

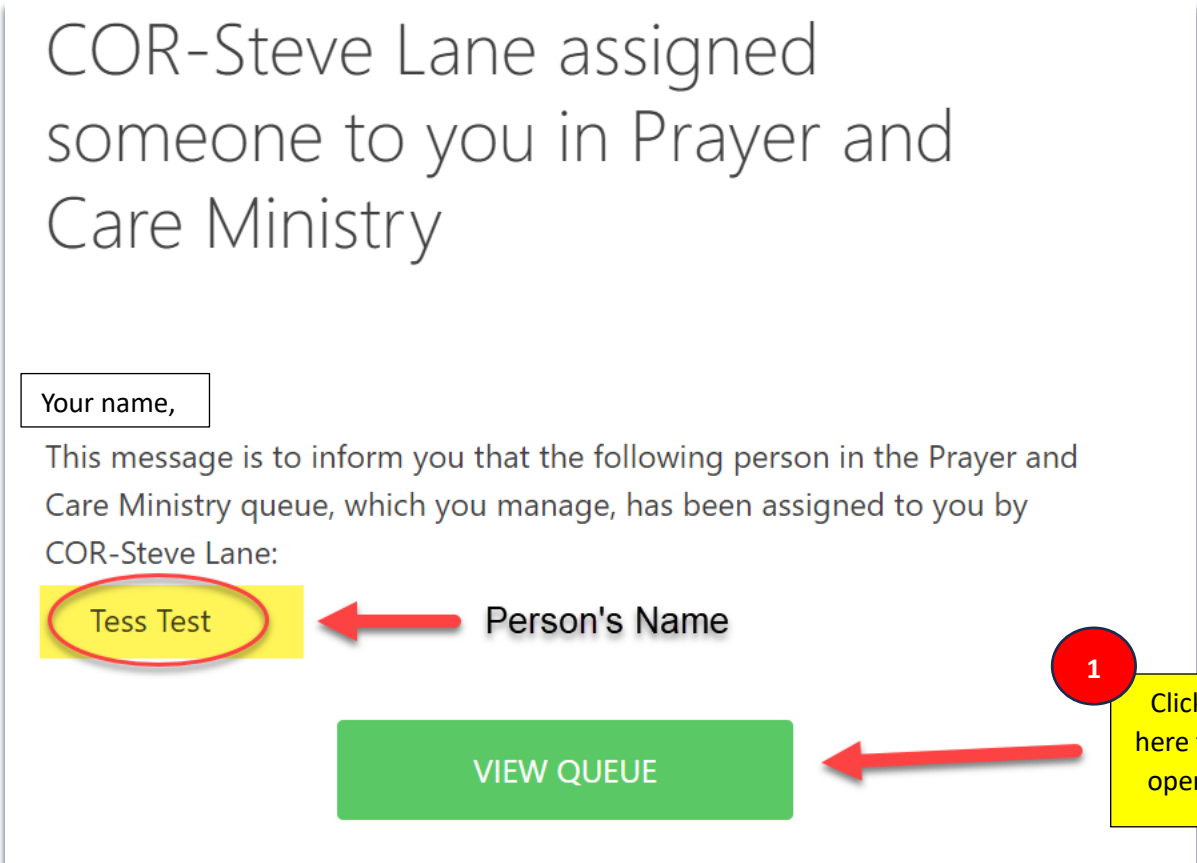
## Prayer Team CCB Follow-up Procedure

The following document will highlight the process on how to use CCB to follow-up with those we have recently prayed for as members of the Prayer & Care team.

