

New Features for Pastoral Care 11

The flyover highlights of PC11

- SMS fully integrated into PC11 with an extensive range of features including Quick SMS which is launched from the main menu.
- Pastoral Care Communicator – A new standalone SMS & email program for the leadership which receives list from PC11 created in the SMS and Email manager areas. It also includes its own personal contact list.
- Pastoral Care Personal SMS – A new standalone personal SMS Program for anyone in the congregation to access the benefits we are able to provide through our SMS provider.
- Library – A fully integrated library manager program to manage either the pastor's personal library and or a full church library.
- Email – Totally rebuilt, a new email engine with new features like embedding images so that your church logo can go out on every email.
- Mapping – linked to a free internet mapping service to either view where people live or get directions to get to peoples locations.
- New category integrated called 'Lists' used with SMS and Email for rapid gathering of people to send SMS and or Email as well as exporting of the Lists to the Communicator program.
- New icons – A fresh more modern visual look has been given to all toolbar
- Filter Tagging – A tagging option built into filters in which you can manually choose individuals to pass through the filters.
- Custom Letter has been expanded to include a letter head so that when either emailing letters or printing them the church logo can be included.
- The Roll Program has been improved for informing the user the total amount of people in the list for people with a attendance or without a attendance.
- The family file created date and last edited date has been included in the 'Sort' window to be used when running reports.
- The tagging program has been expanded to include the family groups and family dates; also the new 'List' function has been included in here
- When creating a mailing export the State and Country have been included in the export
- A bar code object has been included in the Custom Reports.
- When running reports from the 'Create Reports' area within the preview window the total amount of people within a report is displayed
- New A5 and A4 church directories have been included.
- Built for Windows 7, Vista & XP.

The finer details of PC11

Each new edition of Pastoral Care has a new theme, this edition, version 11, is 'Communication & Resources', PC11 will enhance the communication within your church with a new tool, SMS txtng, and a completely rebuilt tool, email, to communicate to your congregation with greater efficiency. To enhance the resources your church have available to the congregation PC11 has an extensive new library manager program, this program will manage either the pastor's personal library and/or a full church library. Also included is a mapping program which taps into a free mapping service on the internet so you can see exactly where people live as well as being able to get directions from point A to point B. We have included improvements to other well established areas within Pastoral Care and included a new standalone program tool with the leadership of the church in mind, 'Pastoral Care Communicator' for giving ease of communication from any leader within the church to the congregation via SMS or email as well we have included a standalone program call 'Personal SMS' for anyone within the church to take advantage of the cost saving SMS service we are able to provide your church.

These new features packaged with our ever popular free multi user licence, purchase one program and install on as many computers within the church, with PC11 being fully networkable further reinforces Pastoral Care as the number 1 church management software package chosen by all denominations within Australia and New Zealand. Previous owners of Pastoral Care are eligible to purchase PC11 upgrade edition at half the price of the full edition.

SMS txtng is one of our exciting new features with PC11, now fully integrated so that you can send instant messages to peoples personal mobile phones from reminders to encouraging messages sent out weekly to event information to this week's passage that will be preached at church right up to urgent prayer request. We believe this new tool will especially be a hit with the youth leadership as txtng is now considered the norm amongst the youth as email takes a backward step in communication to them. SMS opens up a whole new way in networking directly with the congregation, quickly, cheaply and efficiently. SMS's sent from Pastoral Care can be individually personalised with the receives name embedded into the txt by PC11. To complement this SMS txtng txt's can be sent to landline phones in Australia which the receivers receive the typed txted converted into a voice message; the receiver of a voice txt message also has the ability to respond back to the sender of the message a response to a mobile phone, for landline phones that have a fax machine attached the message will be transmitted as a fax. If a receiver of the message is not home to answer the phone Telstra computers will keep sending the message again at a latter time until they receive the message. Please note this txt to voice and txt to fax feature is only provided to Australian churches as we tap into the service which is provided by Telstra Australia, all other countries have the service of Pastoral Care providing txt's to mobiles.

Package with Pastoral Care is a standalone SMS / Email program called the 'Pastoral Care Communicator' in which lists of groups can be exported from PC11 so that anyone within the church has the ability to SMS or email groups of people within the church. Users of this program can create their own list within the program as it has a personalised address book meaning the program is fully operational without the need for an export file from PC11. To increase the availability of this program to your congregation we have a link to it on our home page (www.pastoralcare.com.au) in which you can download right now to start using SMS / Emails to send out in bulk. The download has no restrictions within it and is ready to use today with its own personal contact list and when you upgrade to PC11 you will be able to export lists of people from your church to it. We believe the leadership teams within a church will find this new program a major tool to benefit them.

