

# PARENT CUE APP CUSTOMIZATION GUIDE

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 PARENT CUE

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# Welcome

## Welcome to a new way of connecting to the families in your church!

Every week, we'll provide new content that you can customize, replace, or leave as is for the families connected to your church through the app.

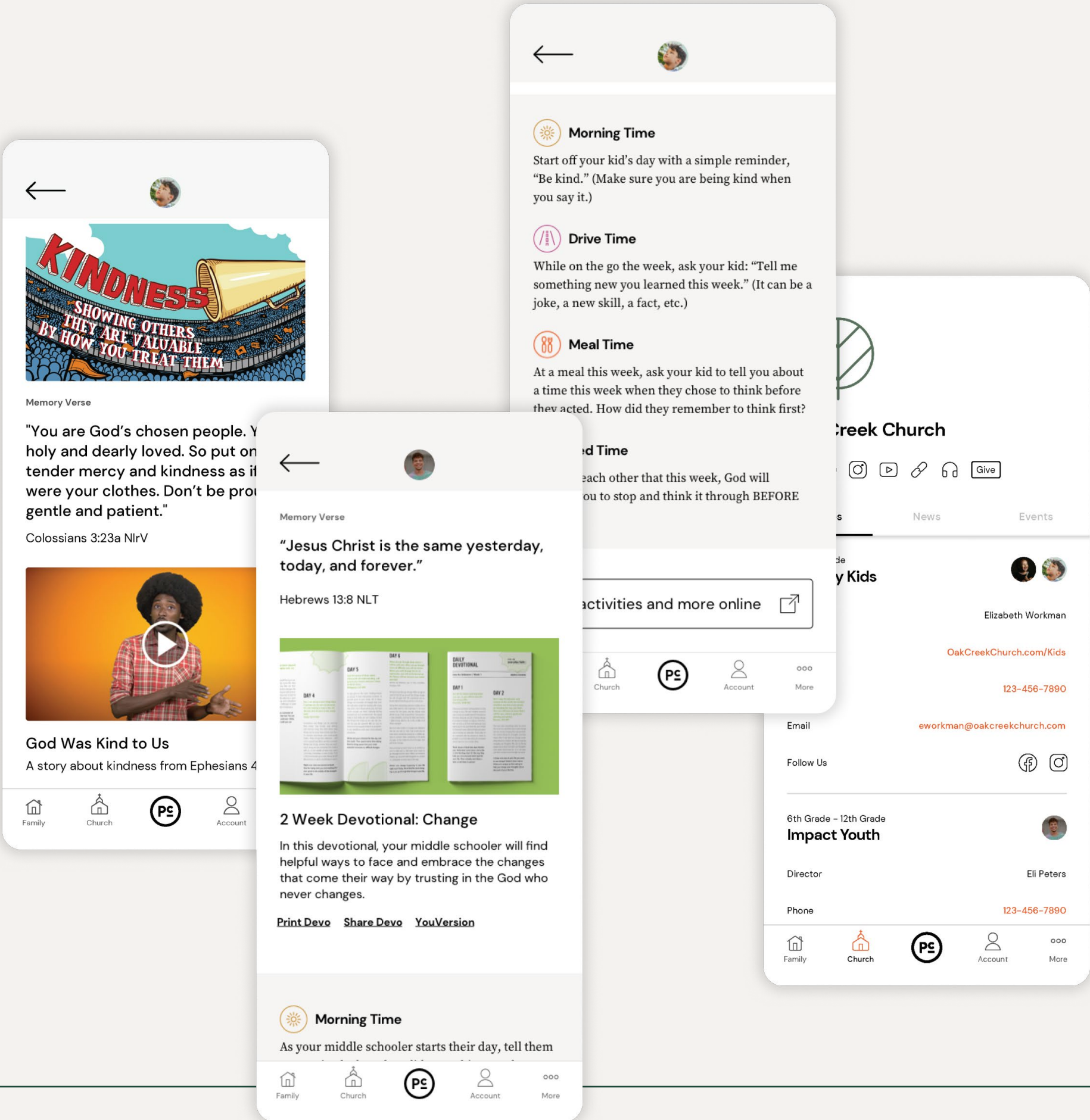
You have two tasks to make the most of this:

- Promote the Parent Cue app and make sure families are sync-ed to your church.
- Use the features we've provided.

Don't worry—we're in this together, and we're going to help you with both.

### Note

Parent Cue app customization features are designed for desktop browsers. To best utilize all features, please visit on a PC or MAC using any browser.





# Connect Families

When parents download the Parent Cue app from the iOS App Store or Google Play, they are prompted to set up an account and also have the ability to sync with their church.

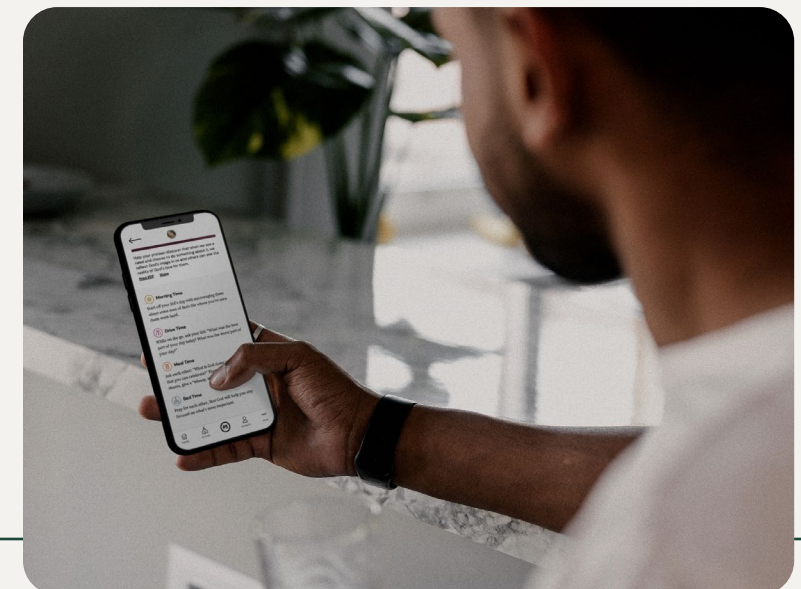
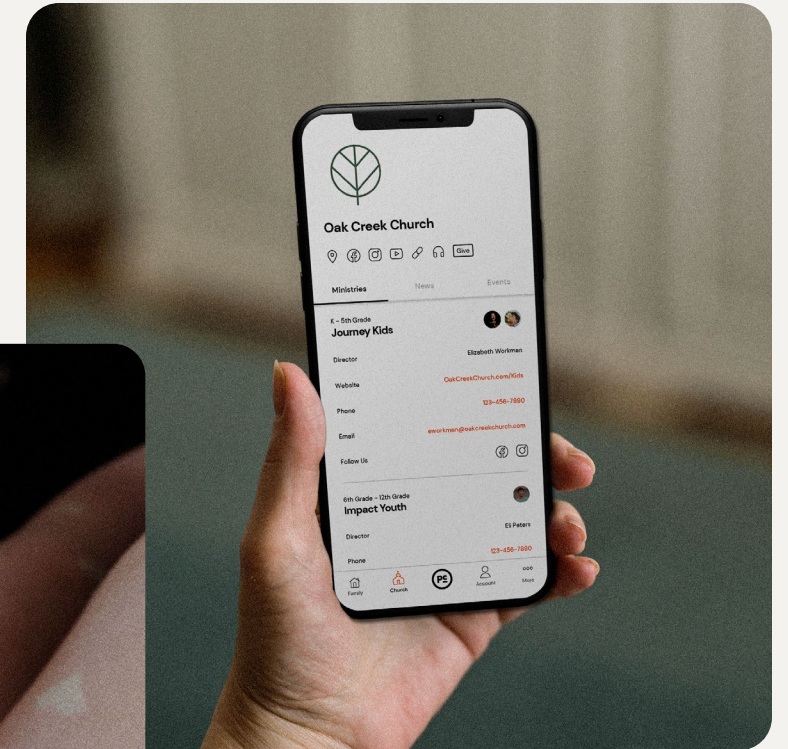
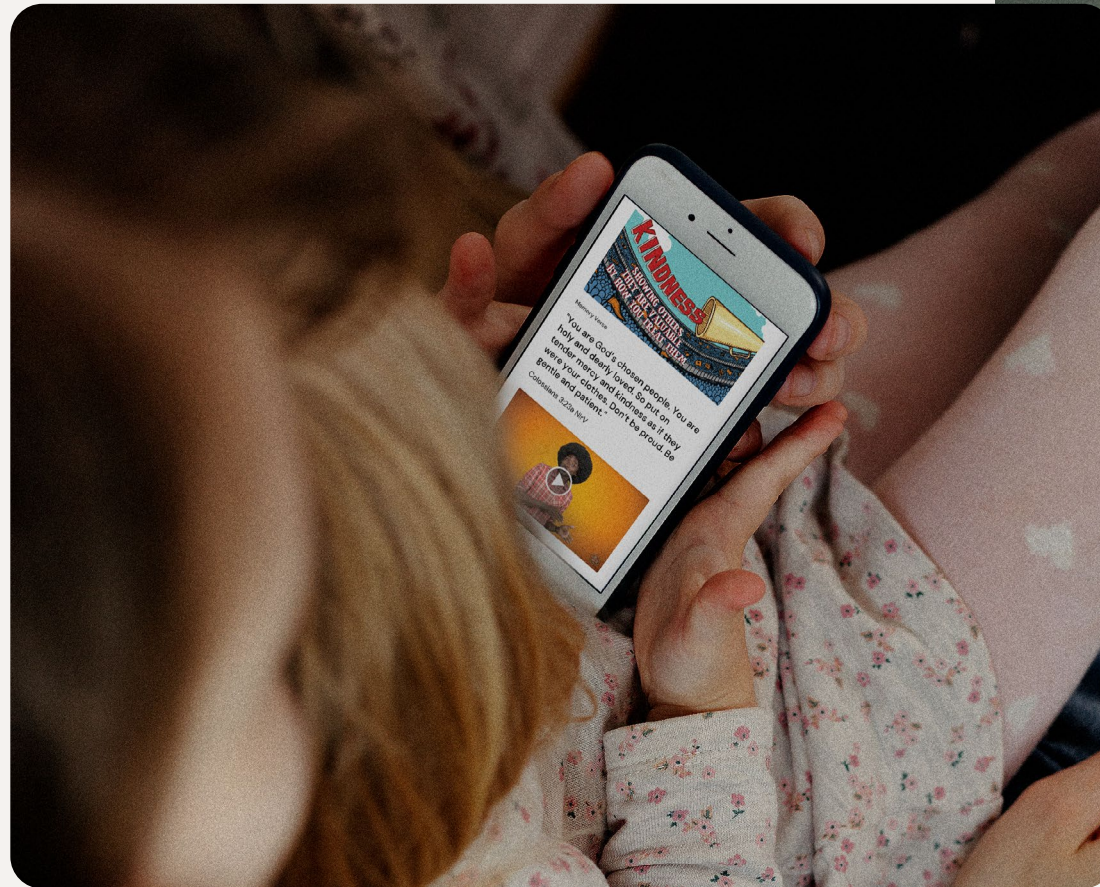
We have a network of churches connected with Orange in our system, and when they enter their church name and/or zip code, our geo-locator will pull up your church.

Once they sync with your church, they will access your church landing page (we'll get to that next), where they can stay connected with the ministries and information relevant to their family.

You can promote the Parent Cue app to the families in your church using the Parent Cue app Promo Kit (available for free at [Orange Leaders](#)).

You may also want to make promoting the app a key part of kids moving up in your family ministry or adding it to welcome kits for new families.

With the tools you now have access to with your customization subscription, you are going to want as many families connected to your church within the app as possible.




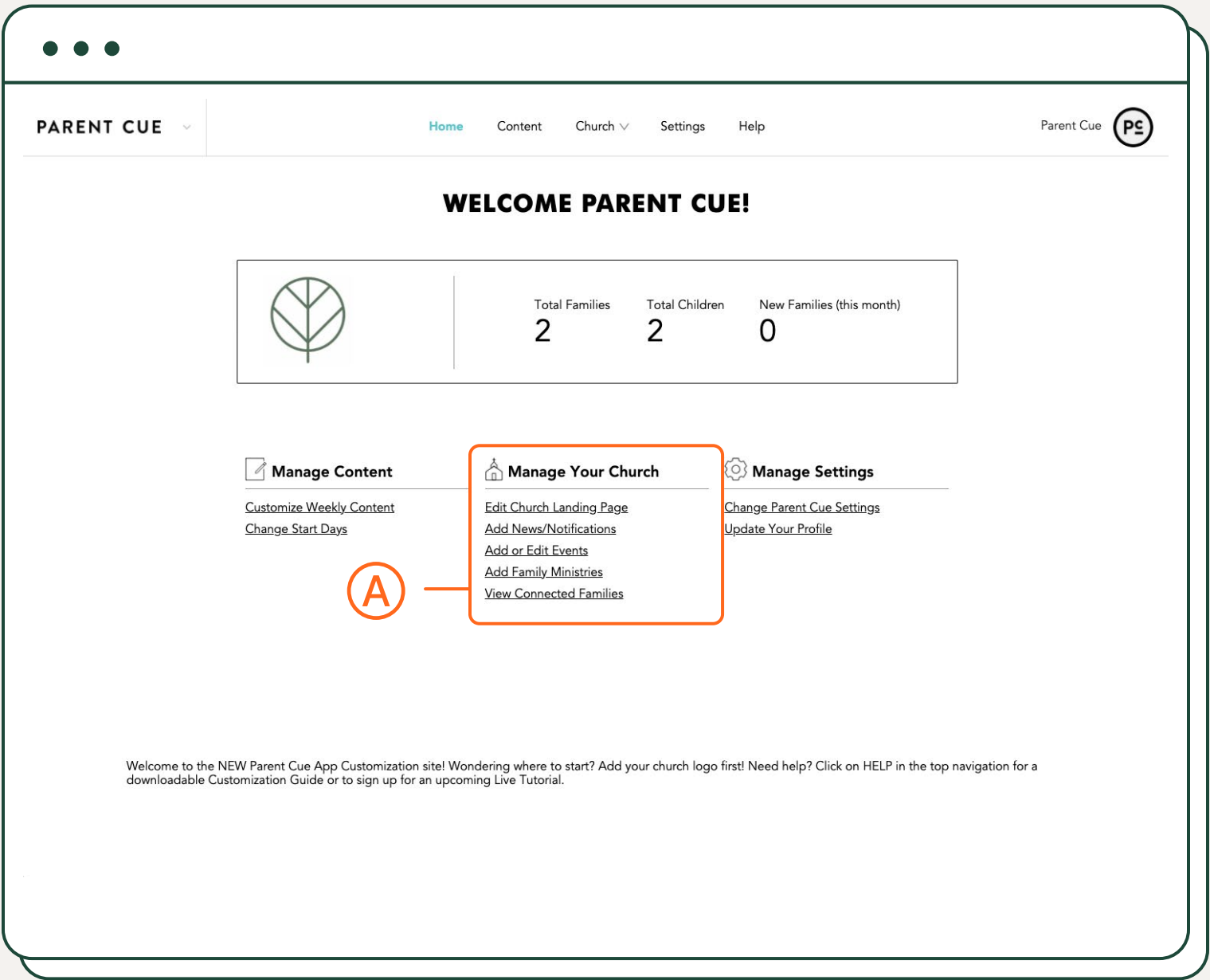
# Home Screen

Using a laptop or desktop computer, log in to your account. (The web browsers on mobile devices do not work for customization.)