### Section 1: Accessing your CCB account

On the Monday or Tuesday after the prayer form has been submitted, the prayer & care member will receive an email from CCB. These are the steps to complete as you follow up with each assigned person:

1. Click on the **green** "View Queue" button in the email body:



COR-Steve Lane assigned someone to you in Prayer and Care Ministry

Your name,

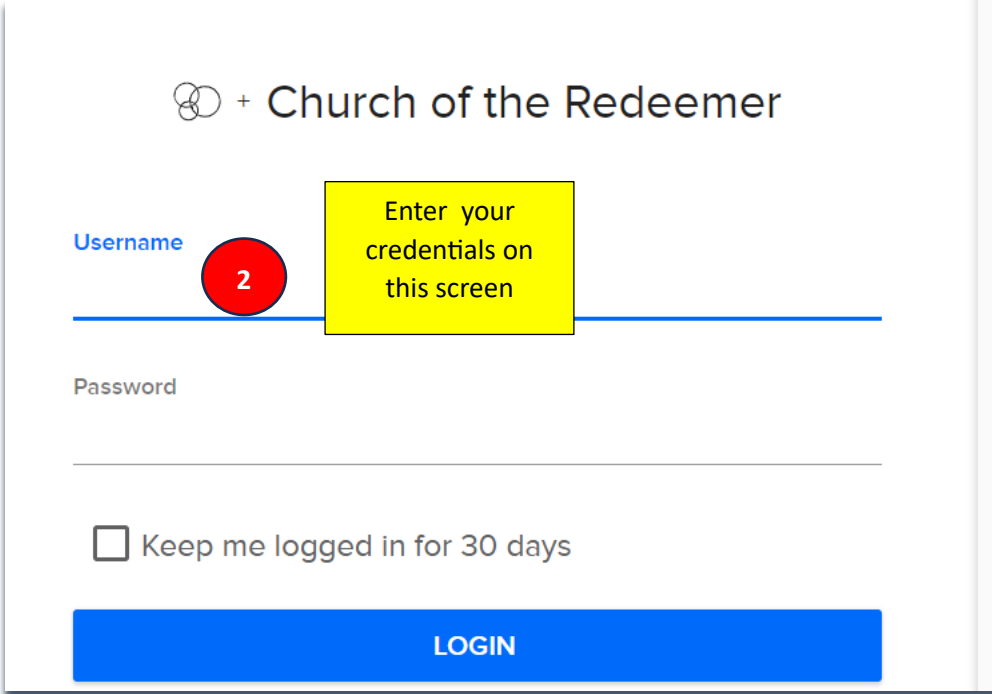
This message is to inform you that the following person in the Prayer and Care Ministry queue, which you manage, has been assigned to you by COR-Steve Lane:

Tess Test ← Person's Name

VIEW QUEUE ← 1 Click here to open

**Note:** The message will have the name of the individual you prayed for, if there are multiple people, you will receive a separate email for each.