To complement the SMS program in improving the communication pathway PC11 has a completely new rebuilt email program. The previous email program had been the same since email was introduced into Pastoral Care. The previous email engine is becoming a redundant technology and is now not meeting the needs which an email program is now required to work on the internet reliably in today's technology. With the new email program comes new features, one of the most exciting is the ability to embed an image at the top and or bottom of the email so that the church can produce professional emails with impact using the church logo at the top and a person's signature and contact details image to sign off an email.

A huge area of development in PC11 is a complete library manager; this new program is feature rich and designed in consultation with a regional library employee to build a program with the features of a professional library manager. This program is designed so that it can handle multiple different libraries, in that the pastor's personal library can be managed independently of a church library. Please read below to gain a greater insight into this major new development

Major New Additions

SMS manager

Pastoral Care 11 now has a fully integrated SMS solution so that you can send out bulk SMS messages to any mobile phone to over 140 countries. Pastoral Care 11 sends the messages to an Australian SMS provider seamlessly through the internet in which they then resend the message to the telecommunication providers. To obtain this service you just need to create an account with the SMS provider and enter the username and password within Pastoral Care. New accounts at the time of writing receive their first 25 SMS messages for free to test drive the service with a minimum recharge of \$1

The advantage of the provider we have chosen to partner with is that they are an Australian company, use an Australian SMS gateway, this ensures reliability in sending the message within Australia as oppose to some providers who send the message via 3rd world countries at a reduced cost and a reduced reliability. No set up cost exist, no monthly or yearly account fee, no contracts and no expiry dates on the credits purchased unlike other SMS messaging companies; as well our SMS provider have many large Australian well known companies as their customers. An SMS message starts at 10c a message and is reduced further for bulk messages purchased. For our New Zealand churches our SMS provider has established an office in New Zealand offering exactly the same service as the Australian churches in sending messages to mobiles.

For the first time Pastoral Care not only pays for itself but saves your church money as the average price of a txt sent across the different telecommunication providers is 25c, txts sent from Pastoral Care are more than half the price. Youth groups already use txts as a method in communication, with the SMS tools within Pastoral Care 11 it won't take long for considerable savings to be made just in the youth groups department alone. To maximise the efficiency of savings to the church Pastoral Care 11 comes with a standalone program, 'Pastoral Care Communicator', for sending both SMS and emails in bulk so the group leaders using the program don't need to have the full Pastoral Care program installed on their system. The PC Communicator is available for download from www.pastoralcare.com.au to make it easy for any one within the church to access this program.

There is nothing stopping individuals within the church to take advantage of the cost saving of Txt's as we also are releasing a new program called 'Pastoral Care Personal SMS'. This program is designed with its own personal address list so that any individual within the church can send txt's at a reduced cost. This program is also available on our web site for the congregation to download directly.

A txt sent from any Pastoral Care component that can send 'SMS' as far as the receiver is concerned is as if the txt has come from a personal mobile and when the receiver replies to the txt you have sent you can specify any mobile number for their txt to return to.

Features of Pastoral Care 11 SMS program:-

- Able to send SMS txts to mobile phones. For Australia only, if a landline phone number is sent a txt the txt will be delivered as a txt to voice message with the receiver able to reply to the voice message back to a mobile. If the landline is a fax line the message will automatically be sent as a fax.
- Full Filter function so that you can load in any group for sending an SMS to.
- Priority settings so that you can determine either a family mobile number has a lesser or greater priority over a personal mobile phone or a landline phone number.