The first thing you will see when you log into your Parent Cue app Customization account is your HOME screen.

From this screen, you can see how many families are connected to your church through the Parent Cue app. You can also easily access a number of tools and functions.

Let’s start with adding your church’s logo. Click on the Edit Church Landing Page under the “Manage Your Church” section .





# Church Landing Page

Whether you realize it or not, your church just opened up a new location—in the Parent Cue app. As a customization subscriber, you have access to set up the church landing page.

## LOGO

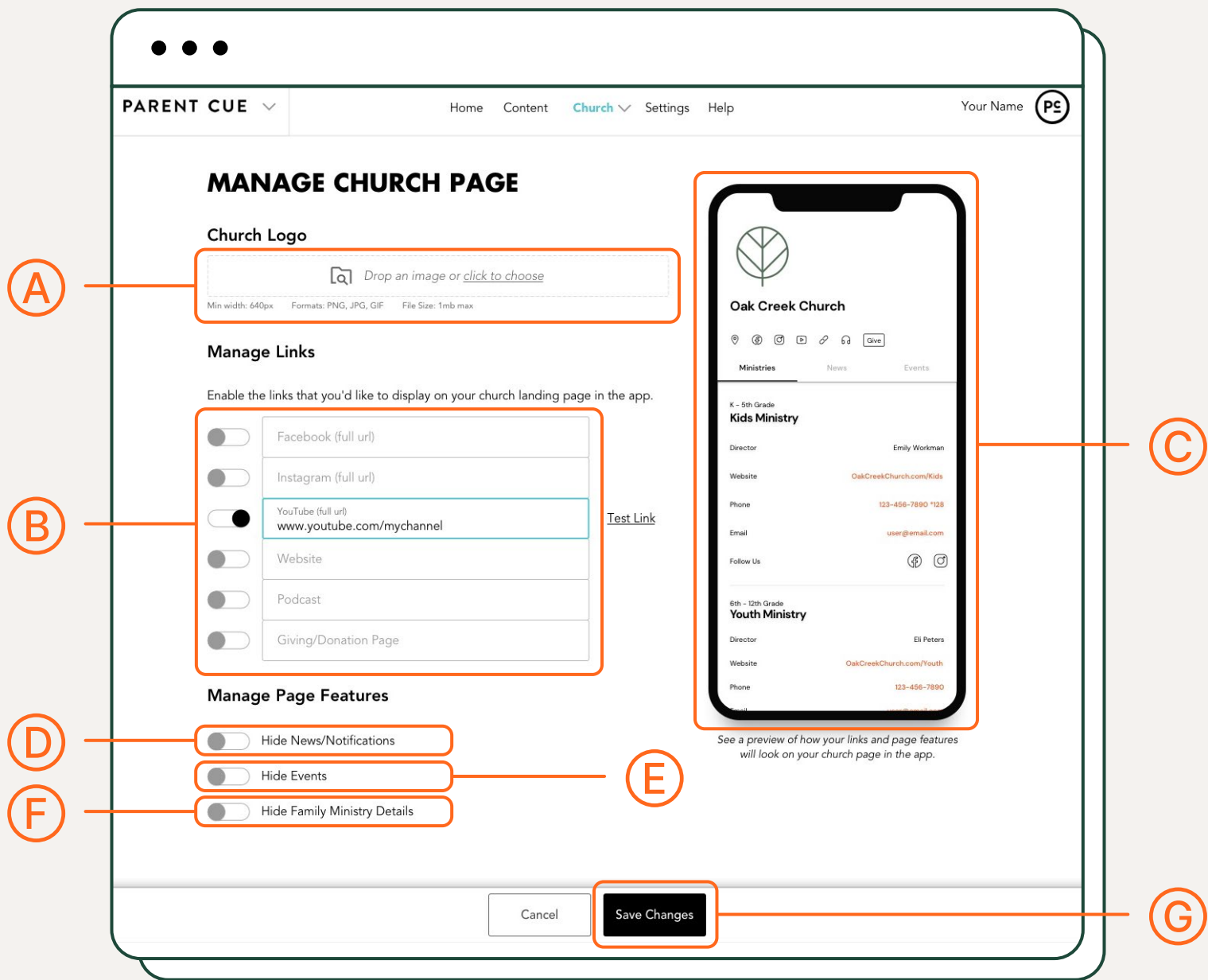
Let's start with adding your logo. You can drag your logo into the designated area or click to choose it from your computer **A**. The maximum file size is 1mb, and the minimum width is 640 pixels. The logo should be either a PNG, JPG, or GIF file.

## LINKS

Next, enable the links you'd like to display on your church landing page in the app **B**. If you don't have some of the items mentioned, leave that item toggled off and don't enter any content into the field. Only what is toggled on and has content will show in the app.

## PREVIEW

You can also preview how your links and page features will look on your church page in the app right on this screen **C**.



# Church Landing Page

**NOTIFICATIONS**

To send push and in-app notifications, toggle on the News/Notifications button **D**.

**EVENTS**

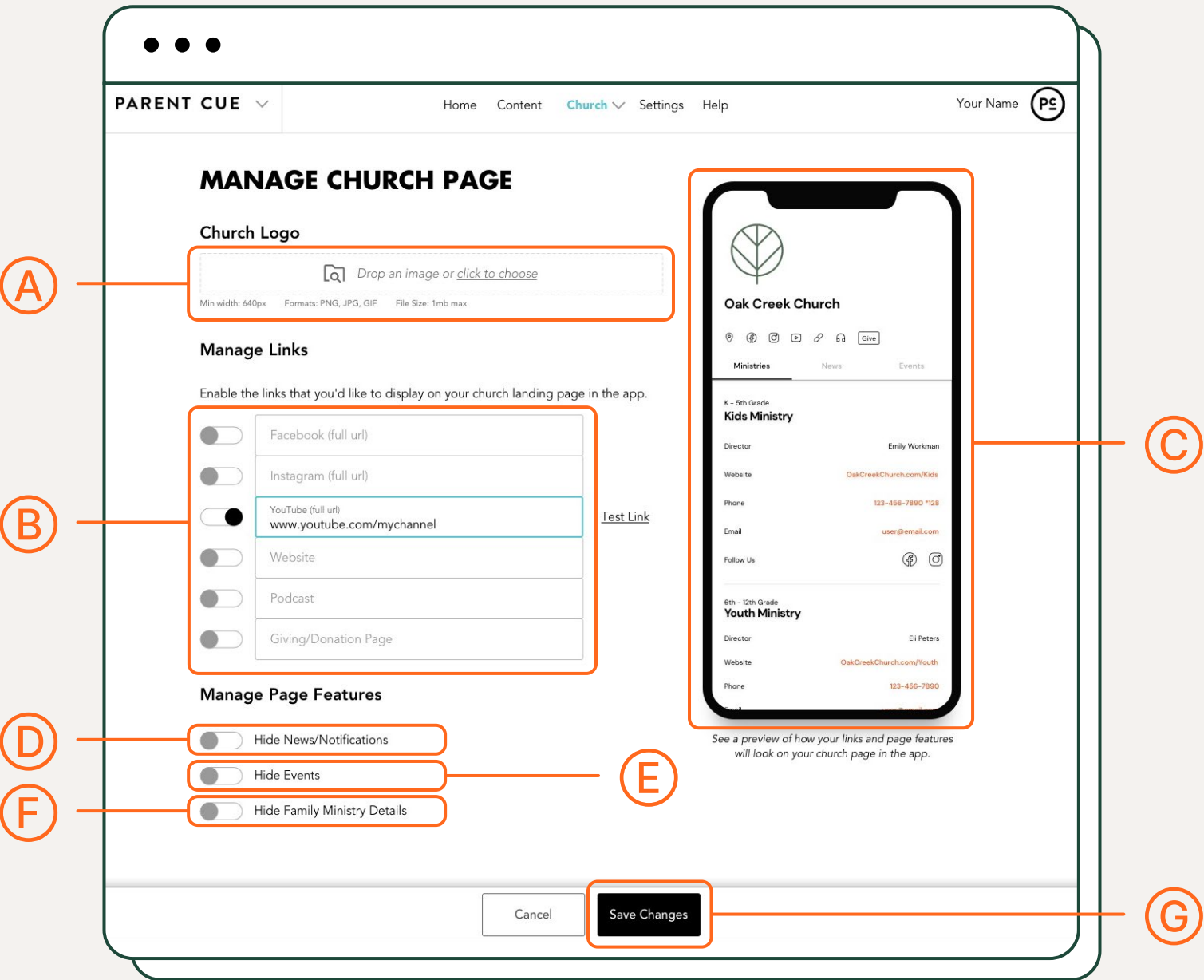
To promote upcoming Family Ministry events, toggle on the Events button **E**.

**FAMILY MINISTRIES**

To provide information about your Family Ministries, toggle on the Family Ministry Details button **F**.

**SAVE**

Select SAVE CHANGES to save your information **G**.



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# Parent Cue Settings

### PARENT CUE START DAYS

On the Settings screen, accessible in the top menu, you can change the day you want to deliver new content to the different Parent Cue age groups listed **A**.

At Parent Cue, we update content every Sunday at 12:01am EST. You can choose another day you want content to go live by setting your Parent Cue Start Day.

### TIME ZONE

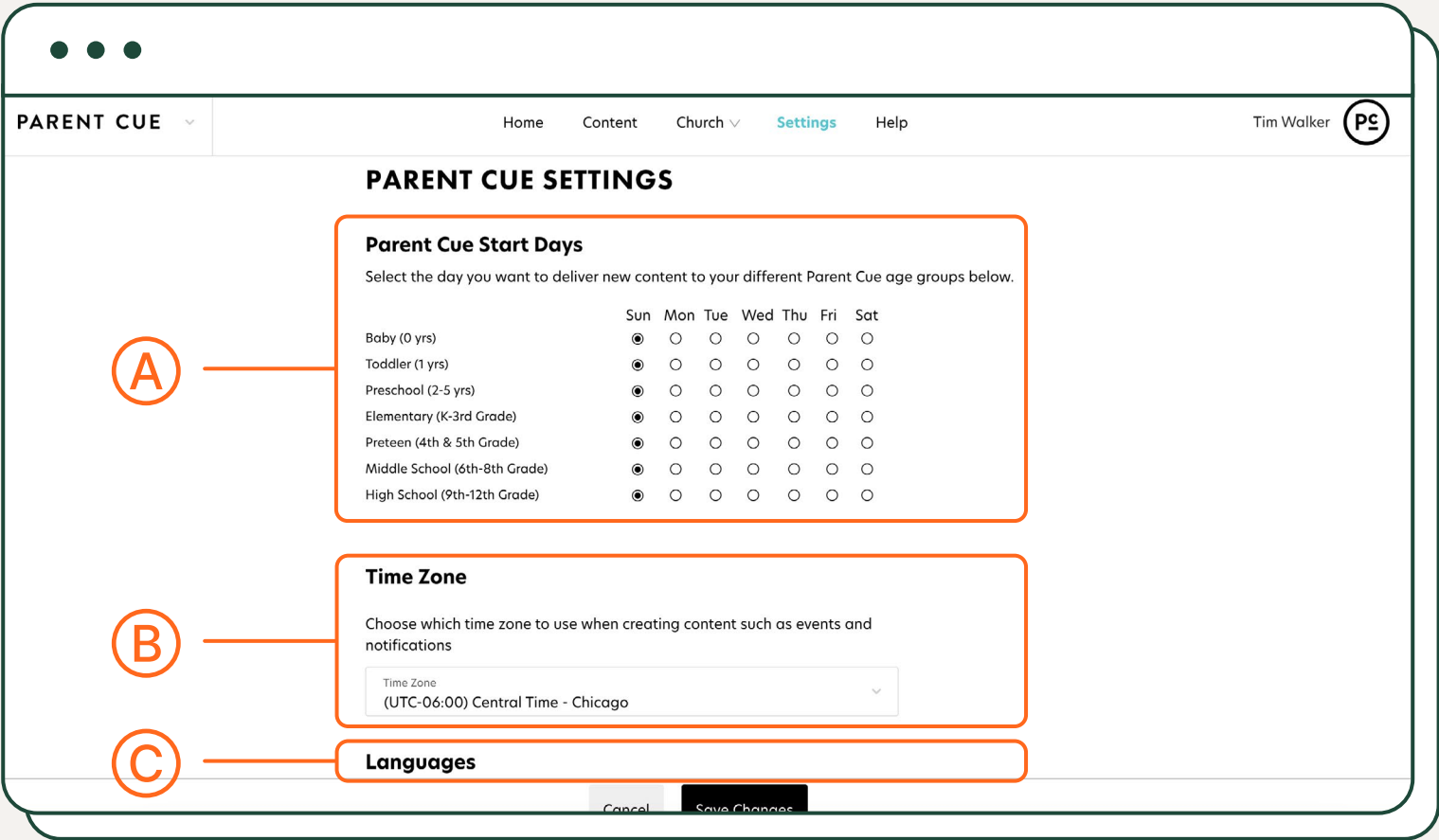
Next, select your time zone **B**. This is an important step so don't skip it! This will determine when your news/notifications are sent.