2. You will then be asked to log-in to your CCB account. Enter the log-in credentials and click Login



Church of the Redeemer

Username 2 Enter your credentials on this screen

Password

Keep me logged in for 30 days

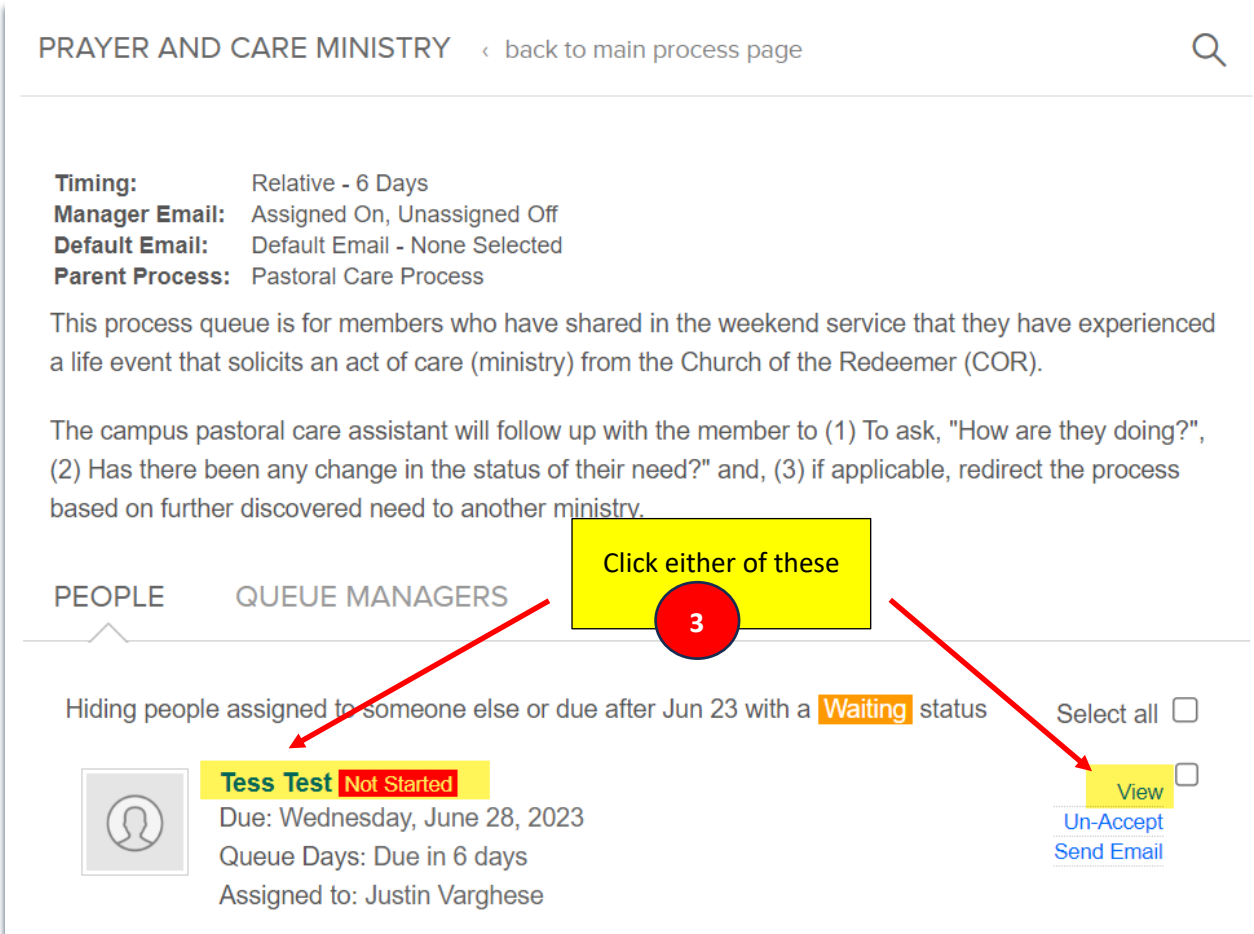
LOGIN

**Note:** If you don't know how to log into CCB, please:

- a. Call Ana Lopez at 240-238-1578 or email her at [alopez@church-redeemer.org](mailto:alopez@church-redeemer.org) or
- b. Text Steve Lane at 240-238-1576

## Section 2: Specific steps for CCB follow up

- You will be taken to the Prayer & Care queue page where you will see all of the members that have been assigned to you. Please click on the name in blue (or the “View” link on the far right) to go directly to the person’s profile page



PRAYER AND CARE MINISTRY [back to main process page](#) 🔍

**Timing:** Relative - 6 Days  
**Manager Email:** Assigned On, Unassigned Off  
**Default Email:** Default Email - None Selected  
**Parent Process:** Pastoral Care Process


This process queue is for members who have shared in the weekend service that they have experienced a life event that solicits an act of care (ministry) from the Church of the Redeemer (COR).

The campus pastoral care assistant will follow up with the member to (1) To ask, "How are they doing?", (2) Has there been any change in the status of their need?" and, (3) if applicable, redirect the process based on further discovered need to another ministry.

