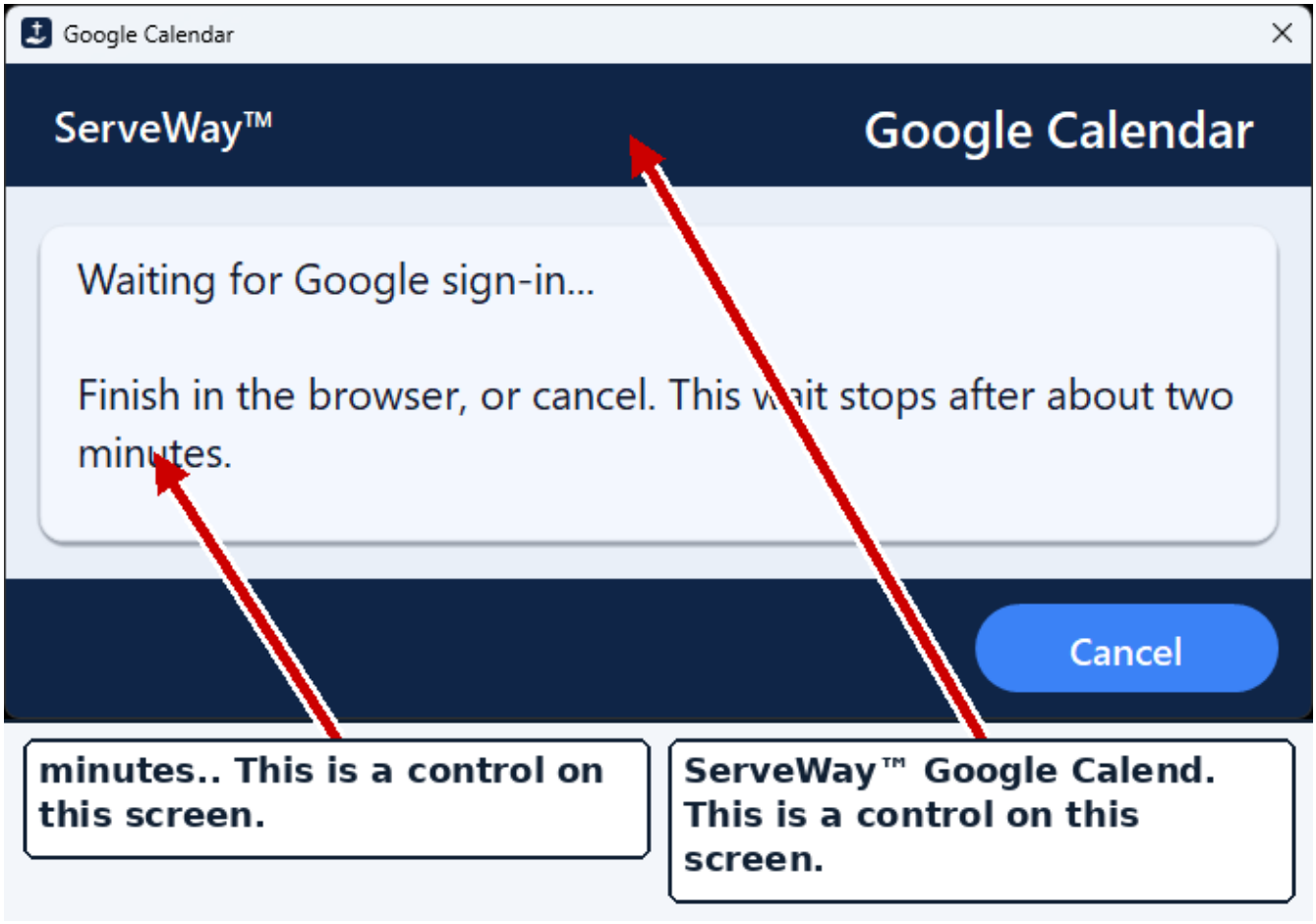


Ask ServeWay™

Google Calendar sign-in

While Google Calendar sign-in is still open in the browser, ServeWay™ shows **Google Calendar**. The line says to finish in the browser or cancel. The wait stops after about two minutes. **Cancel** stops the wait.

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Google Calendar sign-in

Kiosk and office sign-out

On the Kiosk tab, a line says **Applies only on PCs set up as a kiosk**. Member and Visitor start at 60 seconds. Staff and Pastor start at 3 minutes. Admin starts at 5 minutes. Each time must be from 30 seconds to 30 minutes. A person with more than one role gets the longest of those times. **Still there?** counts down before sign-out. The countdown starts at 10 seconds. A public kiosk with nobody signed in is unchanged. On a PC that is not a kiosk, these times do nothing.

This PC is a staff office PC is off until you check it. That is the default. A home PC stays off, so it does not sign anyone out. When it is on, and this PC is not a kiosk, staff are signed out after the office time. That time starts at 60 minutes. Zero is **Off**. The office **Still there?** countdown starts at 60 seconds. A kiosk PC keeps using the kiosk times. When the box is checked, Ministry Login can show **Remember this PC for 30 days**. A kiosk still hides that box.

Save second-step secret on this tab stores the church secret on this PC. **Show second-step secret** displays it so you can copy it into wp-config.php as

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`SERVEWAY_SECOND_STEP_SECRET`. Use the same secret on every office PC. The church database does not hold this secret.

Newsletter post author is the WordPress account for the blog post. Leave it blank to use the pastor account. If none is found, the post is saved as a draft. **Newsletter category** is optional. **Default page address** fills **Page address** when **Post to a URL** is checked.

One PC, three displays

This PC's displays is on the **Kiosk** tab of App Settings. It is for this computer only. Church settings are not changed.

Each monitor is **Staff desktop**, **Kiosk**, **Wall calendar**, or **Not used**. At least one monitor is Staff desktop. Kiosk and Wall calendar can each be used once. A monitor set to Not used is left out. ServeWay™ opens one Staff window across the Staff monitors, plus a separate window only for a Kiosk or Wall calendar you assigned.

This PC's displays

1. On the main menu, press **App Settings**. You must be an administrator.
2. Open the **Kiosk** tab and find **This PC's displays**.
3. Press **Identify monitors**. A large number shows on each screen for a few seconds.
4. For each monitor, choose **Staff desktop**, **Kiosk**, **Wall calendar**, or **Not used**.
5. Press **Check touch screens**. ServeWay™ opens Tablet PC Settings so you can map each touch screen to its monitor, then asks you to tap each touch screen.
6. **Start at Windows sign-in** opens ServeWay™ when Windows signs in. **Keep mouse on staff monitor** keeps the pointer on the Staff monitors. It is on unless you turn it off. **Display schedule** can leave the Kiosk or Wall calendar black outside the hours you add. Staff monitors are never blanked.
7. Press **Save and start displays**.

The status line names the display that is running, for example Kiosk running on Elo 24″. **Edit schedule…** sets the hours. **Reset this PC…** asks you to confirm, then removes this computer's display setup and closes Kiosk and Wall calendar on this PC.

Display schedule

Identify monitors

Remove this PC's display setup

Save stays off until the list is valid. Assign at least one Staff desktop. Only one monitor can be the Kiosk. Only one monitor can be the Wall calendar. Assign a Kiosk or Wall calendar, or this PC does not need a display setup. A touch warning does not block Save.

Two Kiosks

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Closing ServeWay™ on the staff monitor leaves the Kiosk and Wall calendar running. If one of those closes, ServeWay™ opens it again. After several stops in a short time, ServeWay™ waits longer and tells the staff screen. Signing out of Staff does not sign out the Kiosk or the Wall calendar. Staff sign-in does not appear on those screens. The check scanner on Offering does not appear there either.

This setup needs 2 or more monitors. With one monitor, ServeWay™ runs as a normal staff window and says so.

One PC display setup guide

Use one Windows PC and two or more monitors. A dedicated Windows account can sign in by itself when the PC turns on. In the PC firmware, turn on restore after AC power loss so the PC comes back when the power returns. Leave the PC on. Shutting down is safe when nobody is in the middle of a transaction. No battery backup is required.

The role follows the panel. **Identify monitors** shows which panel is which. When two panels of the same model have no serial number, ServeWay™ tells them apart by the connector. Swapping those cables can swap the roles. Run **Identify monitors** again after a cable change.

Some touch screens, especially over a long extender, report a tap as a mouse. **Check touch screens** warns when it sees that. Map the touch screen in Tablet PC Settings, then tap the screen ServeWay™ asks for.

Outside the display schedule, the Kiosk and Wall calendar go black and can sleep. They wake when the schedule opens, including a range that passes midnight. A tap on the black screen shows when it opens again. Staff monitors stay on.

A second staff window is not opened for a role you left as Not used. Reopening ServeWay™ brings the staff window back. The Kiosk and Wall calendar that were already running stay where they are.

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Security

This chapter is for church staff. It says how ServeWay™ protects the church database, sign-in passwords, keys, and backups. ServeWay™ runs on Windows 11 Pro. The steps for a screen stay in the chapter for that screen. This chapter explains what those protections mean.

A line that starts with **[CHECK]** is written in the program or in the server notes, and it has not been confirmed on a live server from this book. A line that starts with **[PENDING]** is not in the program you have today.

Database files on the disk

The database is MariaDB. Two different places keep it.

This PC installs MariaDB on the church computer. The people and gifts stay on that computer. That install does not turn on MariaDB encryption of the database files. Use BitLocker on that Windows 11 Pro computer, and keep backups, as the checklist at the end of this chapter says.

A church server is a MariaDB computer the church runs. Turn on encryption of the database files there. MariaDB calls this data-at-rest encryption. The hosted server uses the `file_key_management` plugin. The settings that belong together are:

- `innodb_encrypt_tables` set to `FORCE`, so new tables are encrypted and an unencrypted table is refused
- `innodb_encrypt_log` set to `ON`
- `encrypt_binlog` set to `ON`
- `aria_encrypt_tables` set to `ON`
- the encryption method `AES_CTR`

What this means: the database files on the disk are scrambled. A person who copies the disk still needs the key files to read the names and gifts.

Hosted by ServeWay™ uses that same encryption for every church database it stores. Each church has its own database. The encryption key pair belongs to the server, not a separate key for each church. The install script turns the settings on and stops if table encryption is not `FORCE` or if log encryption is not `ON`.

What this means: the hosted database files are encrypted on the disk, using one key pair for that server.

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[CHECK] Those settings are in the server scripts. This book was not checked by signing in to the live hosted computer. Ask the person who runs that computer to run the check below and to keep the result.

Check encryption at rest

On the MariaDB computer, the person who runs it can ask MariaDB:

```
SHOW VARIABLES LIKE 'innodb_encrypt_tables';
SHOW VARIABLES LIKE 'innodb_encrypt_log';
```

You want `FORCE` and `ON`. The hosted notes also ask for `require_secure_transport` to be `ON`. That last one is about connections, in the next section.

What this means: `FORCE` means MariaDB will not keep a table that is not encrypted. `ON` for the log means the log file is encrypted too.

Keep the encryption keys safe

MariaDB keeps two key files for this encryption:

```
/etc/mysql/encryption/keyfile.key
/etc/mysql/encryption/keyfile.enc
```

Copy both files off that computer. Store them with the backup password, in a place that is not the same disk. Do not email them. Do not put them in the church shared folder. Do not put them in git.

What this means: the database cannot be read without those files. Losing them makes the databases unreadable. A new key does not open the old files.

[CHECK] The Windows install on **This PC** does not create these key files. The check above is for a church server and for Hosted by ServeWay™.

Connections between computers

A connection is the path the program uses to talk to the database. TLS is the lock on that path. ServeWay™ calls the choice **SSL** on the Database card.

- **Required** means ServeWay™ will not open the database unless the path is locked with TLS.
- **Preferred** means ServeWay™ uses TLS when the server offers it, and it can still open the database when the server does not.
- **Disabled** means the path is not locked with TLS.

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This PC uses **Disabled**. The database is on that same computer, so the path does not cross a network.

A server that is not this PC should use **Required**. Hosted by ServeWay™ checks the certificate name `hosted.serveway.org`. A church that runs its own server keeps **Required**, **Preferred**, or **Disabled**. That server is not checked against `hosted.serveway.org`.

The church website connects to the church database with its own login. It does not use the WordPress database for people and gifts. When that database is on another computer, the website asks for TLS. When the database host is `hosted.serveway.org`, the website also checks that the certificate name is `hosted.serveway.org`. When the database is on the same computer as the website (`localhost`), that path stays on the machine and does not use TLS. A church server that is not the hosted name still uses TLS, and it is not checked against the hosted certificate.

Hosted by ServeWay™ requires TLS for every network connection to the church database. The server setting is `require_secure_transport`, and the install script stops if that setting is not `ON`. A network connection that is not TLS is refused. Each church app login and each church website login is created with `REQUIRE SSL`. A login that already exists is set to that same rule when the hosted service starts. Running that update again does not change the password. The Windows app checks that the certificate name is `hosted.serveway.org`. The nightly backup job on that server also requires TLS. The hosted service's own admin sign-in to `127.0.0.1` uses **Required**.

Programs on the hosted computer itself can use the local MariaDB socket. That socket is not TLS. It does not leave the computer.

What this means: someone on the network cannot read the names and gifts by listening to the path.

[CHECK] The live hosted computer has not been asked, from this book, to show that `require_secure_transport` is `ON` right now.

Check that a connection uses TLS

On App Settings, on the **Database** area, read **SSL**. Hosted by ServeWay™ shows **Required** in that box. The hosted connection also checks that the certificate name is `hosted.serveway.org`. **This PC** shows **Disabled**. A church server shows **Required**, **Preferred**, or **Disabled**, whichever was saved. A church server is not checked against `hosted.serveway.org`.

Test Connection tells you the login worked. It does not print the TLS cipher.

On the MariaDB computer, the person who runs it can ask:

```
SHOW VARIABLES LIKE 'require_secure_transport';
```

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`ON` means a network connection without TLS is refused.

What this means: the SSL box is the rule this computer follows. The server variable is the rule the database follows. Both should agree for a server that is not this PC.

Certificates

The hosted website address `hosted.serveway.org` gets its certificate from Let's Encrypt. Caddy asks for that certificate. When the certificate arrives, a hook copies it to MariaDB and reloads MariaDB. The same copy runs once a day, so a renewal still reaches the database. The job writes a success line in `/var/log/serveway/mariadb-cert.log` when the certificate is in place. MariaDB then presents the certificate for `hosted.serveway.org`.

What this means: the browser lock on the hosted address and the TLS lock on the database path use the same public certificate. A church that runs its own server does not use this certificate.

Mail, text, and AI

ServeWay™ talks to those companies over HTTPS, which is TLS for a website address.

- Brevo email uses `https://api.brevo.com`.
- Twilio text uses `https://api.twilio.com`. A call uses the church's Twilio flow. ServeWay™ does not upload a voice recording.
- xAI (Grok) uses `https://api.x.ai`. Claude uses `https://api.anthropic.com`. OpenAI uses `https://api.openai.com`. Gemini uses `https://generativelanguage.googleapis.com`.

What this means: the API key travels inside a locked website connection. Keep the key private anyway. A locked path does not help if the key is in an email.

Streaming setup for MUX.com stays in App Settings. Do not copy a stream key into this book or into email.

Sign-in passwords

ServeWay™ and the church website use one password for a person. The password itself is not stored. The database stores a fingerprint made with bcrypt at cost 12. A new fingerprint is 60 characters and starts with `$2a$12$` from ServeWay™ or `$2y$12$` from the website. Either program can check that fingerprint.

What this means: a person who can read the database still cannot read the password. They see only the fingerprint. Cost 12 is the work bcrypt does before it finishes. That work makes guessing slower.

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Bcrypt picks a new random salt for every password and stores that salt inside the fingerprint. There is not a second column for the salt. The column name is the salted fingerprint.

An older fingerprint can still be checked in ServeWay™ until the next successful sign-in, which rewrites it as cost 12. The website cannot check one older form of fingerprint until the person signs in to ServeWay™ once, or until staff set the password again.

[CHECK] Not every saved password is cost 12 yet. The rewrite happens at the next successful sign-in. This book was not checked by signing in as a church member.

Wrong passwords, or wrong sign-in codes, lock the sign-in in ServeWay™ and on the website. The church sets how many tries and how many minutes on **Sign-in security**. The default is five tries and 30 minutes. A blank code is not one of those tries. Trying again while the lock is still on leaves the same unlock time. The unlock time is stored in UTC and shown in local time. ServeWay™ names that time. An administrator can press **Unlock account** on Manage Users, or **Unlock this user** on Sign-in security. The website and ServeWay™ show the same refusal for a wrong name and a wrong password.

A salt and a one-way fingerprint

A hash is a one-way fingerprint. The same password always makes the same fingerprint when the salt is the same. You cannot turn the fingerprint back into the password.

A salt is extra random text mixed in before the fingerprint is made. Two people who pick the same password get two different fingerprints, because each one has its own salt.

What this means: a stolen list of fingerprints cannot be matched against a precomputed table of common passwords. The salt makes each row different. The person still has to guess, and cost 12 makes each guess slow.

A temporary sign-in password

Email Sign-In Info on Manage Users sets a temporary password. It is the person's first name and last name in lowercase as one word. John Smith becomes johnsmith. The email describes that rule and uses johnsmith only as an example. The email does not contain the person's password.

ServeWay™ requires a new password at the first sign-in. The temporary password stops working after the lifetime on **Sign-in security**. The default is 72 hours, which the email calls 3 days. After that, ServeWay™ and the website both refuse it until an administrator sends sign-in info again. A normal password does not expire on that clock. The shortest password is also set there. The default is 8 characters.

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What this means: the temporary password is easy to guess from the name. That is why it is short-lived and why the person must change it before using the program. Do not leave a temporary password in place.

The steps are in App Settings and users.

A second sign-in step

Ministry Login keeps the user name, the password, and the sign-in code on one form. **Set up the second step** is the one extra screen. It shows a QR code for an authenticator app and eight recovery codes. Those codes are shown once. Each one works a single time.

When a person turns on two-step sign-in in ServeWay™, the church website member sign-in asks for that same authenticator code. It is one login, with the same protection in both places. The website asks for the user name and password first. The authenticator code is asked only after the user name and password are correct. A person who has not turned it on signs in after the password and does not see the code. A recovery code works on that second screen. Each recovery code works one time. The second screen lasts a few minutes. A wrong code and an expired step are written to the website log with the details. They are not emailed to support.

Require a second sign-in step is a checkbox on Manage Roles. It starts checked for an administrator, a staff role, and a pastor role when at least two people have User Management. Other roles start unchecked. A church can check or uncheck any role. Save Role refuses to turn the requirement on until a second person has User Management, so one person cannot be locked out with nobody left who can turn it off.

The first sign-in after the requirement is on records when that requirement began for that person. The church sets how many days they have on **Sign-in security**. The default is 14 days. Zero days means the next sign-in must set up two-factor. During the window the person can still sign in. Each sign-in shows the days left and **Set up two-factor sign-in**. A kiosk does not show that. They set it up from their own PC or the church website. On day 7 and day 12, when those days are still inside the window, ServeWay™ emails a reminder. After the window, sign-in only lets them finish setup or contact an administrator.

An authenticator app is the method everyone uses. **Text a sign-in code** is an extra choice when Twilio is set up. It is never the only method. Email codes are only for a member role, only on the church website, and never for staff, a pastor, or an administrator. A kiosk does not email a code and does not show **Remember this PC**. My Info on a kiosk has a sign-in code box and **Text a sign-in code**. It does not show **Remember this PC** and it does not email a code. A kiosk sign-in uses the authenticator app or a text code. If the setup window is over and two-factor is not set up, My Info and

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Ministry Login on a kiosk say to set it up on an office PC, their own PC, or the church website, or to contact an administrator.

Remember this PC skips the code on that office PC for that Windows user until someone signs out. The church sets how many days on **Sign-in security**. The default is 30 days. The password is still required. Ministry Login shows the box when **This PC is a staff office PC** is checked on App Settings, on the Kiosk tab. A kiosk hides the box. Signing out, including after the office PC has been idle, ends that skip. The next sign-in asks for the code again when the account has a second step. Remembering the PC does not skip the idle sign-out itself.

The authenticator secret is locked with a church secret. That secret is saved on each office PC with Windows protection, and in wp-config.php as `SERVEWAY_SECOND_STEP_SECRET`. The church database does not hold it. The first time someone sets up the second step on an office PC, ServeWay™ shows the secret once. Copy it into wp-config.php and press **Save second-step secret** on each other office PC. **Show second-step secret** displays a secret already saved on this PC. Until that secret is on a PC, a person who already set up an authenticator cannot finish sign-in there. The website says the secret is not set when the constant is missing and an authenticator is already saved. The sample church Grace Community Church does not ask for a second step, so its sample sign-in can open.

A lost phone uses a recovery code. An administrator can also press **Turn off two-step sign-in** on Manage Users. That clears the authenticator, the recovery codes, and remembered PCs. The password stays.

Too many wrong passwords or wrong codes lock the sign-in in ServeWay™ and on the website. A staff member with User Management presses **Unlock account** on Manage Users, or **Unlock this user** on Sign-in security. The password stays.

What this means: the code box is part of the sign-in you already use. It is not a second website and it is not a new main-menu button.

Member sign-in on the website

The church website connects to the church database. Member sign-in uses the same fingerprint as ServeWay™. The person can type the ServeWay™ user name, or an email that matches one person. The person must be an active church member in a household.

When that person has turned on two-step sign-in in ServeWay™, the website asks for the same authenticator code. It is one login, with the same protection in both places. The first screen asks for the user name and the password. The authenticator code is asked only after the user name and password are correct. A person who has not turned it on signs in after the password and does not see the code. A recovery code works on that second screen. Each recovery code works one time. The second screen lasts a few minutes. A wrong code and an expired step are written to the website log with the

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details. They are not emailed to support. Too many wrong passwords or wrong codes lock the sign-in. A staff member with User Management presses **Unlock account** on Manage Users, or **Unlock this user** on Sign-in security. The password stays. If the phone is lost and the recovery codes are gone, that staff member presses **Turn off two-step sign-in** on Manage Users. That clears the authenticator, the recovery codes, and remembered PCs.

The website sign-in page requires HTTPS, except when the site is on that same computer (`localhost`). After a successful sign-in, the browser keeps a cookie for 12 hours. The cookie is marked so scripts on the page cannot read it. It is marked Secure when the site is HTTPS. The database stores a fingerprint of the cookie value, not the cookie itself.

A website-only person cannot open the ServeWay™ app. **Remove website password** on People stops website sign-in and leaves an app sign-in in place.

What this means: the member page is a second door to the same password. Closing the website door does not by itself close the app door. Turn **Active** off to close the app door.

Settings and keys on this computer

ServeWay™ stores secrets on the computer with Windows DPAPI. That is the Windows lock for data on that PC. Another computer cannot read the file.

The database password, the hosted login, the WordPress application password, the AI key, the backup password, and the second-step secret are stored that way. The backup password is locked to the Windows user who saved it. The other secrets are locked to that computer.

What this means: copying the settings folder to a USB drive does not reveal those secrets on a different computer. A new Windows install on the same computer can also lose the lock. Keep a backup of the church data, and keep the backup password written down in a safe place.

A settings file

Save To File asks for a password, then writes a file you choose. The church name, addresses, and the other ordinary settings stay readable. The MUX.com Playback ID stays readable. Keys and passwords are locked in the file with the password you type. The lock is AES-256-GCM. The key comes from that password with PBKDF2-SHA256, 600,000 rounds, and a salt in the file. The password is not written in the file. The backup password is not in the file. It stays on this PC, locked to the Windows user who saved it.

Load From File asks for that password, then stores the keys on this computer with Windows protection. An older file that still has keys as plain text still loads. ServeWay™

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warns you. Use **Save To File** again, then delete the old file, including copies in Downloads, email, and shared drives.

What this means: someone who finds the file still cannot read the keys without the password. Delete the old plain copies.

Backups

A backup file ends in `.swbak`. ServeWay™ locks it with the backup password. The lock is AES-256-GCM. The key comes from the password with PBKDF2-SHA256, 600,000 rounds, and a salt stored in the file. The password is not written in the file, in the log, or in a settings file.

What this means: the file is safe to copy to a USB drive only when the password stays secret. Without the password, the file cannot be opened. Write the password down. **Remember backup password on this PC** stores it for this Windows user so a scheduled backup can run. **Forget saved password** removes that copy.

Schedule can keep daily, weekly, and monthly copies. The lists start at 7, 4, and 12. **Also copy to** sends a copy to more folders, such as a USB drive, a cloud folder, or a network share. A folder that is missing is skipped. The other folders still get a copy. ServeWay™ checks the file after it is written. **Preview** before a restore shows the church, the date, and the size. A restore into the current database writes a safety copy first.

What this means: one folder is not enough. A fire, a bad disk, or a locked computer should still leave a copy somewhere else. Try a restore on a test database while you still know the password. A backup you have never restored is only a hope.

The steps are in Database backup.