### SPANISH

Want to customize Spanish content? Toggle the Spanish language setting **C**. When toggled on, the pre-loaded Spanish content will be visible when viewing customizable content.

### SAVE

Make sure to SAVE CHANGES if you've made any changes to this page.

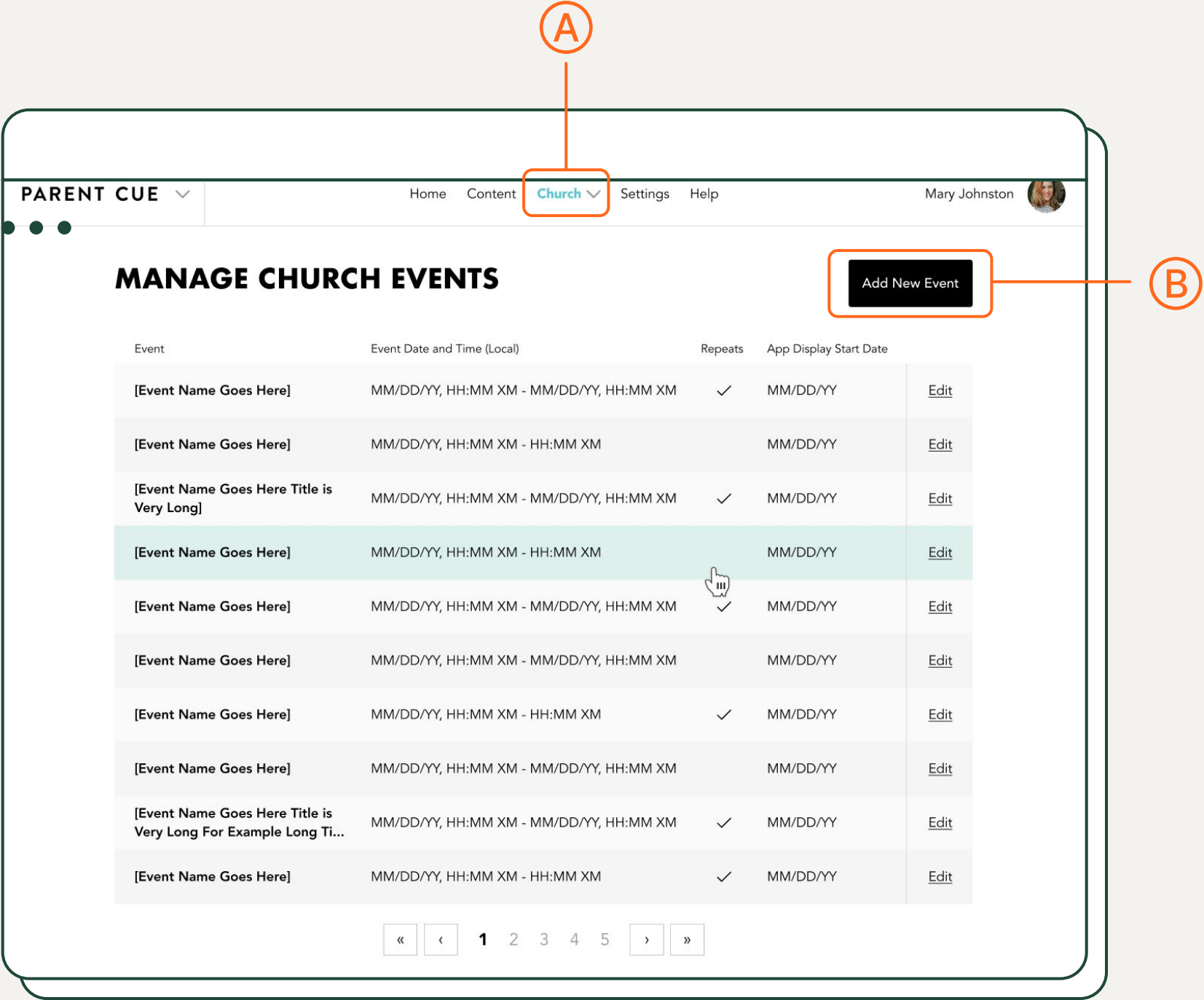


# Events

## MANAGE CHURCH EVENTS

In the top menu, select CHURCH. Then EVENTS **A**.

You will then see the MANAGE CHURCH EVENTS screen. Click on ADD NEW EVENT **B**.



# Events Continued

**CREATE EVENT**

You will then see a CREATE EVENT box **A**. Add an event name. Add a short description of your event (250 characters max).

Add the start date and time your event will take place as well as the end date and time. The times you select will be the actual time of your event in whatever time zone you are in.

**ADD LINK**

To add a link to where families can click to Register or Learn More, toggle on the ADD LINK button and enter the URL **B**. **This is a required step—so don't skip it!**

The image shows a 'CREATE EVENT' form within a mobile app interface. The form is titled 'CREATE EVENT' and contains several input fields and toggle switches. Callouts A through E are used to highlight specific parts of the form:

- A**: Points to the 'Event Name' text input field.
- B**: Points to the 'Add Link' toggle switch.
- C**: Points to the 'Repeating Event' toggle switch.
- D**: Points to the 'Start Showing On' date/time picker.
- E**: Points to the 'Add Event' button.

The form also includes an 'Event Description (optional)' text area with a character count of '0/250', and 'Event Start Date/Time' and 'Event End Date/Time' date/time pickers.

# Events Continued

**REPEATING EVENT**

If the event repeats daily, weekly, etc., toggle on the Repeating Event button **C**.

Select the frequency of repeating, and either the date it will stop repeating, the number of times it repeats, or “Never” if it is an item you always want on the calendar.

**EXAMPLE: REPEATING DAILY**

Not sure what to select? If you're doing a daily VBS event, select the same start and end date for your event but make sure to select the correct start and end times. Then, choose to repeat this event daily. The stop showing on date will auto-fill based on the info you've already entered.

**EXAMPLE: REPEATING WEEKLY**

If you have a parent small group meeting every Wednesday night for six weeks, select the same start and end date for your event (on the date it begins for the first time) but make sure to select the correct start and end times. Then, choose to repeat this event weekly on the day of the week your event occurs. Lastly, choose the repeat end to stop after six times.

The image shows a 'CREATE EVENT' form within a mobile app interface. The form is titled 'CREATE EVENT' and contains several input fields and toggle switches. Five callouts, labeled A through E, point to specific elements: A points to the 'Event Name' and 'Event Description (optional)' text area; B points to the 'Add Link' toggle switch; C points to the 'Repeating Event' toggle switch; D points to the 'Start Showing On' and 'Stop Showing On' date pickers; and E points to the 'Add Event' button at the bottom right. The form also includes fields for 'Event Start Date/Time' and 'Event End Date/Time'.



# Events Continued

**DISPLAY**

Finally, for all events, add the date you want this event to show on your church page in the app. **D**

For repeating events, the start showing on date will only allow you to set the date for 30 days prior to an event start date. For non-repeating events, you can set that date to whenever.

For Parent Cue app users, repeating events will display 30 days at a time so any events you enter will display 30 days prior to the event start date. This is to prevent a ton of future repeating events showing up in the app at one time. They will see non-repeating events according to the start showing on date set on an event. For example, if today is August 1, and you have a yearly repeating Open House event scheduled for September 10th, it will not show up in the app until 30 days prior to the event.

The image shows a 'CREATE EVENT' form within a mobile app interface. The form is titled 'CREATE EVENT' and contains several input fields and toggle switches. Five callouts, labeled A through E, point to specific elements: A points to the 'Event Name' field; B points to the 'Add Link' toggle switch; C points to the 'Repeating Event' toggle switch; D points to the 'Start Showing On' date field; and E points to the 'Add Event' button. The form also includes an 'Event Description (optional)' text area with a character count '0/250', and two date fields for 'Event Start Date/Time' and 'Event End Date/Time'. The 'Add Event' button is located at the bottom right of the form.

## Events Continued

## NON-REPEATING EVENTS

For non-repeating events, events will display on the "start showing on date" you select.

After the event, it will be auto removed from the app, and events more than 30 days past the stop showing on date will be automatically removed from the system.

**SAVE**

Now click ADD EVENT . That's it. You created an event!

## CREATE EVENT

A

Event Name

Event Description (optional)  
Enter text...

0/250

B

☐ Add Link

C

Event Start Date/Time

D

Event End Date/Time

C

☐ Repeating Event

D

E

Start Showing On

Stop Showing On

Add Event

# Events Continued

### EDIT EVENT

Do you need to make a change to your event? Click on the EDIT button to make changes to your event, or delete it.

If an app user has already added an event that you've edited to their calendar, it will not automatically change or delete. The app user will have to delete the old event and re-add the updated one.

EDIT EVENT

Event Name

Make Wave VBS (daily)

Event Description (optional)

Daily recurring event for a week long. Because it is a recurring event, it will show on the calendar for each instance it occurs.

131/250

Add Link

First Event

Event Start Date/Time

Aug 8, 2022, 1:35 PM

Event End Date/Time

Aug 8, 2022, 4:35 PM

Repeating Event

Repeats

Daily

Repeat Ends

Never

Ends On

Aug 12, 2022

After

times

Start Showing On

Jul 25, 2022

Stop Showing On

Aug 12, 2022

Update Event

# News/Notifications

In the top menu, select CHURCH. Then NEWS/NOTIFICATIONS. Select ADD NOTIFICATION **A**.

## SEND NOTIFICATIONS

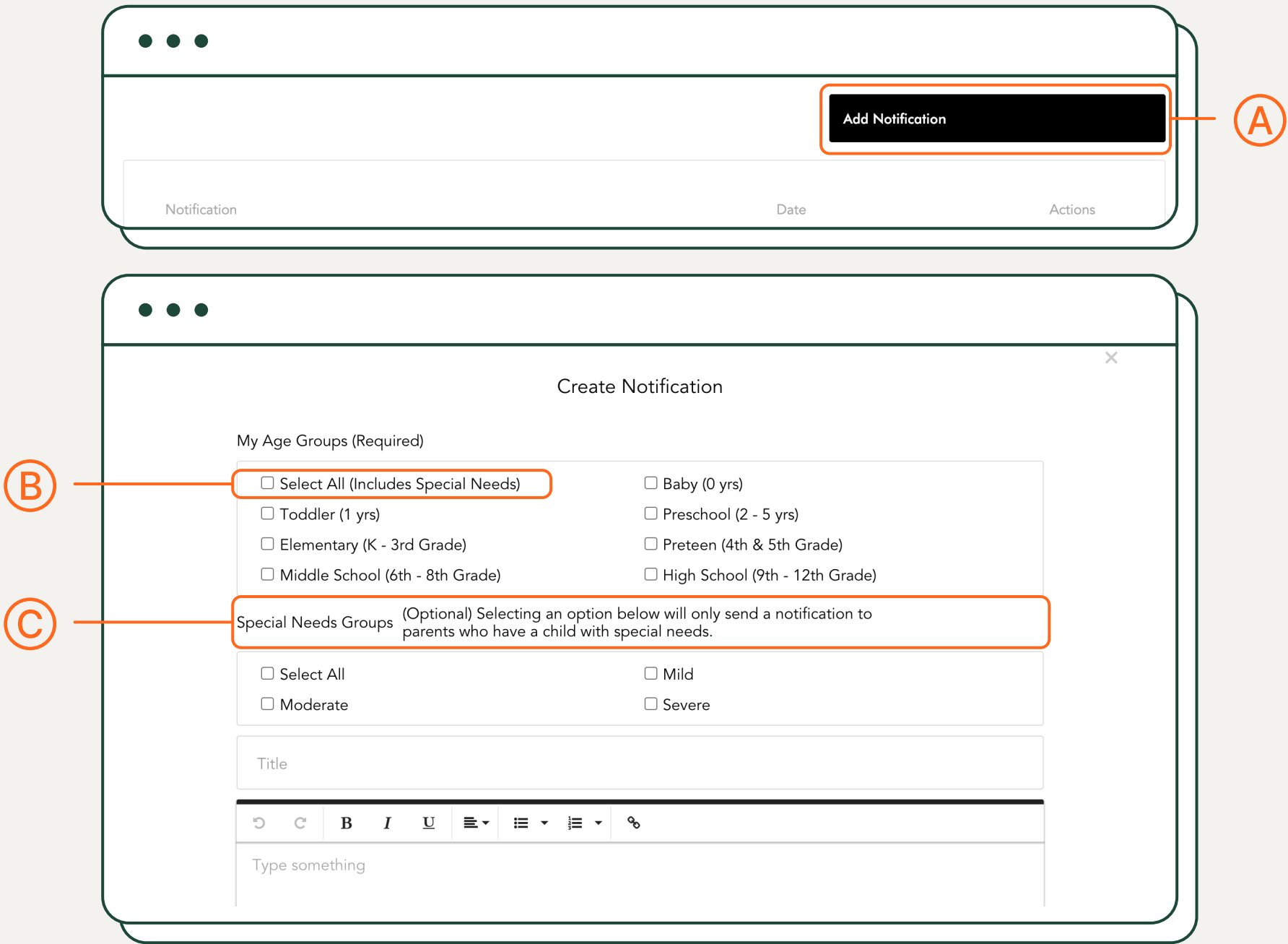
You can send notifications to parents of a child in a specific age group, or “Select All” **B** and send a notification to everyone in your church connected through the Parent Cue app. You can also select two or more age groups. Notifications will be sent to people connected to your church AND who have notifications for Parent Cue enabled. Notifications will appear in the NEWS section of your church landing page within the app.