- Ability to load in just the family for sending an SMS to or loading in each of the individuals. This way SMS txts can be sent efficiently in which one member of the family receives the txt on the families behalf.
- Ability to load in people that are placed on reports with Pastoral Care for sending an SMS to.
- A feature to be able to create a special report in the roster program so that those people can be loaded into the SMS program giving you the power to add the duties people are on within the SMS message so as to send reminders of duties for an upcoming church service.
- SMS id which is sent with the message can be entered with any phone number so the person receiving the message can reply to your mobile phone or you can send a TXT description instead in which when they receive the message it will display for example "Church". If a description is sent the receiver will not be able to reply to the message received.
- In the txt message you compile you can put in objects for the persons given name and or surname so that the message can be personalized to each person receiving the txt.
- An option to save the SMS message to be retrieved at a latter date exists with a preview display.
- A history area exists which keeps a record of the last 500 SMS messages created and all the people who where sent that message is displayed.
- A log area exists which is accessed from the History area in which each single SMS sent is logged with the phone number and the response ID sent back from the Sms provider for each message recorded, the last 10,000 messages are recorded here. This becomes useful if the need arise to contact SMS provider for tracking a message.
- A option exists within all programs that send an SMS message that when you double click on the persons name the history of messages sent to that phone number are displayed.
- An option exists for creating lists so that groups of people can be quickly loaded into the SMS program for instant dispatching of messages. These lists of people can be exported to the standalone 'Pastoral Care Communicator' program so that group leaders within the church have the same access for sending messages without having the full Pastoral Care program needed to be installed on their computer. This will become a powerful tool for any leader within the church requiring an efficient method in communication. We believe the the youth leadership will be one of the first wanting to get their hands on this program as youth these days do most of their communication via txt's. Lists can be edited so that a specific phone number can be attached to a person as well lists can be accessed in the family file editor, in the filters window and within the tagging program. Lists reports are available to report on all the people attached to a list or all the lists a person is attached to.
- An export program exists which allows you to create a 'CSV' file of any SMS list created in Pastoral Care, this 'CSV' list can be uploaded to the

SMS provider's web site so that you can send SMS messages to any group of people from any remote location. Remote SMS messages can be sent from an iPhone by accessing the sms provider's web site. We have been notified that a dedicate iPhone application is in development by the sms provider for sending messages which we look forward to coming out in the future.

- Multiple SMS accounts can be accessed from within Pastoral Care. This allows a church to set budgets for SMS messages to either particular people or departments in that for example the youth can manage their own account so they don't over use the available credits which other departments in the church want to access. Individual accounts are entered in the security area attached to a person's password.
- To improve the useability of the program a basic and advance option exists in selecting how to load people's phone numbers into the program. The basic option gives the most common requests for loading people in where the advance option gives the power to our power users to have full control.
- A quick SMS feature is available at the main menu for sending messages to anyone on a list. The advantage of this area is that it doesn't have the advance features within the SMS manager that may confuse a user who is not familiar with the program but it does have the full power in sending an SMS message so that the general office staff can use. This area also has its on security access so only those users given access can actually send a message.
- A scheduler exists for sending SMS messages within PC11, PC communicator and PC Personal SMS. The scheduler allows you to set the date and time the SMS messages are sent. Once you send the messages that are scheduled the SMS messages sit on the server of our SMS provider until the due time before being sent. This allows you to send any group of messages anytime 24/7 without needing to have access to your computer at that time.
- Within PC11 SMS manager exists a birthday option in which you can load in people who have a mobile phone and have their birthday fall within a user defined date range. Then you are able to set up a personal message using their first name and once you send the message to the SMS provider's server the message will sit on the server until their actual birthday date and then it will be sent at the time on that day you specify. An option exists when loading in people not to load people in who have received a birthday SMS in the current year. This way you're not going to double up on sending messages to someone and only get those who are yet to be sent one.
- Spell checking has been included.

Pastoral Care Communicator

The Pastoral Care Communicator is an exciting new edition to the Pastoral Care arsenal. This program can be used by anybody in the congregation but

was designed with leadership in mind. We wanted to deliver a standalone program which can send bulk SMS or emails out from it without the need for someone to operate the full Pastoral Care 11 program. What makes this program unique is the ability to receive exported lists which Pastoral Care 11 creates so that the program is fully ready to go to contact anybody or any group within the church. The program features the same specs as Pastoral Care 11 which has already been revealed for its new SMS area and the rebuilt email area. This program also features its own personal contact list for sending SMS or emails either in conjunction with any of the imported lists or just to send messages from its personal contact lists. One useful feature just like built in Pastoral Care 11 is the ability to send personal SMS or emails by using the receivers name in the message.

The standalone installation program will be available from the installation CD of PC11 or as a download from the Pastoral Care web site.

Pastoral Care Personal SMS

Due to Pastoral Care now partnering with an Australian SMS provider to be able to provide txt messages sent at a dramatically reduced price we have released the 'Pastoral Care Personal SMS' program. This program is primarily designed for any one in the congregation who uses txts and seeks the convenience of a full keyboard and being able to send txt's to any mobile, (For Australian users txt to voice service to any landline as well txt to fax for landlines with a fax machine) cheaply. When people receive a txt from the personal SMS program the receivers are able to reply to txt to come back to any mobile the user of the Pastoral Care Personal SMS the program nominate.