Hosted by ServeWay™ also keeps nightly copies while the subscription is paid. Each copy is encrypted with OpenSSL AES-256-CBC and PBKDF2, then stored off the database computer. The app does not receive the storage key. The server keeps 14 daily copies, 8 weekly copies, and 6 monthly copies. Once a month the server restores the newest copy into a throwaway database, checks that it opens, and deletes that throwaway database. It does not switch the church. A failed test sends mail. A restore you start in ServeWay™ copies into a new database and switches only when that copy works. The previous database name is kept 7 days.

[CHECK] Those hosted jobs are in the server scripts. They have not been watched on the live server from this book.

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Who can open which area

Give each person the smallest role that matches the job. **Is Admin** opens every area, including App Settings. User Management can create other sign-ins. Offering update and Finance change money records. Facility Approve publishes room bookings.

Turn **Active** off when a person leaves. Press **Remove website password** on People when that person should no longer open the member page. If they knew a shared password, a stream key, or a settings file, change that secret and delete the old file.

What this means: a role is a list of doors. Leave the other doors shut. An old sign-in is a door you forgot to lock.

The steps are in Roles.

The website's database login

Hosted by ServeWay™ creates two database logins for each church. The Windows app uses one. The church website uses the other. The website login receives only the grants in the website grant list, the same list the plugin shows. It cannot use another church's database. The app login can change the tables in that church's database. The website login can read and update the tables the member pages need, including member sign-in, and it does not receive every right the app has.

What this means: a stolen website password is not a key to the whole server. It is still a key to the member pages and to the tables that list allows. Protect it the way you protect the app password.

On a church server, create the same kind of limited website user. Do not use the app's database user in the website settings.

The church website

Public forms use Cloudflare Turnstile when the Turnstile keys are saved in Contact Form 7, under Contact, Integration. ServeWay™ does not keep its own Turnstile keys. When those keys are missing, the check is skipped.

A hidden box that a person is not meant to fill is ignored when it is filled. That catches some automated posts. Facility requests from one network address are limited to 10 in 15 minutes. A prayer request is not on the prayer list until the church approves it. A facility request is not on the calendar until a staff member approves it.

Website visibility for a team is Hidden, Members only, or Public. Hidden is not on the website. Members only is shown to someone signed in to the Member Area. Public is shown to anyone. The website shows a name, a date, and a post. It can also show the team description when that description is not a phone number or an email address. It

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does not show a phone number, an email address, or a street address on those team pages.

What this means: the public page is not the church directory. Contact details stay off the team schedule. A form submission waits for a person before it is treated as church data.

The steps are in Prayer, announcements, sermons, and the website.

Error reports

Email error reports and **Send error reports to ServeWay™ support** start on. They are not a choice you must turn on before the first report. Turn them off when the church does not want the email. When email reports are off, the local log is the only copy. When the support switch is on, the report goes to support@serveway.org. A church copy goes only to **Send error reports to** on the Diagnostics tab. A blank box sends no church copy. When that switch is off, the report goes only to that address.

Before the email is sent, ServeWay™ removes prayer request text, member names, phone numbers, email addresses, street addresses, passwords, connection strings, and server addresses from the logged message and the exception text. The report keeps the church name, the version, the screen, the kind of error, and the stack trace.

What this means: the email is about the failure, not about the member. The church name is still in it. The switches start on, so look at them during setup if the church wants them off.

The same words are in Getting started.

Hosted by ServeWay™

Hosted by ServeWay™ encrypts each church database at rest, and it requires TLS for every network connection to that database.

Each church gets its own database, its own app login, and its own website login. The database files use the encryption in Database files on the disk. Network connections use the TLS rule in Connections between computers. The open **[CHECK]** there is the live reading of `require_secure_transport`. Each church login requires SSL. The admin sign-in uses **Required**. The certificate name checked by the app and the website is `hosted.serveway.org`.

Nightly backups run while the subscription is paid. They are encrypted and stored off that computer, as Backups says. During the 45-day trial, hosting is free and no card is required. If the church does not buy by day 45, the database becomes read-only. ServeWay™ emails a download link. That email does not attach the file. A reminder is sent at day 52. The database is deleted on day 60. After a paid subscription lapses, the

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database becomes read-only after 30 days and is deleted after 90 days. The billing row is kept 7 years.

What this means: the hosted database is encrypted on the disk and locked on the network path. The live reading of the server setting is the check still open in the connections section. The trial clock is real. Download a copy before day 60 if you do not plan to buy.

[CHECK] Stripe is not set up. The trial starts without a card. The price is not repeated on the public security page until you choose to publish it. The Windows app and this manual already state $5 a month, billed once a year ($60).

A checklist

ServeWay™ does not turn these Windows settings on for you. On each church computer that runs ServeWay™:

1. Use Windows 11 Pro. Install Windows updates.
2. Turn Smart App Control on. A signed ServeWay™ installer is what that control can load. **[CHECK]** A build made without the signing file is unsigned, and Smart App Control can close that copy as soon as it opens.
3. Turn BitLocker on for the disk that holds ServeWay™ and the local database.
4. Give each administrator their own Windows account. Do not share one admin password.
5. Use a long password for ServeWay™, for Windows, and for the database. Do not reuse the temporary sign-in password.
6. Turn on multi-factor sign-in for church email, for WordPress, for Brevo, and for Twilio. ServeWay™ also asks for a second sign-in step when that role requires it. See A second sign-in step.
7. Keep scheduled backups, and keep a copy in a second place. Restore a test copy often enough that you know the password works.
8. When a person leaves, turn **Active** off, press **Remove website password**, and change any key or password they knew.

What this means: the program locks the data it stores. The computer, the accounts, and the leftover files are still the church's job.

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Off Grid

ServeWay™ keeps working when the internet doesn't, and it works for churches that never go online at all. Maybe your church doesn't have internet, or you'd rather keep your members' information off it for privacy or other reasons. Either way, your people, check-in, offering, Sunday School, slides and church records live on your own PC or church server, so most of ServeWay™ runs without an internet connection. The chart below shows which features work with internet, on your church network only, or on a single PC that's off the grid.

Internet means this PC is connected to the internet.

Church network only means there is no internet. OBS and ProPresenter are still on the church network.

Off Grid PC means there is no internet. ServeWay™ uses the church database on this PC, or on a church server this PC can reach.

Same as Off Grid in the church-network column means there is no difference from Off Grid PC.

Word in the chart	What it means
Works	That part works in this situation.
Partly	Some of it works. The rest waits, or it needs the internet.
No	It does not work in this situation.
Same as Off Grid	The church-network column matches Off Grid PC.

Starting ServeWay™ and signing in

Feature	Internet	Church network only	Off Grid PC	Notes
Database on this PC	Works	Works	Works	The database is on this PC. At startup, ServeWay™ checks it for about 8 seconds, then goes straight to sign-in.
Church's own database server on the church network	Works	Works	Partly	Works when that server PC can be reached on the church network. A PC that cannot reach the server can use only its own database.
Database hosted by ServeWay™, and the built-in church database	Works	No	No	Needs the internet. Offline, after about 8 seconds, ServeWay™ asks where your database is.
Hosted backups and restore	Works	No	No	Backups to the ServeWay™ server need the internet.

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Feature	Internet	Church network only	Off Grid PC	Notes
New Church, guided setup, and feature setup	Works	Works	Works	Creates the church and its database on the PC. Choosing a hosted database needs the internet.
Choose a church profile, and **Edit Church**	Works	Works	Works	Saved on the PC and in the church database.
License, **Enter License**, and the 45-day trial	Works	Works	Works	Checked on the PC. The registration report is saved and sent at a later start. Startup is never blocked.
Sign in with a password, **Change Password**, and a required new password	Works	Works	Works	Checked against the church database.
Manage Users and **Manage Roles**	Works	Works	Works	Database only. This is who can open each area, and how far they can go on each screen.
Screen levels on **Manage Roles**	Works	Works	Works	Database only. View, Email/print, Create/edit, and Send to church. A higher level includes the ones under it. Guest (not signed in) can enter visitor information and print a visitor label, use Contact Us, press Visit Church Website, and view Announcements, Sermon notes, and public calendar events. Church Directory stays off until someone signs in. A guest cannot check in a child. Children's check-in opens for a signed-in staff member whose role includes Child Check-In. Contact Us does not show member records.
Second sign-in step: authenticator app or a recovery code	Works	Works	Works	Codes are checked on the PC.
Second sign-in step: a code by text	Works	Same as Off Grid	Partly	The text cannot be sent offline. Use the authenticator app or a recovery code.
Reminder emails for the second sign-in step (day 7 and day 12)	Works	Same as Off Grid	Partly	Queued, and sent when the internet is back.
Two-step sign-in with the secret kept on the ServeWay™ server. Recovery codes: Print, Email, and Copy	Works	Same as Off Grid	Partly	Setting it up needs the internet. Recovery codes can be printed or copied offline. Emailing them waits until the internet is back. Signing in with a code saved on the server needs the internet. Recovery codes still work offline when they are also kept on the PC.
Update checks and **Check for updates**	Works	Same as Off Grid	No	The startup check is skipped. **Check for updates** says **You're offline. ServeWay™ could not check for updates.**

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Feature	Internet	Church network only	Off Grid PC	Notes
Google sign-in for Calendar	Works	Same as Off Grid	No	Offline, the sign-in window waits up to 2 minutes, and **Cancel** is offered. ServeWay™ says **You're offline. Google sign-in needs the internet.**
Kiosk Mode, **Virtual Keyboard**, and touch setup	Works	Works	Works	Runs on the PC.

People and families

Feature	Internet	Church network only	Off Grid PC	Notes
People list, person record, and person picker	Works	Works	Works	Database only.
Families, and the household last-name report	Works	Works	Works	Database only. Printed on the PC.
Church Directory, on screen and printed	Works	Works	Works	Made on the PC.
Birthdays and anniversaries	Works	Works	Works	Database only.
Take a picture (webcam or USB camera)	Works	Works	Works	The camera is on the PC.
Staff, Deacons, Trustees, and Teachers lists	Works	Works	Works	Database only.
Visitation list	Works	Works	Works	Database only.
Visitor registration	Works	Works	Works	Saved to the database.
Visitor welcome series (emails and texts)	Works	Same as Off Grid	No	Nothing goes out offline. Emails wait and send when the internet is back.
Bring in people and other lists from a spreadsheet file	Works	Works	Works	Reads a file on the PC. No internet is needed.
Milestones (baptism, membership, and other dates on a person)	Works	Works	Works	Saved in the church database.
Custom team tabs	Works	Works	Works	Saved in the church database.
Contact requests and request details	Works	Same as Off Grid	Partly	Saved requests work. New requests from the website do not arrive offline.
Emails from the Contact screen	Works	Same as Off Grid	Partly	Records save. Email waits, and ServeWay™ says **You're offline; this will send when the internet is back.**

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Children's check-in

Feature	Internet	Church network only	Off Grid PC	Notes
Child check-in, arrivals, and the kiosk	Works	Works	Works	Runs on the PC and the database. A guest cannot check in a child. Children's check-in is not on the kiosk menu before sign-in.
Phone check-in from a QR code	Works	No	No	The QR is on the church website. When the website cannot be reached, or ServeWay™ is Off Grid, the QR is hidden. Parents use the check-in screen.
Name tags and label printing	Works	Works	Works	The printer is on the PC or on the church network.
Authorized pickups and unmatched children	Works	Works	Works	Database only.
Nursery and the pickup code on screen	Works	Works	Works	Shown on the screen.
Texting a parent from the parent page	Works	Same as Off Grid	No	ServeWay™ says **You're offline. The text was not sent because there is no internet. The pickup code is still on the screen.**
Check-in headcount sent to the ProPresenter stage display	Works	Works	No	ProPresenter is on the church network, so this works without the internet.

Sunday School and attendance

Feature	Internet	Church network only	Off Grid PC	Notes
Sunday School classes, rolls, visitors, and the classroom	Works	Works	Works	Database only.
Sunday School reports and printing	Works	Works	Works	Made on the PC.
Worship headcount entry	Works	Works	Works	Saved on the PC. Sharing it with the website waits for the internet.
Sunday School class counts by phone (the page behind the Member Area)	Works	No	No	That phone page is on the church website, so it needs the internet. Counts can still be typed on the PC.
Worship headcount slide (Sunday School total plus MUX.com unique viewers)	Works	Same as Off Grid	Partly	The Sunday School total stays separate from the worship headcount and works offline. It shows a dash when no class count was entered. MUX.com viewers show a dash.

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Offering, giving, and expenses

Feature	Internet	Church network only	Off Grid PC	Notes
Offering entry, cash, checks, and funds	Works	Works	Works	Works offline.
Reading scanned checks	Works	Same as Off Grid	Partly	Reading on the PC works. The AI help for hard-to-read amounts and fund splits needs the internet.
Offering reports and printing	Works	Works	Works	Made on the PC.
Giving statements (build and print)	Works	Works	Works	Made on the PC. Emailing them waits for the internet.
Tithe.ly gift sync	Works	Same as Off Grid	No	Needs the internet. Importing a Tithe.ly file still works.
Tithe.ly file import (**Import Tithely**)	Works	Works	Works	Reads a file on the PC.
Expenses: requests, accounts, references, reports, export, and print	Works	Works	Works	Records and reports work. Expense emails wait to send.
Budgeting inside Expenses	Works	Works	Works	Database only.
Online giving with the church's own Stripe account through ServeWay™, and the Tithe.ly option	Works	No	No	Giving happens on the website. Gifts made while offline appear when the PC is back online.
Accountant page to pull giving records	Works	No	No	A web page. It needs the internet.
Benevolence: website request form, approval queue, and aid log	Works	Same as Off Grid	Partly	Saved requests, the approval queue, and the aid log work offline. New requests from the website need the internet. Emails wait to send.

Calendar, events, and rooms

Feature	Internet	Church network only	Off Grid PC	Notes
Monthly Calendar (Word calendar and backgrounds)	Works	Same as Off Grid	Partly	Events in ServeWay™ and birthdays work. Google events are missing offline. ServeWay™ says **Google Calendar is unavailable offline.**
Wall calendar display, wall displays, themes, and touch setup	Works	Same as Off Grid	Partly	Runs on the PC. Google events are missing offline.

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Feature	Internet	Church network only	Off Grid PC	Notes
Church events and event sign-up	Works	Same as Off Grid	Partly	Events save. Sign-ups from the website do not arrive offline.
Facilities: room reservations, the schedule, approval, and My reservations	Works	Same as Off Grid	Partly	Reservations save. The Google Calendar copy and approval emails wait for the internet.
Plan the Year	Works	Works	Works	The year is kept in the church database. **Print year summary** and **Save year summary PDF** are made on the PC.
VBS and camp registration on the church website	Works	No	No	Families register on the website. Saved registrations can be worked with offline.

Worship, slides, and streaming

Feature	Internet	Church network only	Off Grid PC	Notes
Announcement slides	Works	Partly	Partly	Built from the database. Offline there are no Google events, no website headcount, no AI pictures, and no website upload. The viewer count shows a dash, not 0.
Announcements with a review of each slide before it is used	Works	Partly	Partly	Review works offline. Pictures and website parts need the internet.
Google Calendar event slides	Works	Same as Off Grid	No	Needs Google Calendar online.
Bulletin	Works	Works	Works	Made on the PC.
Sermon Notes (writing and PowerPoint)	Works	Same as Off Grid	Partly	Writing works. Reading sermon emails needs the internet. Emailing notes waits to send.
Prayer Requests list and slides	Works	Same as Off Grid	Partly	The list and slides work. Requests from the website do not arrive offline. Email waits to send.
Serving schedule	Works	Works	Works	Database only.
Worship planner with a song library	Works	Partly	Partly	The plan, the song library, and **Print this plan** work without the internet. **Build ProPresenter playlist now** needs the church network. Uploading the CCLI file, and emailing the plan, need the internet.
CCLI song-use reports	Works	Same as Off Grid	Partly	The report is made on the PC. Sending it to CCLI needs the internet.

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Feature	Internet	Church network only	Off Grid PC	Notes
ProPresenter playlist built for you (writes ProPresenter files, and talks to ProPresenter on the church network)	Works	Works	Partly	Works on the church network. On a PC that cannot reach that network, only the files are written.
Easy Worship fallback folder	Works	Works	Works	Files are written on the PC.
ProPresenter link (slides and messages)	Works	Works	No	Church network only. It works without the internet.
ProPresenter slide log	Works	Works	No	Church network only. The computer with Record slides on writes each slide.
ProPresenter: move to the next item in the service order	Works	Works	No	Church network only.
Staff urgent alerts on the ProPresenter stage display	Works	Works	No	Church network only.
Weekly closing slide for ProPresenter	Works	Works	Partly	The slide is built on the PC. Putting it on a ProPresenter playlist needs the church network. The PowerPoint is still saved.
Booth crash alert	Works	Works	No	The watch uses the church network. The on-screen alert still opens on the booth PC. Staff email and text need the internet.
Scripture verse feed	Works	Works	No	Church network only. The sermon text is already on this PC.
Service timers	Works	Works	No	Church network only. The service plan is on this PC.
Prayer wall	Works	Partly	Partly	The list on this PC can be read offline. Showing it on ProPresenter needs the church network. Requests from the website do not arrive offline.
Booth fallback stage message	Works	Works	No	The watch uses the church network. The standby message still opens on this PC. Staff email and text need the internet.
OBS control (start, stop, and scenes)	Works	Works	No	Church network only.
OBS gets the MUX.com stream key automatically	Works	Partly	No	Sending the saved key to OBS works on the church network. Getting a new key from MUX.com needs the internet.
Live stream through MUX.com, and the watch page	Works	No	No	Needs the internet.
Streaming to YouTube, Facebook, or Vimeo	Works	No	No	Needs the internet.
Save a stream to the website	Works	No	No	Needs the internet.

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Feature	Internet	Church network only	Off Grid PC	Notes
Media Library	Works	Same as Off Grid	Partly	Files on the PC work. AI pictures and web picture search need the internet.

Messages and notifications

Feature	Internet	Church network only	Off Grid PC	Notes
Email blasts	Works	Same as Off Grid	Partly	Queued, and sent when the internet is back, with a clear message. The screen stays usable.
Texts and voice calls	Works	Same as Off Grid	No	They cannot go out offline. ServeWay™ shows no internet separately from a bad phone number.
Notification groups and group subscriptions	Works	Works	Works	Database only.
Group posts	Works	Same as Off Grid	Partly	Saved. Posting to the website waits for the internet.
Email polls, campaign tracking, the newsletter, and sign-up pages	Works	Same as Off Grid	No	These use the website and the email service. They need the internet.
Polls on the website (Member Area sign-in)	Works	No	No	A website feature. It needs the internet. Results can be viewed offline once they have been copied in.
Approval queue for website forms	Works	Same as Off Grid	Partly	Saved items can be approved. New forms and approval emails need the internet.
Forms mailbox (website forms, prayer, and sermons)	Works	Same as Off Grid	No	ServeWay™ shows **Website forms are not arriving: offline**.
Conference minutes	Works	Works	Works	Database only.

Church website and Member Area

Feature	Internet	Church network only	Off Grid PC	Notes
Visit Church Website	Works	Same as Off Grid	No	The page shows its own message for no internet. The button opens without a delay. In Kiosk Mode the page stays inside ServeWay™.
Church websites hosted by ServeWay™	Works	No	No	Web hosting needs the internet.

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Feature	Internet	Church network only	Off Grid PC	Notes
Member Area sign-in (the shared password and member pages)	Works	No	No	The website must reach the church database.
Restricted documents (kept in the database; the website checks who can view, including a direct download address)	Works	No	No	Served through the website, so this needs the internet. A person who is not allowed, including someone who is not signed in, sees not found.
Website plugins: announcements upload, the sermon list, notification audio, and filters	Works	No	No	Website features.
Website backups and moving a site	Works	Same as Off Grid	No	Needs to reach the website.

Writing, voice, and help

Feature	Internet	Church network only	Off Grid PC	Notes
Dictation (the microphone buttons)	Works	Same as Off Grid	Partly	Windows speech works offline. The AI choice is skipped.
AI writing helper and **Ask ServeWay™**	Works	Same as Off Grid	No	They need the internet.
Read-aloud voices	Works	Works	Works	Runs on the PC.
Voice support	Works	Same as Off Grid	Partly	PC voices work. The AI parts need the internet.
Help screens and this user manual	Works	Works	Works	Built in. Web links need the internet.
Report a Bug / Request a Feature	Works	Same as Off Grid	Partly	Saved on the PC. Queued to send later. The screen stays usable.
Automatic error reports	Works	Same as Off Grid	Partly	Queued and sent when online. A crash closes right away.
About ServeWay™ and **About this ministry**	Works	Works	Works	Built in.

App Settings

Feature	Internet	Church network only	Off Grid PC	Notes
Ministry information, logo, mission, what we believe, and service times	Works	Works	Works	Saved on the PC.
File paths, backgrounds, and PowerPoint folders	Works	Works	Works	On the PC.

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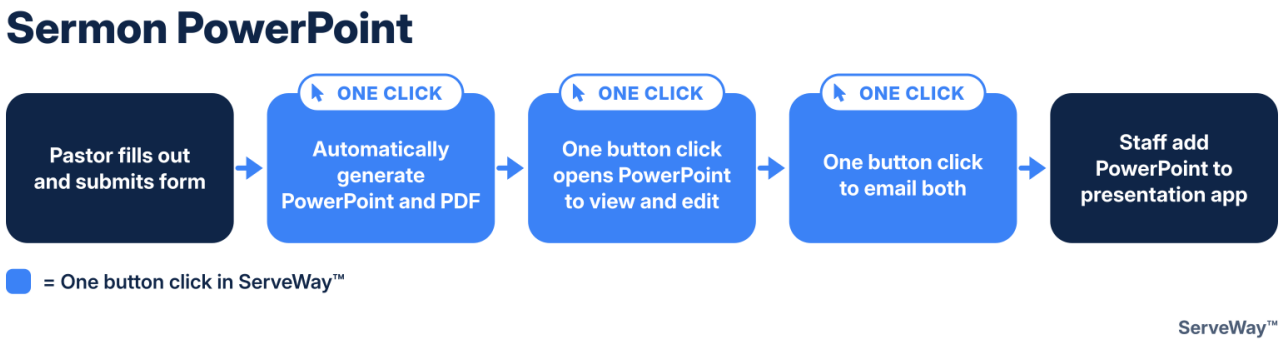
Feature	Internet	Church network only	Off Grid PC	Notes
Database settings, **Create Empty Database**, and **Use Built-in Church**	Works	Works	Partly	The hosted choice and the built-in church choice need the internet.
Save settings to a file, and load settings from a file	Works	Works	Works	On the PC.
Email, text, AI, Google Calendar, website, and MUX.com account settings	Works	Works	Works	Typing and saving settings works offline. Testing them needs the internet.
OBS, ProPresenter, and OpenLP settings	Works	Works	Works	Saved on the PC.
Label printer and check scanner choice	Works	Works	Works	On the PC.
Kiosk Mode, **Virtual Keyboard**, and voice settings	Works	Works	Works	On the PC.

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Workflows

These ten pictures show how everyday church jobs move through ServeWay™, from start to finish. Each dark box is a step a person does. Each blue box marked ONE CLICK is a single button click in ServeWay™. The words under each picture explain the same steps in plain language.

Sermon PowerPoint



Sermon PowerPoint workflow

The pastor chooses a format and fills out the sermon form in ServeWay™ or on the church website. Format is at the top. Title, date, scripture, and the sections for that format go on the form. A sermon from the website waits in Approval Queue, and the church administrator is emailed when it arrives. Staff with Sermon Notes press Approve before that sermon is used for slides.

One button click, Generate Word And PowerPoint, builds the PowerPoint and a printable notes handout from the approved sermon. The slides follow the format. Build with AI is on Sermon Notes when an AI key is saved. It builds the deck one slide at a time, and pictures can come from Media Library. Save sermon stores that deck so the same button can build the Word file, the PowerPoint, and the PDF.

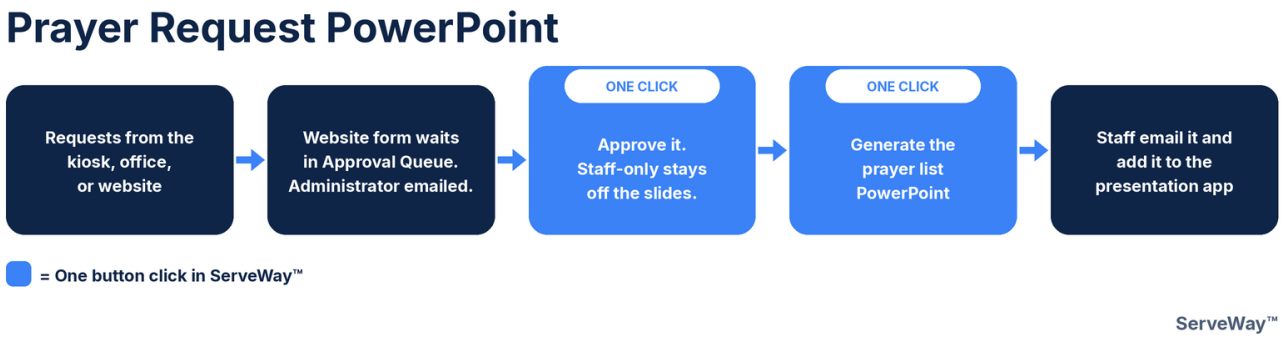
One more click opens the PowerPoint to view it and make small edits, and another click emails the PowerPoint and the notes PDF to the church office. Staff then add the PowerPoint to the presentation program, such as ProPresenter, OpenLP, or PowerPoint, so it is ready for Sunday.

