



Flocknote:

Frequently Asked Questions for Parents

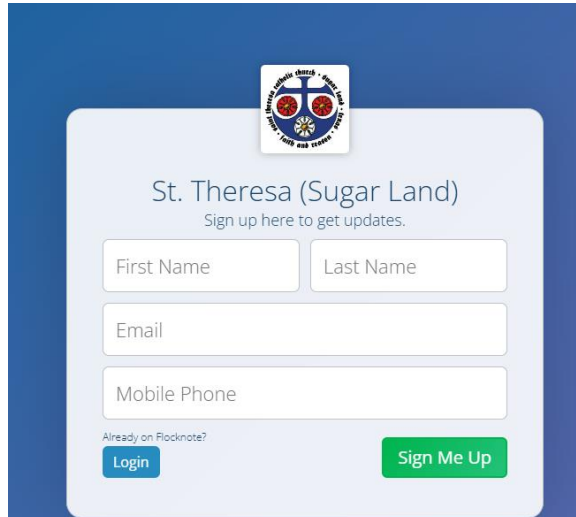
Q: What is Flocknote?

Flocknote is the tool we use at St. Theresa Catholic Church to stay connected with parish families. We send important updates about Faith Formation, events, class changes, and more—by text message and email.

Q: How do I sign up for St. Theresa's Flocknote?

You may already be signed up if you provided your email and cell phone during Faith Formation registration. To join or update your info:

1. Visit sugarlandcatholic.flocknote.com/everyone
2. Enter your name, email, and mobile number



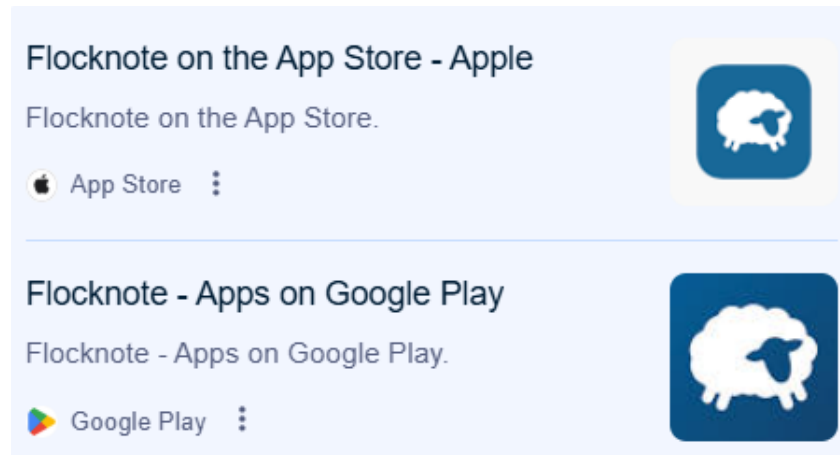
3. Select the group or groups you want to join and receive updates from (like Faith Formation, First Sacraments, etc.)



Q: How do I download the Flocknote App?

The Flocknote App is free and available for both iPhone and Android devices:

1. Open the App Store (iPhone) or Google Play Store (Android)
2. Search for Flocknote



3. Download and open the app
4. Once downloaded, log in with the email or phone number you registered with.

Once logged in, you can see all your groups, messages, and update your contact info easily.

Q: How is my contact information added to Flocknote?

Every Faith Formation registration form asks for the Primary Parent's email and mobile number. This information is loaded into Flocknote at the beginning of the school year so we can contact you by text or email.



Q: What if I change my email or phone number, will Flocknote update automatically?

No. Flocknote is a separate system. Changing your contact information with the parish office does not update your Flocknote account. It is the parent's responsibility to log in and update contact details directly in Flocknote.

To update your info:

Go to sugarlandcatholic.flocknote.com or use the app, then click Login to manage your account.

Q: What if I'm not receiving messages?

There are a few possible reasons:

- **Missing or incorrect contact info:**
 - Your phone number or email may not be listed or may be entered incorrectly.
- **Unverified phone number:**
 - Cell numbers must be verified in Flocknote to receive texts.
- **Missing or unsupported carrier:**
 - If no cell phone carrier is listed, or if it's a Wi-Fi-only number (like Google Voice), you may not receive text messages.
- **Not subscribed to the correct group:**
 - Make sure you're in the correct group(s), such as your child's grade level or sacrament class.
- If you are unsure:
 - contact the Faith Formation Office via email at faithformation@sugarlandcatholic.com if you'd like help updating your information.



Q: Do I have to use both email and text?

No. You can choose to receive messages by email only, text only, or both.

However, having both methods active helps ensure you don't miss urgent updates.

Q: How do I update my contact information or group preferences in Flocknote?

1. Visit sugarlandcatholic.flocknote.com
2. Click Login
3. Once logged in, you can:
 - Update your email or phone number
 - Choose which groups you belong to
 - Set your message preferences