

## Next Steps Admin Guide

### Connection Cards

Each campus should know how many cards are given out and received back each week.

### Handwritten Note

Every Connection Card received will be assigned to a Next Steps Team Member who will send out a handwritten note. The Next Steps Service Leader will assign who will write each card. Cards should be written on Sunday mornings and handed back to the Service Leader. Service Leaders are also responsible for entering the person's information into F1 Go, and adding them to their campus's Guests group (see below for instructions on completing this step). Service Leaders will also need to make sure that the handwritten notes are mailed out.

### Text/Call

Every Connection Card received will also receive a phone call or text message from their assigned Next Steps Team Member, or somebody that the Next Steps Team Member personally asked to reach out to the guest, by Tuesday, the week of their initial visit. This text or call will thank them for coming to church and invite them to come back the following week. See an example below. This should be personable and friendly. We want to build relationships and warmly invite our guests to come back!

*Hey John! This is Austin from Bridge City Church. It was great meeting you at church on Sunday. I hope you are having a great week so far, and hope to see you again this coming Sunday. Do you have any questions I can answer?*

### Email

Every Connection Card received will also receive an email during the week that has more information about our church. This will automatically be sent out when people are added to the campus Guests group in F1 Go.

### Adding a Connection Card to F1 Go

When adding a Connection Card info to F1 Go, fill in as much information as you can.

To add a Connection Card to F1 Go using the mobile app, select **People** and then press the plus sign in the top right corner. Add in all the information that you have, and press **Save** in the top right corner. For **Status** select **Guest**, and for **Sub Status** select **Child** for children 0-5th grade, **Connect Students** for 6th-12th grade, and **Adult** for anyone over 18.

To add a Connection Card to F1 Go using a web browser on a desktop or laptop, open the F1 Go website ([bridgecity.fellowshiponego.com](http://bridgecity.fellowshiponego.com)), login, and select **Add** under the **Individuals** menu. Add in all the information and click **Save** at the bottom or top of the page. For **Status** select **Guest** and for **Sub Status** select **Child** for children 0-5th grade, **Connect Students** for 6th-12th grade, and **Adult** for anyone over 18.

### **Adding an Individual to a Campus Guests Group in F1 Go**

Every new Individual that is added to F1 Go will need to be added to your campus's Guests Group as well. This is very important in helping us track the progress of each new person that visits our church, and also triggers the email that automatically gets sent out.

If you are using a web browser on a mobile device or the F1 Go App, this can be done through the **Groups** section. Select **Groups** from the front page, and find your campus's Guests group by scrolling down the list, or using the **Search Group** box. Each campus's group is named with the campus's initials and the word **Guests**.

On the app, press the plus sign in the top right corner, and use the search feature to search for the new Individual.

If you are using a desktop or laptop, this can be done before you click **Save** when adding an Individual. Under the **Groups** section at the bottom of the page, use the search bar to find your campus's Guests group, and then click **Save**. If the person already exists, look-up the group you wish to add them to, press the gear icon on the right side of the page, and select **Add Individuals to this Group**. Use the search bar to search for the new individual, and then select **Done**.

### **Interactions**

Whenever a new Individual is added to a campus's Guests group, an **Interaction** is assigned to the Next Steps Coordinator at that campus to ensure that the new Individual receives a call or text by Tuesday. An Interaction is basically a "To-do" that is assigned and needs to be completed. These will be tracked by the church office.

To view and complete Interactions assigned to you, go to the **Interactions** page through the F1 Go app, or by logging into the F1 Go site on a desktop/laptop or mobile browser. The Interactions assigned are listed with the Individuals name that needs to be contacted. Once they have been contacted, click on the Interaction, and select **Completed** and **Save**.

### **Tracking Metrics using the Church Metrics App**

Every Next Steps Team Member should have access to the **Church Metrics** app. If you do not, contact your Next Steps Coordinator. Before the Next Steps Team is done for the day, all of the metrics for that week need to be recorded. We will be tracking Bridge Crossers and Rededications, Connection Cards given out and received back, New Members, Baptisms, Child Dedications, and Next Steps attendance on a weekly basis.

### **Tracking Dates in F1 Go**

Every Individual that is going through the Next Steps process will need their profile updated in F1 Go after each step. During Step 1 and Step 2, an attendance sheet needs to be passed around. This will ensure that we have everybody's information in case they have never filled out a Connection Card. If this is the first time we are getting an Individual's information, add them to F1 Go as an Individual by following the steps above, and input their **Connection Card** date in F1 Go as the present date. We will be tracking Birthdays, Crossed the Bridge, Baptism, Membership, Connection Card received, and Step attendance dates. Whenever an Individual has completed one of these steps, their profile will need to be updated that day.