

Planning Center Modules | Overview & Roles

SERVICES

Plan and coordinate worship services and schedule teams.

- **Leaders/Volunteers:**
 - Confirm or decline scheduling requests.
 - View service plans, rehearsal notes, and setlists.
 - Rehearse using chord charts, MP3s, and arrangements.
 - Manage teams, positions, and templates. **(Team Leaders Only)**
 - **Team Leaders & Admins:**
 - Build service plans and schedules. **(admins-only)**
 - Upload media and manage file permissions. **(admins-only)**
 - Manage teams, positions, and templates.
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PEOPLE

Centralized database of ALL people in our church – syncs across ALL modules.

- **Leaders/Volunteers:**
 - View or update limited contact info for people.
 - Use notes and workflows assigned to them.
 - **Admins:**
 - Maintain records, tags, workflows, and custom fields.
 - Manage permissions across modules.
 - Handle data imports/exports and household management.
 - *Note: Anyone in our church can update their own profile/household, using the Church Center app.*
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CHECK-INS

Securely check people into events, especially children's ministry or classes.

- **Leaders/Volunteers:**
 - Assist with check-in at kiosks or mobile devices.
 - Monitor check-in stations and help troubleshoot onsite.
- **Admins:**
 - Set up locations, labels, schedules, and station types.
 - Generate attendance reports.
 - Maintain hardware (label printers, kiosks, etc.).

GROUPS

Organize and manage small groups, classes, or teams.

- **Leaders/Volunteers:**

- Communicate with group members.
 - Track attendance. **(Group Leaders only)**
 - Post resources or event info for the group. **(Group Leaders only)**
 - **Admins:**
 - Set up group types, visibilities, and leader permissions.
 - Assist with group placement or sign-up forms.
 - Handle any tech issues or permissions conflicts.
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REGISTRATIONS

Create and manage sign-ups for events, retreats, and conferences. Also create an awareness page for an event that does not require registration, but open to anyone to attend.

- **Leaders/Volunteers:**
 - Promote events and encourage sign-ups.
 - View or download attendee lists.
 - Communicate basic event details.
- **Admins:**
 - Create registration pages
 - forms, and pricing structures.
 - Manage payments, refunds, discounts, and add-ons.
 - Make changes to existing events, add-ons, selection types, etc.
 - Answer questions and provide tech support relating to an event/registration.

***Note For Registrations:**

If your event only applies to **one campus**, please contact **your campus rep.** first to have the registration page created. For events open to **all or multiple campuses**, contact **support@ithrivechurch.com** for assistance in getting your event created/setup.

– Events **MUST** be approved via the [event request form](#) prior to a registration page being Created. — *****NOT NEEDED FOR PRE-ESTABLISHED/ANNUALLY REOCCURRING MINISTRY EVENTS.**

CALENDAR

Facility and event scheduling across rooms and resources.

- **Leaders/Volunteers:**
 - Submit event or room requests (if enabled).
 - View scheduled events and facility use.
 - **Admins/Campus Reps:**
 - Add events to Calendar
 - Assign tags, categories, and calendar views.
 - Approve room/resource requests. **(admins-only)**
 - Manage location setup, conflict resolution, and notifications. **(admins-only)**
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PUBLISHING

Public-facing content—custom church app, website features, sermon media, and announcements.

- **Leaders/Volunteers:**
 - Submit content like announcements, blog posts, or sermon notes.
 - View public-facing content. (*can be found through the **Church Center App** or online*)
 - **Admins:**
 - Build and maintain church app/web content.
 - Moderate submissions and schedule content.
 - Design layout, link modules, and publish media.
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Summary of Roles:

A quick-reference for all modules and roles can be found below

| Module | Leaders/Volunteers | Admins |
|----------------------|--|--|
| Services | View plans, confirm scheduling, rehearse | Build plans, schedule teams, upload media |
| People | View/update personal/group info | Manage profiles, tags, workflows, permissions |
| Check-Ins | Operate stations, assist with check-in | Set up stations, labels, generate reports |
| Groups | Communicate, track attendance | Set up groups, manage access, permissions, and forms |
| Registrations | Promote events, view registrants | Build forms, handle payments/refunds/support |
| Calendar | N/A | Approve events, manage conflicts/schedules |

HELPFUL LINKS:

1. [Planning Center Online](#) (PCO) - Access all modules from your PCO dashboard!
2. [PCO Training Sessions](#) - All of our Team training sessions in one place.
3. [Download link for Church Center](#) (available for all smart devices)
4. [Planning Center University](#) (PCU) – One place to learn all things PCO!

FREQUENTLY ASKED QUESTIONS (FAQs):

1. **What's the difference between Planning Center and Church Center?**
 - a. Planning Center is the backend tool for church staff and volunteers, while Church Center is the church-facing app and website where congregants engage with things like events, giving, and groups.
2. **Can I download a "desktop version" of Church Center?**
 - a. Church Center is not available as a desktop app, but instead, has been built into portions of our website at ithrivechurch.com.