Once the service is over, Save Stream To Website uses that approved sermon for the title, scripture, date, and speaker, and finds that Sunday's notes PDF. After a quick check, one button click puts the sermon video, details, and notes on the church website.

More detail is in Prayer, announcements, sermons, and the website.

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Prayer Request PowerPoint



Prayer Request PowerPoint workflow

Prayer requests come in three ways: at the welcome kiosk, from staff on an office PC, or through the prayer request form on the church website. A request typed in ServeWay™ is on the list when it is saved. A request from the website or from email waits in Approval Queue, and the church administrator is emailed when it arrives. It is not on the prayer list until someone with Prayer Requests presses Approve. Requests marked staff only stay private and never go on the slides.

Next, one click builds the prayer list PowerPoint from every active request that should be shown, up to four per slide, set to loop before the service. After a quick look, one more click emails it to the church office, and staff add it to the presentation app. When a prayer is answered, marking it answered takes it off the slides.

More detail is in Prayer, announcements, sermons, and the website.

Upload the Sermon to the Website



Upload the Sermon to the Website workflow

When the service stream ends, one button click opens Save Stream To Website. ServeWay™ fills in the approved sermon: the title, scripture, date, speaker, and format.

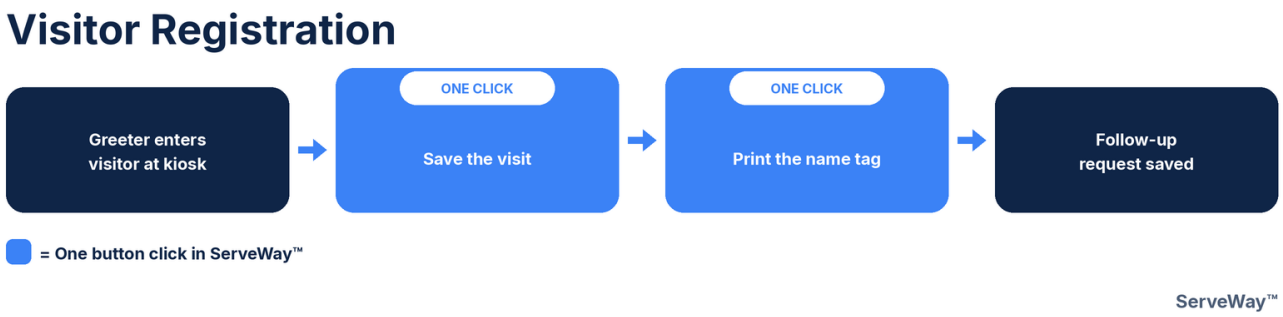
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It finds that Sunday's sermon notes and announcements PDFs. When the sermon was built with AI, those slides and the notes are the ones this window uses. If AI pictures are turned on, staff can start a thumbnail picture. When the active service is MUX.com, the recording comes from MUX.com.

Staff check the title, speaker, and thumbnail, then one more click uploads it all to the church website: the video, the sermon details and scripture, the thumbnail, and the PDFs.

More detail is in Prayer, announcements, sermons, and the website.

Visitor Registration



Visitor Registration workflow

When a guest arrives, a greeter at the welcome kiosk (or office staff) types the guest's name. Returning guests pop up after a couple of letters, so their details fill in again. A new guest gets a household for their address, and phone and email are optional.

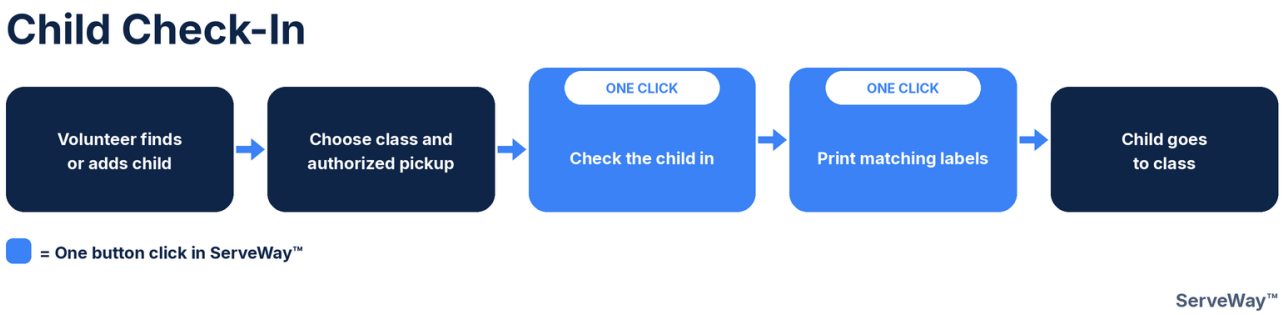
One button click marks the guest present and saves the visit, and another click prints a name tag with the church's welcome line. If the guest would like someone from the church to reach out, that Please Contact request is saved with the visit so staff can follow up.

The same screen has **OK to email**, **OK to text**, and **OK to call**. Welcome messages and the staff follow-up list are described in Visitors.

More detail is in Visitors.

Child Check-In

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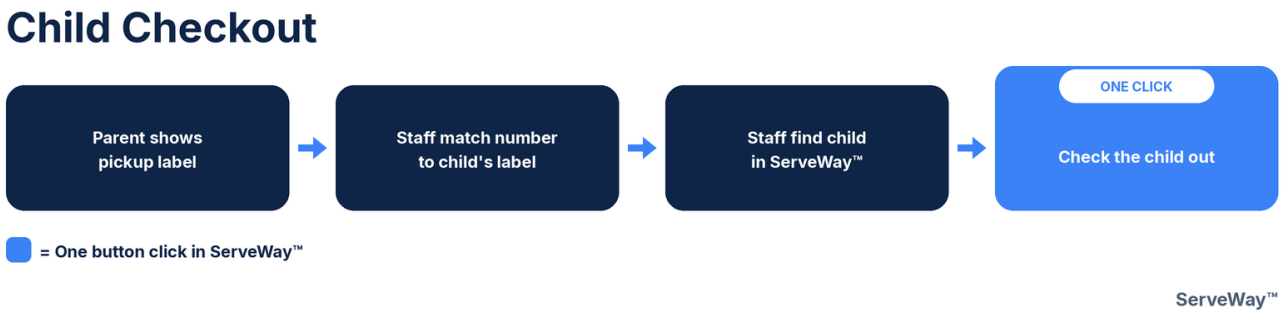
Child Check-In workflow

A check-in volunteer at the kiosk types the first letters of the child's name and taps the child. A returning child's details fill in again, including allergies, medical notes, photo, usual class, and the adults allowed to pick them up. A new child is added on the same screen.

One button click checks the child in and gives them a six-digit matching number. One more click prints two labels with that same number: one for the child and one for the parent to keep for pickup. The child heads to class, and everything is ready to fill in again next time.

More detail is in Children and check-in.

Child Checkout



Child Checkout workflow

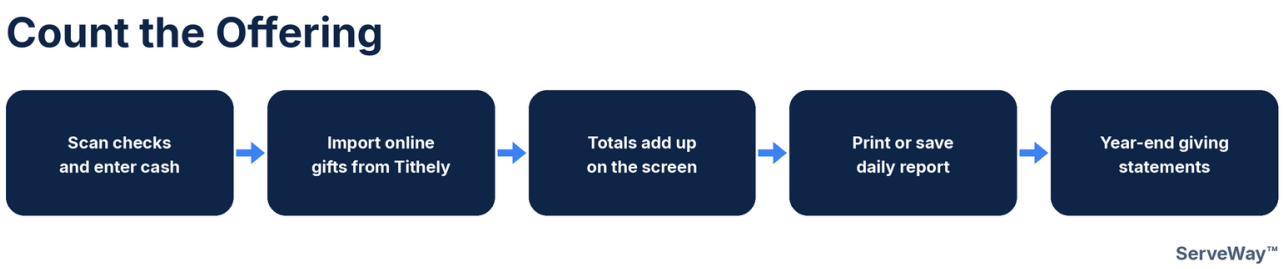
At pickup, the parent shows the pickup label they received at check-in. A volunteer compares its six-digit number with the number on the child's label to make sure they match.

The volunteer then finds the child in ServeWay™ by typing a few letters of the name. The button that said Check In now says Check Out, and one click records the time the child left. The child's authorized pickups are shown on the same screen, with a photo when one was taken, to help the volunteer confirm who is picking up.

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More detail is in Children and check-in.

Count the Offering



Count the Offering workflow

Counters lay each envelope and check on the scanner, and ServeWay™ suggests the giver's name, amount, check number, and fund for a quick confirm. Cash is entered by envelope or as loose cash, a gift can be split between funds, and online gifts come in from a Tithely file, skipping any already imported.

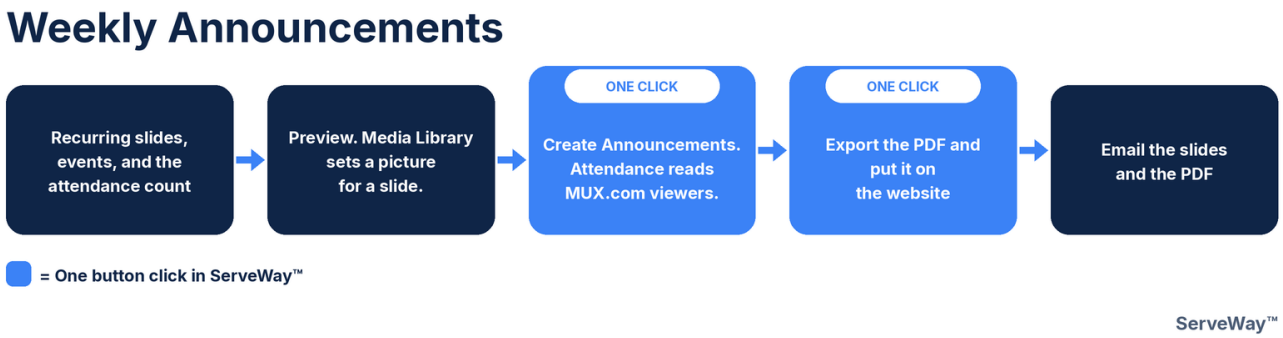
Totals for checks, cash, online gifts, and the grand total add up on screen as you go. The daily report can be printed or saved as a PDF, broken down by fund if you like. At the end of the year, ServeWay™ builds the giving statements to preview, print, save, or email.

ServeWay giving through Stripe is the online option when the church is not using Tithely. Tithely stays available. Both land in the same gift list. ServeWay takes nothing off the top. The church pays only Stripe's standard fee, currently 2.9% + 30¢ per transaction, with no additional ServeWay charge. The church is the merchant of record. Disputes and refunds are the church's responsibility. ServeWay records the full amount the donor gave. Stripe's fee is not subtracted. Gifts are in US dollars only. The accountant download page is off until the church turns it on. There is no Monday email.

More detail is in Offering.

Weekly Announcements

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Weekly Announcements workflow

Staff set the team lists on Teams & Schedules, the recurring slides, the upcoming events, and the in-person attendance count. Team setup stores Include on its own announcements slide, and that same switch is on Announcements. Website visibility is Hidden, Members only, or Public. Message this team and Ask availability use the roster. A yes answer can be added to a Sunday list. The Member Area shows a signed-in member their teams and their availability asks. Hidden teams stay off the website. Groups on Teams & Schedules opens the same Notification Groups window as Notifications. Teams & Schedules on Notifications opens the team window. Each link keeps its own permission. Notification groups such as a prayer chain stay separate from teams and keep their own member lists. A team does not create a notification group. Recurring slides keep the church contact, the Military list, nursery, security, deacon of the month, trustees, and staff. Upcoming events cover the next 30 days from Google Calendar and the app calendar. Preview lists the slides before they are built. Media Library sets a picture for the selected slide.

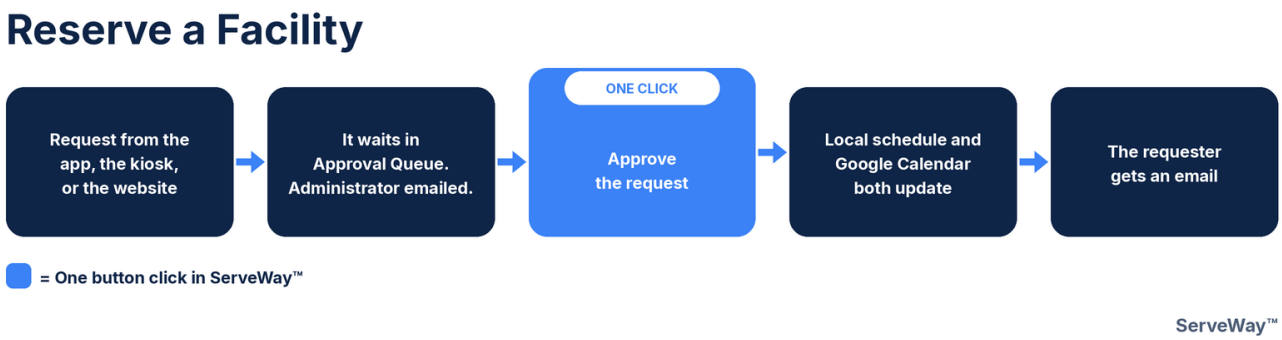
One button click, Create Announcements, builds the slides and the PDF. It asks for last Sunday's attendance only when that count is missing, and the box starts with the children checked in that day when that count was read. It puts the stored MUX.com unique viewers for that Sunday on the attendance slide. A missing count is a dash. When AI pictures are set up, it can create pictures for some of the slides.

Staff look over the slides and make any changes in PowerPoint. One click on Export As PDF updates the handout, and one click puts the PDF on the church website. The slides and PDF can be emailed to the church office or any address.

More detail is in Prayer, announcements, sermons, and the website.

Reserve a Facility

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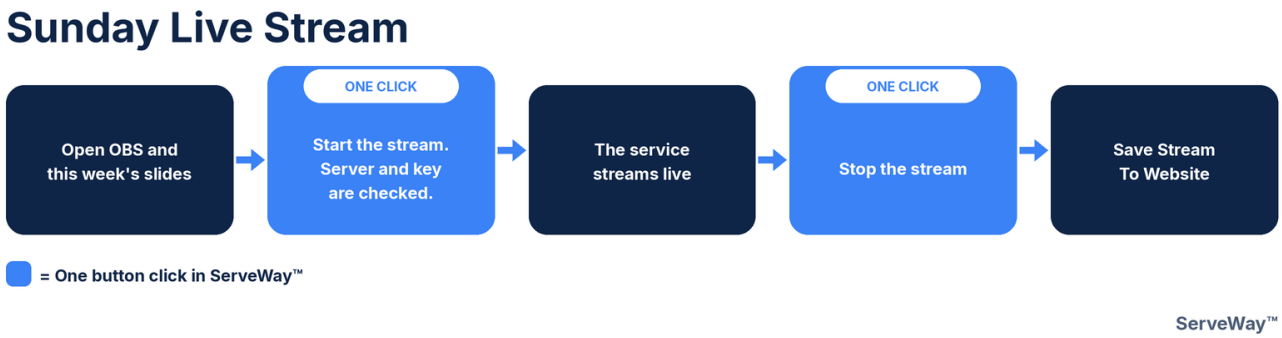
Reserve a Facility workflow

A room request can come from three places: staff in the ServeWay™ app, a signed-in member at the kiosk (what they can request follows their role permissions), or the ServeWay™ facility request form on the church website. That website form is open to anyone until the church sets Facility requests to Members only. Every request lands in the same approval queue. The church administrator is emailed when a website request arrives. A request saved in the app also emails people with Facility Approve.

An approver opens Approval Queue, picks the request, and one click approves it. ServeWay™ updates the local facilities schedule and the facilities Google Calendar. It also updates the public church calendar only if that was chosen, and emails the requester. Rejecting asks for a short reason, which is emailed to the requester.

More detail is in Facilities.

Sunday Live Stream



Sunday Live Stream workflow

On Sunday, the media team opens OBS Studio from ServeWay™, and one click on Open PowerPoints opens this week's sermon, announcement, and prayer slides together. One button click starts the stream. ServeWay™ checks the server and stream key in OBS and writes them when they differ from the active service.

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During the service, staff can watch the stream and open the church's watch page from the same screen. When the service is over, one click stops the stream, and Save Stream To Website puts the sermon on the church website. When the active service is MUX.com, that recording comes from MUX.com.

More detail is in Prayer, announcements, sermons, and the website.

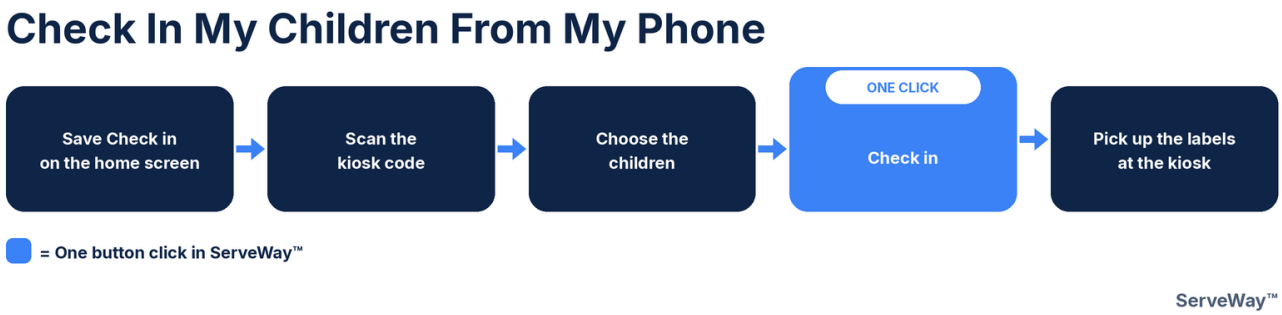
Church member steps are in Member workflows.

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Member workflows

These eighteen pictures show the same kind of steps from a church member's side: what you do on your phone, on the church website, or at the lobby kiosk, and what happens next. Each dark box is a step a person does. Each blue box marked ONE CLICK is a single button click.

Check In My Children From My Phone



Check In My Children From My Phone

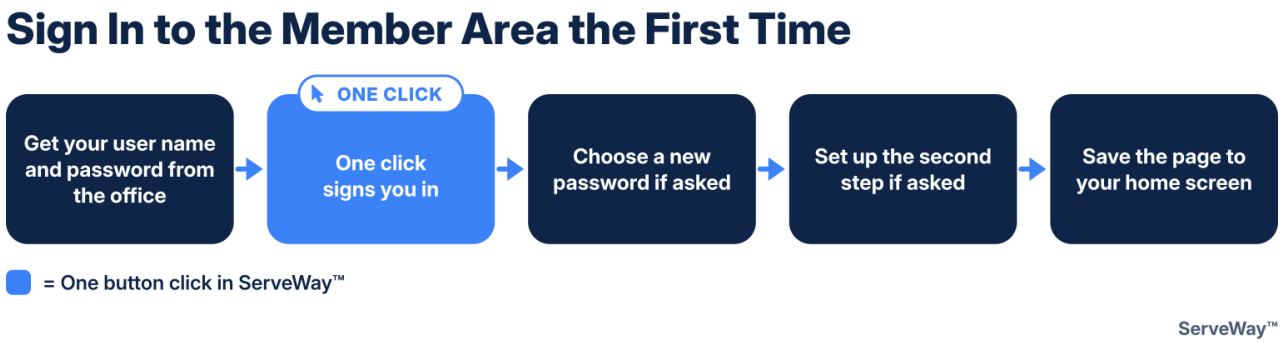
The church turns this on with **Let parents check in from their phone**, under **Phone check-in settings** on Child Check-in. The switch stays off until the church turns it on. When the church website cannot be reached, the code is hidden and check-in stays on the kiosk screen.

1. On the phone, open the check-in page on the church website. Open the browser menu and choose **Add to Home Screen**. No app is installed.
2. At the kiosk, point the camera at the code. On the saved page, press **Scan the kiosk code**.
3. Sign in with the same user name and password as the Member Area. Only a parent or guardian in that household can check those children in.
4. The children appear with the room or class, allergies, and medical notes. Turn on each child who is staying.
5. Press **Check in**. That is one button click. The kiosk prints the child label, with the allergy and medical notes, and the pickup tag with the same code.

The code changes about every minute. A code that has expired asks you to scan again. A guest cannot check in a child on the kiosk. A signed-in staff member whose role includes Child Check-In checks a visitor in on Children.

Sign In to the Member Area the First Time

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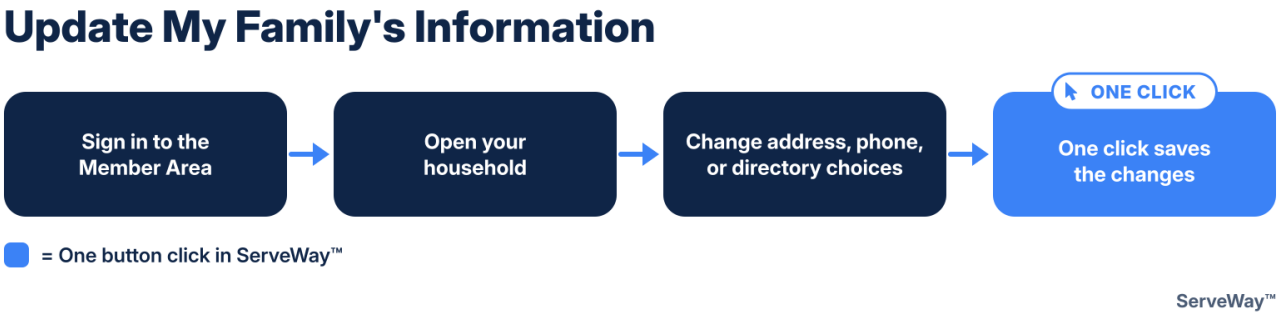
Sign In to the Member Area the First Time

There is no sign-up form. The church office adds you in ServeWay™ and gives you a user name and password. It is the same sign-in used in ServeWay™ at church, and an email saved on your record also works as the user name. If you do not have one yet, the Request a member sign-in form on the Member page sends a request to the office. The church office can also press Send Member Area invite on People. That email has a one-time link that sets the password and expires in 7 days. After the password is set, the page offers two-step sign-in setup and the Add to Home Screen tip. The Request a member sign-in form stays.

On the Member page, type your user name and password and click Sign in. The first time, you may be asked to choose a new password. If your church uses a second step, add the key to an authenticator app on your phone, type the 6-digit code, and keep the recovery codes somewhere safe. You can also ask for a sign-in code by email. When two-step sign-in is already turned on, the Member page asks for the user name and password first. The same authenticator code is asked only after the user name and password are correct. A recovery code also works. The code screen lasts a few minutes. Too many wrong passwords or wrong codes lock the sign-in. A staff member with User Management presses Unlock account on Manage Users, or Unlock this user on Sign-in security. If the phone is lost and the recovery codes are gone, that staff member presses Turn off two-step sign-in on Manage Users. The password stays. To keep the Member Area handy, open your browser menu and choose Add to Home Screen.

Update My Family's Information

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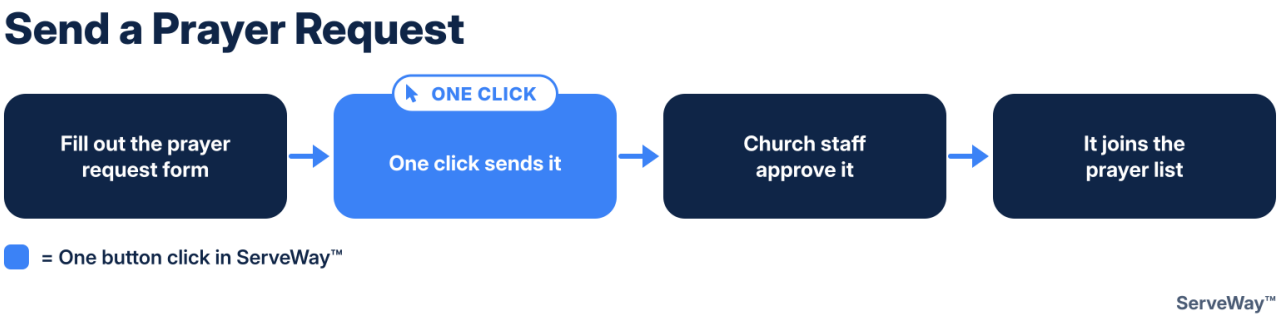


Update My Family's Information

After you sign in, the Member page shows your household: the names, the children linked to it, and your contact details. An adult in the household can change the street address, city, state, zip code, country, and home phone, choose what the church directory shows, and choose whether to get the monthly newsletter by email.