PEOPLE **QUEUE MANAGERS**

Click either of these **3**

Hiding people assigned to someone else or due after Jun 23 with a **Waiting** status Select all

	<b>Tess Test</b> <b>Not Started</b>	<input type="checkbox"/>
	Due: Wednesday, June 28, 2023	<a href="#">View</a>
	Queue Days: Due in 6 days	<a href="#">Un-Accept</a>
	Assigned to: Justin Varghese	<a href="#">Send Email</a>

- Once in the profile page, you can click on the “Forms” tab to view the form(s) that was submitted for the member (to remind yourself of any specific details regarding the prayer/interaction)



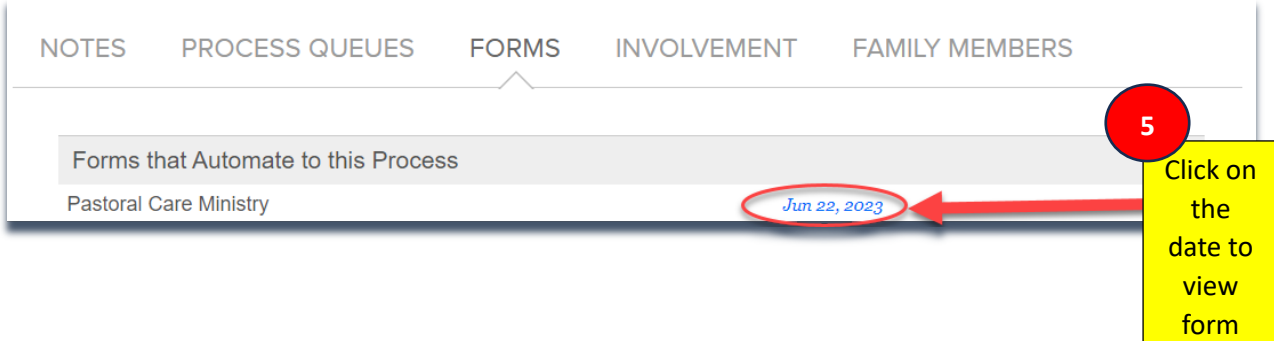
**Tess Test** Not Started

[Send Email](#)

Phone: (301) 333-4444 Mobile  
Campus: Gaithersburg Campus  
Address: 123 Main St  
Any City, AK 99099 ([map](#))  
Assigned to: Justin Varghese [reassign...](#)  
Stats: **Due in 6 days** ([map](#))  
*0 days in queue, due on Wed, Jun 28, 2023*  
Instructions: [Show...](#)