Selecting one or more (or all) age groups is required for each notification.

## SPECIAL NEEDS

For families of children with special needs, you also have the ability to send a targeted notification just to them **C**.

For notifications sent to families with children with special needs, select one or all. Selecting an option in the optional "Special Needs Group" will only send a notification to parents who have a child with special needs, and no other groups.





# News/Notifications

Continued

## WRITE THE NOTIFICATION

Create a title for your notification **(A)**. Then type your message in the text box **(B)**. You can format your text (bold, underline, italic, etc.) but you do not have the option to add images. You can also insert a link using the chain icon **(C)** in your notification to direct parents to a specific web page or resource.

## SEND OR SCHEDULE

After creating your notification, you can send it now **(D)** or schedule it to be sent later **(E)**. You may also schedule an expiration date if you want the notification to be automatically deleted on a certain date (like after an event).

If you wish to send your notification immediately, choose your expiration date (optional), and press SEND NOW **(D)**.

## TIMEZONES

Notifications are sent by default according to the Eastern Time Zone (US). If your church is in a different time, **please make sure you select your time zone in the Settings menu before you schedule any notifications.**

The screenshot shows the notification creation interface of the Parent Cue App. It features a title input field (A), a large text area for the message (B), and a rich text editor toolbar above the text area containing icons for undo, redo, bold, italic, underline, bulleted list, numbered list, and a link icon (C). Above the title field are checkboxes for 'Select All', 'Moderate', and 'Mild'. Below the text area is an 'Expiration Date (optional)' field. At the bottom are two buttons: 'Send Now' (D) and 'Send Later' (E). A note at the bottom states 'All times are Eastern Time (EST)'.

# News/Notifications

Continued

**SCHEDULING**

If you wish to schedule it, click on the box marked SEND LATER and the box marked “Schedule (optional)” will appear.

You will then be directed to the following screens where you can schedule your notification to be sent on a specific date **A** and at a specific time **B**.

Once you click OK on the time you want the notification to be sent, your notification is then scheduled.

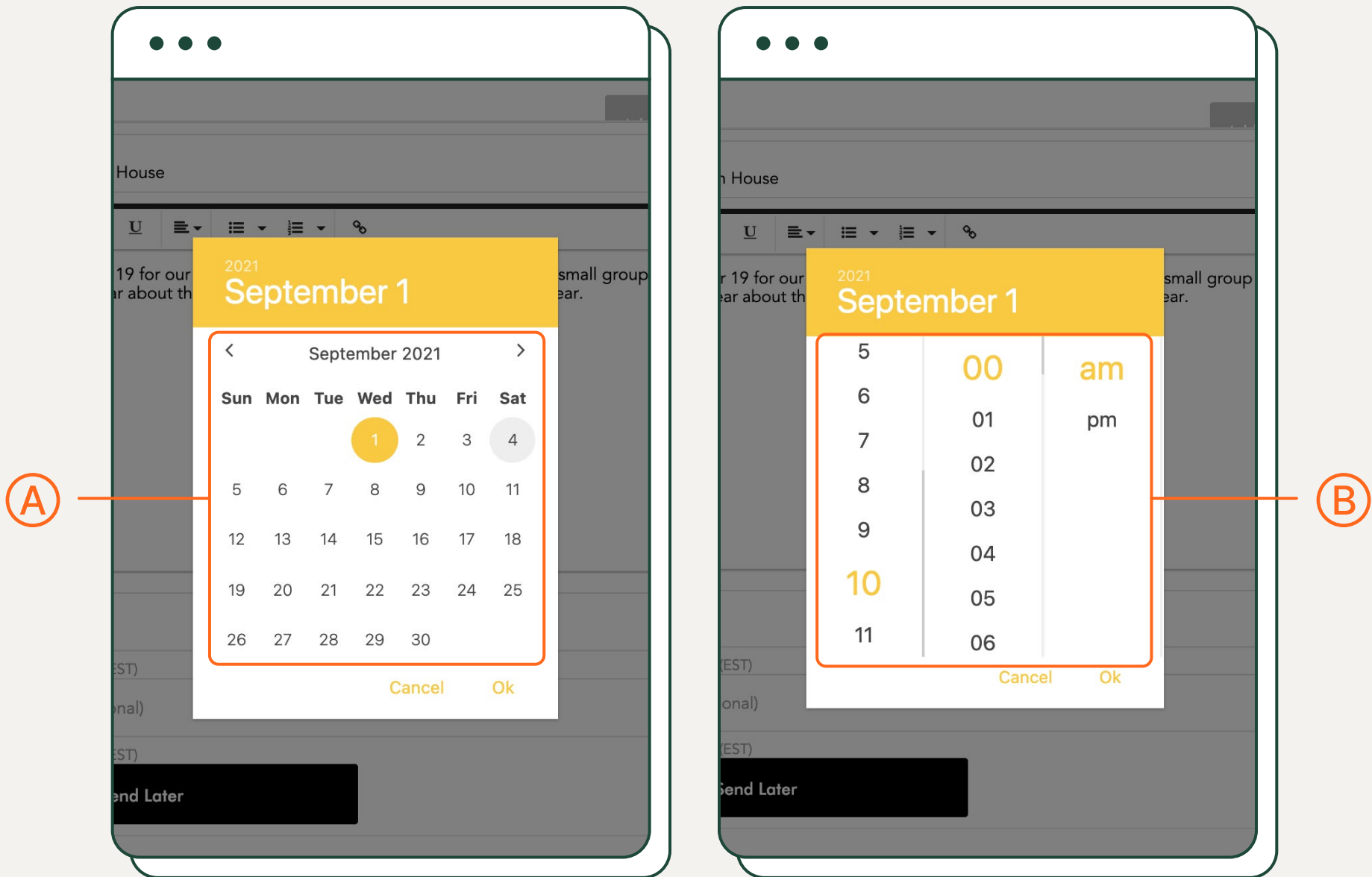
**EDIT**

But WAIT! Did you forget to do something? Did you want to make a change to the content or select different age groups? Do you need the message sent sooner? No problem. Simply click on the pencil icon.

You can also delete old notifications that are no longer needed by simply clicking the “X” to the right of the pencil icon.

**Please Note**

For notifications to be received, the app user must have the push notifications enabled for the Parent Cue app on their mobile device settings for iOS or Android. Also, notifications "sent now" may be distributed on a delay and not go out immediately.



# Ministries

Help families connect with the specific family ministries in your church (preschool, elementary, middle school, high school, etc.).

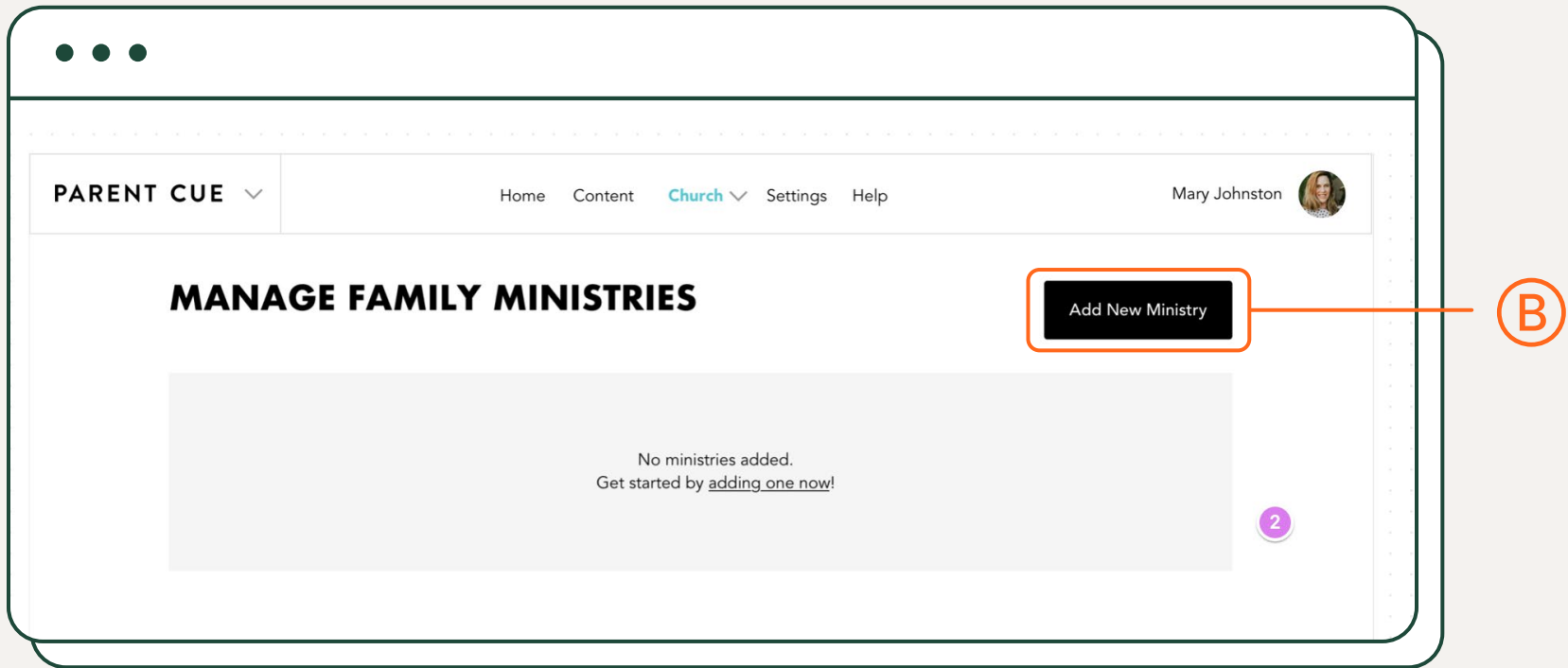
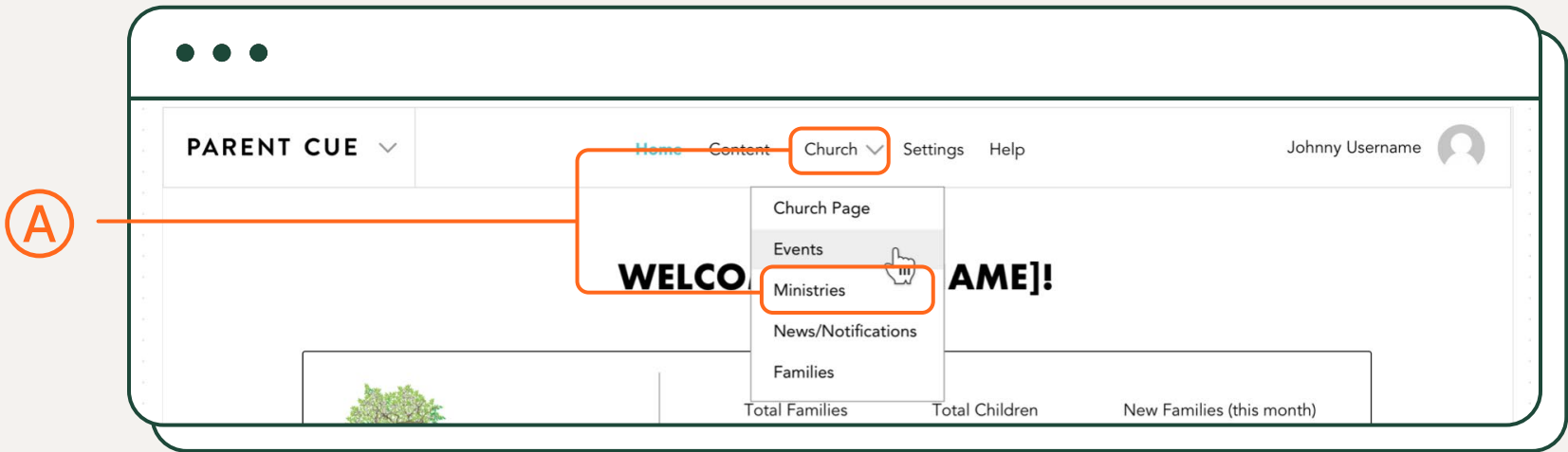
For every ministry entered, the parents connected to your church will see their child’s mini-profile show up next to the ministry so they can instantly know which child is connected to what ministry.

If a parent doesn’t have a child in that a particular family ministry, it doesn’t show up in their app.

## ADD NEW MINISTRY

In the top navigation bar, select CHURCH, then MINISTRIES **A**.

Click on ADD NEW MINISTRY **B**.



# Ministries Continued

**ADD FAMILY MINISTRY**

Add the Ministry Name **A**.

Add the Ages/Grades for that ministry. For example, maybe your middle schooler ministry covers 6th through 8th grade **B**.

Then choose what content you want that group to receive **C**.

If you are fine with parents receiving phase appropriate content for the Parent Cue content groups, then you don't need to change anything. Simply leave the "Use default Parent Cue content for each age group" selected.