Click Save contact information and the address, home phone, mobile phone, and birthday go straight into ServeWay™. A new email address is not saved until the person opens the confirmation link. That link expires in 7 days. An adult can add a child, change allergy and medical notes, and add or remove an authorized pickup. Those requests wait in Approval Queue. Child check-in records stay the same until staff approve them. Names still cannot be changed on the website.

Send a Prayer Request



Send a Prayer Request

Open the prayer request form on the church website and write your request. You can mark it for church staff only. Click send, and the request is saved for ServeWay™. You do not need to call or email the office.

The request stays off the prayer list until church staff approve it. Once approved, it appears on the prayer list slides and on the prayer list signed-in members see on the website. Requests marked staff only stay private and never go on the slides.

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Request a Room or Facility



Request a Room or Facility

Open the facility request form on the church website. Some churches let anyone use it, and some ask you to sign in first. Choose the room or space, the date and time, and the event name, and say whether phone or email is the best way to reach you.

Before it is sent, the form checks the calendar. If the space is already booked, it tells you right away. If someone else has asked for the same time, or your group may be too big for the room, it warns you and you can send it anyway. The request is not on the calendar until a staff member approves it. Signed-in members can see their own requests and cancel one that is not yet approved.

Register My Kids for VBS or Camp



Register My Kids for VBS or Camp

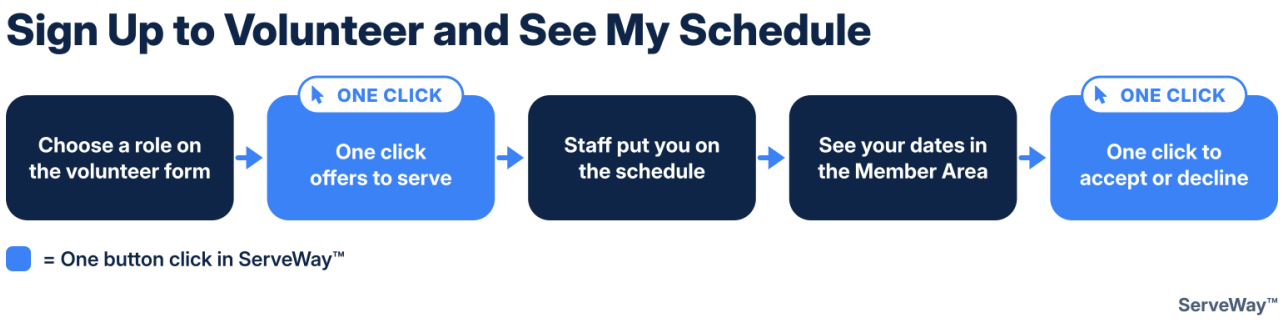
Open the VBS or camp form on the church website. You do not need to sign in, but if you are signed in, your details are filled in for you. Choose the event, add your children, and give a phone number or email address.

Press **Send registration**. That is one button click. If a child's group still has room, the child is registered. If it is full, the child goes on the waitlist. A confirmation email follows. A fee only applies when the church turns one on for that event. The page then says **Pay the fee on Stripe**. That same click opens Stripe Checkout, and the card

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number is not typed on the church page. If Stripe does not open, the page says **Your registration was saved. The church office will collect the fee.**

Sign Up to Volunteer and See My Schedule



Sign Up to Volunteer and See My Schedule

To help with VBS or camp, open the volunteer form on the church website, choose a role, and give a phone number or email address. One click saves your offer to serve, and the church office sees it in ServeWay™.

To join any other team, sign in to the Member Area. Open Volunteer, or use the Volunteer section on the household page. Teams that staff opened for sign-up are listed. Choose a position when the team has positions, then click Sign up. Church staff see the request in Approval Queue. When they approve it, you are on that team's roster. Staff still place you on a Sunday.

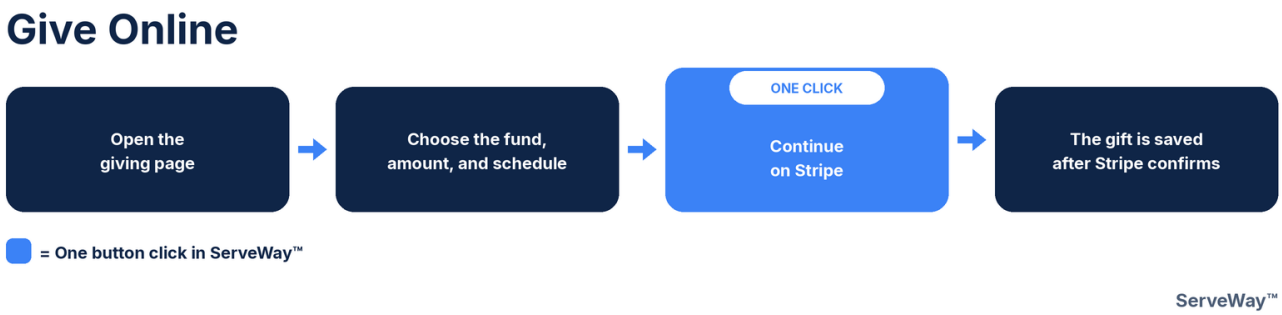
When staff put you on a serving schedule, sign in to the Member Area to see your upcoming dates and roles. Click Accept, or click Decline and add a short note so the office knows to find someone else.

When you are on a Nursery, Security, or team Sunday list, the Member Area shows those dates. Click Ask for a swap. Eligible teammates get an email, and a text when the church has Twilio set up and they opted in to texts. The first person to click Accept swap takes it. The schedule changes when the team leader approves, unless staff turned on Skip leader approval for swaps for that team. Then the schedule updates as soon as someone accepts.

Before each date, ServeWay™ emails you when you opted in to email, and texts you when Twilio is set up and you opted in to texts. Staff set how many days before on Team setup. The usual wait is 2 days. The reminder does not go out on the day you serve, and it is not sent twice.

Give Online

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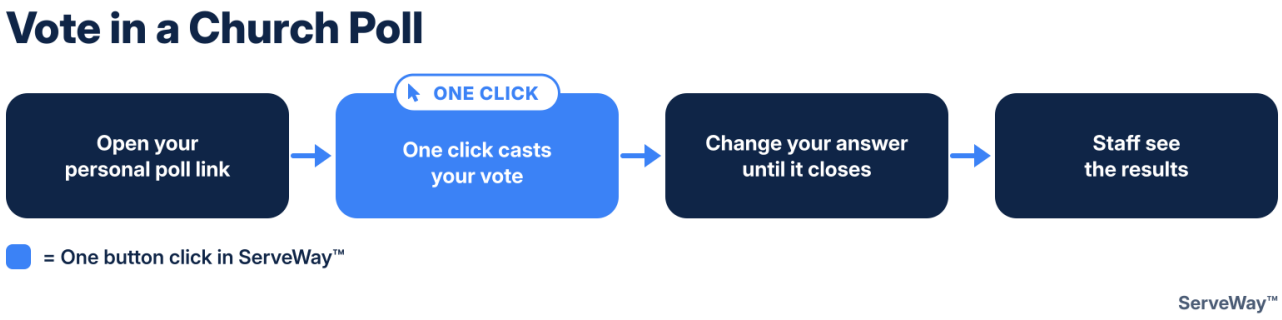
Give Online

The church turns this on under **Stripe giving**. Until that account is connected, this page is not the way to give.

1. Open the giving page on the church website.
2. Choose the fund, type the amount in US dollars, your name, and your email. Choose **Once**, **Weekly**, **Monthly**, or **Yearly**.
3. Press **Continue on Stripe**. That is one button click. The card number is entered on Stripe Checkout, not on the church page.
4. The gift is recorded in ServeWay™ when Stripe notifies the church. Coming back from Checkout does not save it. The gift shows on your giving history and on the year-end statement.

ServeWay takes nothing off the top. The church pays only Stripe's standard fee.

Vote in a Church Poll



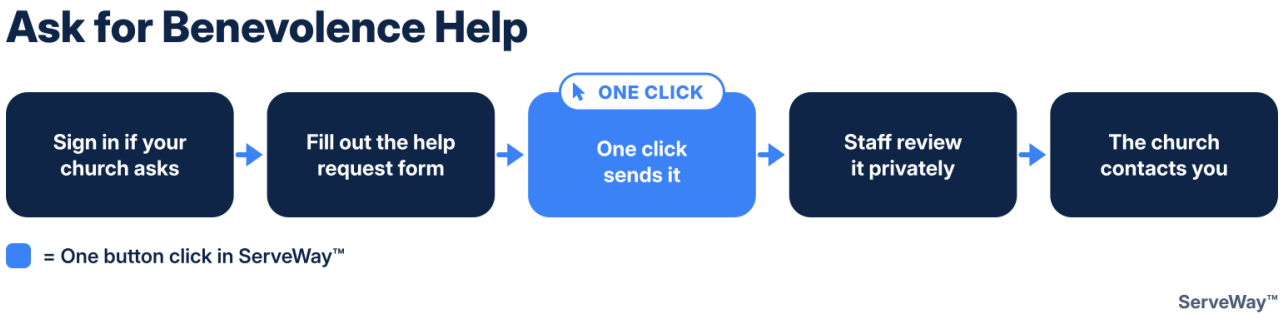
Vote in a Church Poll

When the church asks a question, you get an email (or a newsletter) with a link made just for you. Open it, and the poll page on the church website shows the question. One click on your answer records your vote. You do not need a password.

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Each person gets one vote. If you change your mind, open the same link and pick another answer. The new answer replaces the old one until the poll closes. Votes are not anonymous to church staff: staff can see who voted and how.

Ask for Benevolence Help

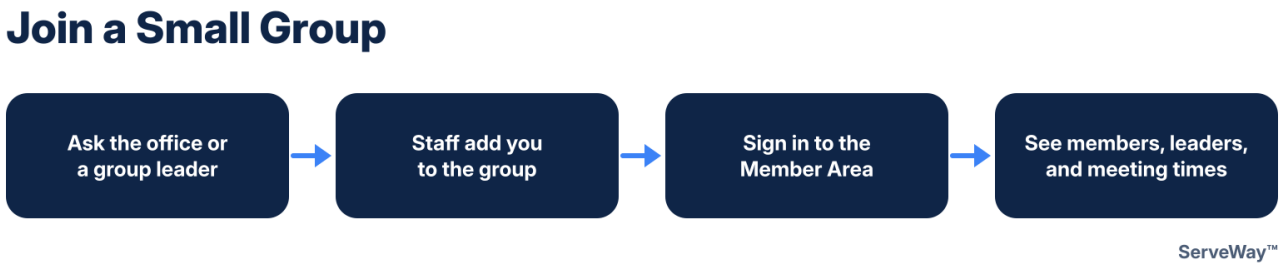


Ask for Benevolence Help

Open the help request form on the church website. Many churches limit it to members, so you may need to sign in first. Say what you need and give a phone number or email address.

Click send. The request waits privately in ServeWay™ until church staff review it, and nothing is recorded as given until they approve it. Someone from the church then contacts you by phone or email.

Join a Small Group



Join a Small Group

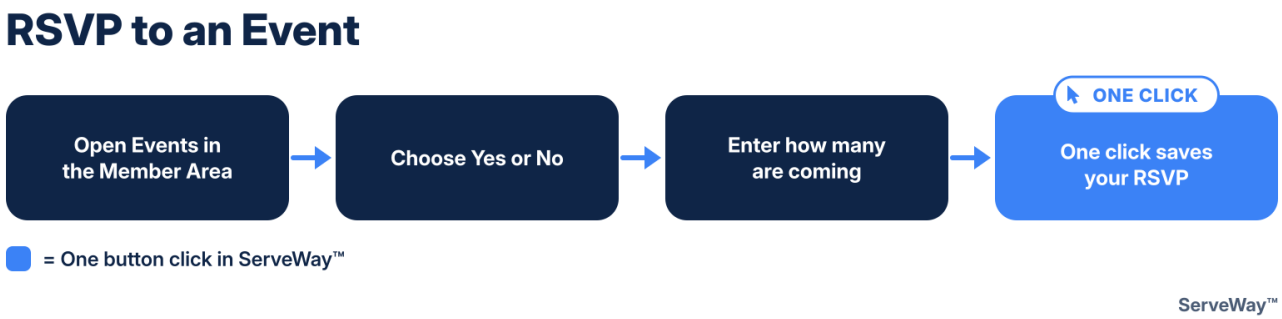
Sign in to the Member Area and open Groups. Groups the church has listed for browsing show the name, leader, meeting day and time, place, description, whether the group is open or closed, and how many spots are left.

Ask to join sends your request to the group leader and to church staff. It waits until a leader or a staff member approves or declines it. You get an email with the result. When it is approved, you are in the group.

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Sign in to see the group, its leaders, when and where it meets, and its members. Phone, email, and address follow each family's directory choices. Leaders can post notes and files for the group, and members can read them. A leader who is signed in sees join requests for their groups and can approve or decline them there. Staff can do the same in ServeWay™ under **Approval Queue**.

RSVP to an Event

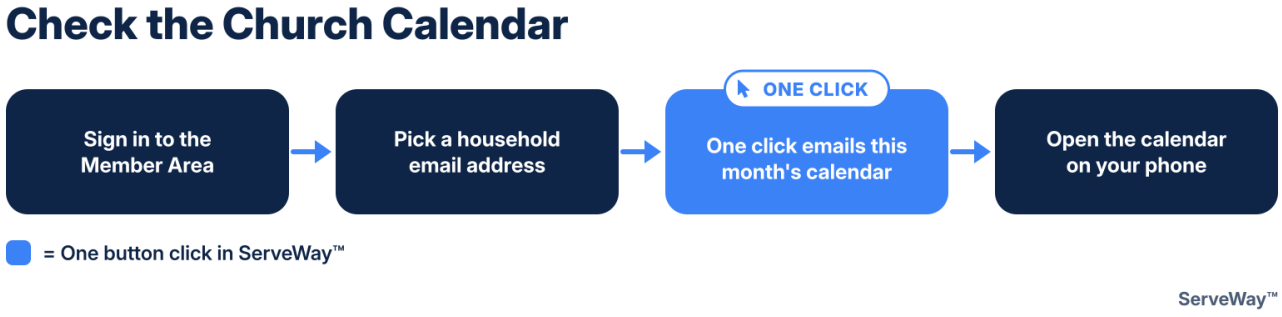


RSVP to an Event

Sign in to the Member Area to see upcoming church events. People who are not signed in do not see them. Each household gives one RSVP for each event.

Choose Yes or No, and if you are coming, enter how many people from your household will be there, from 1 to 30. Click Save RSVP and the page confirms it was saved. To change or cancel, come back, change the number or choose No, and save again. After the RSVP is saved, changed, or cancelled, the household gets an email with the event, the date, how many people are coming, and a link to change the RSVP.

Check the Church Calendar



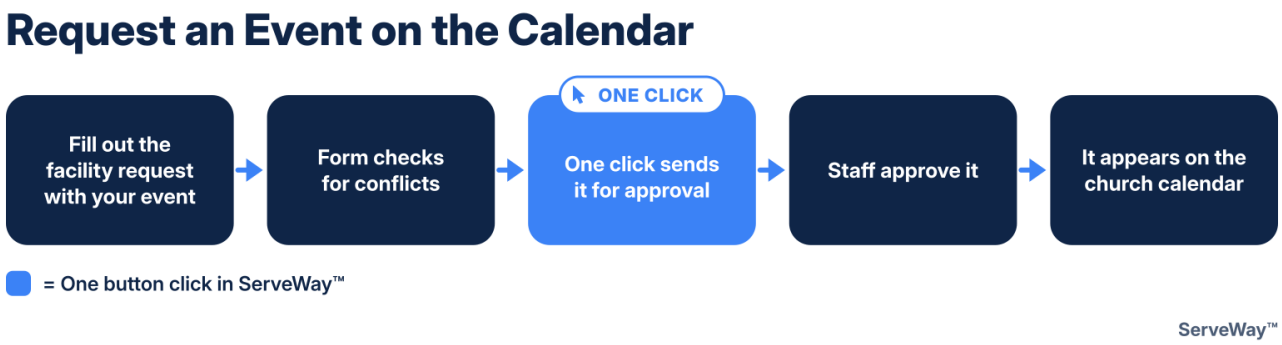
Check the Church Calendar

In the Member Area, the Church calendar section emails you this month's church calendar. Pick one of the email addresses already saved for your household and click to send it.

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The calendar arrives as a printable PDF you can open on your phone or computer. It is the same calendar the church publishes each month. Open the church calendar on that page when the church has placed it. That page shows public church events as a month, a week, or a list. Ministry and Category narrow the list. Add this event to my calendar downloads one event. Subscribe to all public events adds the public feed. Choose a ministry and Subscribe to this ministry adds that ministry. Open the RSVP for this event appears when RSVP is on.

Request an Event on the Calendar

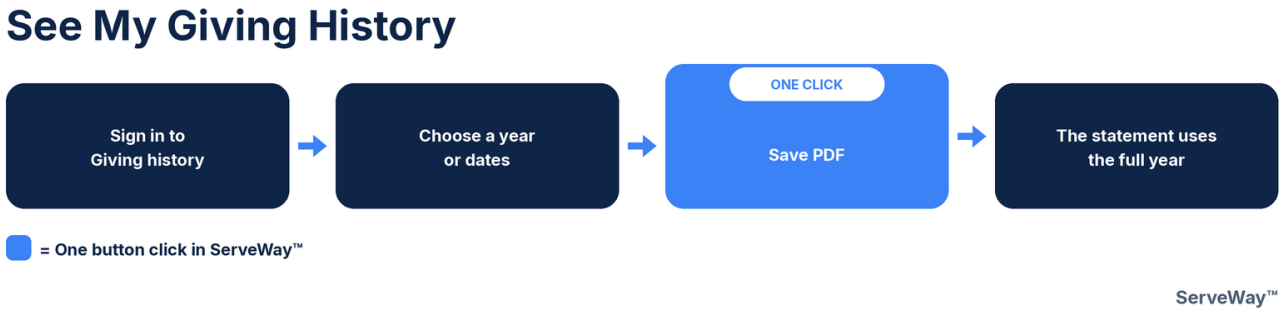


Request an Event on the Calendar

Church events are requested with the facility request form. Give the event name, the room or space, and the date and time. The form tells you right away if the space is already booked, and warns you about other requests for the same time.

Click send. Your event is not on the calendar until a staff member approves it, and staff decide whether it also shows on the public church calendar. Once approved, it stays on the calendar unless staff cancel it.

See My Giving History



See My Giving History

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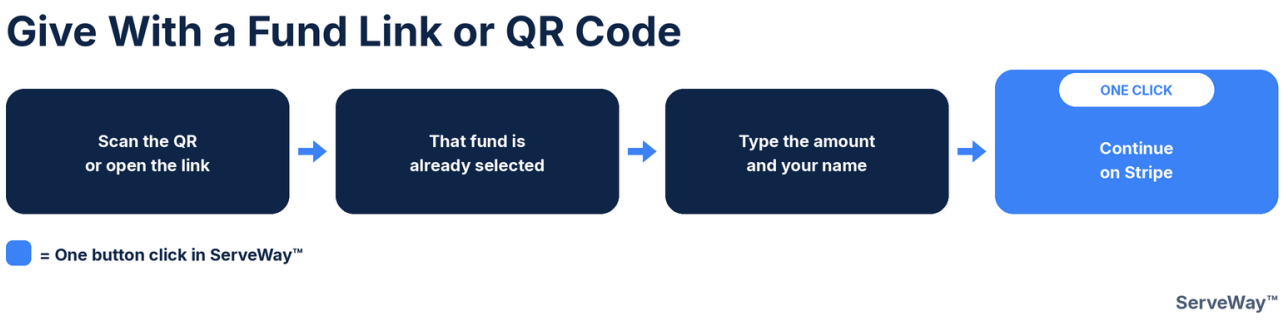
Sign in to the Member Area and open the giving history page when the church has placed `[serveway_giving_history]`. On a kiosk, **Giving history** is next to **My Info**. Use the same user name and password as the Member Area.

The list shows the date, fund, amount, and method for gifts linked to you. When your household is linked, it also shows gifts linked to that household. A card through Stripe, a Tithe.ly gift, and cash or a check entered by the church office are on the same list. Choose a **Year**, or turn on **Choose dates**. Totals by fund are under the list.

Print statement, **Save PDF**, and **Email statement to me** use the full calendar year of the end date. The list can be a shorter range. On the church website the save button reads **Download PDF**. **Save PDF** on the kiosk, and **Download PDF** on the website, are each one button click. The email goes only to the address saved on your record. The statement shows the church name, address, and logo, and says that no goods or services were provided in exchange for these contributions, other than intangible religious benefits.

If giving history is turned off, the page says to ask the church office.

Give With a Fund Link or QR Code



Give With a Fund Link or QR Code

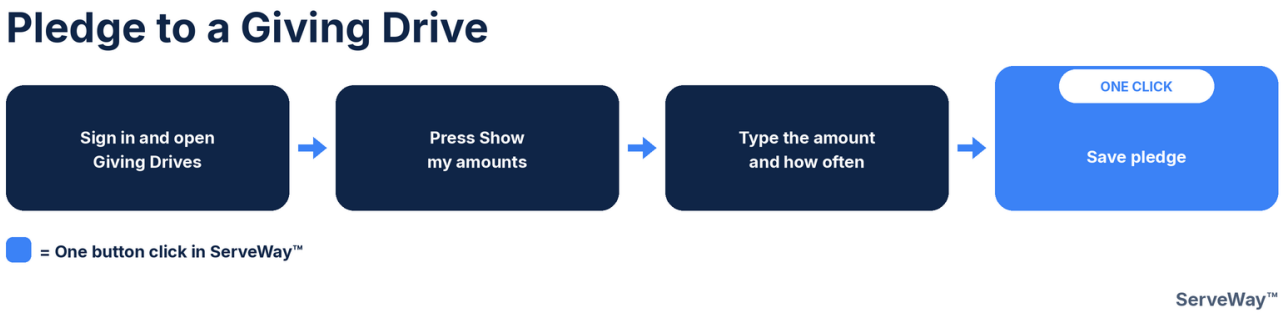
The church prints a link and a QR code for one fund, or for **All funds**, from **Giving link** on Manage Funds.

1. Scan the code with the phone camera, or open the link.
2. The giving page opens with that fund already selected. **All funds** leaves the fund for you to choose.
3. Type the amount, your name, and your email, and choose how often.
4. Press **Continue on Stripe**. That is one button click. The card number stays on Stripe.

When the church uses only Tithe.ly, the code opens the Tithe.ly link the church saved for that fund. ServeWay adds no fee.

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Pledge to a Giving Drive



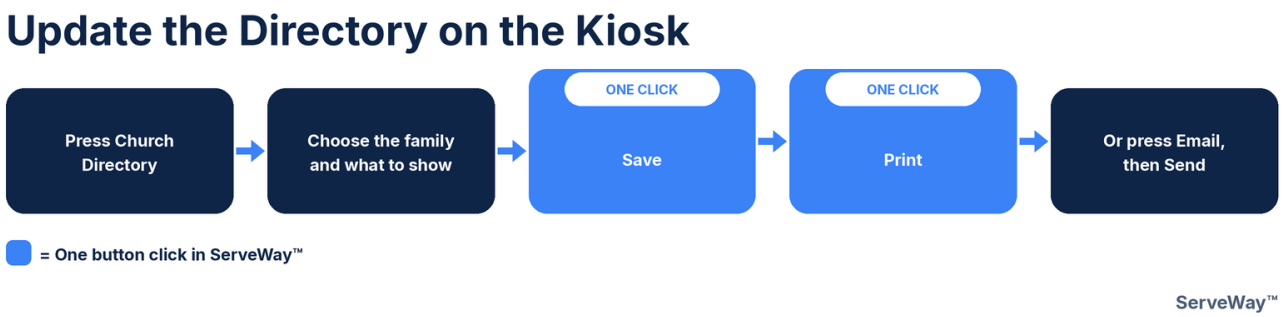
Pledge to a Giving Drive

A pledge is a promise. The page does not charge a card. The gift is still recorded later on Offering, from Tithe.ly, or from Stripe.

1. Sign in to the Member Area and open Giving Drives when the church has placed `[serveway_giving_drives]`.
2. Amounts stay hidden until you press **Show my amounts**.
3. Type the amount, choose how often, and the start date.
4. Press **Save pledge**. That is one button click. **Cancel pledge** keeps the row and leaves it out of the committed total.

A drive that is not published is not on this page. The public giving page can show a thermometer of given and committed. It does not show your name or your amount.

Update the Directory on the Kiosk



Update the Directory on the Kiosk

Church Directory on a lobby kiosk is for a signed-in member. A guest does not see it.