NOTES   PROCESS QUEUES   **FORMS**   INVOLVEMENT   FAMILY MEMBERS

- Click on the Date (blue link) to view the form



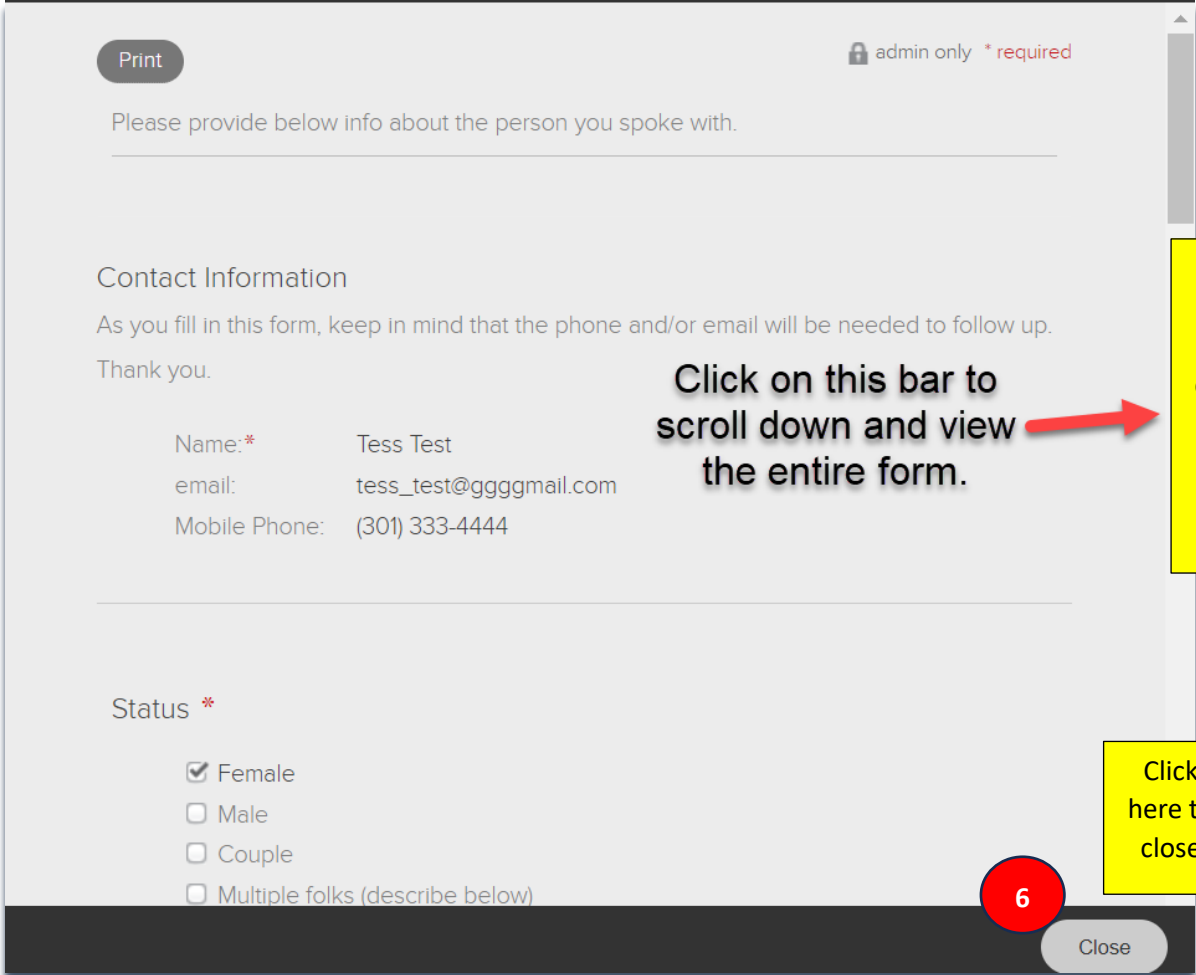
NOTES   PROCESS QUEUES   **FORMS**   INVOLVEMENT   FAMILY MEMBERS

Forms that Automate to this Process

Pastoral Care Ministry

[Jun 22, 2023](#)

6. Scroll down to view the form and click “Close” when finished.



Print admin only \* required

Please provide below info about the person you spoke with.

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Contact Information

As you fill in this form, keep in mind that the phone and/or email will be needed to follow up.  
Thank you.

Name:\* Tess Test  
email: tess\_test@ggggmail.com  
Mobile Phone: (301) 333-4444

---

Status \*

Female  
 Male  
 Couple  
 Multiple folks (describe below)

6 Close

Scroll up and down to view the form

Click here to close

Click on this bar to scroll down and view the entire form.

7. Decide whether to follow up by sending an email or calling or sending a text message.

## Following up by Email

8. If you choose to follow up by email, click on the blue “Send Email” link under the person’s name to open up a box to email the member. If an email address is not available, it means an email address has not been registered in CCB.



