Tools for Member Communication

Constant Contact

1. Visit https://constantcontact.com
2. Click Pricing
   a. Email – begins at $20/month
   b. Email Plus – begins at $45/month
   c. Price based on the number of contacts
3. If looking for simple Email tool – "Email" plan will be sufficient
4. If looking for more function – polls, surveys – "Email Plus" plan is the choice
5. Comes with full Knowledge and support base:
   a. How to Create an Email - https://knowledgebase.constantcontact.com/tutorials/KnowledgeBase/6457-create-and-send-an-email-in-the-next-generation-editor-video?lang=en_US
   b. How to Add Contacts to your account: https://knowledgebase.constantcontact.com/guides/KnowledgeBase/6854-add-your-contacts-guide?q=Add%20Contacts&pnx=1&lang=en_US
6. **Mention that the Knights of Columbus recommended you for $75 credit**
   a. https://www.constantcontact.com/refer-a-friend?ic=clm_cus_raf_referralcustomer
7. Constant Contact has a poll feature where you can embed simple polls into emails. If you purchase Constant Contact, you will not need to utilize the other tools for voting – Google Hangout and Survey Monkey – that were previously mentioned

Flocknote (starts at $7 / month)

Features include: unlimited texting, email, and automated phone calls ($0.09 per call)

If your parish has a flocknote account:

1. Consult with your pastor and ask if your parish has a flocknote account
2. With you pastor's permission, your parish office can create a "group" for your Knights of Columbus council and give you access to messaging your members
   a. This is a great opportunity to collaborate with your pastor, and will allow the parish and the KofC council to remain on the same page and coordinate activities for the parish
3. Once you are made an admin on your parish account, you can enter the email addresses to invite your membership to create flocknote accounts and to join your group
4. Then, from your computer, you can draft and send emails and text messages to your membership

NOTE: depending on the size of your council, you may increase the monthly payments your parish makes for the service. In this case, please ensure the council is prepared to provide those additional funds to the parish to cover the subscription.

If your parish does not have a flocknote account and your council is under 40 members:

1. Visit https://flocknote.com/pricing
2. Click "Learn more and get started FREE" if your council is under 40 members
3. Click "Start a Flocknote network for your church or ministry now"
4. Click "My church isn't on Flocknote yet"
5. Click "Sweet – let's go!"
6. Enter your name, email address, cell phone, and create a password
7. Check your cell phone for the verification code that was texted to you and enter that 4-digit code
8. Then enter your Council Name, Council website (not Church), denomination Catholic, and zip code
9. Adjust your custom flowcknote URL if you wish and hit "Let's Go"
10. You are now on your flocknote main page – scroll down to "Welcome to Flocknote!"
11. Here, you can add members, or import your contact list
12. It will be much easier to upload a spreadsheet of your member roster as opposed to adding members individually
13. See our "Officers Online Rosters/Data Download" tutorial for more information on getting a spreadsheet roster of your council membership
14. Here is a 10 minute video on how to send emails and text messages to your council membership: https://vimeo.com/281701808
15. For any other questions, utilize the blue circle with the question mark at the bottom left hand of the screen

If your parish does not have a flocknote account and your council is over 40 members:

1. https://flocknote.com/pricing
2. Click "View pricing for over 40 members" if your council is over 40 members (you will be billed later based on the number of members you have)
3. Click "Start a Flocknote network for your church or ministry now"
4. Click "My church isn't on Flocknote yet"
5. Click "Sweet – let's go!"
6. Enter your name, email address, cell phone, and create a password
7. Check your cell phone for the verification code that was texted to you and enter that 4-digit code
8. Then enter your Council Name, Council website (not Church), denomination Catholic, and zip code
9. Adjust your custom flowcknote URL if you wish and hit "Let's Go"
10. You are now on your flocknote main page – scroll down to "Welcome to Flocknote!"
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12. It will be much easier to upload a spreadsheet of your member roster as opposed to adding members individually
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Dial My Calls

1. Visit https://www.dialmycalls.com
2. Click box on right side to start a free trial
3. Enter name and email address
4. Enter further account information
5. Click the blue button on the top center of the page "Click Now to Create Your First Broadcast"
6. Click "Voice" and then Click "Next"
7. Upload your contacts in 1 of 3 ways, manually add, quick add, or upload a spreadsheet
8. See our "Officers Online Rosters/Data Download" tutorial for more information on getting a spreadsheet roster of your council membership
9. After adding contacts, select all or some of your contacts to send the broadcast too. Then click next.
10. To maintain your free service, click "Push To Opt-Out" – this will allow your members to opt out of calls, but is free. For other call options, read about and select those.
11. Once your call option is selected, click next.
12. Add your caller ID that members will see when you call, "Grand Knight Smith" etc., and hit next.
13. You will then need to enter your phone number. Dial My Call will call that number to verify that you put in a valid caller ID name.
14. Answer the call and collect the four-digit verification
15. Enter the four-digit verification into the computer.
16. You can then hit next.
17. Add a recording. This is the message you will send to your council. Click Add recording
18. Dial My Call will call you to record the message
19. Answer the call and record the message. Follow the prompts. You will hang up when prompted after recording the message and it will be saved to your computer.
20. Select your recording and hit next.
21. Select when you would like to send this voice broadcast and hit next.
22. Review your broadcast and click "Send Broadcast Now" at the bottom of the screen.
23. Watch this 12-minute video on how to create your first broadcast https://youtu.be/0_YMhC4RKGo

