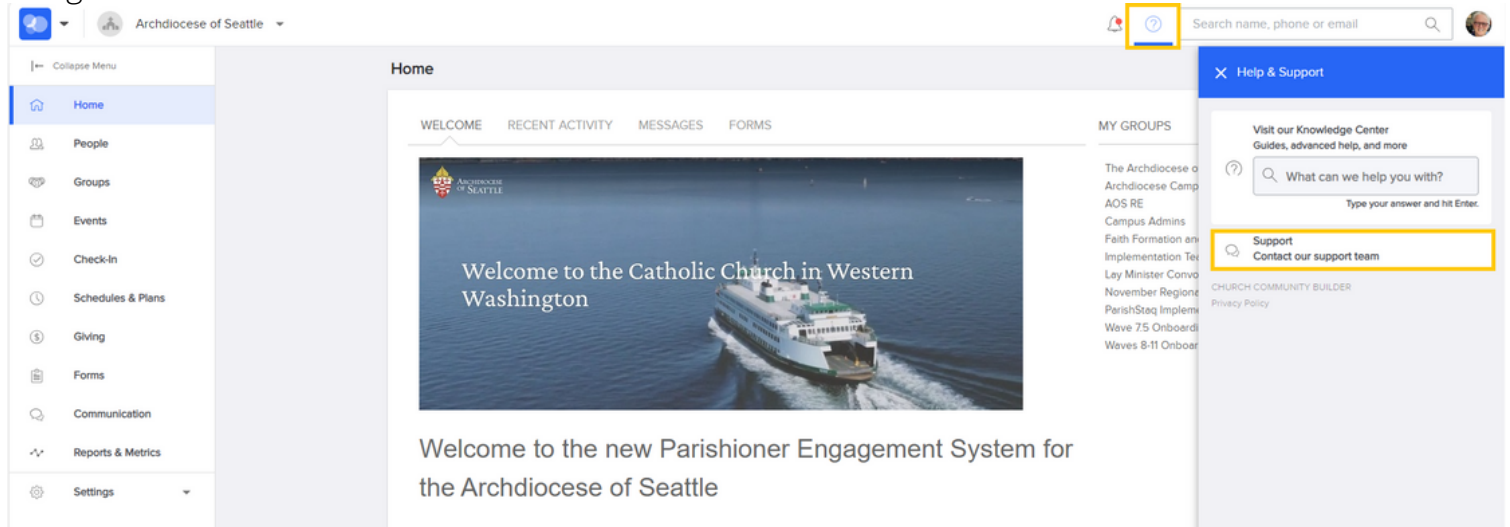


Direct Pushpay Help Desk Tickets

Our Help Desk options are expanding! A message has been sent through the Campus Admins Group and a follow-up email will be sent to your PAA or designated ParishStaq contact explaining the process and identifying the initial *Support Ticket Contacts* for your parish. *Support Ticket Contacts* are able to request help and technical support directly from Pushpay by clicking on the (?) on the top right corner of the ChMS. Since there are a limited number of *Support Ticket Contacts* per parish, we encourage other users who are not designated as a *Support Ticket Contact* to submit their questions through their parish's designated contacts.



The following will continue to be supported by our Archdiocese team: ACA, Stewardship, 2023 EOY Giving Statements issues, and data migration issues by emailing support@archdioceseofseattlepes.samanage.com

Safe Environment: VIRTUS Integration

VIRTUS is now integrated with ParishStaq! We are the first arch/diocese in the nation to have the capability to sync with VIRTUS. For Safe Environment checks, please continue to work with your SEP coordinator to confirm status within VIRTUS.

Our team is processing through specific data migration steps to ensure proper integration. For example, the "VIRTUS ID" field data is being moved to the new field location "Safe Environment ID." Look for instructions and trainings in the future!

Here is a preview of the Safe Environment screens:

