

Ticket 6:

Customer -

I cannot get the links from Buddy's Chapel praise team.

I don't know why my password was asked to change because I do not use a password. Please help me be able to see things again

Thank you.

Sent from my iPhone

Agent 1 -

Hi Gerdy!

In order for a user to access Planning Center Services a password is now required. But no worries - you can create one easily! To create a password, you can click need a password? on the login page, or use this link: <https://accounts.planningcenteronline.com/password/new>

Take a look, and reach back out if you have further questions. Happy to help!

Rut Daniels

Customer Support

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Customer -

I don't understand. I did not request to our a password on my system and it stopped working after this.

This is the error when I try to view the music.

Sent from my iPhone

Agent 1 -

What is the church name you're trying to access? I'm actually not seeing one called Buddy's Chapel linked to this email address (dadjans@verizon.eu). If this is the church name, is there another email address you might use to log in?

Rut Daniels

Customer Support

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Customer -

I am getting the requests to accept or decline. The error I sent you was the message I get when I try to view. It just stopped working. The rest of the team is viewing it fine. I never had to put in a passcode for either one. It just came to my email and I viewed it.

dadjjeans@icloud.com

Thank you.

Sent from my iPhone

Agent 1 -

Glad to clarify!

In order to view a plan, you must log in or already be logged in. If other teammates are able to access their plans, that would mean they're already logged in to the browser they're viewing the plan in. This is a change we rolled out last year at some point for security purposes.

Would you take a screenshot of the email you're clicking on to view the plan and attach it to your reply so I can try to figure out exactly what's happening? You don't need a camera to do this - here are great instructions for taking a screenshot.

Note: Please do not paste this screenshot into another document (like Word). Doing this makes the attachment difficult (and sometimes impossible) for us to open. Just attach the file directly.

Looking forward to hearing from you!

Rut Daniels

Customer Support

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Customer -

Did all this it just stopped after the 23rd. The music minister asked everyone else. No one is locked out except me. I can't attach a picture to an ongoing email only a new one. Do you have an email address.

Thank you. I can accept or decline I just can't view what we are singing which is very important. Please help.

Sent from my iPhone

Agent 1 -

I'm happy to talk you through attaching that screenshot. What email client are you using so I can point you in the right direction!

Rut Daniels

Customer Support

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Customer -

The one that is not working is attached to dadjeans@icloud.com

Sent from my iPhone

Agent 1 -

Gotcha!

So, since you're a part of multiple organizations, what's probably happening is that you're clicking on a link for Account A, while you're logged in on your browser to Account B. When you click on a link for Planning Center, it's typically for a certain plan in a particular account. If you're logged in to an account that is different than the one the link is for, Planning Center can't find the plan and gives an error.

To fix this, can you try to log out of Planning Center on your browser and then clicking on the link again? When you're given the opportunity to log in again, be sure to use your dadjeans@icloud.com email address.

Keep me posted on your progress!

Rut Daniels

Customer Support

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Customer -

I've never gone into the other account.

The music minister sends me the link weekly. I can accept or decline I just cannot view anything without the original error I sent you coming up.

She looked around and everything looked fine. She asked the rest of the worship team and no one else is having problems. Can we make calls to work on this together?

I need it fixed. Thank you.

Gerdy

Sent from my iPhone

Agent 2 -

Hi Gerdy,

Alexis here! Rut is assisting another customer so I hope you don't mind if I chime in. I had a chance to take a look at your accounts and your past emails. I do want to make one thing clear: This has nothing to do with being "locked out" of an account and it is not dependent on whether or not other team members can access the plan.

Before we move forward, I want to take a quick step back and make sure we're on the same page. From your responses, I'm not 100% sure you've tried the steps that Rut has outlined. Would you mind giving this a shot, step-by-step, and letting us know which step you're getting stuck on?

First, make sure logged out of Planning Center completely on your mobile browser AND the mobile app.

Go back to your scheduling email and click on the link again. You should be direct to the correct church account login.

If you do not know your password for Buddy's Chapel, let's get you a new one. To reset your password, you can click need a password? on the login page, or use this link:

<https://accounts.planningcenteronline.com/password/new>

As you're working through these steps, please let us know which one isn't working and what is happening when you try it.

Thanks for working on this with me, Gerdy!

Alexis Rose

Customer Support

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Customer -

I have tried all those things.

The point is there are no passwords and log ins. An email has always come from our music team leader. You accept or deny and then you can view. She has looked at it and nothing looks different.

And everyone else on the team can get it and view it. I cannot. You can't call people? This is very frustrating. Thank you.

Sent from my iPhone

Agent 2 -

Hi Gerdy,

I'm sorry this is so frustrating for you! We definitely are doing our best to work with the information you've given us. We are more than willing to get on a phone call if it helps, but with login issues, usually, these things are better handled via email where we can give you a list of steps and send screenshots if needed. Here's the thing: There are passwords associated with profiles. What's probably happening is the folks on the team either know their password and/or they're logged into the correct account when they click on the scheduling link.

That said, does this happen when you try to click on the scheduling link from the desktop version?

Scheduling a Phone Call

Again, this kind of issue can be even more frustrating over the phone since it's harder to describe what page you're on, what error message you're getting, etc. However, if you'd like to schedule a call with me, you can do so from this link:

www.calendly.com

On that form, you'll be asked about a ticket number. Yours is #8765309

Thanks for working on this with me, Gerdy!

Alexis Rose

Customer Support

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Customer -

I need a phone call please. Can you call now.

800-600-6014. I need to explain. Because I think we are missing something.

I have two funerals tomorrow and then it is Sunday and I need to see the music.

Thank you so much.

Sent from my iPhone

Customer -

I can't wait until Monday..please.

Sent from my iPhone

Agent 1 -

Hi Gerdy - Can I give you a call today to see if we can sort things out?

If so, let me know a few times you're available today and the timezone you're in.

I'll look for your reply!

Rut Daniels

Customer Support

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Customer -

I am getting ready to go to two funerals today. Why I said to call me yesterday.

But didn't hear back from the lady who asked. She said you were busy. I am EST but today is not a good day.

What time zone are you?

Sent from my iPhone

Agent 1 -

Sorry about that Virginia. Due to our agents being in different time zones we weren't able to see your latest replies until now.

If today isn't a good day, go ahead and click this link so we can get a call scheduled for you.

Note: Please reference this ticket number (888773) when scheduling your call!

Rut Daniels

Customer Support

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Customer -

No

Sent from my iPhone

Agent 1 -

Hi Gerdy!

Were you able to get your accounts figured out? If not, feel free to schedule a call. We'll get it figured out for you!

Rut Daniels

Customer Support

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Customer -

Go ahead and call me back Rut. Sorry I missed your call. They are paving our road and so noisy didn't hear phone. I'll carry it until we talk. It is 10am. I'm available until 1pm.

Thank you

Gerdy

Sent from my iPhone

Agent 1 -

Hi Gerdy,

Since it's Friday, we likely won't be able to schedule a call until Monday. You can do that at this link:

Planning Center Services

Note: Please reference this ticket number (888766) when scheduling your call!

Rut Daniels

Customer Support

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