Guide for Parishioner Onboarding

Copy for Parishioners

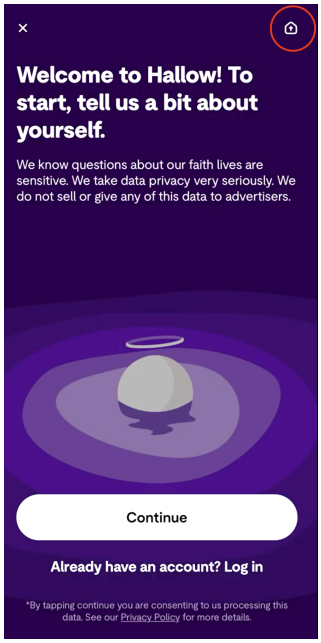
Thank you so much for helping to launch Hallow at your parish! The copy below is designed for you to copy, paste, and modify for your parish announcements in bulletins, Flocknotes, and more. We recommend also reading this document for more explanation for parish staff and admins.

What is Hallow?

Through **prayer** and **meditation** rooted in the Catholic faith, Hallow helps people **find peace** and **grow in faith**, every day. As the #1 prayer app in the world, Hallow provides a wide variety of audio-guided meditation, prayer challenges, mental health content, sleep stories, and sacred music. Users are able to pray with Fr. Mike, Sr. Miriam, Jonathan Roumie, Bishop Barron, and many others.

How do I join our parish on Hallow?

Everyone is invited to join our parish page on Hallow—free users and subscribers alike. There, you can create a profile, connect with friends, share and pray for one another's intentions, and participate in prayer challenges alongside the parish community.The steps are simple:



If you're new to Hallow:

- Download the Hallow app.
- Rather than following the prompts to create your account, begin at the church icon in the **top right corner*.**
- Search for our parish (use zipcode if needed) & **Join.**
- Continue creating your account by following the prompts. Some questions can be skipped.
- Join the prayer challenge and begin exploring all that's available!

If you already have a Hallow account:

- Open the Hallow app.
- Tap the **Church** tab at the bottom of the screen.

- Follow the prompts to complete your profile.
- Tap **Explore** and find our parish (enter parish zipcode if needed).
- Join the prayer challenge and begin exploring all that's available!

> Alternatively, or in addition to the above, in parish communications you can use your parish page's direct link and QR code for the easiest access to your parish page.
>
> You can find these at the **Invite** button at the top of your parish page. Please see the QR resource doc if you need further direction to find these materials.

Part B (Optional): Redeem the Parish Subscription Offer

If you'd like access to all of Hallow's premium content, you can redeem the parish's discounted subscription directly from the parish page.

Existing Customers but New Subscribers

- In the Church tab, search for our parish page by name and zip code and **Join**.
- Tap **Claim Subscription** at the top of the parish page.
- Fill out your information for the six-month trial and discount to be applied to your account.

Already-Existing Subscribers

- Cancel your current subscription *(this does NOT delete your account or prayer history)*.

When your subscription ends and your account downgrades:

- Return to the parish page.
- Tap **Claim Subscription**.
- Fill out your information for the discount to be applied to your account (the six-month trial will not apply for previous subscribers).

Customer Support

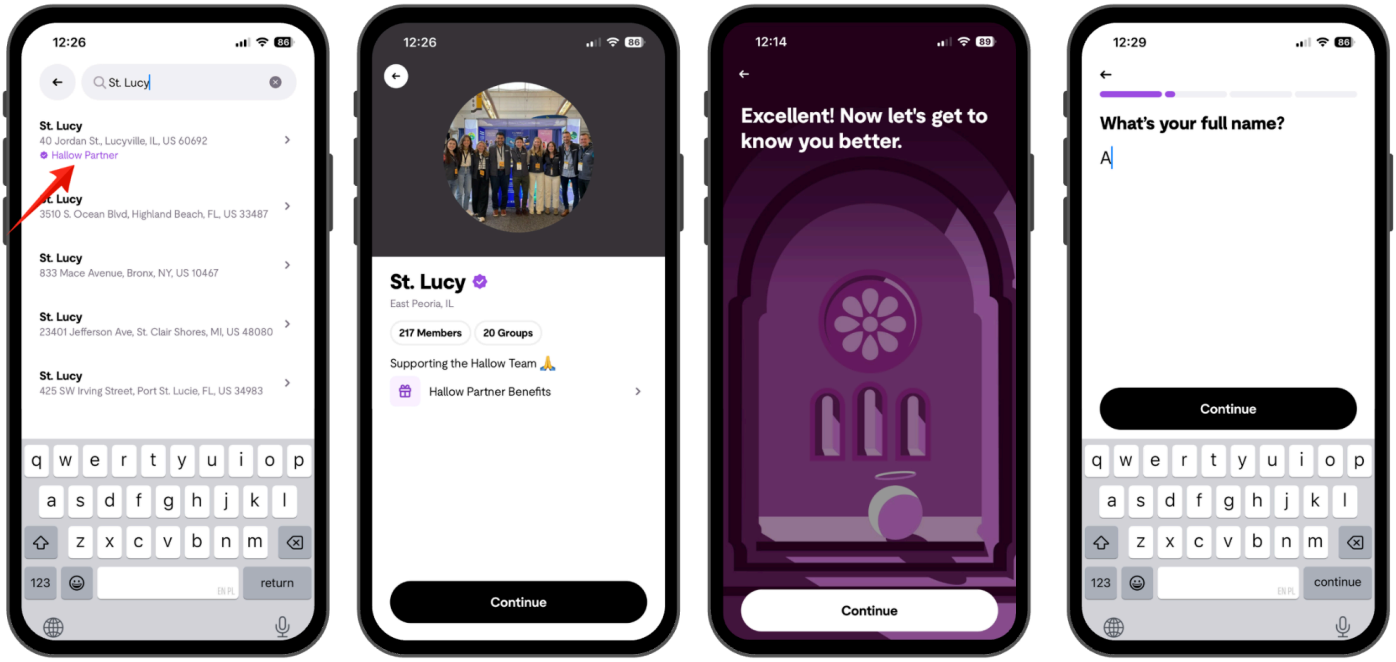
If you have any issues getting someone set up on the app, please ask them to reach out to parishsupport@hallow.app. We have an incredibly talented support team that responds to parish partners with super high priority. We look forward to praying with you!