PRAYER AND CARE MINISTRY < back to queue

**Tess Test**  
[Send Email](#)

Phone: (301) 333-4444 Mobile

Campus: Gaithersburg Campus

Address: 123 Main St  
Any City, AK 99099 ([map](#))

Assigned to: Justin Varghese [reassign...](#)

Stats: **Due in 6 days (map)**  
*0 days in queue, due on Wed, Jun 28, 2023*

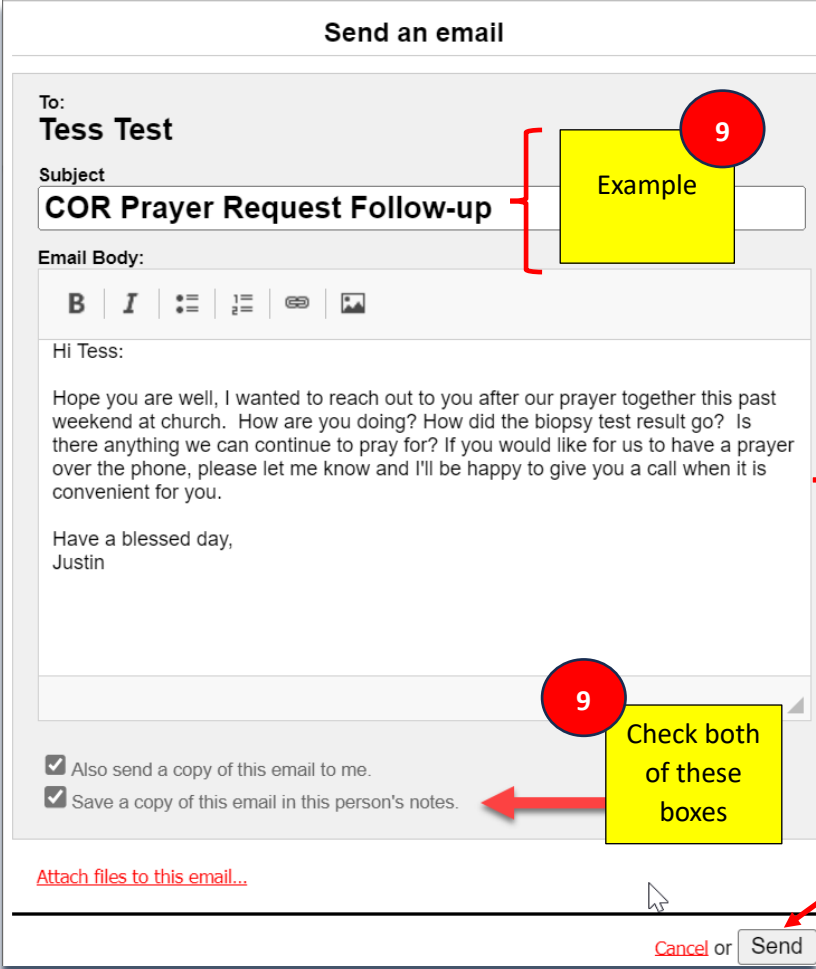
Instructions: [Show...](#)

Click “Send Email” to open the email form template

8

Not Started

9. Fill out the email subject/body and be sure to click on the “Save a copy of this email in this person's notes” checkbox so that the interaction is recorded in CCB.



The screenshot shows an email composition window titled "Send an email". The "To:" field contains "Tess Test". The "Subject" field contains "COR Prayer Request Follow-up". The "Email Body:" field contains the text: "Hi Tess: Hope you are well, I wanted to reach out to you after our prayer together this past weekend at church. How are you doing? How did the biopsy test result go? Is there anything we can continue to pray for? If you would like for us to have a prayer over the phone, please let me know and I'll be happy to give you a call when it is convenient for you. Have a blessed day, Justin". At the bottom, there are two checked checkboxes: "Also send a copy of this email to me." and "Save a copy of this email in this person's notes.". Below the checkboxes is a red link "Attach files to this email...". At the bottom right, there are "Cancel" and "Send" buttons. Annotations include: a yellow box labeled "Example" with a red circle "9" pointing to the subject field; a yellow box labeled "Example" with a red circle "9" pointing to the email body; a yellow box labeled "Check both of these boxes" with a red circle "9" pointing to the checkboxes; and a yellow box labeled "Click here to send" with a red circle "10" pointing to the "Send" button.