MANAGE FAMILY MINISTRIES

Add New Ministry

ADD FAMILY MINISTRY

Ministry Name

Enter Ministry Name

Ages/Grades and Content

From Age/Grade

To Age/Grade

Use default Parent Cue content for each age group

Deliver the following content to all children in this ministry:

Select Content

Additional Details (optional)

Enter Director Name

Phone Number

Contact Email

Facebook Page Link

Instagram Link

Add Ministry

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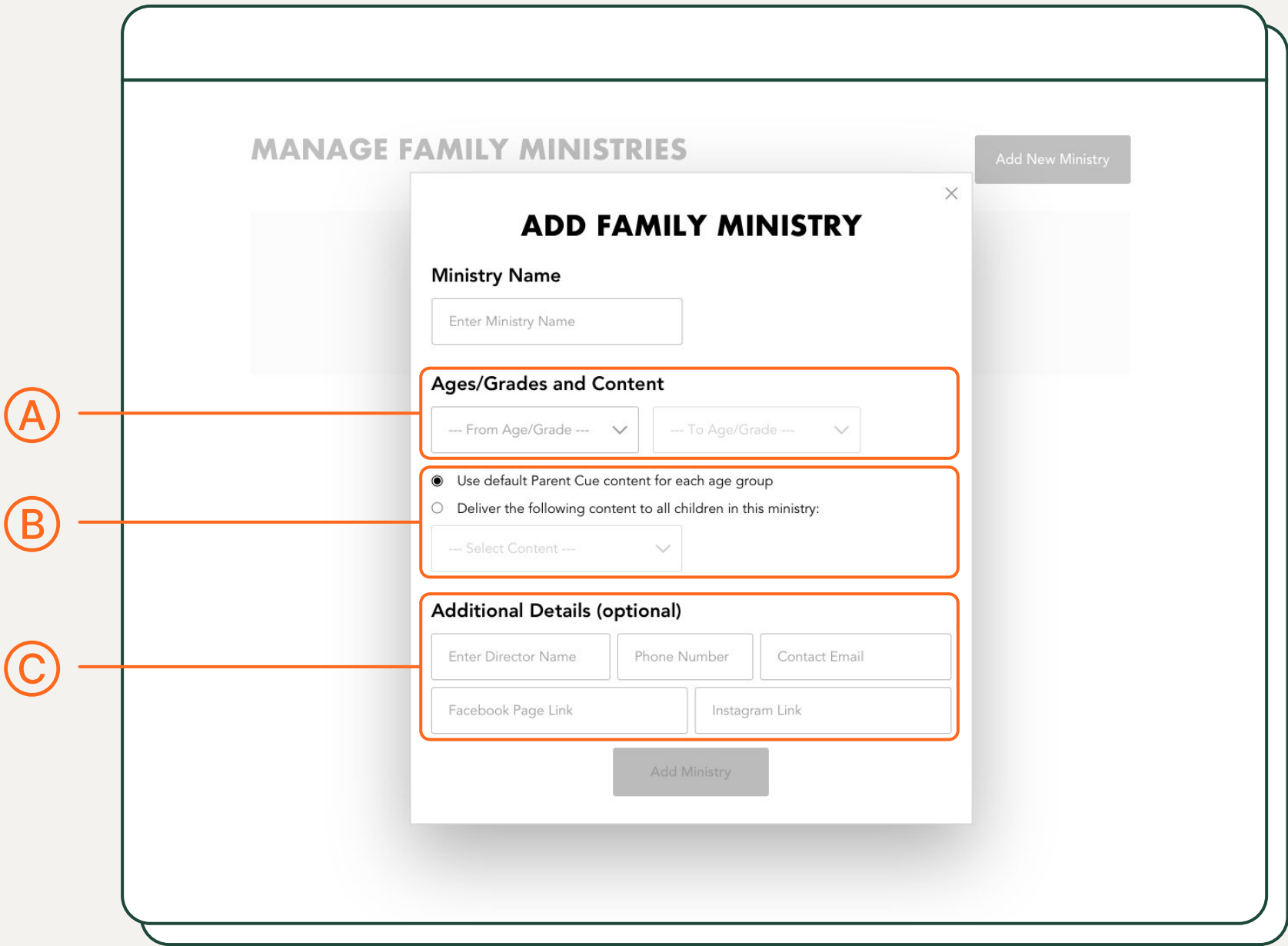
# Ministries Continued

**CONTENT GROUPS**

Our current Parent Cue content groups include the following:

- Babies (0-1)
- Toddler (1+ yrs)
- Preschool (2-5 yrs)
- Elementary (K-3rd grade)
- Preteen (4th & 5th grade)
- Middle School (6th-8th grade)
- High School (9th-12th grade)

If you have adjusted the content an age group receives that is different from the Parent Cue defaults, your redefined age groups will not be reflected in these settings and you won't be able to adjust start days based on the ministries you set up.



# Ministries Continued

However, if you would like to change what content a particular ministry group receives, you can select from our content groups by selecting “Deliver the following content to all children in this ministry.” **A**

Note: This setting will not affect the groups on the Content Start Days or Notifications, only the weekly faith content.

**Tip**  
If your preschool or elementary-age ministry includes multiple ages and/or grades, but you still want each group to receive phase-appropriate content, add multiple ministries and subdivide them.

For example, maybe you want to set up your preschool ministry like this, and leave each group to receive the default Parent Cue content for each group:

- Little Fishes (Babies) (content: default Parent Cue content)
- Little Fishes (Toddler) (content: default Parent Cue content)
- Little Fishes (2-5) (content: default Parent Cue content)

The screenshot shows the 'EDIT FAMILY MINISTRY' form. Callout A points to the radio button for 'Deliver the following content to all children in this ministry:'. Callout B points to the 'Additional Details (optional)' section, which includes fields for Director Name, Phone Number, Contact Email, Facebook Page Link, and Instagram Link. Callout C points to the Instagram Link field. Callout D points to the 'Save Changes' button. Callout E points to the 'Delete This Ministry' button.

**EDIT FAMILY MINISTRY**

**Ministry Name**

Ministry Name  
Pathfinders

**Ages/Grades and Content**

From  
7th Grade

To  
8th Grade

☐ Use default Parent Cue content for each age group

☒ Deliver the following content to all children in this ministry:

Parent Cue Content  
Middle School

*This setting does not affect the groups on Content Start Days or Notifications*

**Additional Details (optional)**

Director Name  
Sandra Littlemeyer

Phone Number  
404-454-1290

Contact Email  
smeyer@gesthemanebap

Facebook Page Link

Instagram Link

**Save Changes**

[Delete This Ministry](#)

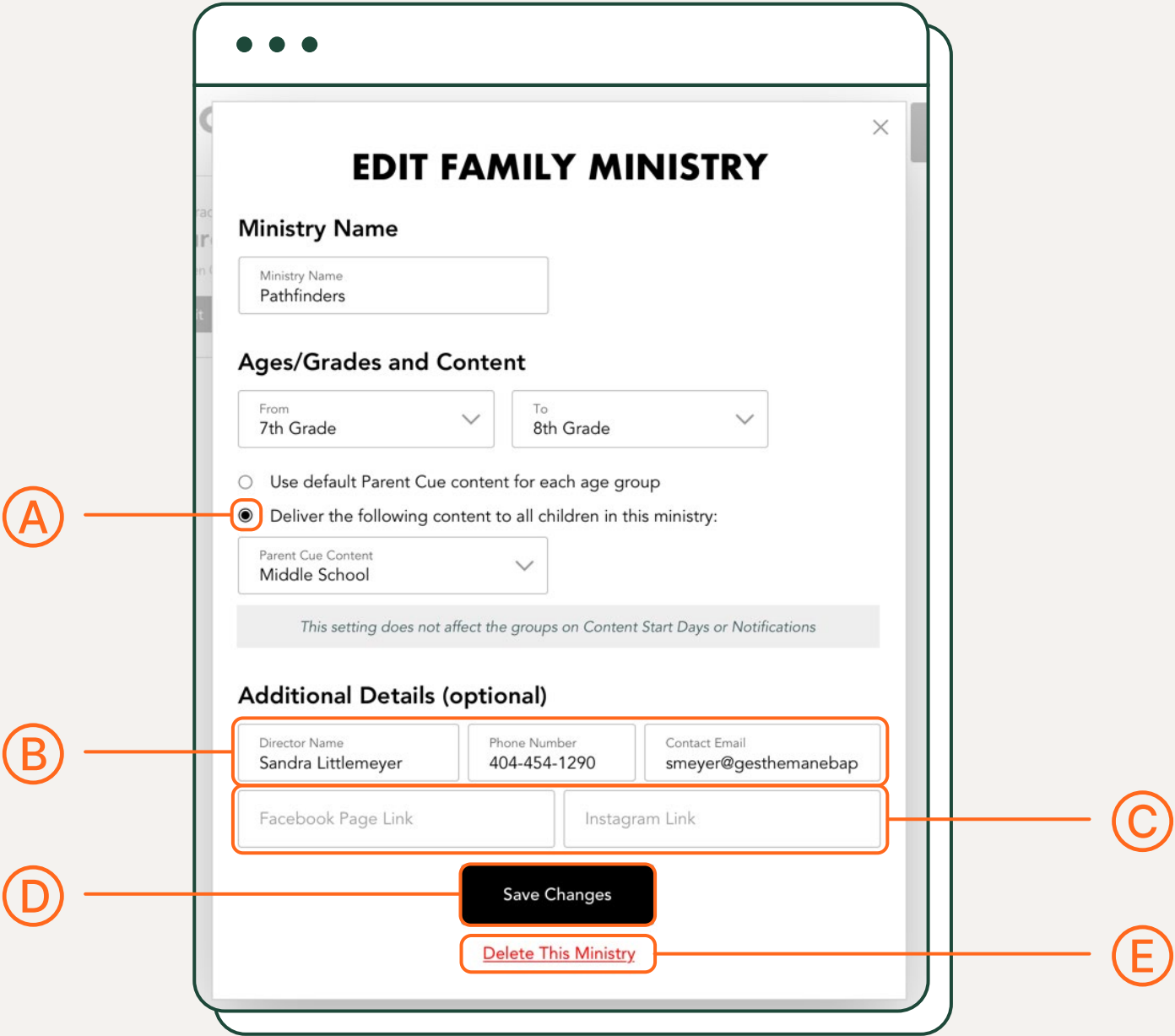
# Ministries Continued

Finally, you have the option to add additional details to each ministry, like the director’s name, phone number, and contact email **B**. You can also choose to add Facebook and Instagram links for that ministry **C**.

Once everything has been entered, select ADD MINISTRY.

Need to adjust a setting or change information? Click on EDIT to access the added ministry and make any changes.

Select SAVE CHANGES **D** or Delete This Ministry **E** if you want to delete it and start over.



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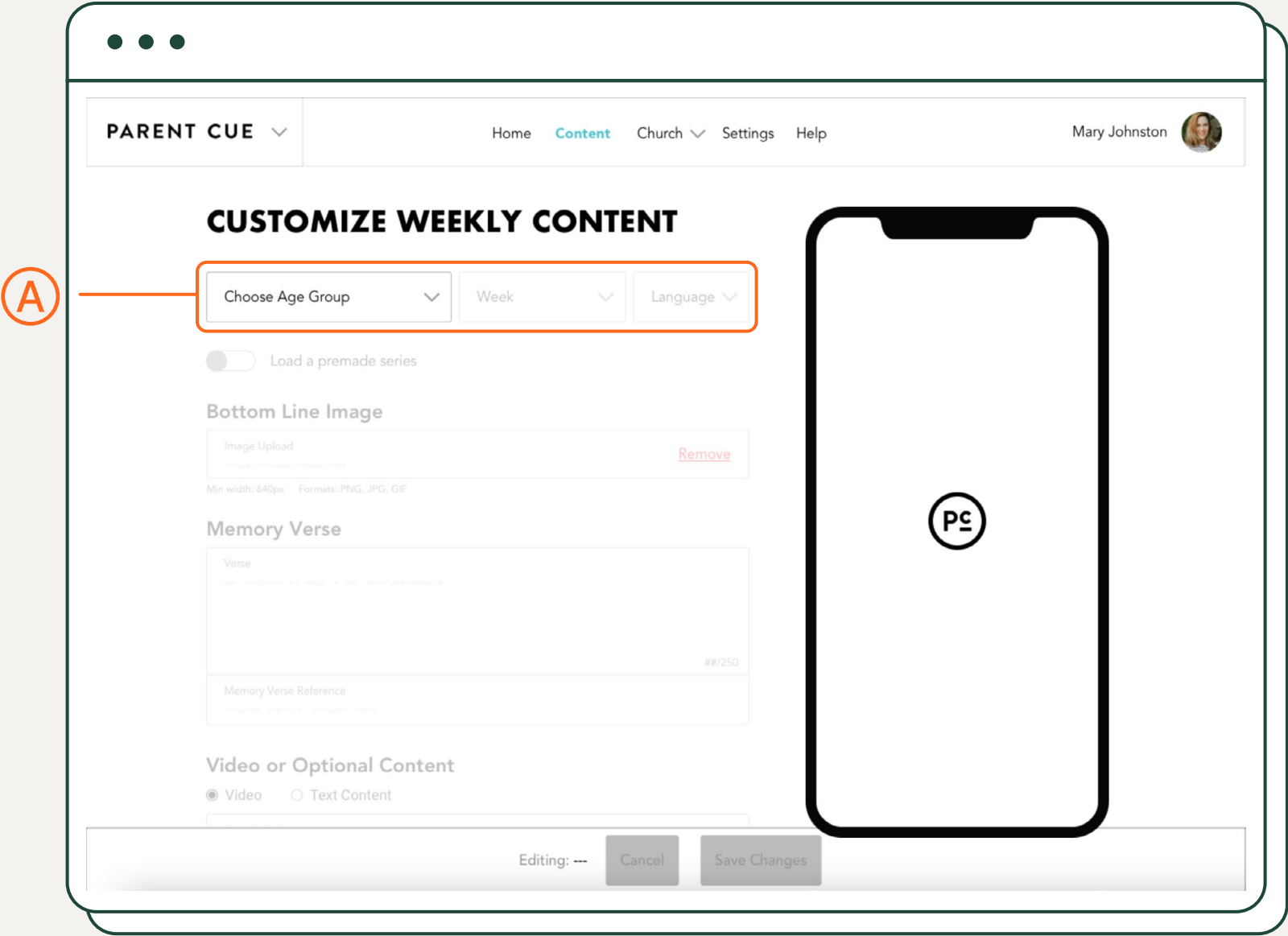


# Customize Weekly Content

Now it's time to customize the content families see every week. We load content for every single week of the year in both English and Spanish. Content is usually loaded 4-6 weeks prior to when it goes live. For example, the August content is loaded in mid to late June.