Related Help Articles

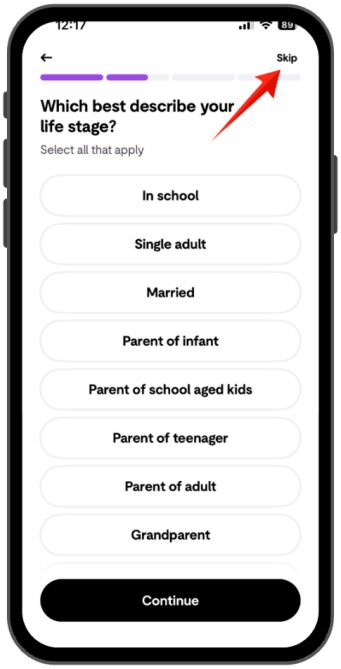
- My parish just partnered with Hallow. What does this mean?

- How do I join my church in the Hallow app?
- How do prayer challenges work on my parish page?
- Overview of the Church Tab
- Church Tab FAQs
- How do I redeem my parish deal?
- How do I cancel my subscription or free trial?
- How can I tell if I'm subscribed?
- Sharing & Activity in the Hallow app

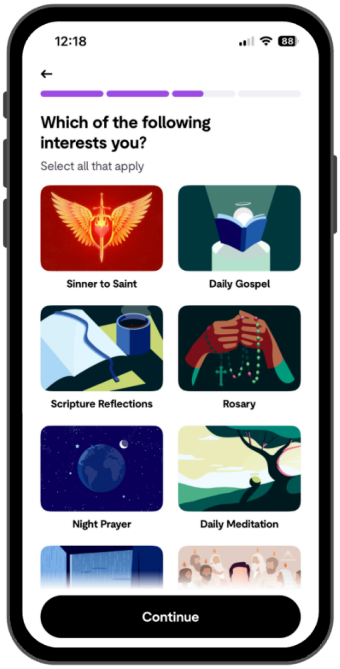
*What your parishioners, who do not have a Hallow account, should see when joining your parish page. Some questions can be skipped:

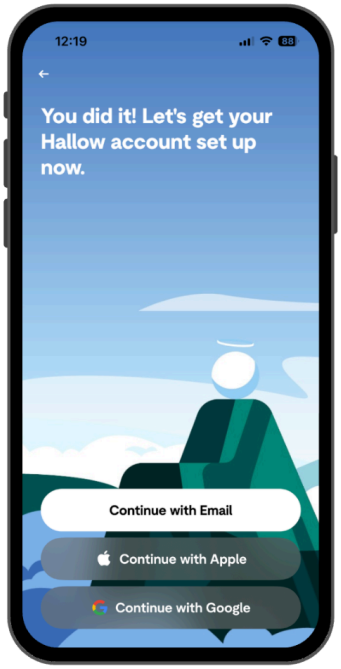


Hallow


Skip
Which best describe your life stage?
Select all that apply
In school
Single adult
Married
Parent of infant
Parent of school aged kids
Parent of teenager
Parent of adult
Grandparent
Continue


12:30
Welcome Ania! Let's set up your preferences for St. Lucy and personalize your prayer plan.
Share My Prayer Completions
Let group members see your completed prayers.
Continue


12:18
Which of the following interests you?
Select all that apply
Sinner to Saint
Daily Gospel
Scripture Reflections
Rosary
Night Prayer
Daily Meditation
Continue


12:19
You did it! Let's get your Hallow account set up now.
Continue with Email
Continue with Apple
Continue with Google