1. Press **Log In** and sign in.
2. Press **Church Directory**.

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3. Select your family. Under **Include in Directory**, set **List this family**, **Name**, **Address**, **Phone**, **Email**, and the picture choice.
4. Press **Save**. That is one button click when your role includes **Create/edit** on **People**. The window says **Privacy settings saved.**
5. Press **Print** to print the directory PDF. That is also one button click when your role includes **Email/print** on **People**. Or press **Email**, check the address, and press **Send**.

Change Picture replaces the family photo. **Help** is just left of **Close**.

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Accounts, keys, and database login

These pages are for an administrator or the church technology person. They list the accounts, keys, secrets, passwords, and database login ServeWay™ uses. Each company or mailbox has its own section.

The boxes are private. Do not copy them into email or a shared note.

A dotted box has an eye beside it. A slash across the eye means the value is hidden. Press the eye to read it. Press the eye again to hide it. The eye's tooltip says Show/Hide.

Press **Save Settings** on App Settings after you fill boxes on that screen. The window title is **FormUserSettings**.

Features on that same window asks only when a feature that needs an account, key, or secret changes from off to on. If a value is already saved, ServeWay™ asks whether to keep it and does not show the saved value. **Yes** skips the steps for that feature. **No**, or when nothing is saved, asks whether you want help. **Yes** opens the company site named below, when one is named, shows these steps, and puts the cursor in the matching box. **No** leaves the feature on and does not open a browser. A switch you leave as it is does not ask and does not open a site. Turning a feature off does not ask, and saved values stay saved. See Features.

Where a company uses a different name than the ServeWay™ label, the steps say both names. Where this book could not confirm a click path or a matching box, the section says what is missing.

What's this?

An information icon (a circled i) just after a field label opens a short window. The window says what the box is, what ServeWay™ uses it for, who bills it, and how to get the value. Point at the icon to see What's this?. The same icon is on App Settings and on the setup screens: Edit Church, New Church, the ServeWay™ database window, and Manage Facilities. The icon sits on the label and does not take space from the box.

Cloudflare Turnstile has no key box in ServeWay™. It is free. Turn it on in Contact Form 7 under **Contact**, **Integration**. ServeWay™ uses those keys and does not keep its own. The official page is `https://developers.cloudflare.com/turnstile/get-started/`.

xAI API Key

What it is. This is the API key from the xAI console. xAI's page calls it an API key.

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Used in ServeWay™. On App Settings, Accounts, AI Services, this key is used for Help questions, check reading, announcement pictures, speech, and AI writing help when you turn those uses on. Press Test key, then Save Settings. The key is stored on this computer for this church.

Billing. xAI bills the church at xAI's rates. API billing is separate from Grok chat. Add credits on the xAI console before the API will run. ServeWay™ does not add a charge.

How to get it:

1. Create an account at the xAI console. A Grok chat sign-in can be the same account.
2. Open API Keys in the console sidebar.
3. Press Create API Key. Copy the key when it is shown. xAI does not show the full key again.
4. On App Settings, open Accounts, then AI Services. Paste the key, press Test key, then Save Settings.

`https://console.x.ai/`

Safety. Keep this private. Do not paste it into email or a shared note.

xAI model

What it is. This is the model id for Help questions. It starts as grok-4.7 for xAI Grok.

Used in ServeWay™. ServeWay™ sends Help questions to this model. Check reading uses that provider's vision model. xAI check reading stays on grok-4.3. Leave the box unless the provider tells you to use another id.

Billing. The model id is not a separate purchase. The provider bills usage of that model. ServeWay™ does not add a charge.

How to get it:

1. Open the xAI model list on the official page.
2. Copy the model id only if xAI tells you to replace grok-4.7.
3. Paste it into Model on AI Services.
4. Press Save Settings.

`https://docs.x.ai/developers/models`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

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Claude API key

What it is. This is the API key from the Claude platform. Anthropic's page calls it an API key. The box label changes to Claude API key when Anthropic Claude is the selected provider.

Used in ServeWay™. On App Settings, Accounts, AI Services, this key is used for Help questions, check reading, and AI writing help when Anthropic Claude is selected. Claude cannot create images. Press Test key, then Save Settings. The key is stored on this computer for this church.

Billing. Anthropic bills the church at Anthropic's API rates. A Claude chat subscription is separate from the API. ServeWay™ does not add a charge.

How to get it:

1. Sign in at the Claude platform.
2. Open API keys.
3. Create a key and copy it when it is shown. Anthropic does not show the full key again.
4. On App Settings, open Accounts, then AI Services. Choose Anthropic Claude. Paste the key, press Test key, then Save Settings.

`https://platform.claude.com/settings/keys`

Safety. Keep this private. Do not paste it into email or a shared note.

Claude model

What it is. This is the model id for Help questions when Anthropic Claude is selected. It starts as claude-sonnet-4-5.

Used in ServeWay™. ServeWay™ sends Help questions to this model. Check reading uses Claude's vision. Claude cannot create images. Leave the box unless Anthropic tells you to use another id.

Billing. The model id is not a separate purchase. Anthropic bills usage of that model. ServeWay™ does not add a charge.

How to get it:

1. Open the Claude model list on the official page.
2. Copy the model id only if Anthropic tells you to replace claude-sonnet-4-5.
3. Paste it into Model on AI Services.
4. Press Save Settings.

`https://platform.claude.com/docs/en/models/overview`

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Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

OpenAI API key

What it is. This is the API key from the OpenAI platform. OpenAI's page calls it an API key. The box label changes to OpenAI API key when OpenAI is the selected provider.

Used in ServeWay™. On App Settings, Accounts, AI Services, this key is used for Help questions, check reading, announcement pictures, and AI writing help when OpenAI is selected. Pictures use GPT Image (gpt-image-1). Press Test key, then Save Settings. The key is stored on this computer for this church.

Billing. OpenAI bills the church at OpenAI's API rates. A ChatGPT subscription is separate from the API. ServeWay™ does not add a charge.

How to get it:

1. Sign in at the OpenAI platform.
2. Open API keys.
3. Create a secret key and copy it when it is shown. OpenAI does not show the full key again.
4. On App Settings, open Accounts, then AI Services. Choose OpenAI. Paste the key, press Test key, then Save Settings.

`https://platform.openai.com/api-keys`

Safety. Keep this private. Do not paste it into email or a shared note.

OpenAI model

What it is. This is the model id for Help questions when OpenAI is selected. It starts as gpt-4.1.

Used in ServeWay™. ServeWay™ sends Help questions to this model. Check reading uses OpenAI's vision. Announcement pictures use GPT Image (gpt-image-1), not this box. Leave the box unless OpenAI tells you to use another id.

Billing. The model id is not a separate purchase. OpenAI bills usage of that model. ServeWay™ does not add a charge.

How to get it:

1. Open the OpenAI model list on the official page.
2. Copy the model id only if OpenAI tells you to replace gpt-4.1.
3. Paste it into Model on AI Services.
4. Press Save Settings.

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https://developers.openai.com/api/docs/models

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Gemini API key

What it is. This is the API key from Google AI Studio. Google's page calls it an API key. The box label changes to Gemini API key when Google Gemini is the selected provider.

Used in ServeWay™. On App Settings, Accounts, AI Services, this key is used for Help questions, check reading, announcement pictures, and AI writing help when Google Gemini is selected. Pictures use Imagen (imagen-4.0-generate-001). Press Test key, then Save Settings. The key is stored on this computer for this church.

Billing. Google bills the Gemini API at Google's rates. ServeWay™ does not add a charge.

How to get it:

1. Sign in to Google AI Studio with the church Google account.
2. Open the API key page and create a key in a Google Cloud project.
3. Copy the key when it is shown.
4. On App Settings, open Accounts, then AI Services. Choose Google Gemini. Paste the key, press Test key, then Save Settings.

https://ai.google.dev/gemini-api/docs/api-key

Safety. Keep this private. Do not paste it into email or a shared note.

Gemini model

What it is. This is the model id for Help questions when Google Gemini is selected. It starts as gemini-2.5-flash.

Used in ServeWay™. ServeWay™ sends Help questions to this model. Check reading uses Gemini's vision. Announcement pictures use Imagen (imagen-4.0-generate-001), not this box. Leave the box unless Google tells you to use another id.

Billing. The model id is not a separate purchase. Google bills usage of that model. ServeWay™ does not add a charge.

How to get it:

1. Open the Gemini model list on the official page.
2. Copy the model id only if Google tells you to replace gemini-2.5-flash.
3. Paste it into Model on AI Services.

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4. Press Save Settings.

```
https://ai.google.dev/gemini-api/docs/models
```

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Twilio Account SID

What it is. This is the Twilio Account SID. It identifies the Twilio account. It is not a Twilio API key.

Used in ServeWay™. ServeWay™ signs in to Twilio with this SID and the Auth Token when Send Notifications Out sends SMS or voice.

Billing. Twilio bills SMS, voice, and the phone number. A trial does not require a credit card, and a trial can message only verified numbers until you upgrade. ServeWay™ does not add a charge.

How to get it:

1. Create a Twilio trial at the Twilio console, or sign in.
2. On the console home page, copy Account SID.
3. On App Settings, under Twilio, paste it into Account SID.
4. Press Save Settings.

```
https://console.twilio.com/
```

Safety. Keep this private. Do not paste it into email or a shared note.

Twilio Auth Token

What it is. This is the Twilio Auth Token. Text and voice sign in with the Account SID and this token. ServeWay™ does not read a Twilio API key.

Used in ServeWay™. ServeWay™ uses this token with the Account SID to send SMS and voice notifications.

Billing. Twilio bills SMS, voice, and the phone number. A trial does not require a credit card, and a trial can message only verified numbers until you upgrade. ServeWay™ does not add a charge.

How to get it:

1. Sign in to the Twilio console.
2. On the console home page, reveal Auth Token and copy it.
3. On App Settings, under Twilio, paste it into Auth Token.

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4. Press Save Settings.

`https://console.twilio.com/`

Safety. Keep this private. Do not paste it into email or a shared note.

Twilio From number

What it is. This is the Twilio phone number. Text messages and voice calls use it as From.

Used in ServeWay™. Send Notifications Out uses this number when SMS or Voice is checked.

Billing. Twilio bills SMS, voice, and the phone number. A trial does not require a credit card, and a trial can message only verified numbers until you upgrade. ServeWay™ does not add a charge.

How to get it:

1. In the Twilio console, open Phone Numbers and get a number that can send SMS and make calls.
2. Copy that phone number.
3. On App Settings, under Twilio, paste it into From.
4. Press Save Settings.

`https://console.twilio.com/`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Twilio Studio Flow SID

What it is. This is the Twilio Studio Flow SID. Voice calls start that flow.

Used in ServeWay™. ServeWay™ starts this Studio flow when a voice notification is sent.

Billing. Twilio bills SMS, voice, and the phone number. A trial does not require a credit card, and a trial can message only verified numbers until you upgrade. ServeWay™ does not add a charge.

How to get it:

1. In the Twilio console, open Studio, then Flows.
2. Open the flow that speaks the notification.
3. Copy the flow SID into Flow SID on App Settings, under Twilio.

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4. Press Save Settings.

`https://www.twilio.com/docs/studio`

Safety. Keep this private. Do not paste it into email or a shared note.

Brevo API Key

What it is. This is the Brevo API key. A Brevo SMTP key is a different key. Do not paste the SMTP key here. Brevo was formerly called Sendinblue.

Used in ServeWay™. ServeWay™ sends notification email with this key. The from address is Info address on Edit Church, Mail.

Billing. Brevo bills email according to the Brevo plan. A free plan exists. ServeWay™ does not add a charge.

How to get it:

1. Create a Brevo account and sign in.
2. Open Settings, then SMTP & API, then API Keys & MCP.
3. Press Generate a new API key. Copy the key. Brevo shows the full key only at this step.
4. On App Settings, under Brevo, paste it into API Key, then press Save Settings. Verify the Info address as a sender in Brevo.

`https://developers.brevo.com/docs/api-key-authentication`

Safety. Keep this private. Do not paste it into email or a shared note.

Google Calendar API Key

What it is. This is a Google Calendar API key from Google Cloud credentials.

Used in ServeWay™. Monthly Calendar reads public events with this key. Adding, changing, and removing reservations use Authorize Google Calendar and a Desktop app client file named client_secret_google.json in the church Authorizations folder. They do not use this key.

Billing. Google does not charge for the Calendar API itself. ServeWay™ does not add a charge. A Google Cloud project is required.

How to get it:

1. In Google Cloud, select the church project and enable the Google Calendar API.
2. Open APIs & Services, then Credentials.
3. Press Create credentials, then API key. Copy the key.

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4. On App Settings, under Google Calendar, paste it into API Key and press Save Settings. Create the Desktop app client on that same Credentials page if Authorize Google Calendar asks for the file.

`https://console.cloud.google.com/apis/credentials`

Safety. Keep this private. Do not paste it into email or a shared note.

WordPress user name

What it is. This is the WordPress account name. It is the person who owns the application password.

Used in ServeWay™. Save Stream To Website and Upload PDF to Church Website sign in with this name and the application password. The site address is WordPress origin on Edit Church.

Billing. WordPress does not charge for an application password. A website host may bill the church for the site. ServeWay™ does not add a charge.

How to get it:

1. On the church website, sign in as an administrator.
2. Open Users. Use an administrator, or a user who can edit posts.
3. Copy that account's user name.
4. On App Settings, under Website WordPress Information, type it into User Name and press Save Settings.

`https://developer.wordpress.org/advanced-administration/security/application-passwords/`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

WordPress application password

What it is. This is a WordPress application password. It is separate from the password the person types to sign in to WordPress. WordPress shows it once.

Used in ServeWay™. ServeWay™ signs in to the church site with the WordPress user name and this password. Spaces in the password can stay. Save Settings stores it encrypted on this computer.

Billing. WordPress does not charge for an application password. A website host may bill the church for the site. ServeWay™ does not add a charge.

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How to get it:

1. On the church site, open Users, then Profile. The site address must be https or WordPress hides Application Passwords.
2. Under Application Passwords, type a name you will recognize. The name is a label, not the password.
3. Press Add New. Copy the password WordPress shows. If you lose it, create another one.
4. On App Settings, paste it into App Password and press Save Settings.

```
https://developer.wordpress.org/advanced-administration/security/application-passwords/
```

Safety. Keep this private. Do not paste it into email or a shared note.

MySQL URL

What it is. This is the database server on App Settings, in Ministry MySQL Database Information. When the port is not 3306, type the server as host:port.

Used in ServeWay™. ServeWay™ opens the church database at this address. SSL Required is for a server that is not on this PC. Press Test Connection, then Save Settings.

Billing. MariaDB is free to download. A database host may bill the church. ServeWay™ does not add a charge.

How to get it:

1. Install MariaDB or MySQL, or use the server the church already has. The usual port is 3306.
2. Copy the host name or IP address. Add :port when the port is not 3306.
3. On App Settings, type it into URL.
4. Press Test Connection, then Save Settings.

```
https://mariadb.org/download/
```

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

MySQL database name

What it is. This is the name of the church database. The same kind of box is on App Settings, New Church, and Edit Church.

Used in ServeWay™. ServeWay™ opens this database. Create Empty Database creates it when it is not already there, then builds the tables. The MySQL user needs permission to create a database, or the empty database must already exist.

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Billing. MariaDB is free to download. A database host may bill the church. ServeWay™ does not add a charge.

How to get it:

1. Choose a database name for this church, or copy the name that already exists on the server.
2. Type it into Name on App Settings, or into MySQL database name on New Church or Edit Church.
3. Press Test Connection.
4. Press Save Settings, or Save on Edit Church.

`https://mariadb.org/download/`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

MySQL user

What it is. This is the database login name. The same kind of box is on App Settings, New Church, and Edit Church.

Used in ServeWay™. ServeWay™ signs in to MariaDB or MySQL with this user. Edit Church does not show the built-in church's user.

Billing. MariaDB is free to download. A database host may bill the church. ServeWay™ does not add a charge.

How to get it:

1. On the database server, create a user that can open this church's database, or copy the user the host gave you.
2. Type it into User on App Settings, or into MySQL user on New Church or Edit Church.
3. Type the matching password in the password box.
4. Press Test Connection, then save.

`https://mariadb.org/download/`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

MySQL password

What it is. This is the database password for the MySQL user. The same kind of box is on App Settings, New Church, and Edit Church.

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Used in ServeWay™. ServeWay™ stores this password on this computer and uses it to open the database. On Edit Church, leave it blank to keep the password already saved. The built-in church does not show this password.

Billing. MariaDB is free to download. A database host may bill the church. ServeWay™ does not add a charge.

How to get it:

1. Set a password for the MySQL user on the database server, or copy the password the host gave you.
2. Type it into Password on App Settings, or into MySQL password on New Church or Edit Church.
3. Press Test Connection.
4. Press Save Settings, or Save. ServeWay™ stores this password on this computer with Windows protection. Save To File locks it with the file password. An older settings file may still hold it as plain text. Delete that older file after you save a new one. Do not share a file that still shows the password.

`https://mariadb.org/download/`

Safety. Keep this private. Do not paste it into email or a shared note.

MySQL server

What it is. This is the database host on New Church and on Edit Church. When the port is not 3306, type the server as host:port. New Church also has a separate port box.

Used in ServeWay™. The open church uses this server. App Settings stores a copy under URL. The database already on this PC is left in place when you point a church at another server.

Billing. MariaDB is free to download. A database host may bill the church. ServeWay™ does not add a charge.

How to get it:

1. Install MariaDB or MySQL, or use the server the church already has.
2. Copy the host name or IP address.
3. Type it into MySQL server on New Church or Edit Church.
4. Press Test Connection, then save.

`https://mariadb.org/download/`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

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MySQL port

What it is. This is the database port on New Church. The usual MySQL port is 3306.

Used in ServeWay™. ServeWay™ connects to the MySQL server on this port. On App Settings there is no separate port box. A non-default port is typed as host:port in URL.

Billing. MariaDB is free to download. A database host may bill the church. ServeWay™ does not add a charge.

How to get it:

1. Ask the database host for the port, or use 3306.
2. On New Church, open the Database tab.
3. Type the port into Port.
4. Press Test Connection, then Save Church.

`https://mariadb.org/download/`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

MUX.com Token ID

What it is. This is the MUX.com access token id. MUX.com calls the pair an access token. The token has a Token ID and a Token Secret.

Used in ServeWay™. Save Stream To Website and the viewer count sign MUX.com requests with this Token ID and the Token Secret.

Billing. MUX.com bills video. The free tier does not require a credit card. ServeWay™ does not add a charge.

How to get it:

1. Create a MUX.com account at the MUX.com dashboard.
2. Open Settings, then Access Tokens.
3. Create an access token. Allow MUX.com Video, MUX.com Data, and System, with read and write, when you are setting the account up.
4. Copy the Token ID into Token ID on the MUX.com tab, then press Save Settings.

`https://dashboard.mux.com/settings/access-tokens`

Safety. Keep this private. Do not paste it into email or a shared note.

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MUX.com Token Secret

What it is. This is the MUX.com access token secret. MUX.com shows this secret once.

Used in ServeWay™. ServeWay™ signs MUX.com requests with the Token ID and this secret. If you close the page before you copy it, create a new token. MUX.com cannot show the old secret again.

Billing. MUX.com bills video. The free tier does not require a credit card. ServeWay™ does not add a charge.

How to get it:

1. On the MUX.com dashboard, open Settings, then Access Tokens.
2. Create an access token if you do not already have the secret.
3. Copy the Token Secret when MUX.com shows it.
4. Paste it into Token Secret on the MUX.com tab and press Save Settings.

```
https://dashboard.mux.com/settings/access-tokens
```

Safety. Keep this private. Do not paste it into email or a shared note.

MUX.com Playback ID

What it is. This is the playback id of the church live stream on MUX.com.

Used in ServeWay™. When MUX.com is the active streaming service, Monitor Stream opens https://player.mux.com/ plus this id.

Billing. MUX.com bills video. The free tier does not require a credit card. ServeWay™ does not add a charge.

How to get it:

1. Sign in to the MUX.com dashboard.
2. Open the live stream.
3. Copy its Playback ID.
4. Paste it into Playback ID on the MUX.com tab and press Save Settings.

```
https://dashboard.mux.com/
```

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

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MUX.com Stream Key

What it is. This is the stream key from the MUX.com live stream. Server URL is already filled with rtmps://global-live.mux.com:443/app. Leave that address unless MUX.com gives you a different one.

Used in ServeWay™. ServeWay™ sends Server URL and this key to OBS when MUX.com is the active streaming service and the key is filled in. Leave the key blank only when OBS is already pointed at MUX.com.

Billing. MUX.com bills video. The free tier does not require a credit card. ServeWay™ does not add a charge.

How to get it:

1. Open the MUX.com live-streaming guide, then sign in to the MUX.com dashboard.
2. Open the live stream and copy the stream key.
3. Paste it into Stream Key on the MUX.com tab.
4. Press Save Settings. The key stays saved, so you do not type it again each week.

`https://www.mux.com/docs/guides/start-live-streaming`

Safety. Keep this private. Do not paste it into email or a shared note.

YouTube stream key

What it is. This is the stream key from YouTube Studio. Server URL is already filled with rtmp://a.rtmp.youtube.com/live2.

Used in ServeWay™. ServeWay™ sends Server URL and this key to OBS when YouTube is the active streaming service. ServeWay™ does not create the YouTube broadcast. Start that broadcast in YouTube Studio. Watch page is the address people open.

Billing. ServeWay™ does not add a charge. YouTube does not charge for a stream key. YouTube can make you wait up to 24 hours after you turn live streaming on.

How to get it:

1. Sign in to YouTube Studio.
2. Turn on live streaming for the channel. YouTube can make you wait up to 24 hours.
3. Open Go live, or Live, then Stream. Copy the stream key.
4. Paste it into Stream Key on the YouTube tab and press Save Settings.

`https://studio.youtube.com`

Safety. Keep this private. Do not paste it into email or a shared note.

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Facebook stream key

What it is. This is the stream key from Facebook Live Producer. Server URL is already filled with rtmps://live-api-s.facebook.com:443/rtmp/.

Used in ServeWay™. ServeWay™ sends Server URL and this key to OBS when Facebook is the active streaming service. ServeWay™ does not create the Facebook live video. Start it in Live Producer.

Billing. ServeWay™ does not add a charge. Facebook does not charge for a stream key.

How to get it:

1. Use a Facebook Page, or a personal profile that can go live.
2. Open Live Producer.
3. Choose the Page or profile and copy the stream key.
4. Paste it into Stream Key on the Facebook tab and press Save Settings.

```
https://www.facebook.com/live/producer
```

Safety. Keep this private. Do not paste it into email or a shared note.

Vimeo stream key

What it is. This is the stream key from the Vimeo event. Server URL is already filled with rtmps://rtmp-global.cloud.vimeo.com:443/live.

Used in ServeWay™. ServeWay™ sends Server URL and this key to OBS when Vimeo is the active streaming service. ServeWay™ does not create the Vimeo event. Start it on Vimeo.

Billing. Vimeo Live needs a paid Vimeo plan. Vimeo bills the church. ServeWay™ does not add a charge.

How to get it:

1. Use a paid Vimeo plan that includes live streaming.
2. Open Vimeo Live and open the event.
3. Copy the stream key.
4. Paste it into Stream Key on the Vimeo tab and press Save Settings.

```
https://vimeo.com/features/livestreaming
```

Safety. Keep this private. Do not paste it into email or a shared note.

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Forms mailbox

What it is. This is the mailbox where sermon notes, prayer requests, and notification requests arrive. It is filled in as serveway@ and the church domain.

Used in ServeWay™. The Notification Primary PC watches this mailbox. Sync to website sends only the address to the ServeWay™ plugin. The plugin uses that address as the recipient for the website forms.

Billing. The email host bills the mailbox. ServeWay™ does not add a charge. There is no single port for every host.

How to get it:

1. Ask the email host to create serveway@ and the church domain.
2. On App Settings, under Forms Email Information, confirm Forms mailbox.
3. Change it when the mailbox uses another host, such as Gmail.
4. Press Save Settings, or Sync to website.

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Forms mailbox password

What it is. This is the password for the forms mailbox. Type it once. Leave it blank later to keep the saved password.

Used in ServeWay™. ServeWay™ stores this password encrypted on this computer. It is not sent to the website. Cloudflare Turnstile is not a box on App Settings. There is no Turnstile key box in ServeWay™. Its keys stay in Contact Form 7 under Contact, Integration. ServeWay™ uses those keys and does not keep its own.

Billing. The email host bills the mailbox. ServeWay™ does not add a charge. There is no single port for every host.

How to get it:

1. Ask the email host for the mailbox password, or set one when the mailbox is created.
2. On App Settings, under Forms Email Information, type it into Forms mailbox password.
3. Leave the box blank later to keep the saved password.
4. Press Save Settings.

Safety. Keep this private. Do not paste it into email or a shared note.

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IMAP host

What it is. This is the incoming mail server for the forms mailbox. It is filled in as mail. and the church domain.

Used in ServeWay™. The Notification Primary PC reads the forms mailbox on this server.

Billing. The email host bills the mailbox. ServeWay™ does not add a charge. There is no single port for every host.