You can leave this as is and not change one single thing. You can make some edits to our words to make the content for more personal to your church. Or you can change all of our words in the content fields provided.

It all starts with choosing an age group . You will choose from our pre-selected content age groups. (If you have a ministry receiving different content, app users will receive the content group you selected in the ADD MINISTRY option.)



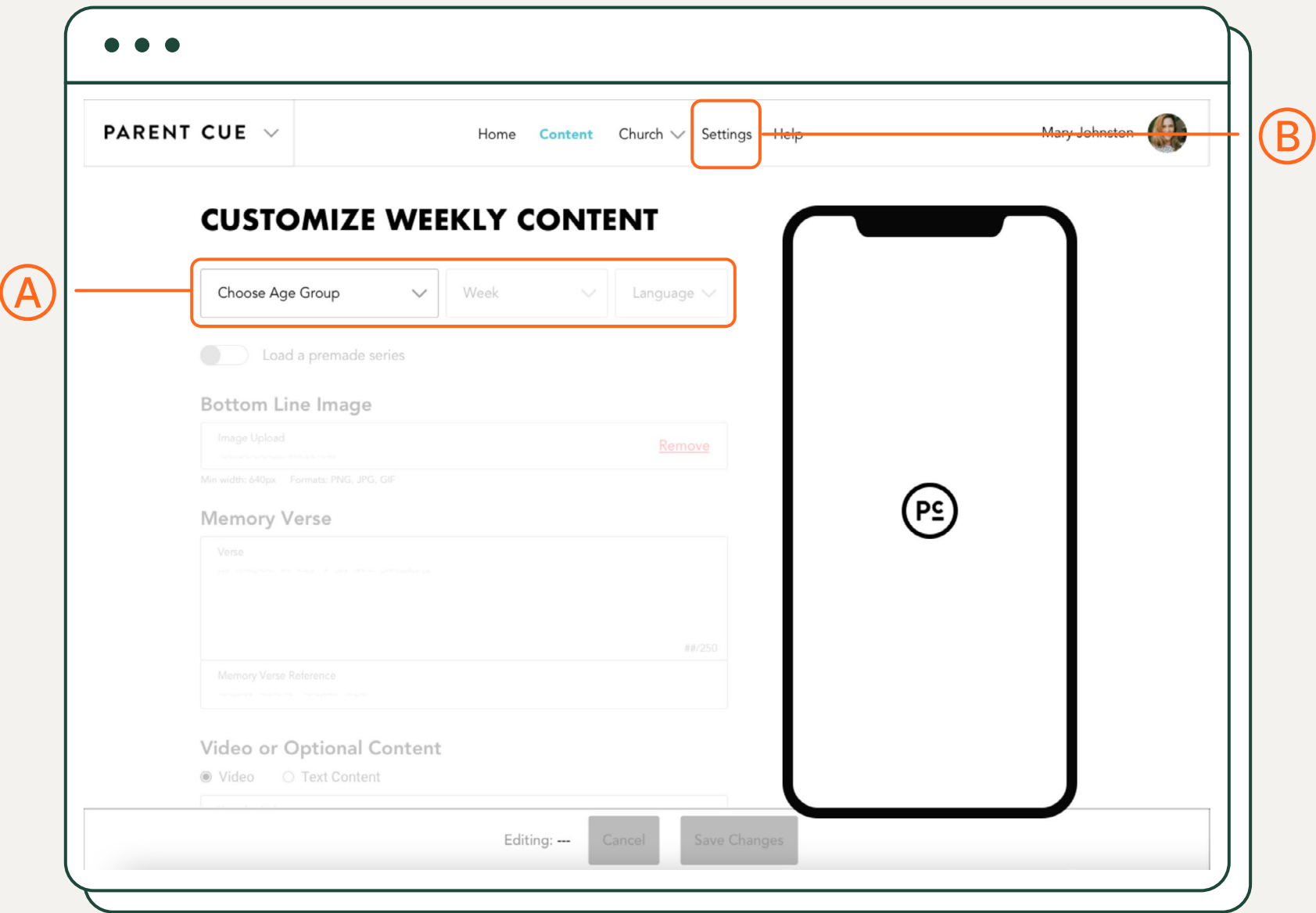
# Customize Weekly Content

Continued

The content available for customization varies for each age group. Just keep one thing in mind: If content is not entered, it doesn't show up.

To start, select an age group **A**. Select the week **A**. (If you changed the start days in the SETTINGS, it should be reflected in the dates shown.)

If you toggled on Spanish in your settings ("Parent Cue Settings" **B**), you will have the option of viewing either English or Spanish Parent Cue default content.



# Customize Weekly Content

Continued

As we mentioned earlier, what you are able to edit depends on which age group content you are viewing. Here's a breakdown:

## Babies

- Ⓐ Top big idea image\*
- Ⓑ Memory verse and reference

## Toddlers → Preschool

- Ⓐ Top big idea image\*
- Ⓑ Memory verse and reference
- Ⓒ Video or optional content

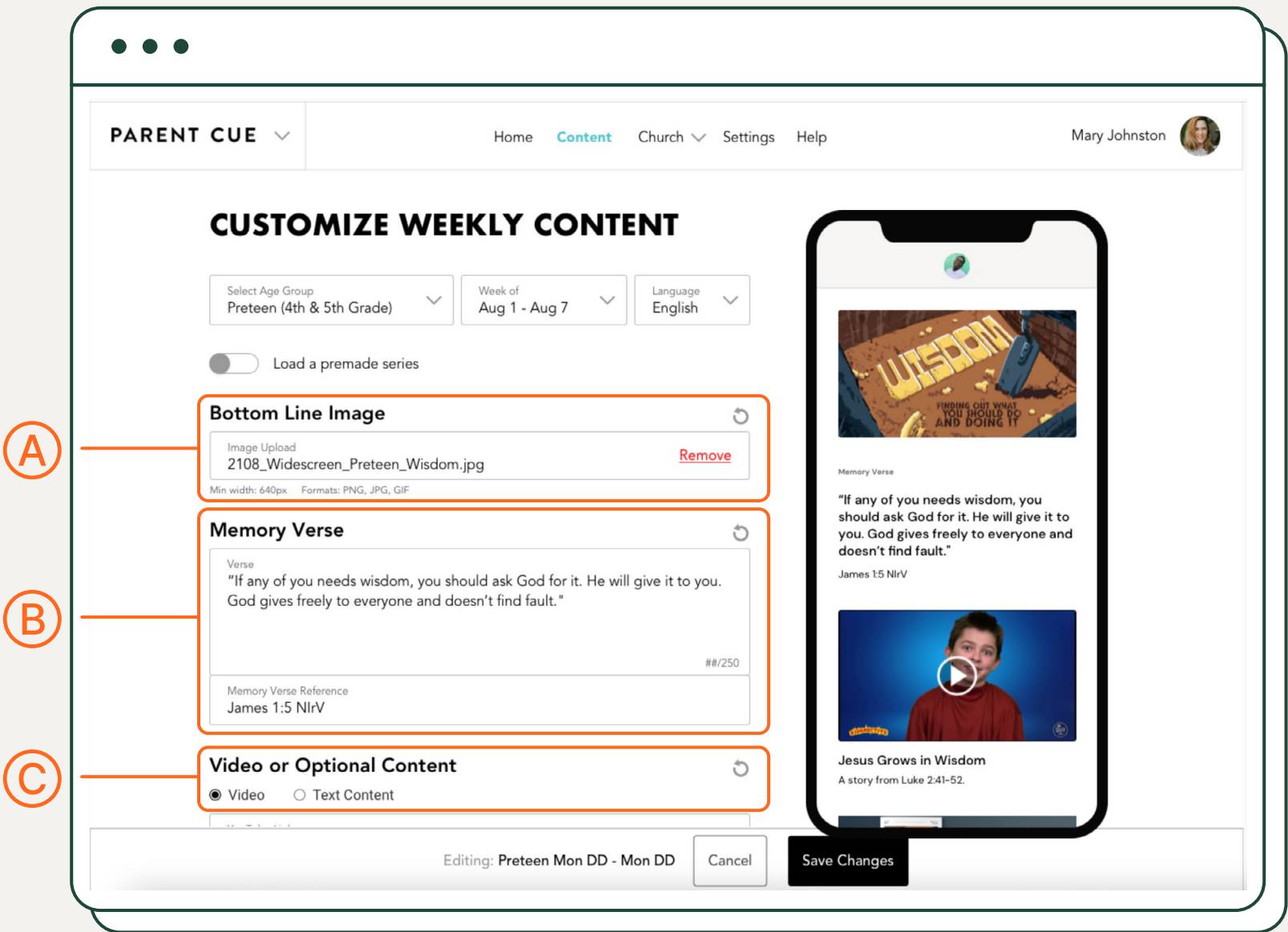
## Elementary → Preteen

- Ⓐ Top big idea image\*
- Ⓑ Memory verse and reference
- Ⓒ Video or optional content
- Ⓓ Devotional image/description/link

## Middle → High School

- Ⓐ Top big idea image\*
- Ⓑ Memory verse and reference (B)
- Ⓓ Devotional image/description/link

**Note** You can find Ⓓ on the next page.

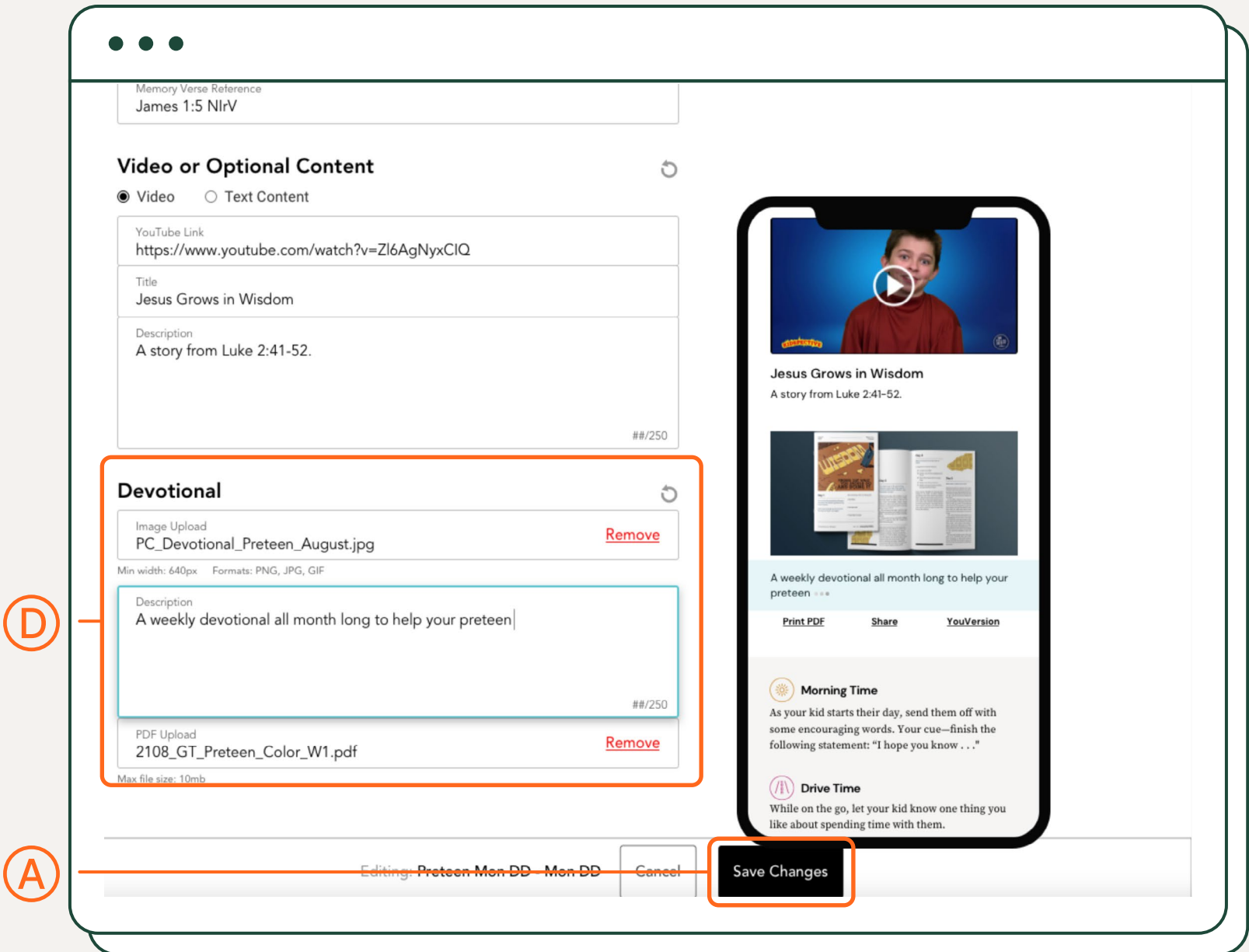


# Customize Weekly Content

Continued

When making any changes, make sure you select **SAVE CHANGES** **A**.