The standalone installation program will be available from the installation CD or as a download from the Pastoral Care web site.

Library Manager

Resource management has always been an issue within a church, whether it's the pastor's personal resources he gives out on loan or a complete church library in who has what, who is waiting for a resource to be returned to who has not returned the resource. The Pastoral Care library manager has been designed from the ground up in consultation with a library employee who works with commercial library software.

Features:

Create unlimited amount of completely independent libraries. This allows you to manage independent library resources, i.e. the pastors personal library, a church library, a youth library, a Sunday school library etc

Libraries can be set up with an unlimited amount of resource types and categories. Resource type is what the library item is, i.e., DVD, book, Video, magazine etc. Category is what area the item falls into, i.e., fiction, fact, drama, counselling, leadership, ministry training etc.

Assets entered into the library can have the following details entered: Title, Author, Resource type, Category, Comment field, if the asset is a copy or a primary asset and the loan period for that asset.

Each Asset has an individual status which is used in managing it. Status's available – On Shelf, On Loan, On Hold, In Repair, Lost, and Archived.

Loan / Return function can either be executed manually by picking off a list of assets and or individuals or by using a barcode scanner for both the asset and or person borrowing the asset.

Renew / Extend loan option exists.

A reserve asset function exists so that when the asset is returned a window opens to inform the operator who the next person is that has reserved the item as well as the option for contacting the person via SMS and or Email from that window.

View / Report on the history of an asset as to who has loaned the asset and the history of individuals on what asset items a person has loaned

View / Report on loaned assets / Over due Assets / Reserved Assets.

SMS / Email integrated within for informing people who have overdue assets.

Many filters available to narrow the search down on the exact library asset a user is seeking.

A reports area exists to create many different reports on assets, loans, reserves, history, individuals, barcodes and more.

Mapping

Now Pastoral Care is able to tap into a mapping service available for free on the internet in which when the mapping button is pressed you are given the option to display a map, Satellite or Hybrid view of the location of the family home is displayed on a map.

Also available in the new mapping program is an option to set up predefined 'Origin' address so that you can choose to display the map to get directions from the 'Origin' address to the 'Destination' address of the family you have opened the mapping program on.

This new function is available at the Main Menu with the Pastoral Address Book, on the search window to find a family file, within the family file editor

and within the Tagging program. For this service to work the computer using Pastoral Care must be connected to the Internet. Features of the map displayed include the ability to print it and street view.

Filter Tagging

A new function now exists in the filters window called 'Tag'. This tag function opens up a window that lists everybody in the church in which now as well as filtering on groups you can filter on specific individuals to pass through the filters so that only those people chosen will be passed through to the reports or loaded into the program area you are in. This is a major new advancement as it is available everywhere within Pastoral Care that the filters option is available.

Also now available in the filters window is the ability to filter on 'Lists'. Lists are new to Pastoral Care 11 and are used by the SMS and Email programs.

Rebuilt

Email manager

All previous versions of Pastoral Care have had the original designed email engine, as time has moved on technology has changed with this previous behind the scenes email engine not being able to meet the full requirements of giving a church reliable email support in today's technology. Pastoral Care 11 has a completely new email engine which allows the church to move forward into the future giving reliable email communication. This advancement is considered a major new feature within PC11 in which we encourage all users who use or are considering using Pastoral Care email to consider changing over to this new version.

Technical improvements:

- A completely new SMTP (Simple Mail Transfer Protocol) email engine which as well now supports ESMTP (Extended Simple Mail Transfer Protocol) protocols. This new engine improves the connection with your internet provider in which we have had providers Pastoral Care couldn't communicate with, as well improves the quality of the email to ensure reliable communication across the internet.
- Supports Secure Password Authentication (SPA)
- Supports Encrypted connections (SSL/TLS)
- New Mime (Multipurpose Internet Mail Extensions) built within which means the emails created within PC11 closely resemble emails created in Outlook which allows a smoother more reliable transmission of email messages.
- The new email engine sends the email in HTML format (this allows fonts, colour and formatting of the emails) for people who receive these

emails which only have a plain text reception the email has automatically built into it a plain text version for the receiver to view.

- Email Port setting is available, this is the port emails are sent out on, most of the time this is port 25 but we have experienced some users who need control over this port setting.