How to get it:

1. Ask the email host for the IMAP host.
2. On App Settings, under Forms Email Information, confirm IMAP host.
3. Change it when the host is different.
4. Press Save Settings.

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

IMAP port

What it is. This is the IMAP port for the forms mailbox. It is 993 unless the email host gave you another port.

Used in ServeWay™. ServeWay™ reads the forms mailbox on this port.

Billing. The email host bills the mailbox. ServeWay™ does not add a charge. There is no single port for every host.

How to get it:

1. Ask the email host for the IMAP port, or use 993.
2. On App Settings, under Forms Email Information, confirm IMAP port.
3. Change it only when the host gave you another port.
4. Press Save Settings.

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Notification PIN

What it is. This is the PIN the notification form must include. The church chooses it. Leave it blank later to keep the saved PIN.

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Used in ServeWay™. When no PIN is saved, a notification email is not sent. The website form must include this PIN.

Billing. The church chooses this PIN. Nobody bills it. ServeWay™ does not add a charge.

How to get it:

1. Choose a PIN the church will type on the notification form.
2. On App Settings, under Forms Email Information, type it into Notification PIN.
3. Leave the box blank later to keep the saved PIN.
4. Press Save Settings.

Safety. Keep this private. Do not paste it into email or a shared note.

OBS WebSocket password

What it is. This is the password from OBS, under Tools, WebSocket Server Settings.

Used in ServeWay™. Live Stream starts OBS from the path saved under Live programs and signs in to the OBS WebSocket with this password. Leave it blank only when OBS has no password.

Billing. OBS Studio is free. ServeWay™ does not add a charge.

How to get it:

1. Open OBS Studio.
2. Open Tools, then WebSocket Server Settings.
3. Copy the server password. Turn the server on if it is off.
4. On App Settings, under Live programs, paste it into OBS WebSocket password and press Save Settings.

`https://obsproject.com/kb/remote-control-guide`

Safety. Keep this private. Do not paste it into email or a shared note.

WordPress origin

What it is. This is the church website address on Edit Church, Website. It is the origin, such as https://www.example.org.

Used in ServeWay™. Upload to Church Website and Save Stream To Website use this address with the WordPress user name and application password on App Settings.

Billing. WordPress does not charge for an application password. A website host may bill the church for the site. ServeWay™ does not add a charge.

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How to get it:

1. Use the church WordPress site, or install WordPress from the official download.
2. Copy the site address. It needs to start with https.
3. On Edit Church, Website, paste it into WordPress origin.
4. Press Save.

```
https://wordpress.org/download/
```

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Announcements API key

What it is. This is the announcements key created by the ServeWay™ plugin on the church site. There is no separate plugin-directory page for this key.

Used in ServeWay™. Upload PDF to Church Website sends the PDF to the site plus /wp-json/serveway/v1/announcements. Get from website reads the key from Settings, ServeWay™ on the church site. Type the key only if that read fails. Leave the box blank later to keep the saved key.

Billing. The ServeWay™ plugin that ships with ServeWay™ creates this key. There is no separate charge for the key.

How to get it:

1. Install and activate the ServeWay™ plugin on the church site.
2. On the church site, open Settings, then ServeWay™, and turn on Announcements.
3. On Edit Church, Website, press Get from website.
4. Type Announcements API key only if that read fails, then press Save.

Safety. Keep this private. Do not paste it into email or a shared note.

Public calendar id

What it is. This is the public Google Calendar id on Edit Church, Website. The primary calendar id is that account's email address. Another calendar often ends in @group.calendar.google.com.

Used in ServeWay™. When Public Google Calendar ID on Manage Facilities is filled in, that value is the one ServeWay™ uses. This box is the same kind of public calendar id.

Billing. Google does not charge for the Calendar API itself. ServeWay™ does not add a charge. A Google Cloud project is required.

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How to get it:

1. Open Google Calendar for the church Google account.
2. Open Calendar Settings for the public calendar. Google's guide says to use the menu next to the calendar name.
3. Under Calendar Address, copy the Calendar ID.
4. On Edit Church, Website, paste it into Public calendar id and press Save.

`https://developers.google.com/workspace/calendar/api/concepts/events-calendars`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

SMTP host

What it is. This is the outgoing mail server on Edit Church, Mail.

Used in ServeWay™. ServeWay™ uses this server when it sends mail such as a calendar, announcements, or a sermon PowerPoint. This mail is separate from Brevo, which sends notification email. Edit Church does not have a mailbox password box for this sender.

Billing. The email host bills the mailbox. ServeWay™ does not add a charge. There is no single port for every host.

How to get it:

1. Ask the email host for the SMTP host.
2. On Edit Church, open Mail.
3. Type the host into SMTP host.
4. Press Save.

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

SMTP port

What it is. This is the port number for the outgoing mail server. This book could not confirm one port for every host.

Used in ServeWay™. ServeWay™ connects to the SMTP host on this port when it sends church mail.

Billing. The email host bills the mailbox. ServeWay™ does not add a charge. There is no single port for every host.

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How to get it:

1. Ask the email host for the SMTP port.
2. On Edit Church, open Mail.
3. Type the port into SMTP port.
4. Press Save.

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Info address

What it is. This is the mailbox people see as the sender for general church mail. On Brevo, this address must be a verified sender. There is no separate Brevo sender box.

Used in ServeWay™. Notification email sent through Brevo uses this address as From. Other church mail, such as a calendar or a sermon PowerPoint, also uses it as the info sender.

Billing. Brevo bills email according to the Brevo plan. A free plan exists. ServeWay™ does not add a charge.

How to get it:

1. Create the church info mailbox with the email host.
2. In Brevo, verify that address as a sender.
3. On Edit Church, Mail, type it into Info address.
4. Press Save.

`https://www.brevo.com/`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Administrator password

What it is. This is the password for the administrator user on New Church. The church chooses it. There is no provider page for this password.

Used in ServeWay™. ServeWay™ uses this password for the administrator who signs in to this church.

Billing. The church chooses this value. ServeWay™ does not bill it.

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How to get it:

1. Choose a password the administrator will remember and that is not used anywhere else.
2. On New Church, type it into Administrator password.
3. Type the same password into Confirm password.
4. Press Save Church.

Safety. Keep this private. Do not paste it into email or a shared note.

Confirm password

What it is. This box repeats the administrator password so a typing mistake is caught before the church is saved.

Used in ServeWay™. New Church compares this box with Administrator password. They must match before Save Church keeps the account.

Billing. The church chooses this value. ServeWay™ does not bill it.

How to get it:

1. Type the administrator password in Administrator password.
2. Type that same password again in Confirm password.
3. If they do not match, type both again.
4. Press Save Church.

Safety. Keep this private. Do not paste it into email or a shared note.

Church's own server

What it is. This is the database host on the ServeWay™ database window, under Church's own server.

Used in ServeWay™. If this PC cannot open a database, ServeWay™ asks for This PC, Church's own server, or Hosted by ServeWay™. This box is the server for a connection the church already has.

Billing. MariaDB is free to download. A database host may bill the church. ServeWay™ does not add a charge.

How to get it:

1. Use the host name or IP address the church already uses for MariaDB or MySQL.
2. On the ServeWay™ database window, press Church's own server.
3. Type the host into Server.
4. Press Test Connection, then Use this server.

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`https://mariadb.org/download/`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Church server port

What it is. This is the database port on the ServeWay™ database window. The usual port is 3306.

Used in ServeWay™. Test Connection uses this port with the server, database, user, and password.

Billing. MariaDB is free to download. A database host may bill the church. ServeWay™ does not add a charge.

How to get it:

1. Ask the database host for the port, or use 3306.
2. On the ServeWay™ database window, press Church's own server.
3. Type the port into Port.
4. Press Test Connection, then Use this server.

`https://mariadb.org/download/`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Church database name

What it is. This is the database name on the ServeWay™ database window, under Church's own server.

Used in ServeWay™. ServeWay™ opens this database after Test Connection succeeds and you press Use this server.

Billing. MariaDB is free to download. A database host may bill the church. ServeWay™ does not add a charge.

How to get it:

1. Copy the database name from the church server.
2. On the ServeWay™ database window, press Church's own server.
3. Type it into Database.
4. Press Test Connection, then Use this server.

`https://mariadb.org/download/`

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Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Church database user

What it is. This is the database login name on the ServeWay™ database window.

Used in ServeWay™. ServeWay™ signs in with this user when you choose Church's own server.

Billing. MariaDB is free to download. A database host may bill the church. ServeWay™ does not add a charge.

How to get it:

1. Copy the database user the church already uses.
2. On the ServeWay™ database window, press Church's own server.
3. Type it into User.
4. Press Test Connection, then Use this server.

`https://mariadb.org/download/`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Church database password

What it is. This is the database password on the ServeWay™ database window.

Used in ServeWay™. Test Connection checks this password with the server, port, database, and user. Use this server keeps it on this computer.

Billing. MariaDB is free to download. A database host may bill the church. ServeWay™ does not add a charge.

How to get it:

1. Copy the database password from the church server. Do not send it by email.
2. On the ServeWay™ database window, press Church's own server.
3. Type it into Password.
4. Press Test Connection, then Use this server.

`https://mariadb.org/download/`

Safety. Keep this private. Do not paste it into email or a shared note.

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Facilities Google Calendar ID

What it is. This is the calendar where approved reservations are written. The primary calendar id is that account's email address. Another calendar often ends in @group.calendar.google.com.

Used in ServeWay™. Manage Facilities stores this id with Save ID. Authorize Google Calendar signs the computer in with a Desktop app client file named client_secret_google.json in the church Authorizations folder. That file is not this box. The API key on App Settings reads public events. It does not add reservations.

Billing. Google does not charge for the Calendar API itself. ServeWay™ does not add a charge. A Google Cloud project is required.

How to get it:

1. Open Google Calendar for the church Google account.
2. Open Calendar Settings for the facilities calendar.
3. Under Calendar Address, copy the Calendar ID.
4. On Manage Facilities, paste it into Facilities Google Calendar ID and press Save ID. Share the calendar with the Google account that will press Authorize Google Calendar.

`https://developers.google.com/workspace/calendar/api/concepts/events-calendars`

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

Public Google Calendar ID

What it is. This is the public church calendar. Show on public calendar also writes the booking there. The primary calendar id is that account's email address.

Used in ServeWay™. Monthly Calendar reads this id. When this box is filled in, ServeWay™ uses it instead of Public calendar id on Edit Church. Save ID stores both calendar ids.

Billing. Google does not charge for the Calendar API itself. ServeWay™ does not add a charge. A Google Cloud project is required.

How to get it:

1. Open Google Calendar for the church Google account.
2. Open Calendar Settings for the public calendar.
3. Under Calendar Address, copy the Calendar ID.
4. On Manage Facilities, paste it into Public Google Calendar ID and press Save ID.

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https://developers.google.com/workspace/calendar/api/concepts/events-calendars

Safety. Keep any password or key that belongs with this value private. Do not paste a secret into email or a shared note.

GitHub token

What it is. This is a GitHub personal access token. GitHub's page calls it a personal access token. It is not an xAI key. A value that starts with xai- is refused.

Used in ServeWay™. Rebuild User Manual uses this token as GH_TOKEN when it asks GitHub to rebuild the manuals. Open Grok Bot does not read it. The token is stored on this computer. The box is cleared after you save it.

Billing. GitHub does not charge for a personal access token. ServeWay™ does not add a charge.

How to get it:

1. Sign in to GitHub.
2. Open Settings, Developer settings, then Personal access tokens. The official page shows the current steps.
3. Create a token that can run workflows on this repository, and copy it when it is shown. GitHub does not show the full token again.
4. Paste it into GitHub token and press Save.

https://docs.github.com/en/authentication/keeping-your-account-and-data-secure/managing-your-personal-access-tokens

Safety. Keep this private. Do not paste it into email or a shared note.

ProPresenter host

What it is. This is the computer where ProPresenter is open. In ProPresenter, open Settings, then Network, and turn Network on. There is no password. The port is usually 1025. If Network shows another port, use that port.

Used in ServeWay™. On Live Stream, ProPresenter setup… saves this host on this computer. ServeWay™ sends the nursery pickup message to that ProPresenter. The ProPresenter message text should be only the token, such as {Code}. ServeWay™ fills {code} with the pickup code and sends the whole sentence as that token's value. The child's name is not sent.

Billing. ProPresenter does not charge ServeWay™ for the network connection. ServeWay™ does not add a charge.

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How to get it:

1. In ProPresenter, open Settings, then Network, and turn Network on.
2. Note the port. ServeWay™ starts at 1025. If Network shows another port, type that port.
3. Create a message whose text is only the token, such as {Code}.
4. On Live Stream, press ProPresenter setup…, type the host, and press Save.

`https://openapi.propresenter.com/`

Safety. The connection has no password. Use it only on the church network. The child's name is not sent.

MySQL

On **App Settings**, this is the group **Ministry MySQL Database Information**.

URL is the database server.

Name is the database name.

User is the database login name saved in that group.

Password is the database password saved with that user.

SSL is **Required** for a server that is not on this PC. **Preferred** tries encryption and can continue without it. **Disabled** does not encrypt.

An administrator types these boxes, presses **Test Connection**, then **Use this connection** or **Save Settings**. ServeWay™ stores the password on this computer with Windows protection and opens that database. **Load From File** asks for the file password, applies the server, database, user, password, and SSL, then stores the password on this computer. An older file that still has the password as plain text still loads, and ServeWay™ warns you to save a new file and delete the old one. The database already installed on this PC is left in place. Edit Church does not show the built-in church's user or password.

Create Empty Database creates the database named on the church profile when it is not already there, then builds the tables ServeWay™ creates at startup. The MySQL user needs permission to create a database, or the empty database must already exist on the server so ServeWay™ can open it and build the tables.

ServeWay™ connects with MySQL. Control panels that offer MariaDB for the same MySQL login boxes work the same way. The labels on New Church, Edit Church, and App Settings still say MySQL. Support for PostgreSQL as a database choice is planned. Today ServeWay™ uses MariaDB or MySQL.

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Setup can keep the database on this PC or on a server the church already has. Those two choices are in Where ServeWay™ keeps the database. A database on one PC needs a regular backup and a UPS. A church that already uses a server should leave that connection as it is.

The usual MySQL port is **3306**. There is no separate port box. When the host uses a different port, type the server as `host:port` in **MySQL server** and in **URL** (for example `db.example.com:3307`). When the port is 3306, type only the host name or IP address.

How to get it:

Choose one path below. Let ServeWay™ install the database on the church Windows computer when the database should stay on that PC. Use a database on a web host or VPS when the database is on another PC, a server, or a hosted web server.

Let ServeWay™ install the database on this PC

Use this when ServeWay™ and the database run on the same computer. ServeWay™ is supported only on Windows 11 Pro. ServeWay™ downloads MariaDB and installs it. MariaDB is not inside the ServeWay™ installer. While that work is running, a window titled **Database** shows the progress. Wait until that window closes. This can take a few minutes. Back up that database on a regular schedule. Plug the computer into a UPS so a power cut does not damage it.

You can do this during setup, the first time ServeWay™ opens, or later on **New Church**.

During setup

The page title is **Where should ServeWay™ keep its database?** The page says to choose one. A church that already uses a server should choose the second option.

1. On a new install, leave **On this PC (recommended for churches with one PC)** selected. That choice is already selected.
2. When ServeWay™ is already installed, **On a server I already have** is already selected. Leave it selected to keep the connection that is already set up. That choice does not download a database.
3. If ServeWay™ is already installed and you select **On this PC (recommended for churches with one PC)**, read the question. It says this starts a new database on this computer and stops using the server this computer already opens.
4. Press **Yes** to continue with a database on this PC. Press **No** to leave **On a server I already have** selected.
5. Finish setup. ServeWay™ downloads MariaDB and installs it on this computer. This can take a few minutes.

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6. If ServeWay™ cannot start the database setup, it says: "ServeWay™ could not start the database setup. Setup will finish. The first time ServeWay™ opens, you can install the database or enter a server you already have."
7. If ServeWay™ cannot finish the database on this PC, it says: "ServeWay™ could not finish the database on this PC. Setup will finish. The first time ServeWay™ opens, you can try again or enter a server you already have."

The first time ServeWay™ opens

When ServeWay™ cannot open a database, the window **ServeWay™ database** opens. The note says **Install database on this PC** downloads MariaDB and sets it up on this computer, and that a church that already uses a server should not choose this. Do one of the following.

1. Press **Install database on this PC**. Windows asks for permission once. ServeWay™ downloads and installs the database. This can take a few minutes. When the database opens, ServeWay™ goes on to the usual sign-in.
2. Press **Enter server details**. That opens the screen where you type a server you already have. The screen is **New Church**, or **Edit Church** when another church is already saved.
3. Press **Exit** to close ServeWay™.

On the New Church Database tab

1. On **App Settings**, press **New Church**.
2. Open the **Database** tab. The heading is **MySQL for this church**.
3. Press **Install database on this PC**.
4. If the question is "A database is already on this PC. Use it for this church without installing again?", press **Yes**. ServeWay™ fills **MySQL server**, **MySQL database name**, **MySQL user**, and **MySQL password**. The window says the MySQL fields are filled from the database on this PC, and that you can still type a different server. Press **No** to leave the boxes as they are. Then go to the last step.
5. If the question is "A database server is already on this PC. ServeWay™ will use it and will not install another copy. Windows will ask for permission once. Continue?", press **Yes**. Windows asks for permission once. ServeWay™ uses that server and does not install another copy. When it can sign in, it fills **MySQL server**, **MySQL database name**, **MySQL user**, and **MySQL password**. You can still type a different server. When it cannot sign in, it says: "A database server is already on this PC, but ServeWay™ could not sign in to it. Enter that server's details." **MySQL server** shows `127.0.0.1` when that box was empty. Press **No** and the window says to type the MySQL server, database, user, and password this church already has. Then go to the last step.
6. If neither question appears, Windows asks for permission once. ServeWay™ downloads and installs MariaDB. It creates the database and the user, then fills

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MySQL server, **MySQL database name**, **MySQL user**, and **MySQL password**. The window says: "The database on this PC is ready. The MySQL fields are filled in. You can still type a different server."
7. Press **Save Church** or **Create Empty Database**, the same as when you type a server yourself. Continue at Enter the values in ServeWay™.

What ServeWay™ says if setup stops

When the database is ready, ServeWay™ says: "The database on this PC is ready."

If setup stops, ServeWay™ shows one of these sentences. Do what that sentence says.

1. "ServeWay™ could not download the database server. Check this computer's internet connection, then try again. You can also enter a server you already have."
2. "The download did not match the file ServeWay™ expected, so it was not installed. Try again, or enter a server you already have."
3. "The database server did not finish installing. Try again, or enter a server you already have."
4. "A database server is already on this PC, but ServeWay™ could not sign in to it. Enter that server's details."
5. "The database setup program was not found next to ServeWay™. Enter a server you already have, or run setup again."
6. "Windows permission was cancelled. ServeWay™ did not install a database."
7. "The database setup did not finish. Try again, or enter a server you already have."

Removing MariaDB with ServeWay™

When you remove ServeWay™, and ServeWay™ installed MariaDB on this PC, the window **Remove ServeWay™** shows **Also remove the local MariaDB database server**. That box starts clear. Leave it clear to keep the database. Check it only when the people, giving, and other records in that database should be deleted. The window says that cannot be undone. Press **Continue** to go on. Press **Cancel** to stop.

Use a database on a web host or VPS

Many churches keep their ServeWay™ database with a web host or VPS, sometimes the same company that hosts the church website. It is still its own database, separate from the website's WordPress database. ServeWay™ Staff use a Contabo VPS with DirectAdmin for that. Other churches use cPanel, Plesk, or a similar panel. Softaculous and other one-click installers sit inside those panels; they do not replace the panel's database tools for a standalone ServeWay™ database.

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You need five values from the host:

1. The **server** host name or IP address (and a non-default port only when the host gives you one).
2. The **database name**.
3. The **database user**.
4. The **database password**.
5. Permission for the church Windows computer to connect from outside the server (remote access / access host), when ServeWay™ runs on that computer and the database runs on the host.

Ask the host for the public IP address of the church internet connection if you must allow only that address. Some churches have a fixed IP. Some have an IP that changes. When the IP changes, update the access host list or ServeWay™ cannot open the database.

Some shared hosts block remote MySQL. If Remote MySQL, Remote Database Access, Allowed Hosts, or the Plesk remote-access options are missing, or the host says remote MySQL is not allowed, ask the host, or use a VPS that allows it, or let ServeWay™ install the database on the church Windows computer.

DirectAdmin

DirectAdmin's documentation for remote MySQL is under MariaDB/MySQL.

1. Sign in to DirectAdmin.
2. Open **Databases** (under **Account Manager** in the Evolution skin).
3. Create a database and a database user, and give that user rights to the database. DirectAdmin shows the full database name and user name it created. Copy those names exactly. Many hosts add a prefix in front of the name you typed.
4. Press **Manage Users**, then **Manage** next to that database user.
5. Under **Allowed Hosts**, add the public IP address of the church Windows computer that will run ServeWay™. Press **Add Host** (or the matching button on that page). Do not use `%` (any host) unless the church technology person accepts that risk.
6. If ServeWay™ still cannot connect, the VPS firewall may be blocking port **3306**. On a DirectAdmin server that uses CSF, the administrator adds `3306` to the **TCP_IN** list in `/etc/csf/csf.conf` and runs `csf -ra`. That step needs root or the VPS provider. This book could not confirm every Contabo firewall screen name.
7. Continue at Enter the values in ServeWay™. For **MySQL server**, type the VPS host name or IP address the host gives you for MySQL (often the same as the server IP, not `localhost`).

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cPanel

cPanel's documentation names these tools under **Databases**. In cPanel & WHM version 120 and later, **MySQL® Database Wizard** is renamed **Database Wizard**, and **Remote MySQL®** is renamed **Remote Database Access**. Older cPanel accounts still show the earlier names.

1. Sign in to cPanel.
2. Open **Database Wizard** (or **MySQL® Database Wizard**).
3. Create the database, create the user, set a strong password, and grant that user privileges on the database (choose **ALL PRIVILEGES** when the wizard offers privilege checkboxes). Copy the full database name and user name cPanel shows.
4. Open **Remote Database Access** (or **Remote MySQL®**).
5. Under **Add Access Host**, type the public IP address of the church Windows computer. Press **Add Host**.
6. Continue at Enter the values in ServeWay™. For **MySQL server**, type the host name or IP address your host lists for MySQL. Some cPanel pages show a **Remote Database Host** address when the database is not on the same machine as the website. Use that address when it appears. Otherwise ask the host which host name ServeWay™ should use from outside the server.

Plesk

Plesk Obsidian documentation creates databases under **Websites & Domains** → **Databases**.

1. Sign in to Plesk.
2. Open **Websites & Domains**, then **Databases**, then **Add a Database** (some guides say **Add Database**).
3. Type the database name. Check **Create a database user**, type the user name and a strong password, and save. Copy the names Plesk shows.
4. Set remote access for that database user. When your subscription includes **Remote access for database users**, choose **Allow remote connections from (the specified hosts)** and type the church public IP address. Prefer that over **Allow remote connections from any host**. **Allow local connections only** blocks ServeWay™ on a different computer.
5. On some Plesk servers the administrator must also allow the MySQL/MariaDB service to accept external connections (**Tools & Settings** → **Database Servers** → **Settings** → **Local MySQL Settings** → **Allow local MySQL server to accept external connections**) and open port **3306** in the server firewall. Ask the host when those screens are not available on your login.
6. Continue at Enter the values in ServeWay™. For **MySQL server**, type the host name or IP address the host gives you for remote MySQL.

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Softaculous and similar one-click installers

Softaculous (often labeled **Softaculous Apps Installer** or **Softaculous Auto Installer**) installs website apps such as WordPress. It usually appears inside cPanel, DirectAdmin, or Plesk. When it installs an app, it can create a database for that app. It is not the tool for a standalone ServeWay™ database.

To create a database for ServeWay™, use the panel's own database pages in the sections above (**Databases / Database Wizard** on cPanel, **Databases** on DirectAdmin, **Databases** on Plesk). Do not rely on Softaculous alone for ServeWay™.

Shared hosting note

Some shared hosting plans create MySQL databases that only the website on that same plan may open. Remote MySQL is off, or the access-host list is missing. Ask the host whether a Windows program on the church network may connect to MySQL on port 3306. If the answer is no, use a VPS that allows remote MySQL, or let ServeWay™ install the database on the church Windows computer.

Enter the values in ServeWay™

When **Install database on this PC** has already filled the boxes, leave them, or type a different server, then press **Create Empty Database**. Otherwise type the values as follows.