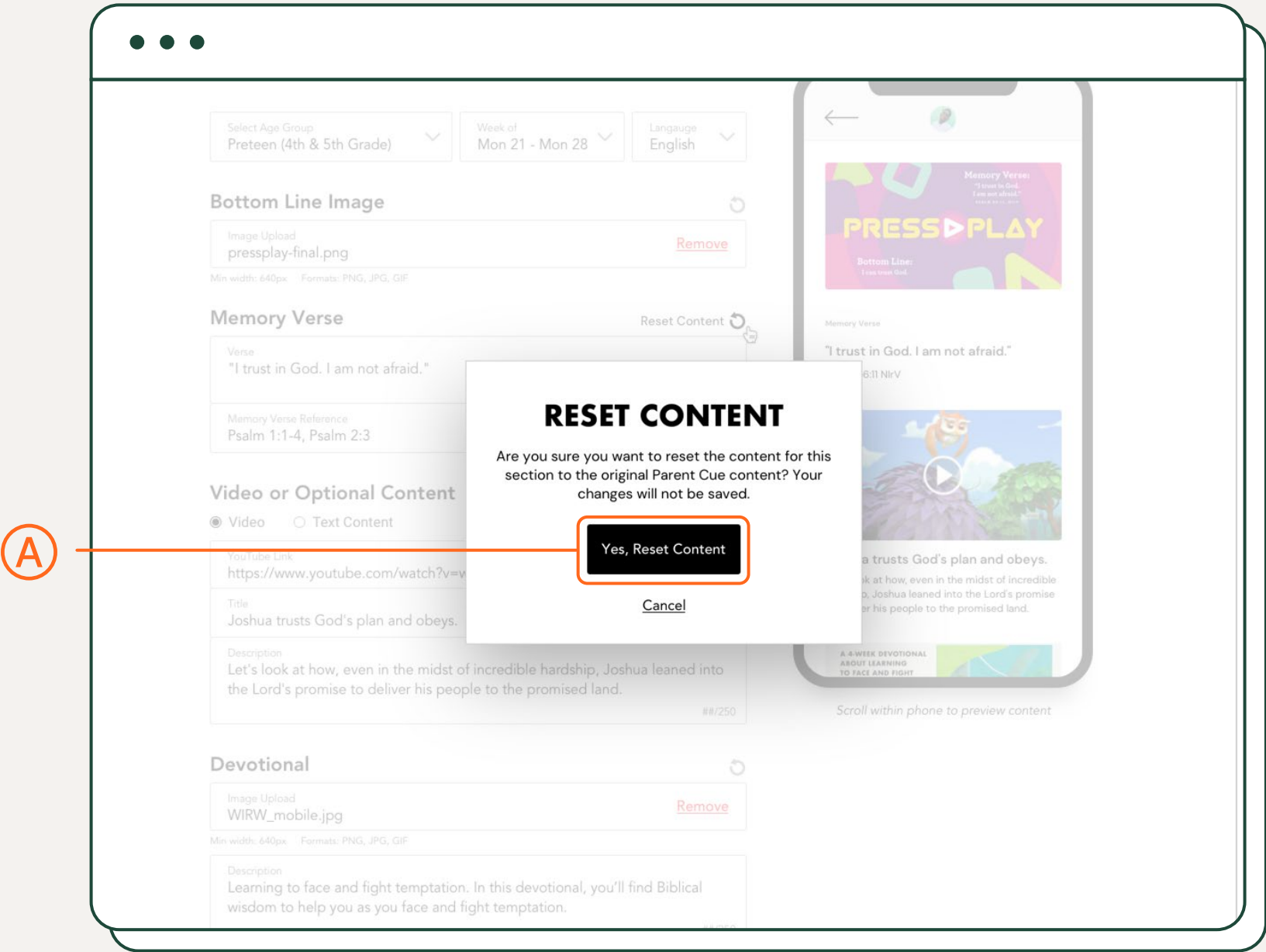
NOTE: Since you can select weeks in advance, you will be able to view blank screens without default Parent Cue content. However, only customize the weeks that contain default Parent Cue content—otherwise your words will be replaced by Parent Cue when monthly or seasonal content is added to the system. To keep it simple, remember this rule about the weekly content—**if the weekly content screen is completely blank, don't fill it in.**



# Customize Weekly Content

Continued

If you change your mind about the content you've entered and you want to reset the content back to the Parent Cue default, simply select the RESET CONTENT button **A**.



# Customize Spanish Content

## ¿PUEDO TENER UN POCO DE AYUDA?

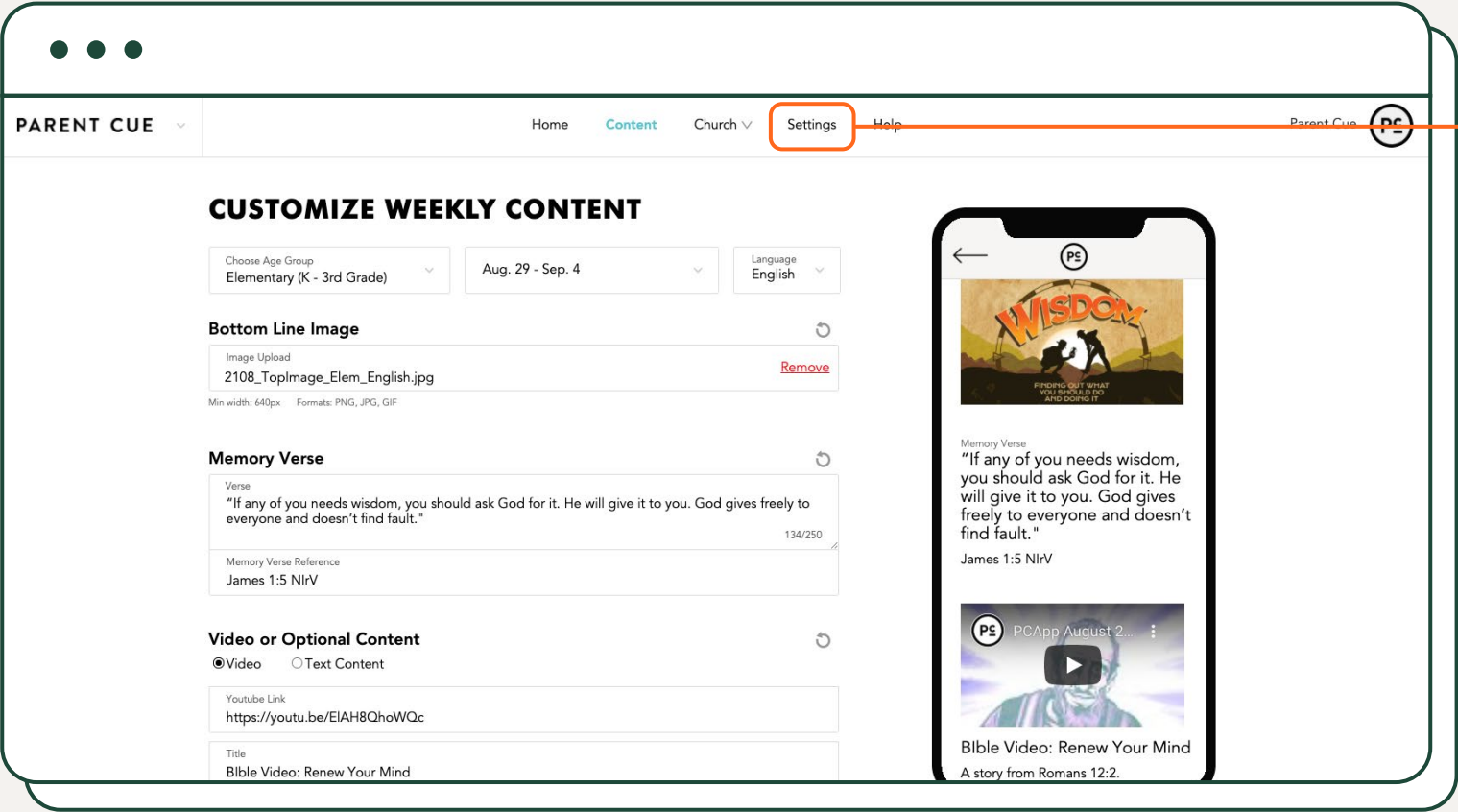
To customize Spanish content, make sure you have toggled on the Spanish language option in the SETTINGS menu **A**.

Then go to the CONTENT MENU > EVERYDAY FAITH.

The content that loads is in English, but simply go to the language box and select Spanish. You will then see pre-loaded content for all age groups and can customize what you want.

For Parent Cue app users, Spanish content is automatically delivered based on the language setting on their phone. Or app users can select Spanish in their Account settings.

Note: The videos shown in the default Parent Cue content are in English only. If you wish to show a Spanish language video, simply replace the video link with another YouTube URL.



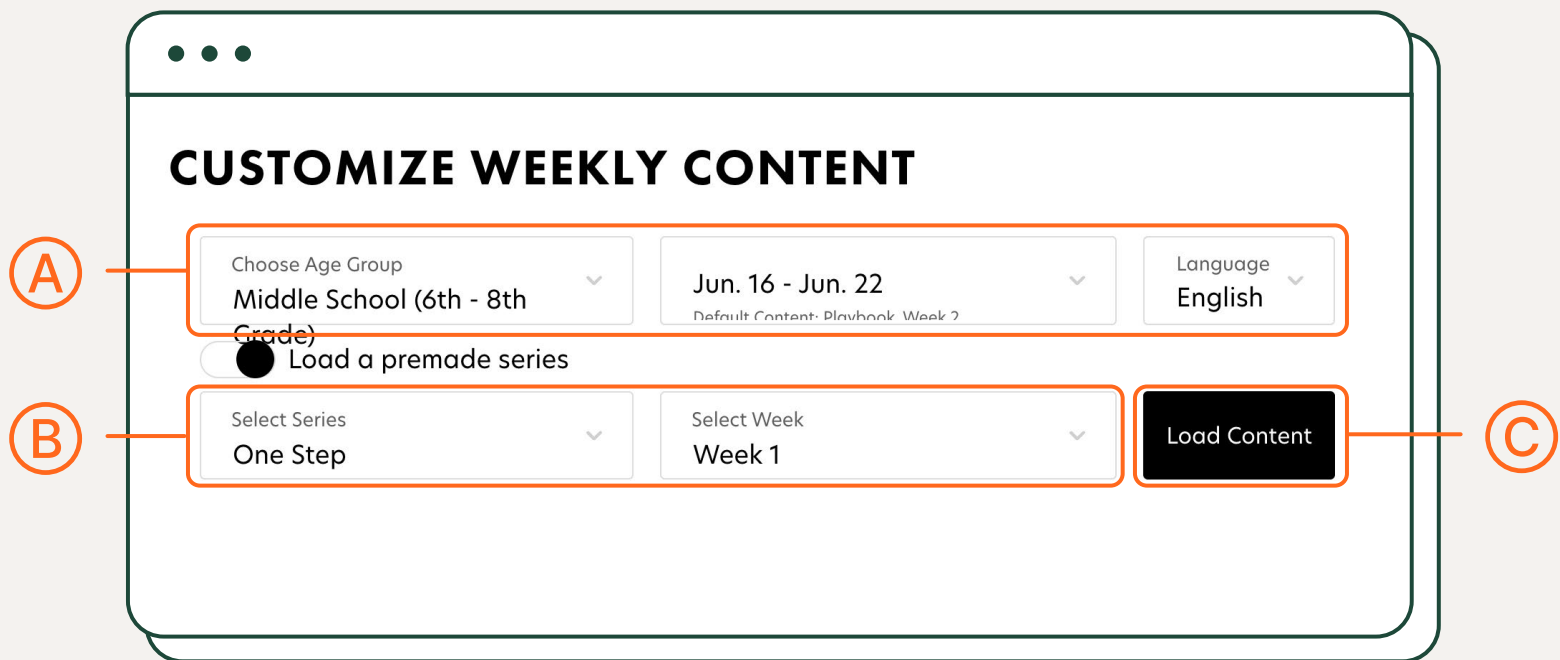


# Reorder Content

When you select Middle School or High School in the Customize Weekly Content screen **A**, you will see a series name/week # assigned to that week. That preloaded content is from our Middle School and High School teams, and corresponds with the recommended seasonal scope and cycle.

If you choose to do nothing, parents will receive middle school and high school content in either English or Spanish according to the our curriculum’s teaching plan, and according to the language settings on their phone.

However, if you wish to customize the content, make sure you make the changes in both English and Spanish. Otherwise, your content won’t match.



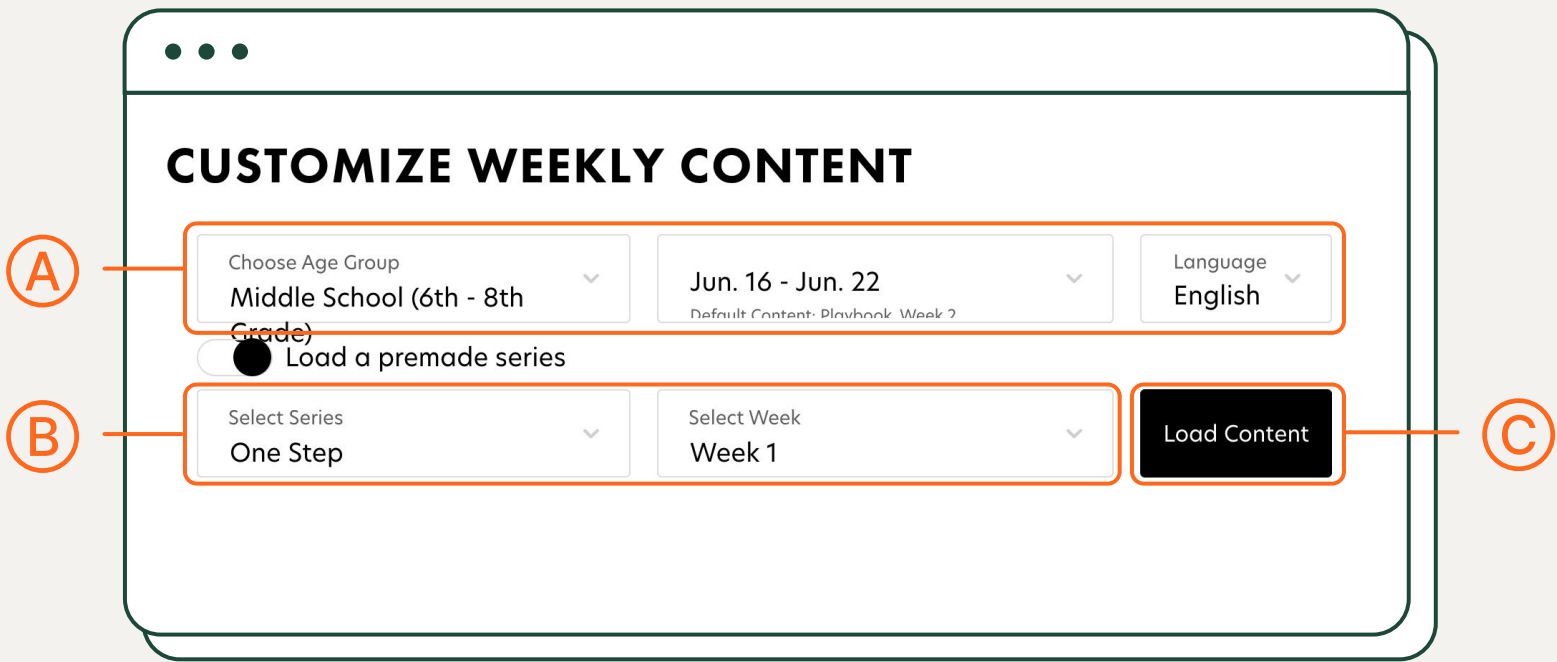
# Reorder Content

Continued

If you decide to reorder MS/HS content and do a different series in a different order than our teaching plan, you'll need to select a series and week other than the pre-loaded content. Toggle on "Load a pre-made series" **B** and select the series and week you wish to use. Then select LOAD CONTENT **C**.