User function advancements:

- Given name and surname objects now available to be placed within the email so that personalized emails can be sent to either individuals or to families with the receivers name anywhere within the body of the text written in the email.
- This new email engine in PC11 now gives you the ability to embed images within the email so that you can place your church logo image at the top of the email and a sign off signature image at the bottom of the email to dramatically improve the impact and professionalism for the person receiving the emails. Images embedded are remembered so that for every new email created the embedded images are automatically included in the email.
- A priority setting has now been included so that you can set the email to Normal, High or Low priority.
- An option now exists so that you can request a read receipt from the receiver of the email.
- A new history area has been created which keeps a record of the emails sent and who they were sent to.
- An option to save the email to be retrieved at a latter date exists including a preview display.
- Able to now import a list of people from the roster area within Pastoral Care with the click of one button in the toolbar so that you can send email reminders to people on roster for any week, in most cases it will be for people on roster the following Sunday. As well as importing the people names the actual duty the person is doing is imported so that you can use a duty object that can be placed anywhere within the text of the email to display the individuals duties they are on.
- A new user interface has been developed for the email program
- An option exists for creating lists so that groups of people can be quickly loaded into the Email program for instant dispatching of messages. These lists of people can be exported to the standalone SMS/Email program, Pastoral Care Communicator, so that group leaders within the church have the same access for sending messages. This will become a powerful tool for any leadership people within the church. Lists can be edited so that a specific phone number can be attached to a person as well lists can be accessed in the family file editor, in the filters window and within the tagging program. Lists reports are available to report on all the people attached to a list or all the lists a person is attached to.
- To improve the useability of the program a basic and advance option exists in selecting how to load people emails into the program. The basic option gives the most common requests for loading people in

where the advance option gives the power to our power users to have full control.

- Any attached letters to the emails sent are now automatically converted to PDF files instead of being sent by the previous versions of RTF, this has been done to allow letter head images to be included in the letter so that a church can have letters go out via email with their own personal letter head.
- Spell checking has been added

Pastoral Care Directory Program

The Pastoral Care program has for many versions come with a free standalone program for distribution amongst the congregation called the Pastoral Care Directory Program. This program has been designed to receive exported details of people's personal details as well as receiving exported reports from Pastoral Care.

With Pastoral Care 11 comes version 5 of the Directory Program, this includes the email program totally rebuilt with the same specs as the new email program built within Pastoral Care 11 as well as a fully integrated SMS program. The Directory program also now includes a new personal contact list for email & SMS as well as a history record of emails and SMS sent from the program.

Advancements

-In the Custom Letter program you can now add a Header image to the letters, this is so the church can include their own unique letter head attached to the letter. Options available include the setting how far to indent the image from the left hand side as well as to include the header image on every page or not. A Header image is stored so that it will be picked up for all letters created with the custom letter program. A header image is remembered by the person's password into Pastoral Care so that for example the youth could have a different header image compared to the main church.

-In the Roll program when adding people attendances you now have total amount of people listed without any attendance and the total amount of people with an attendance, the amounts are display on the top right hand side of the appropriate box in which the names are displayed in

-Family File Created date and Family file last edited date has been added to the "Sort" Window area of Pastoral Care 11. This means you can now find family files either edited or created by filtering in on their date so you can search all the dates, a specific month, the age or a specific date range, anniversary or even if a date doesn't exist at all or a date doesn't

exist between a range of dates. This feature is available in all major areas of Pastoral care where you access the "Sort" Window

-The Tagging program has been expanded so that you can now tag family groups and family dates. As well the new 'List' function has been included in the tagging program so that people can be attached to SMS or Email Lists.

- When creating a mailing export from the export program, State and Country have now been included in the export.

- A Bar Code object has been added within Custom Reports, this will be found in the Personal Details sub custom report. Now a personalised report can be created using Bar Codes.

- All toolbar icons have been replaced within Pastoral Care to uplift the visual appeal in using the program to the user.

- When running any report from the 'Create Reports' area of Pastoral Care the preview viewer has its tool bar the total amount of people placed in the report that has been run.

-Two new Directory reports have been added to the directory lists, these are A5 Directories printed on A4 paper.

-Pastoral Care now features in its standard reports A5 directories that print on A5 size paper

-The family editor has been expanded to include 'Lists'.Lists are used within the SMS and Email program, within the family editor you can easily attach a person to a 'List'

- Automatic analysis on the internet for an update once a month is now included in the Pastoral Care Directory Program, Pastoral Care Communicator Program and Pastoral Care Personal SMS program.

-Designed for Windows 7, Vista & XP