1. On **New Church**, or on **Edit Church** for a church other than the built-in one, open the **Database** tab.
2. Type the server into **MySQL server** (host, or `host:port` when the port is not 3306).
3. Type the database name into **MySQL database name**.
4. Type the user into **MySQL user**.
5. Type the password into **MySQL password**. On Edit Church, leave **MySQL password** blank to keep the password already saved.
6. On App Settings, under **Accounts** and **Database**, type the same server into **URL**, the same database name into **Name**, the same user into **User**, and the same password into **Password**. Set **SSL** to **Required** when the server is not on this PC.
7. Press **Test Connection**. When it works, press **Use this connection** or **Save Settings**. ServeWay™ opens that database. Press **Create Empty Database** when the tables are not there yet. If the host already created an empty database, ServeWay™ still needs **Create Empty Database** so the tables and the administrator exist.

See also New Church, Edit Church, and Website and database.

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Keep the database private

1. Choose a long, unique password for the database user. Do not reuse the ServeWay™ sign-in password.
2. Limit remote access to the church's public IP address on Allowed Hosts, Remote Database Access, or Plesk access control. Do not leave access open to every address unless the church technology person accepts that risk.
3. Use the host's backup tools on a regular schedule (DirectAdmin backups, cPanel backup, Plesk backup, or the VPS snapshot the provider supplies). Test that a backup can be restored before you need it.
4. Do not paste the database password into email or a shared note.

WordPress

On **App Settings**, this is the group **Website WordPress Information**.

User Name is the WordPress account name.

App Password is the application password for that account. It is separate from the password the person types to sign in to WordPress.

Save Stream To Website on Live Stream is described in help as using this website sign-in. **Upload PDF to Church Website** uses the Announcements module of the ServeWay™ plugin. ServeWay™ reads the announcements key with this WordPress user name and application password. The website address is **WordPress origin** on **Edit Church**, under **Website**.

How to get the account:

The church website is a WordPress site that lets you upload plugins. Install WordPress from `https://wordpress.org/download/`, or use the copy the church host already provides.

1. On the church website, sign in as an administrator.
2. Create a user whose role can edit posts, or use an administrator.
3. Open **Users**, then **Profile**. To set this up for another user, open **Users**, then **All Users**, then **Edit** on that user.
4. Find **Application Passwords**.
5. Type a name you will recognize in the name box. The name is a label. It is not the password.
6. Press **Add New**.
7. Copy the password WordPress shows. WordPress shows it once. If you lose it, create another application password. You cannot open the old one again.
8. On App Settings, type the WordPress user name into **User Name**. Type the application password into **App Password**. Spaces in the application password can stay.

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9. Press **Save Settings**.

If **Application Passwords** is missing, WordPress is hiding that section. WordPress documentation says the site address needs to be a secure address (`https`) before the section appears. This book could not confirm another switch that turns the section on.

Put the values in **User Name** and **App Password**. They are the boxes the screen provides. **Save Settings** stores them encrypted on this computer, for the active church. **Save To File** locks the application password with the file password. The readable part of the file does not show it. **Upload to Church Website** signs in with these boxes and with **WordPress origin** on **Edit Church**. ServeWay™ posts the sermon to the ServeWay™ plugin at `/wp-json/serveway/v1/sermons`. When that route is not on the site, the same sermon is posted to the previous sermons route. The pictures and PDFs go through the WordPress Media Library. When a box or the website address is blank, the upload explains what to fill in and does not send the sermon.

Install the ServeWay™ plugin

The ServeWay™ plugin ships inside the install package as `WordPressPlugins\serveway.zip`, next to the program. The zip contains the `serveway` folder. ServeWay™ does not install it on the website for you.

1. On the church website, open **Plugins**, then **Add New**.
2. Press **Upload Plugin**.
3. Choose `serveway.zip`.
4. Press **Install Now**.
5. When WordPress says the plugin installed successfully, press **Activate Plugin**.
6. Open **Settings**, then **ServeWay™**. Turn on the modules this church uses.

What the pages look like is in Church Website.

Required WordPress plugins

Plugin	Needed by	Where to get it	Cost
ServeWay™ plugin	Member Access, Announcements, Voice Message MP3, Notification Copy MP3, Sermon Filter, and Website Forms	Included with ServeWay™	Included
Contact Form 7	Website Forms and Notification Copy MP3	WordPress plugin directory	Free
Voice Audio Widgets	the notification voice field `qcwpvoicemessage`	WordPress plugin directory	Free

Contact Form 7 is a free plugin from the WordPress plugin directory. On **Settings**, **ServeWay™**, press **Install Contact Form 7** when it is missing. When it is installed and turned off, the button says **Activate Contact Form 7**. Both buttons are hidden when it is already active. Nothing is installed until an administrator presses the button. Voice

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Audio Widgets is a free plugin from the WordPress plugin directory. The same page can install or activate it. Cloudflare Turnstile is free. Turn it on in Contact Form 7 under **Contact**, **Integration**. ServeWay™ uses those keys. There are no Turnstile key boxes on **Settings**, **ServeWay™**.

JetEngine - Get attachment file link by ID stays separate from the ServeWay™ plugin. It is a JetEngine dynamic-field callback that turns an attachment ID into a file link. It is not inside `serveway.zip`.

Place the shortcode on your website wherever you want the form to show.

- `[serveway_household]` is Member Area.
- `[serveway_giving_history]` is giving history for a signed-in member. It shows that member and, when the household is linked, that household. It does not charge a card.
- `[serveway_directory]` is Church Directory.
- `[serveway_prayer_requests]` is the prayer list for a signed-in member. It also shows **My class** and **My group** for approved lines that are not private. A teacher or leader sees **Waiting for this class** or **Waiting for this group**, with **Approve** and **Reject**.
- `[serveway_prayer_request]` is the prayer request form. It saves the request in ServeWay™. It stays off the prayer list until the church approves it. The church administrator is emailed when it arrives. A signed-in member can choose **Send this to my class** or **Send this to my group**. That request waits for a teacher or leader, and the church administrator is not emailed.
- `[serveway_groups]` is Groups.
- `[serveway_canvass]` is the neighborhood canvass for a signed-in member. It lists that person's stops on the same kind of OpenStreetMap street map. The list works without the map. A visit is not added to the member directory. There is no public canvass page.
- `[serveway_events]` is Events. Saving, changing, or cancelling an RSVP emails the household the event, the date, how many people are coming, and a link to change the RSVP.
- `[serveway_calendar]` is the church calendar for a signed-in member. It shows a month, a week, or a list. Ministry and Category narrow the list. Add this event to my calendar downloads one event. Subscribe to all public events, or choose a ministry and subscribe to that ministry.
- `[serveway_serving]` is Serving.
- `[serveway_volunteer]` is Volunteer. A signed-in member can sign up for a team that is open, ask for a swap, and accept a swap. The household page shows the same section.
- `[serveway_polls]` is Polls. Place it on a page behind Member Area sign-in. A signed-in member taps a large button for each answer. Each vote is tied to that person and counted once.

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- `[serveway_restricted_documents]` is Restricted documents. A person who is not signed in is asked to sign in. A signed-in member sees documents set to All signed-in members, and documents whose selected roles include that person's role. An administrator sees every document. The download address checks the same rule. A document this person cannot view is reported as not found.
- `[serveway_facility_request]` is a facility request. A signed-in member submits it. Staff approve it in ServeWay™.
- `[serveway_benevolence]` is a benevolence request. It is saved in ServeWay™ and waits in Approval Queue. Website form: Members only starts on.
- `[serveway_sermons]` is the sermon list. Each card shows the date, thumbnail, title, scripture, preacher, and series. Clicking the card opens a window with the title, scripture, MUX.com player, preacher, Sermon Notes, Announcements, and Back. The player loads when that window opens. **Settings**, **ServeWay™** has **Columns** (1 to 4, starting at 3) and **Sermons per page** (starting at 12). A `columns` or `per_page` attribute on the shortcode replaces the saved number.
- `[serveway_sermon_filter]` is the sermon filter. With no attributes it filters by sermon series, preacher, year, month, and scripture. Each Bible book is listed once. A single field still uses `meta_key` and `query_var`, for example `[serveway_sermon_filter meta_key="preacher" query_var="preacher" label="Preacher"]`.
- `[serveway_sermon_form]` is the sermon form. Contact Form 7 sends it to the forms mailbox.

The Sermon Filter shortcode says **Missing meta_key or query_var.** when only one of `meta_key` or `query_var` is set.

Copy existing sermons

On the WordPress menu, open **Sermons**, then **Copy existing sermons**. The same link is on **Settings**, **ServeWay™**.

The copy reads the JetEngine sermons table `jet_cct_sermons`. It copies Sermon Date, Title, Preacher, MUX.com video, Scripture, Sermon Series, Thumbnail, sermon notes PDF, and announcements PDF. Picture and PDF addresses stay as they are. It does not delete the JetEngine rows. JetEngine can stay installed.

Press **Copy sermons**. The page reports how many sermons were created, updated, or skipped. Press it again after a later sermon is added to that table. A sermon that was already copied is updated. It is not added a second time.

An old address such as `/sermons/12/` or `/sermons/the-good-shepherd/` redirects to the new sermon page under `/sermon/`. The sermons page at `/sermons/` is left as it is. Put `[serveway_sermons]` and `[serveway_sermon_filter]` on that page when the church is ready to show the ServeWay™ list. Until then, a JetEngine list on that page keeps reading the JetEngine table.

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On **Sermons**, the list columns are Item ID, Sermon Date, Title, Preacher, MUX.com Embed Code, Scripture, Sermon Series, Thumbnail, Sermon Notes, and Announcements. The MUX.com column is a picture with a play button. Pressing play loads that one player. Sermon Notes and Announcements show the first page of the PDF when WordPress has made that preview. Preacher, series, and year filters sit above the list, with search and **Export CSV**. **Quick Edit** changes preacher, series, and scripture. **Duplicate** copies a sermon and clears the date and the MUX.com video. **View on site** opens the sermon page. Preacher and Series can be picked from names already used, or a new name can be typed. A scripture book the list does not recognize, such as Galations, is marked on the sermon. **Fix spelling** updates those stored values when you choose it.

Website Forms installs two Contact Form 7 forms: Sermon Notes and Notification Request. Their shortcodes appear on **Settings**, **ServeWay™**, after you press the install button. The subjects are `[ServeWay Sermon]` and `[ServeWay Notification]`. The notification form includes the voice field `qcwpvoicemessage`. Notification Copy MP3 saves that recording as `current-notification.mp3` in the uploads `notifications` folder. Voice Message MP3 answers at `/wp-json/serveway/v1/notification-mp3`. Prayer requests use `[serveway_prayer_request]` and are saved in ServeWay™. They wait for approval, and the church administrator is emailed. Announcements, Information, Visitation, and Website can stay as the church's own Contact Form 7 email forms. Those emails wait in **Approval Queue**. An approved announcement keeps its date and place for the announcements slides. **Create Announcements** does not add that slide yet. The plugin styles those forms and the ServeWay™ forms the same way.

The Announcements module receives the PDF from **Upload PDF to Church Website**. ServeWay™ reads the announcements key from **Settings**, **ServeWay™**, when the key is missing or the upload is refused. **Get from website** on **Edit Church**, **Website**, does that read. Type **Announcements API key** only if the read fails. Leave that box blank later to keep the saved key. The upload address is the site plus `/wp-json/serveway/v1/announcements`. Deactivate **Church Weekly Announcements Uploader**. Do not click Delete. That older plugin answers `/wp-json/church-announce/v1/add` and rejects the ServeWay™ key.

After the plugin is active, the member pages are on the same settings page. The page title is **ServeWay™**.

The boxes are **MySQL host**, **MySQL port**, **Database name**, **MySQL user**, and **MySQL password**. **Error text color**, **Success text color**, and **Directory border color** are on that page. **Sign-in request email** is where a request for a new member sign-in is sent. One or more addresses can be separated by commas or new lines. **Save** stores the page. **Test connection** checks that the ServeWay™ plugin can sign in to your ServeWay™ database. Your website keeps its own WordPress database; the ServeWay™ plugin is the only part of the website that reaches ServeWay™. Save first. It uses the saved settings. Use a separate database login for the website rather than the login the ServeWay™ app

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uses. That login needs CREATE and ALTER rights because the plugin adds its tables and columns. When a password is already saved, leave **MySQL password** blank to keep it. This page does not add people and does not create a WordPress user.

On People, check **Church Member**, type **Website password** and **Confirm**, then press **Save**. That password is the ServeWay™ password. Leave both boxes blank to keep the current password. **Remove website password** stops website sign-in and does not remove an app sign-in. The website does not create a person. Sign-in uses the ServeWay™ user name. An email saved on the person also works when it matches one person. A person who is not an active church member, or who has no household, is not signed in. A wrong user name or password shows **That user name or password was not accepted.** A temporary password that must be changed expires 72 hours after it is issued. The app and the website both refuse it after that until the office sends sign-in info again. The member page is served over HTTPS. A remote ServeWay™ database connection uses TLS.

Put each shortcode on its own page.

Member Area is `[serveway_household]`. Before anyone is signed in, the page is headed **Your household**. It asks for **Email** and **Password**, then **Sign in**. **Request a member sign-in** asks for **First name**, **Last name**, **Email**, and **Phone**, then **Request a member sign-in**. That sends a request to **Sign-in request email**. It does not create a sign-in. Staff add the person in ServeWay™ if they approve it. Staff can also press **Send Member Area invite** on People. That email has a one-time link that sets the password and expires in 7 days. When the database is not connected, the page says **The church office has not connected this page to ServeWay™ yet.**

After sign-in, the member sees that household name and the line **This is your household. Other families are not shown.** An adult can change **Street**, **Apt. No.**, **City**, **State / Region**, **Zip Code**, **Country**, and **Home phone**, plus **Email** and **Phone** for each adult. **Children** lists children already linked to the household. **Church directory** has **List in Church Directory**, **Include email address(es)**, **Include phone number(s)**, **Include picture**, and **Household picture** (JPEG, PNG, GIF, or WebP, under 2 MB). **Save contact information** writes those changes. **Church calendar** can **Email this month's calendar** to an address already saved for the household. **Open the church calendar** opens the calendar page when that page is placed. **Sign out** ends the visit. A child who signs in sees the household and cannot edit it.

Church Directory is `[serveway_directory]`. A visitor sees **Sign in on the member page to see the church directory.** A signed-in member sees one household per page, only the households that chose **List in Church Directory**. The page heading is the ministry name and the word **Directory**. A picture is shown when that household chose **Include picture**. Email addresses are shown when it chose **Include email address(es)**. Phone numbers and the home phone are shown when it chose **Include phone number(s)**. The household name and the street address are shown only when those choices are already

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saved. This page has no box for the name or the street address. The controls are the letter line, **First page**, **Previous page**, **Next page**, **Last page**, **From**, **To**, **Download pages**, and **Download directory**. When nobody is listed, the page says **No households are listed in the church directory. Directory border color** on the settings page is the border around those controls. Until a color is saved, the border stays dark.

Facility request is `[serveway_facility_request]`. Replace the old facilities email form on that page with this shortcode. **Facility requests** on **Settings**, **ServeWay™** is **Anyone** until you choose **Members only**. `[serveway_facility_request access="members"]` limits that one page to a signed-in member. Anyone enters a first name, last name, email, and phone, then the event name, date, times, purpose, and one or more facilities or rooms. The list is the one saved under **Manage Facilities**. Notes can name a classroom or another detail. **Send** saves a pending reservation in ServeWay™. It appears in **Approval Queue**. It is not on the calendar until someone with Facility Approve approves it. The requester is emailed when it is approved. **Show on public calendar** stays a staff choice. Members do not see **Approval Queue** or **Manage Facilities**. When the setting is **Members only**, a visitor is asked to sign in. Cloudflare Turnstile is free. If **Contact**, **Integration**, **Cloudflare Turnstile** already has a site key and secret, this form, the prayer request, member sign-in, and the member sign-in request use them. ServeWay™ does not keep a separate pair. The form also ignores an extra box that should stay blank, and it slows many requests from one address.

Prayer request is `[serveway_prayer_request]`. Replace the old prayer email form on that page with this shortcode. The form asks for first name, last name, phone, email, and the best way to reach them, then the short version and the optional full request. **Send** writes the request into ServeWay™. It is not on **Prayer Requests** until someone with that permission presses **Approve** in **Approval Queue**. **Make viewable only by church staff** keeps it off the member list and off the slides. **Place on overhead presentation** follows the same rule as **Save** in the app: a staff-only request is not placed on the slides, and the short version must be 30 words or fewer. The church administrator is emailed when it arrives.

Prayer Requests is `[serveway_prayer_requests]`. A visitor sees **Sign in on the member page to see prayer requests.** A signed-in member sees the heading **Prayer requests** and the short line of each request that is **Active** and is not marked staff-only. **Download** saves that same list. The page does not show the long version. When the list is empty, it says **No active prayer requests.** Staff can still change a request on **Prayer Requests** in ServeWay™. The staff-only box keeps it off this page. That box reads **Staff only**, or the church's short name.

Forms mailbox

Create one mailbox named `serveway@` and the church domain. Sermon notes, prayer requests, and notification requests all arrive there. One notification PC watches this

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mailbox, unless **Send notifications from ServeWay™** is on. That choice is in Notifications. It is available only for **Hosted by ServeWay™** or for a church server our server can reach. **This PC** and a private address keep the notification PC.

On **App Settings**, under **Forms Email Information**.

Sermon Notes URL is the web address **Open website form** opens. The address must start with http:// or https://. An email address in that box is not used. When that box is blank or is not a web address, the link uses **Sermon notes page** on **Edit Church**. When neither place has a web address, the link tells you where to set it. **Fill Out Form** opens the sermon form in ServeWay™. Place the shortcode on your website wherever you want the form to show.

Prayer Requests URL is the prayer form page.

Forms mailbox is filled in as `serveway@` and the church domain. Change it when the mailbox uses another host, such as Gmail.

Forms mailbox password is typed once. Leave it blank later to keep the saved password. It is stored encrypted on this computer and is not sent to the website.

IMAP host is filled in as `mail.` and the church domain. Change it when the host is different. **IMAP port** is 993 unless the email host gave you another port.

Notification PIN is the PIN the notification form must include. Leave it blank later to keep the saved PIN. When no PIN is saved, a notification email is not sent.

Sync to website sends only the address to the ServeWay™ plugin. **Save Settings** does the same. The plugin uses that address as the recipient for all three website forms. The password is saved on this computer before that send. If the website refuses the address, Sermon Notes still uses the saved password. The message names the website error, such as 401 sign-in rejected.

How to get it:

1. Ask the email host to create `serveway@` and the church domain.
2. Confirm **Forms mailbox**, **IMAP host**, and **IMAP port**.
3. Type the password and the notification PIN.
4. Press **Save Settings**, or press **Sync to website**.

Sermon form

The sermon form is part of the ServeWay™ plugin Website Forms module. Contact Form 7 sends the message. Contact Form 7 is a free plugin from the WordPress plugin directory. Turn on its Cloudflare Turnstile integration under **Contact**, **Integration**.

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Cloudflare Turnstile is free. ServeWay™ uses those keys and does not keep its own. The sermon goes to the forms mailbox, the same mailbox as notification requests.

1. Install Contact Form 7. When it is missing, **Settings**, **ServeWay™** shows **Install Contact Form 7**. When it is installed and turned off, the button says **Activate Contact Form 7**. When it is active, those buttons are hidden.
2. Open **Settings**, then **ServeWay™**. Confirm the forms mailbox. The sermon form uses that address.
3. Press **Create ServeWay Sermon Form**. That installs a Contact Form 7 form named **ServeWay Sermon Form**. When the form is already there, the button reads **Update ServeWay Sermon Form**. Turning on the plugin also creates the form when Contact Form 7 is already active and the form is missing.
4. Place `[serveway_sermon_form]` on your website wherever you want the form to show.

The form asks for **Format**, **Sermon Title**, **Date of Service**, **Scripture Reference(s)**, **Speaker Name**, the sections for the chosen format, **Invitation or response**, **Service Type**, and an optional PDF or Word file. **Format** is one list: Points, Expository verse-by-verse, Narrative/story, Topical, Series, and Short devotional. Points is the first choice and shows the main points. Choosing a format shows that format's sections. Leave an unused point, verse, minor point, passage, scene, or slide blank. ServeWay™ skips a blank main point, a blank verse, and a blank minor point. A verse stays with the main point number written on that line. A sermon with no format line is read as Points. **Send sermon** emails the forms mailbox. The subject is `[ServeWay Sermon]` plus the service date in English, such as April 5, 2026. After a successful send, Contact Form 7 shows **The sermon was sent. Thank you.**

Upgrading from the previous add-ons

Do this by hand.

1. Upload and activate the ServeWay™ plugin before you remove the previous add-ons.
2. Deactivate Member Access, Church Weekly Announcements Uploader, Notification MP3 Endpoint, Notification Copy MP3, and Custom JetEngine Filters. Do not click Delete.
3. Open **Settings**, **ServeWay™**. Re-enter the Member Access database settings, including the MySQL password.
4. Replace old shortcodes. `[prayer-requests]` becomes `[serveway_prayer_requests]`. `[je_meta_filter]` becomes `[serveway_sermon_filter]`. Replace the old facilities email form with `[serveway_facility_request]`. Replace the old prayer email form with `[serveway_prayer_request]`. The website database login needs SELECT, INSERT, and UPDATE on `prayer_requests`, SELECT on `facilities` and `facilities_rooms`, and SELECT, INSERT, and UPDATE on `facility_reservations`, `facility_reservation_spaces`, and `facility_reservation_audit`. A public facility request uses those same rights and does not add a column.

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5. On **Edit Church**, set the announcements address to the site plus `/wp-json/serveway/v1/announcements`. Press **Get from website** so ServeWay™ reads the announcements key. Type the key only if that read fails.
6. On App Settings, confirm the forms mailbox and type its password once. Press **Sync to website**.
7. On serveway.org only, activate the new registry first so it copies the old registry. Deactivate the previous registry. Never click Delete on it.

Church mail

ServeWay™ does not send mail from this tab. Every email the app sends goes through Brevo. See Brevo.

On **Edit Church**, open the **Mail** tab to store the addresses those messages use.

Info address and **Info display name** are the From address and the name people see. That address must be a verified sender in Brevo. When the API key is missing, or that sender is not verified, ServeWay™ does not send. It names **App Settings**, **Accounts**, **Brevo**.

Email domain is the church email domain.

Sermon address is the mailbox the sermon form writes to. ServeWay™ reads that mailbox. It does not send a sermon file from this address.

Notifications address is the mailbox stored for notification requests. ServeWay™ reads that mailbox.

SMTP host and **SMTP port** stay on this tab. They are not the way ServeWay™ sends mail.

How to set it:

1. Open **Edit Church** from App Settings.
2. Choose the church.
3. Open **Mail**.
4. Type the domain and the three mailbox addresses. The info address is the one you verify in Brevo.
5. Press **Save**.

Reading mail is separate. On App Settings, open **Accounts**, then **Mail**. **Forms Email Information** holds the forms mailbox, its password, **IMAP host**, and **IMAP port**. Sermon Notes, Prayer Requests, and the notification mailbox are read there. Those boxes do not send.

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Edit Church does not have a mailbox password box. Sending does not sign in to an SMTP server. The built-in church keeps a mailbox password in the program for reading the forms mailbox. That password is not shown, and it is not copied to another church.

MUX.com

On **App Settings**, open the **MUX.com** tab. The group is **MUX.com Streaming Information**.

Token ID is the MUX.com access token id. The box is dotted. Press the eye to read it.

Token Secret is the MUX.com access token secret. MUX.com shows this secret once. The box is dotted.

Playback ID is the playback id of the church live stream. When MUX.com is the active streaming service, **Monitor Stream** opens `https://player.mux.com/` plus that id.

Server URL is the address OBS sends the picture to. The box is already filled with `rtmps://global-live.mux.com:443/app`. Leave it unless MUX.com gives you a different address.

Stream Key is the stream key from the MUX.com live stream. The box is dotted. Press the eye to read it. It stays saved, so you do not type it again each week. Leave it blank only when OBS is already pointed at MUX.com. When the key is blank, ServeWay™ leaves the address already saved in OBS.

Save Stream To Website and the viewer count sign MUX.com requests with **Token ID** and **Token Secret**.

How to get it:

MUX.com calls the pair an access token. The token has a Token ID and a Token Secret.

1. Create a MUX.com account at the MUX.com dashboard (`https://dashboard.mux.com`). MUX.com's getting-started guide says the free tier does not require a credit card.
2. Open **Settings**, then **Access Tokens** (`https://dashboard.mux.com/settings/access-tokens`).
3. Create an access token. MUX.com's guide says to allow MUX.com Video, MUX.com Data, and System, with read and write, when you are setting the account up.
4. Copy the Token ID into **Token ID**.
5. Copy the Token Secret into **Token Secret**. If you close the page before you copy it, create a new token. MUX.com cannot show the old secret again.
6. Open the live stream in the MUX.com dashboard. Copy its **Playback ID** into **Playback ID**.
7. Copy the stream key into **Stream Key**.

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8. Leave **Server URL** as it is unless MUX.com gives you a different address.
9. Press **Save Settings**.