Pre-loaded series for MS and HS only contain the current three-month season and the previous one. For example, in August, you would have access to the content for August/September/October, as well as the content for May/June/July.

You will have to do this for both the English and Spanish version of the series and week as well. Otherwise, your content won't be the same for the week in the series.



# 01. Introduction

WELCOME | CONNECT FAMILIES | HOME SCREEN | LANDING PAGE

# 02. Settings & Core Components

PARENT CUE SETTINGS | EVENTS | NEWS & NOTIFICATIONS | MINISTRIES

# 03. Customization

CUSTOMIZE WEEKLY CONTENT | CUSTOMIZE SPANISH CONTENT | REORDER PROFILE PICTURE & BILLING

# 04. Appendix

TEAM ADDITIONS, PROFILE, & BILLING | VIEW FAMILIES | ADDITIONAL HELP

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# Team Additions, Profile, & Billing

Click on Account in top right corner, and you will find multiple tools/options. In PROFILE **A**, you can adjust the contact information (name and email address) for the primary user on the account, change your password, and set up your team name. You may also add a profile photo if you like **B**.

Set up your team name **C**. Even though it seems minor, this is an important step. When you invite other users to have access to your account, you will need your Team Name to appear on the family invite. You may want to use something like [CHURCH NAME] Family Ministries. This is not a name that app users will see the Parent Cue app.

The image shows a web browser window displaying the 'PROFILE' settings page. The page has a white background with a dark header bar. The 'PROFILE' section is highlighted with a red box and labeled 'A'. Below this, there is a 'Profile Photo' section with a placeholder image. A red box labeled 'B' highlights the 'Select New Photo' section, which includes a 'Choose File' button and the text 'No file chosen'. Below this is the 'Contact Information' section, which is highlighted with a red box and labeled 'C'. This section contains a 'Name' field, an 'E-Mail Address' field, and an 'Update' button. At the bottom of the page, there is a section titled 'UPDATE PASSWORD' with a 'Current Password' field.

# Team Additions, Profile, & Billing

Continued

Next, under Team Billing on the sidebar menu, select SUBSCRIPTION. If you are the Team Owner, this is where you could add another Orange Apps subscription (for example, Lead Small) or cancel your subscription. (Only the Team Owner has access to these items!)

Click on PAYMENT METHOD to change your subscription to a different credit card.

Click on INVOICES to print out an invoice of your monthly bill.

**Want to add additional users and give them their own login?** When you log into your customization account, you'll see a menu option called "ADMINS" on the top navigation bar.

Click on it, and select "ADD ADMIN." Enter the first name, last name, email, and phone number of the person you want to add. Select whether you want that user to have access to Lead Small or Parent Cue, or both. Then click SAVE.

The system will send the individual an email inviting them to join the site.

The screenshot shows a web interface for managing a profile. It features a 'PROFILE' section with a 'Profile Photo' placeholder and a 'Select New Photo' button labeled 'Choose File' with the text 'No file chosen'. Below this is a 'Contact Information' section with a 'Name' field (highlighted by callout C), an 'E-Mail Address' field, and an 'Update' button. At the bottom is an 'UPDATE PASSWORD' section with a 'Current Password' field. Callout A points to the 'PROFILE' header, and callout B points to the 'Select New Photo' button.

# View Families

Who are the families connected to your church through the Parent Cue app? Click on Families in the top menu to see their name, email address, number of kids, and age/phase breakdown they’ve added to the app **B**.\*

You can see the "date joined" when they first connected to your church through the Parent Cue app.

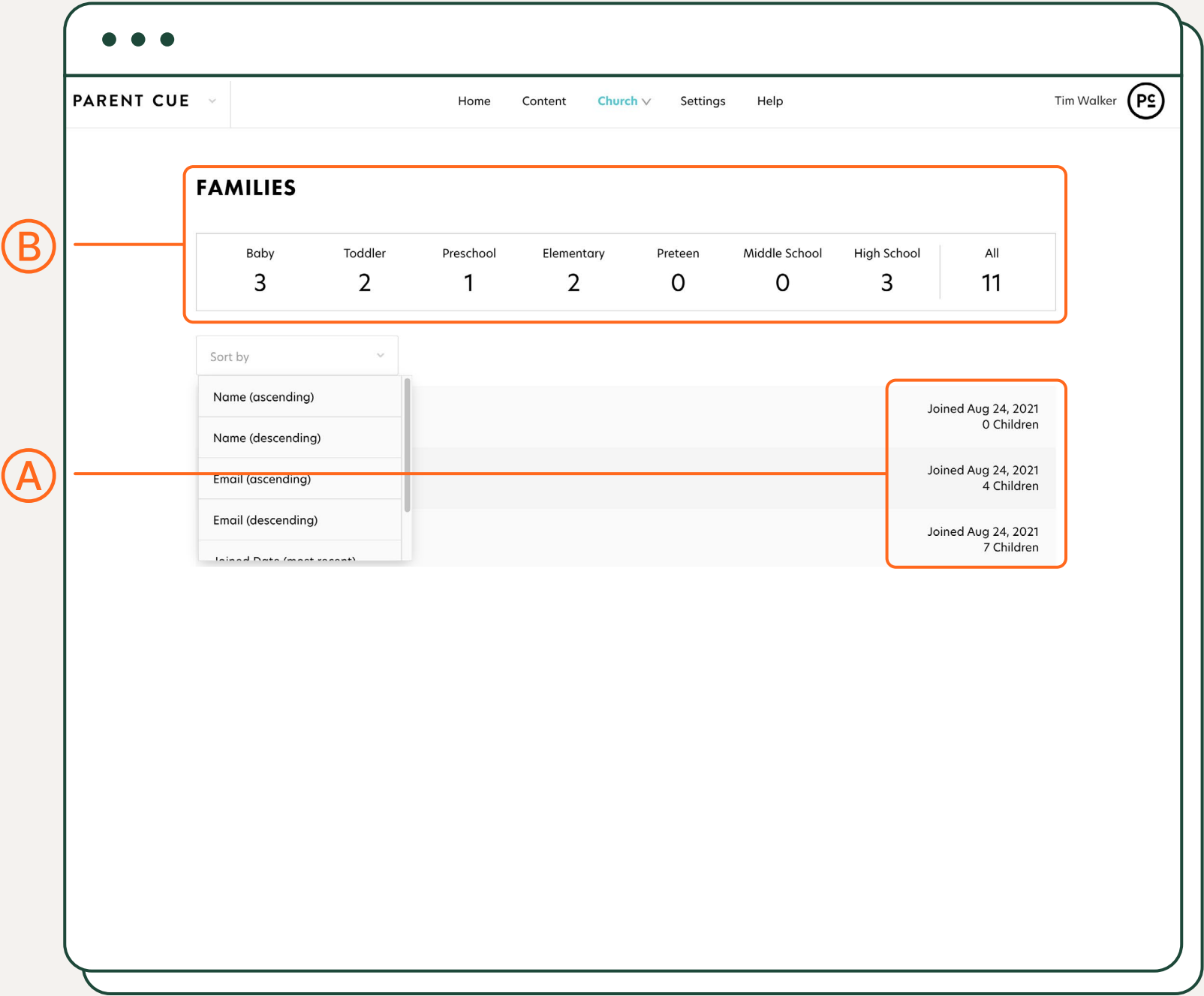
You can sort this list by name, email, or date joined.

You’ll also be able to see the total number for each age group bucket. For example, you can see the total number of high school students that parents have entered into the app **B**. This will help you identify and plan for future communication to parents and caregivers who are most connected.

For overall total numbers for connected families, look at the dashboard on your home screen.

Why is this list important? The list is useful to you in several ways. It lets you know who is connected with you (and who isn’t). This will also monitor the reach of your app and let you know if you need to reach out to families who haven’t synced with your church yet.

\*Why don't we show more? Because there are strict privacy rules about displaying children's information to third parties.





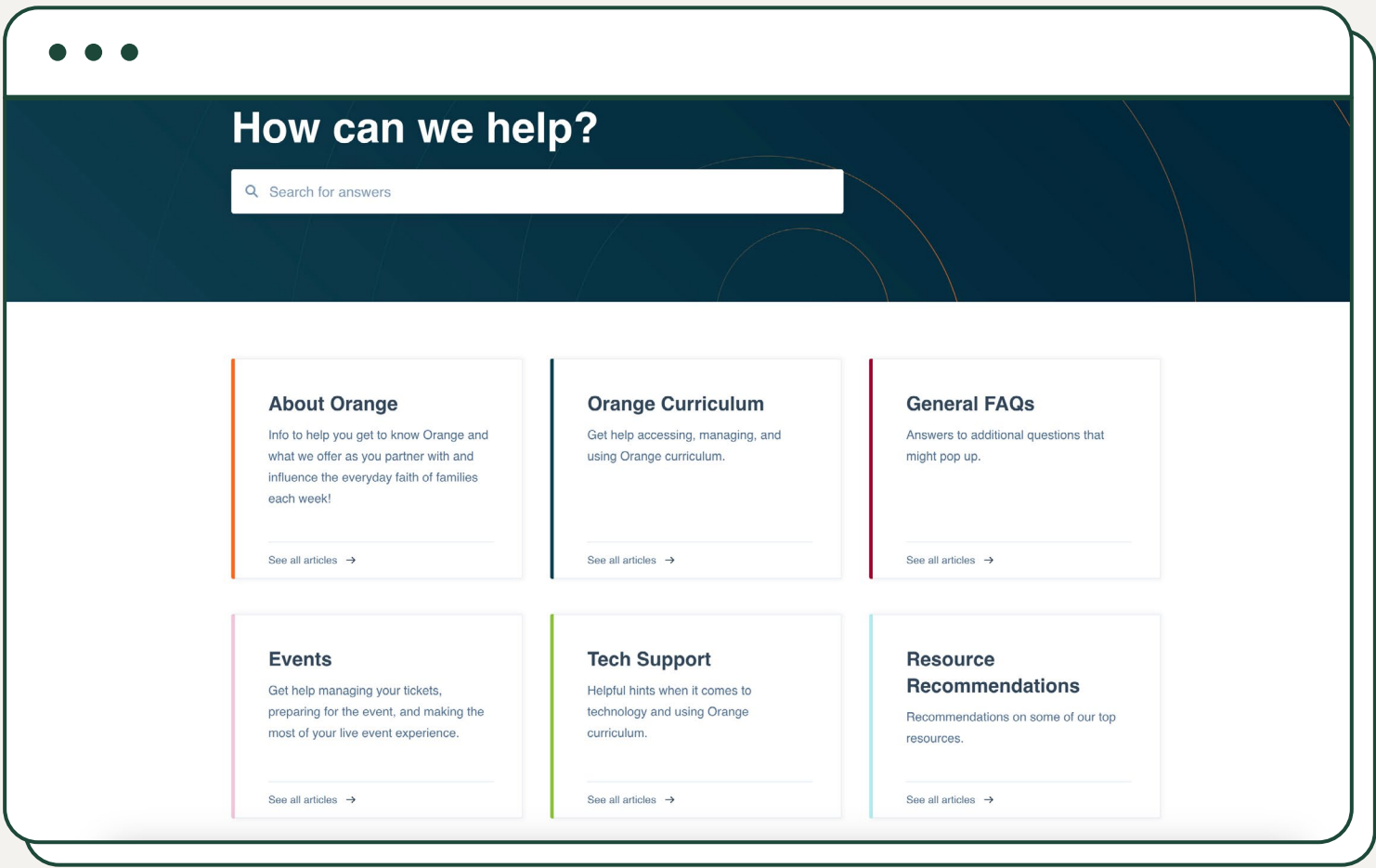
# Additional Help

Wondering how to do something? Need some additional help? Check out the HELP page in the drop-down menu under your account name in the top right corner.

Scroll down to the bottom of the page and you will find a section for the Parent Cue app will helpful tools like videos, FAQs, etc.

You can also contact us directly through the HELP page on our website or by emailing us at:

[partnersupport@thinkorange.com](mailto:partnersupport@thinkorange.com)





**You've just opened up a whole new way to connect with parents, and equip them with resources and cues to help them be the parent they want to be.**

**Thanks for letting us be a part of your team.**

**Brought to you by**

