

## Welcome to SG Parramatta Elvanto

The FAQs below will assist you to log in and get started in Elvanto:

### ***What is Elvanto?***

Elvanto is church management software which assists with background administration tasks. It can be used for rostering, membership, groups and reporting.

### ***Why are we using Elvanto?***

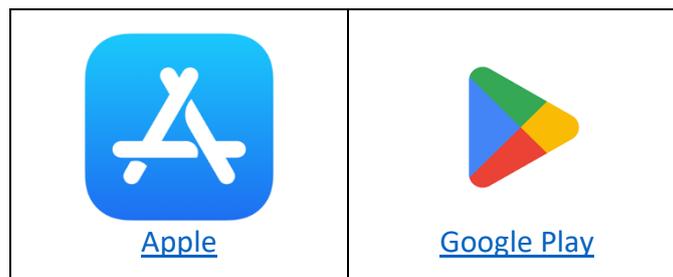
We are looking to introduce Elvanto to SG Parramatta to improve our effectiveness as a community of believers as we serve one another.

### ***How do I access Elvanto?***

Elvanto can be accessed either via the website or using the Elvanto app on your mobile phone.

Website: <https://sgparra.elvanto.com.au/>

Phone App:



### ***How do I log in?***

You will receive an email with a link to allow you log in for the first time. Your username is autogenerated.

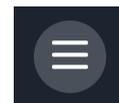
Note: No initial password is set up. You will set a password when you log in for the first time.

You will then be able to use your username and password to log into Elvanto on the mobile app or a web browser.

If you have not received an email from Elvanto regarding your username for login, please check your spam folder first.

### ***How do I access the roster?***

Once you have logged in, click on the menu icon on the top left hand corner.



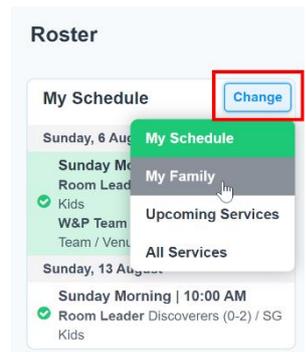
Select **Roster** from the menu list.

Once you access the roster, you will be able to view your roster and have the option to swap/replace your allocation on the roster.

### How do I see when other members of my family are rostered on?

You can change your roster view to see when other members of your family have been rostered on to serve.

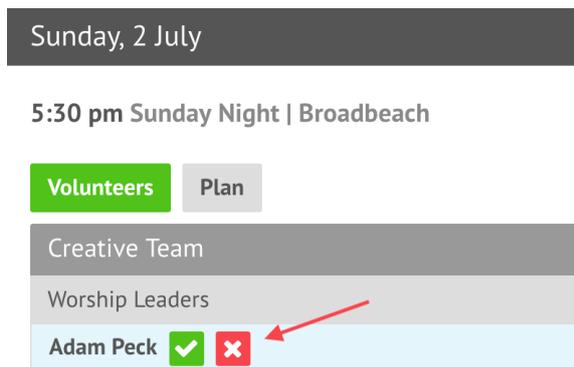
A video on how to view the roster for your family can be accessed [here](#).



### How do I swap or replace on the roster?

If you are unable to serve on the day you have been rostered on, you can send requests to swap or replace with someone else.

When looking at the roster, click on the red cross next to your name for that date. You will then get the choice to swap or replace.



**Swapping** is asking someone to serve on the date you are rostered on and in exchange you serve on the date they are rostered on. A video on how to swap can be accessed [here](#).

If you are unable to swap with someone, there is also the option to **Replace** yourself on the roster with someone else who is eligible to be rostered on that position. A video on how to replace can be accessed [here](#).

*We encourage you to still send out a message to your team prior and swap rather than replace as much as is practicable.*

For more information, please see further instructions here:

<https://help.tithe.ly/en/articles/2423606-volunteers-elvanto-swapping-replacing>

<https://help.tithe.ly/en/articles/2430416-volunteering-how-to-submit-a-swap-or-replace-request>

### What should I do if I am having trouble using Elvanto?

If you are having any difficulties using Elvanto or are not sure about what to do, please reach out to the SG Parra Elvanto team on Whatsapp:



<https://chat.whatsapp.com/LINAAAn8Ore22jnHrzePsB9>