ServeWay™ sends **Server URL** and **Stream Key** to OBS when MUX.com is the active streaming service and the stream key is filled in and those values differ from OBS. It does not change OBS while OBS is already streaming.

YouTube Live

On **App Settings**, open the **YouTube** tab. The group is **YouTube Live**. That tab is on the window when **YouTube** is checked under **Features**, **Live stream services**.

Server URL is the address OBS sends the picture to. The box is already filled with `rtmp://a.rtmp.youtube.com/live2`. Leave it unless YouTube gives you a different address.

Stream Key is the key from YouTube Studio. The box is dotted. Press the eye to read it. It stays saved, so you do not type it again each week.

Watch page is the address people open to see the service. **Monitor Stream** and **Save Stream To Website** use that address when YouTube Live is the active streaming service.

How to get it:

1. Sign in to YouTube Studio (`https://studio.youtube.com`).
2. Turn on live streaming for the channel. YouTube can make you wait up to 24 hours after you turn it on before the first stream is allowed.
3. Open **Go live**, or **Live**, then **Stream**.
4. Copy the stream key into **Stream Key**.
5. Copy the watch page address into **Watch page**.
6. Press **Save Settings**.

ServeWay™ sends **Server URL** and **Stream Key** to OBS when YouTube Live is the active streaming service and the stream key is filled in and those values differ from OBS. It does not change OBS while OBS is already streaming. ServeWay™ does not create the YouTube broadcast. Start that broadcast in YouTube Studio.

Facebook Live

On **App Settings**, open the **Facebook** tab. The group is **Facebook Live**. That tab is on the window when **Facebook** is checked under **Features**, **Live stream services**.

Server URL is already filled with `rtmps://live-api-s.facebook.com:443/rtmp/`. Leave it unless Facebook gives you a different address.

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Stream Key is the key from Live Producer. The box is dotted. Press the eye to read it. It stays saved.

Watch page is the address of the live video. **Monitor Stream** and **Save Stream To Website** use that address when Facebook Live is the active streaming service.

How to get it:

1. Use a Facebook Page, or a personal profile that can go live.
2. Open Live Producer (`https://www.facebook.com/live/producer`).
3. Choose the Page or profile.
4. Copy the stream key into **Stream Key**.
5. Copy the watch page address into **Watch page**.
6. Press **Save Settings**.

ServeWay™ sends **Server URL** and **Stream Key** to OBS when Facebook Live is the active streaming service and the stream key is filled in and those values differ from OBS. It does not change OBS while OBS is already streaming. ServeWay™ does not create the Facebook live video. Start it in Live Producer.

Vimeo Livestream

On **App Settings**, open the **Vimeo** tab. The group is **Vimeo Livestream**. That tab is on the window when **Vimeo** is checked under **Features**, **Live stream services**.

Server URL is already filled with `rtmps://rtmp-global.cloud.vimeo.com:443/live`. Leave it unless Vimeo gives you a different address.

Stream Key is the key from the Vimeo event. The box is dotted. Press the eye to read it. It stays saved.

Watch page is the address people open to see the service. **Monitor Stream** and **Save Stream To Website** use that address when Vimeo Livestream is the active streaming service.

How to get it:

1. Vimeo Live needs a paid Vimeo plan that includes live streaming.
2. Open Vimeo Live (`https://vimeo.com/live`).
3. Open the event.
4. Copy the stream key into **Stream Key**.
5. Copy the watch page address into **Watch page**.
6. Press **Save Settings**.

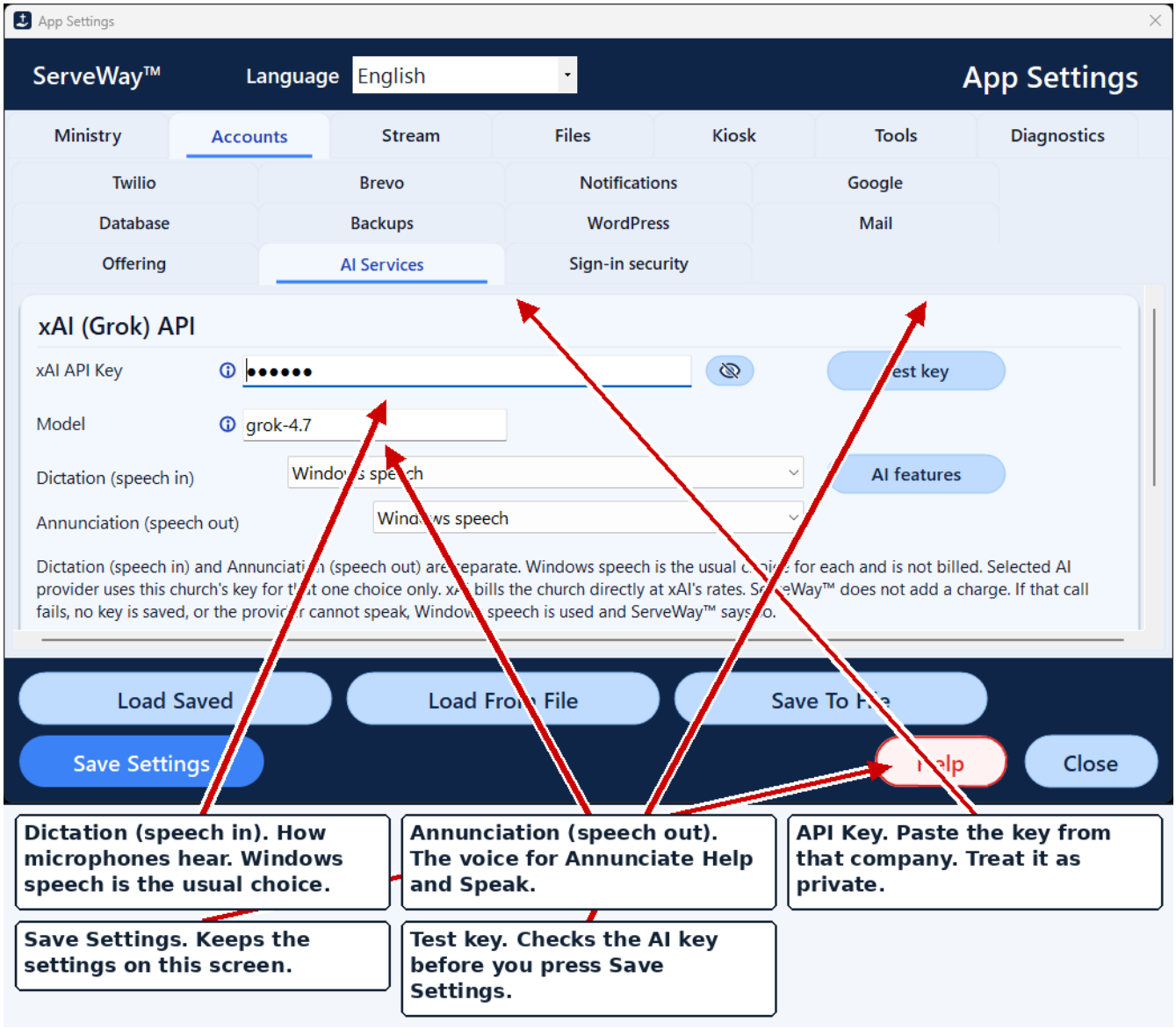
ServeWay™ sends **Server URL** and **Stream Key** to OBS when Vimeo Livestream is the active streaming service and the stream key is filled in and those values differ from OBS.

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It does not change OBS while OBS is already streaming. ServeWay™ does not create the Vimeo event. Start it on Vimeo.

Grok (xAI)

On **App Settings**, open **Accounts**, then the **AI Services** tab. That tab is not under **Stream**. The key group is **xAI (Grok) API**. **Check reading** is on the same tab.



AI Services

xAI API Key is the API key from the xAI console. The box is dotted. Press the eye to read it. xAI's page is **API Keys**. The value you copy is an API key.

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The same key is used for:

- Reading checks. **Use AI to read checks** is under **AI Services**, in **Check reading**, and on **AI features**. When Amount is blank, this reading uses the courtesy box and the written dollars line. When Amount is known, the same switch sends the memo line so a fund split can fill the fund rows. Account and bank numbers are not sent. The switch stays off until the API key has a key. **Check reading** names the provider, for example: Check reading uses the xAI Grok key on this tab.
- Announcement slide artwork (Grok Imagine). **Create Announcements** uses it for the sermon slide and the deacon-of-the-month slide. Event slides use a category color. A background picture is added only when image generation is on, and the title stays in PowerPoint.
- Sermon pictures on **Save Stream To Website**, and **AI Generate** on Media Library. **Generate** and **Edit** open one shared picture window. **Accept** keeps the version you selected, and that version is the picture the sermon upload sends.

How to get it:

1. Create an account at `https://console.x.ai`. xAI's account note says a Grok chat sign-in can be the same account, and API billing is separate. Add credits on the xAI console before the API will run.
2. Open **API Keys** in the console sidebar (`https://console.x.ai`).
3. Press **Create API Key**. Copy the key when it is shown. xAI's security note says you will not see the full key again. The key needs access to chat and vision, and to image generation, if the console asks you to choose endpoints.
4. On App Settings, open **Accounts**, then the **AI Services** tab. Press **AI features** and leave the provider on **xAI Grok**, or pick Claude, OpenAI, or Gemini. Paste that provider's key into the key box. The box is dotted. Press the eye to read it. Press **Test key**, then **Save Settings**. The key is stored on this computer for this church. **Save To File** locks it with the file password. The readable part of the file does not show the key. **Ask ServeWay™** on Help uses this same key when **Use AI for Help** is on. Each switch stays off until that key is saved. xAI bills the church directly at xAI's rates. ServeWay™ does not add a charge. A question sends the question and excerpts from the user manual. It does not send member data. Check reading and image creation are separate switches on **AI features**. Claude cannot create images.
5. **Dictation (speech in)** is on the same tab. Leave it on **Windows speech** unless you want the selected AI provider to hear the microphone. **Selected AI provider** sends the recording with this key. For xAI, ServeWay™ uses xAI speech-to-text. If that call fails, or no key is saved, ServeWay™ uses Windows speech and says so. Every microphone uses this choice: **Ask ServeWay™ Mic**, Voice Interface **Start Listening**, **Record Message**, and the **Mic** button on the on-screen keyboard. Press once to start and again to stop. The words go into the box at the cursor. **Annunciation (speech out)** is the next list. It does not have to match Dictation.

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Windows speech uses a Windows voice. **Selected AI provider** speaks announcements with this key when the provider can speak. For xAI, that is xAI text-to-speech. If that call fails, or no key is saved, or the provider cannot speak, ServeWay™ uses Windows speech and says so. **Annunciate Help**, **Speak**, and notification voice use Announcements. They do not follow Dictation.

6. Press **Save Settings**.

Check reading, announcement slides, **Generate**, and **Edit** use the key you saved. ServeWay™ does not keep a key in the program. **Import Tithely** does not use this key.

Brevo

ServeWay™ sends every app email through Brevo's transactional API. That includes error reports, bug and feature reports, the church calendar, sermon notes, prayer requests, announcements, the user manual, sign-in email, and notifications, including **Send Notifications Out** when **Email** is checked. The From address is **Info address** on **Edit Church**, **Mail**. That address must be a verified sender in Brevo.

On **App Settings**, open **Accounts**, then **Brevo**.

API Key is the church's Brevo API key. The box is dotted. Press the eye to read it. Every message sends with this key. A Brevo SMTP key is a different key. Do not paste the SMTP key here.

If no API key is saved, or the Info address is not a verified sender, ServeWay™ shows that in plain words and points to **App Settings**, **Accounts**, **Brevo**. It does not send through SMTP or any other account.

Send test email is on this tab. Type **Test email address**, then press **Send test email**. ServeWay™ sends a short message and a second message with a small attachment. Each result shows the Brevo message id, or the error Brevo returned, such as an unverified sender. Success is shown only when Brevo returns a message id. The same id is written to today's ServeWay™ log.

How to get it:

1. Create a Brevo account at `https://www.brevo.com/` and sign in. Brevo was formerly called Sendinblue.
2. Open the account menu, then **Settings**, then **SMTP & API**, then **API Keys & MCP**. Brevo's help also describes this as the API keys tab under SMTP & API.
3. Press **Generate a new API key**. Confirm the code Brevo sends. Name the key so you know it is for ServeWay™. Choose an expiry, or no expiration.
4. Press **Generate**. Copy the key. Brevo shows the full key only at this step.
5. In Brevo, verify the church's **Info address** as a sender, or authenticate that domain. Every message uses that sender.
6. On App Settings, open **Accounts**, then **Brevo**, and paste that key into **API Key**.

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7. Press **Save Settings**.
8. Press **Send test email** and confirm the message id.

Twilio

ServeWay™ sends SMS and voice notifications through Twilio. **Send Notifications Out** uses that account when **SMS** or **Voice** is checked.

On **App Settings**, the group is **Twilio**. Each box is dotted. Press the eye to read it.

Account SID is the Twilio Account SID. Text and voice sign in with this.

Auth Token is the Twilio Auth Token. Text and voice sign in with this.

From is the Twilio phone number. Text messages and voice calls both use this number as From.

Flow SID is the Twilio Studio Flow SID. Voice calls start that flow.

ServeWay™ does not read a Twilio API key. Sign-in is the Account SID and the Auth Token.

How to get it:

1. Create a Twilio trial account at `https://www.twilio.com/try-twilio`. Twilio's trial guide says you verify an email address and a phone number. A credit card is not required for the trial. Press **Upgrade** in the Twilio Console when the church is ready for a paid account.
2. On the Console home page, copy the **Account SID**. Reveal the **Auth Token** and copy it. Twilio also lists these on the API keys and tokens page.
3. In the Console, open **Phone Numbers** and get a number that can send SMS and make calls. Trial accounts can only message verified numbers until the account is upgraded.
4. Copy that phone number into **From**.
5. Open **Studio**, then **Flows**, and open the flow that speaks the notification. Copy the flow's **SID** into **Flow SID**.
6. On App Settings, under **Twilio**, paste **Account SID**, **Auth Token**, **From**, and **Flow SID**.
7. Press **Save Settings**.

Google Calendar

Approved room bookings and the monthly calendar use Google Calendar.

On **Manage Facilities** (Facilities, and the role includes Facility Manage):

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Facilities Google Calendar ID is the calendar where approved reservations are written.

Public Google Calendar ID is the public church calendar. **Show on public calendar** also writes the booking there. Monthly Calendar reads this id.

Save ID stores both ids. ServeWay™ says **Calendar ids saved.**

Authorize Google Calendar signs the computer in. The wait window says **Waiting for Google sign-in...** Finish in the browser, or cancel. The wait stops after about two minutes.

Sign Out Google clears the saved Google sign-in.

On **Edit Church**, **Website**, **Public calendar id** is the same kind of public calendar id. When **Public Google Calendar ID** on Manage Facilities is filled in, that value is the one ServeWay™ uses.

How to get the calendar id:

1. On a computer, open Google Calendar for the church Google account.
2. Open the calendar's settings. Google's calendar API guide says to use **Calendar Settings** on the menu next to the calendar name.
3. Find **Calendar Address**. Copy the Calendar ID. The primary calendar id is that account's email address. Another calendar often ends in `@group.calendar.google.com`.
4. On Manage Facilities, paste the facilities calendar into **Facilities Google Calendar ID**.
5. Paste the public church calendar into **Public Google Calendar ID**.
6. Press **Save ID**.
7. You can also type the public id into **Public calendar id** on Edit Church. Press **Save** there if you use that box.

Create two calendars in Google Calendar when the facilities calendar and the public calendar should stay separate. Share each calendar with the Google account that will press **Authorize Google Calendar**, with permission to change events.

How to get the Google sign-in file:

Authorize Google Calendar needs a Google OAuth client file. The Facilities help says the client must be a Desktop app client when the browser sign-in does not finish.

1. In the Google Cloud console, select the church project.
2. Enable the Google Calendar API.
3. Complete the OAuth consent screen if Google asks for it.
4. Open **Google Auth platform**, then **Clients**. Press **Create Client**.
5. Set **Application type** to **Desktop app**. Name it. Press **Create**.

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6. Download the JSON file.
7. Rename that file to `client_secret_google.json`.
8. Put it in the church **Authorizations** folder. Use `C:\Users\Public\`, then the folder name shown on Edit Church as **Folder (does not change)**, then `Authorizations`.
9. On Manage Facilities, press **Authorize Google Calendar** and finish the browser sign-in.

On **App Settings**, the group is **Google Calendar**.

API Key is the Google Calendar API key. The box is dotted. Press the eye to read it. Monthly Calendar reads public events with this key.

Authorize Google Calendar and the Desktop client file are a separate sign-in. Adding, changing, and removing reservations use that sign-in. They do not use **API Key**.

How to get the API key:

1. In the Google Cloud console, select the church project. Enable the Google Calendar API if it is not already on.
2. Open **APIs & Services**, then **Credentials**.
3. Press **Create credentials**, then **API key**. Copy the key.
4. On App Settings, under **Google Calendar**, paste it into **API Key**.
5. Press **Save Settings**.

Tithely

Offering **Import Tithely** reads a Tithely Giving CSV. The button on the import window is **Choose CSV**. The hint says: “Choose a Tithely Giving export. Map each fund, then confirm. Nothing is saved until you confirm.”

App Settings has no Tithely user name, key, or password.

How to get the file:

1. Sign in to the church Tithely account as an admin, or as a limited user with financial permission. This book could not confirm Tithely's new-account screens.
2. Open **Giving**, then **Transactions**.
3. Set the date filter for the gifts you want.
4. Press **Export**. Tithely's export help says a file of fewer than 1,000 transactions downloads to the computer. A larger file is emailed to the Tithely login.
5. In ServeWay™, open Offering and press **Import Tithely**. Press **Choose CSV** and select that file.

The CSV columns follow whatever columns were showing in Tithely when you pressed **Export**. This book could not confirm a required column list beyond what the import window shows after you choose the file.

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Stripe giving

ServeWay giving through Stripe uses the church's own Stripe account. Connect it on App Settings, under **Accounts**, **Offering**, in **Stripe giving**. It is not on **AI Services**. The install question asks the same choice the first time Offering is turned on.

The platform secret stays on the ServeWay server, in `/etc/serveway/hosted.env`, as `StripeConnect__SecretKey` and `StripeConnect__ClientId`. Those are separate from the hosting subscription keys `Stripe__SecretKey` and `Stripe__PriceId`. Leave `StripeConnect__AllowLive` false until the EIN arrives and the platform profile is finished. The church computer does not keep the platform secret. The church account id starts with acct_. A cancel token is stored with it. That token is not the platform secret.

ServeWay takes nothing off the top. The church pays only Stripe's standard fee, currently 2.9% + 30¢ per transaction, with no additional ServeWay charge. The church is the merchant of record. Disputes and refunds are the church's responsibility. ServeWay records the full amount the donor gave. Stripe's fee is not subtracted. Cards are the default. ACH stays off until the church turns it on. Stripe's standard ACH (bank transfer) fee is currently 0.8% per transaction, capped at $5, for standard settlement (https://stripe.com/pricing/local-payment-methods). Gifts are in US dollars only.

The website shortcode is `[serveway_giving]`. `[serveway_accountant]` is the accountant download page, off until the church turns it on. The accountant signs in and downloads a CSV or PDF. There is no request form and no Monday email. Card numbers stay on Stripe Checkout. Webhooks at `/wp-json/serveway/v1/stripe/webhook` record gifts, refunds, and disputes. Coming back from Checkout does not record the gift.

How to connect:

1. On the ServeWay server (Debian 13), put the test secret and the Connect client id in `/etc/serveway/hosted.env`. Leave `StripeConnect__AllowLive` false.
2. Register the redirect `https://hosted.serveway.org/v1/stripe/connect/callback`.
3. Do not put the platform secret on a church computer.
4. On the church website, turn on Giving and save the same test secret and the webhook signing secret. Register the webhook for that site at `/wp-json/serveway/v1/stripe/webhook`.
5. In ServeWay™, open **Accounts**, **Offering**, **Stripe giving**, and press **Connect this church's Stripe account**. Save.

Tithely remains an offered option. Both write the same gift tables. Stripe gifts are marked Stripe.

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License Terms and Privacy Policy

The ServeWay™ License Terms are the agreement for this program. The ServeWay™ Privacy Policy says what information is sent and what stays on the church computer.

These words are the same in the program and on the website. This manual does not repeat them.

ServeWay™ is supported only on Windows 11 Pro.

In the program

1. On the main window, press the red **Help** button.
2. Press **Licenses**.
3. The window opens on the ServeWay™ License Terms. That text is stored in the program. It is there when the computer is offline.
4. Press **Privacy Policy** to read the ServeWay™ Privacy Policy. Press **License Terms** to go back.
5. Press **Third-party licenses** to read the licenses for other software that ships with ServeWay™.
6. Press **Close** to leave that window.

On the website

The same License Terms and Privacy Policy are on serveway.org.

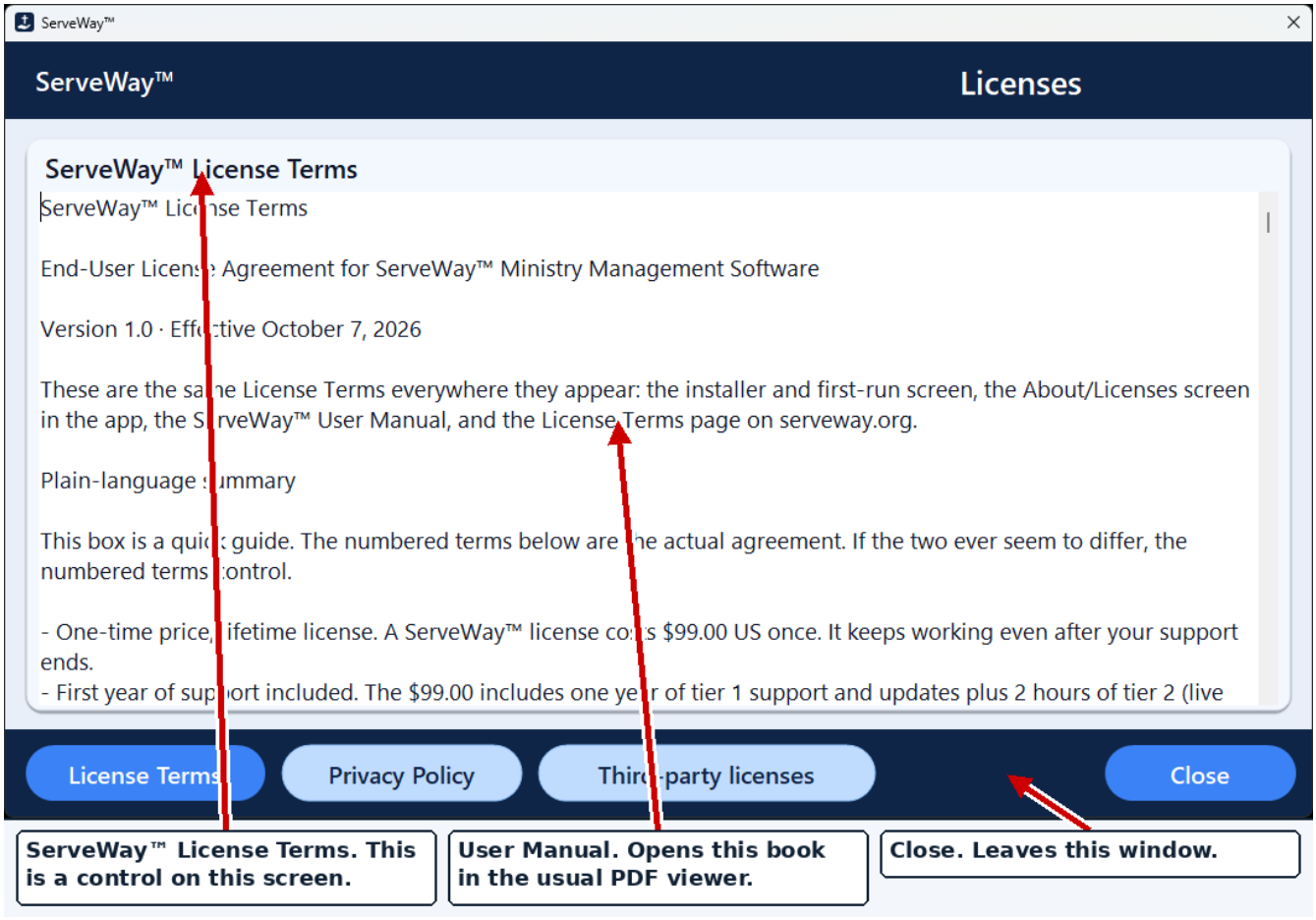
The Privacy Policy describes automatic error reports. Publish that section on serveway.org with the copy stored in the program. It names the switch **Send error reports to ServeWay™ support**, the **Send error reports to** box on Diagnostics, and the personal details removed before the email is sent.

Email: support@serveway.org

When you install

The installer shows the ServeWay™ License Terms. Choose **I accept the agreement** to continue. If you do not accept, the installer does not continue.

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Licenses

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