WhatsApp

1. On your iPhone, iPad, smartphone, or tablet, visit your App Store
2. Search "WhatsApp Messenger"
3. Download the app
4. Open the app
5. Click "Agree & Continue"
6. Click "Allow" to allow notifications from the app
7. Enter your phone number and click "Done" in the top right of the screen
8. Confirm your phone number by clicking "Yes"
9. You were texted a verification code. Enter that code to verify your account
10. Choose whether or not you would like to back up your WhatsApp chats to the cloud. If no, click "Skip" and then "Skip Restore". If yes, follow the prompts to set that up
11. Enter your name, first and last and click "Done"
12. Click "OK" to all WhatsApp to access your contacts
13. Now – email your council membership asking them to download WhatsApp and create their account
14. You will need to put your officers / members into your phone as contacts in order to add them to your group
15. Start a New Chat by clicking the pen on paper icon in the top right
16. Click new group
17. Select your contacts you would like in the group i.e. Officers or all members
18. Name the Group
19. Message the group like you would a normal text message in the app. You are now in a texting group with the group you just created.

GroupMe

1. On your iPhone, iPad, smartphone, or tablet, visit your App Store
2. Search "GroupMe"
3. Download the app
4. Open the app
5. Click "Create an account"
6. Sign up with email, apple, or facebook and follow the prompts to enter name, password, and other information
7. Use your cell phone number to verify your account
8. Allow the app to sync to your contacts and send you notifications
9. Start a New Chat by clicking the pen on paper icon in the top right
10. Name your group i.e. KofC Council 987654 Officers or KofC Council 987654
11. If you click advanced, you can close the group so that only you can add or remove people. Do this if you wish
12. Add members from your contact list
13. Once the group is created, you will see a "Share Group" button. Click this button and then click email to email the group link to your membership.
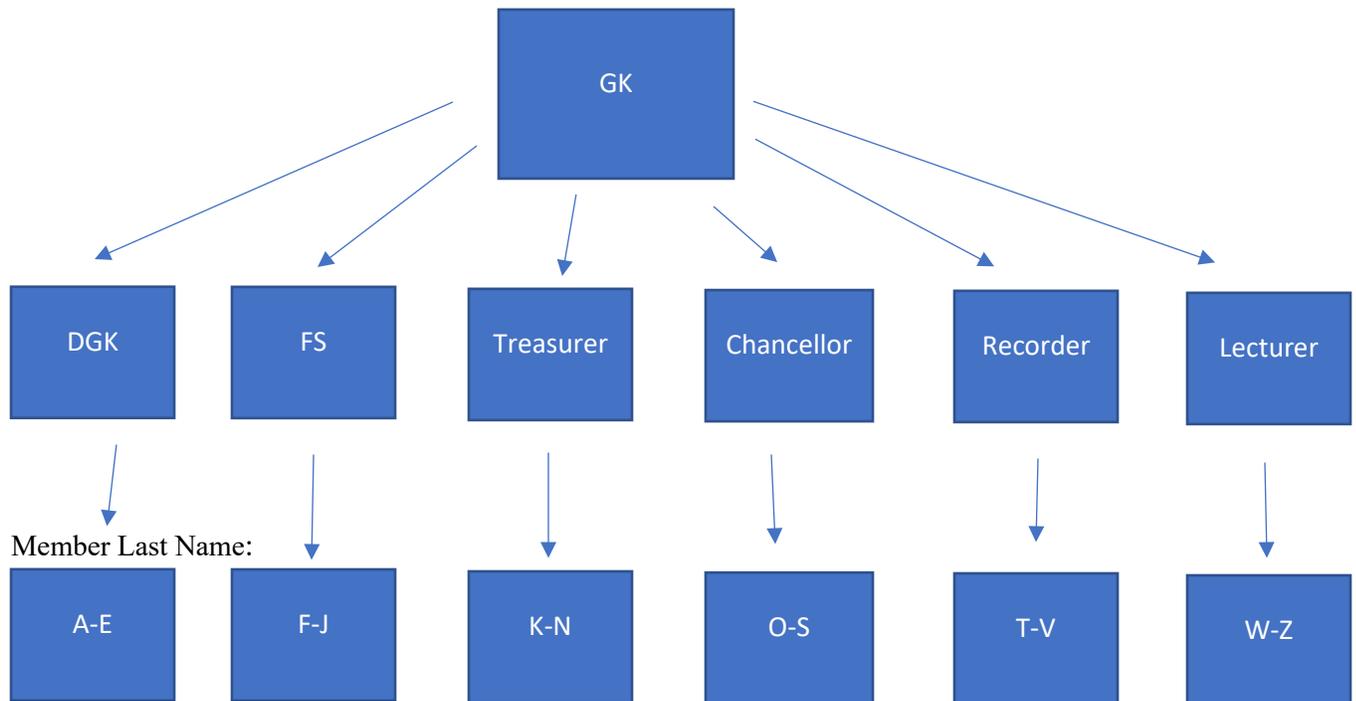
14. Your membership will need to follow the above prompts to download the app and create an account.
15. Message the group like you would a normal text message in the app. You are now in a texting group with the group you just created.

Manual Phone Tree

Sample:
*Note: More layers will need to be added for larger councils, but use this general template:

Member Last Name:

For example, larger councils can utilize program directors, guards, and all other official positions, as well as member volunteers – to ensure that every member of the council is reached in a timely manner not burdensome to the volunteer force of the councils.

A spreadsheet of call summaries should be kept: Who was called, when, and what the member might need. The spreadsheet should be reported to the GK at the end of the call tree.