10. Click “Send” (bottom right corner)

11. Click on the Notes tab and refresh the page. The email should now be documented:

11

When you “refresh” the screen, the content of your email will be recorded in the history.

Your email content appears here.

(The format is different but content is the same.)

NOTES   PROCESS QUEUES   FORMS   INVOLVEMENT   FAMILY MEMBERS

Who can see this note about Tess Test? [Huh?](#)

Appropriate leaders    This process only

[Add this note](#)

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**Today** [Delete](#)

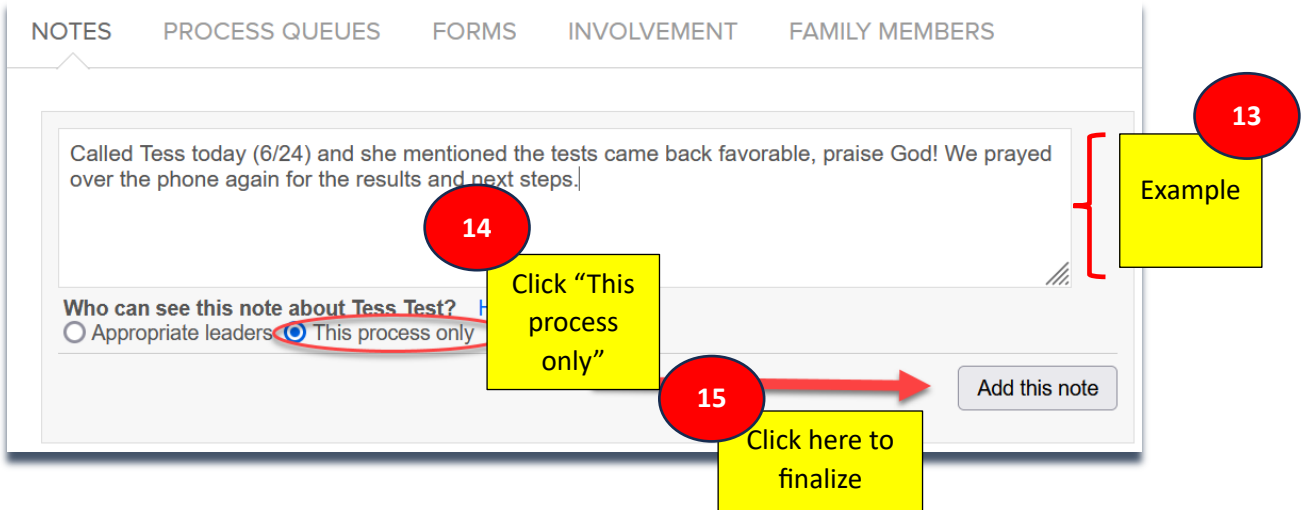
*Process Queue (Pastoral Care Process: Prayer and Care Ministry) note left by Justin Varghese, shared with this process only*

Subject: COR Prayer Request Follow-up

Hi Tess:Hope you are well, I wanted to reach out to you after our prayer together this past weekend at church. How are you doing? How did the biopsy test result go? Is there anything we can continue to pray for? If you would like for us to have a prayer over the phone, please let me know and I'll be happy to give you a call when it is convenient for you.Have a blessed day,Justin

## Following up by text or phone call

12. If you choose to follow up by a phone call or a text message, the person's Mobile number should be listed if they have provided it. If you don't see it, you can open the form again and it should be there (if you obtained it at the time you initially prayed with the person.) Call or text them and sensitively offer to pray with them again, much like you did when you first met them in church, near the platform.
13. After you have called or sent a text, you will need to summarize your conversation in the message area, since your call or text occurs outside the CCB environment. Below is an example of what you might write.



NOTES PROCESS QUEUES FORMS INVOLVEMENT FAMILY MEMBERS

Called Tess today (6/24) and she mentioned the tests came back favorable, praise God! We prayed over the phone again for the results and next steps.

Who can see this note about Tess Test? **14**

Appropriate leaders  This process only

**13** Example

Click "This process only"

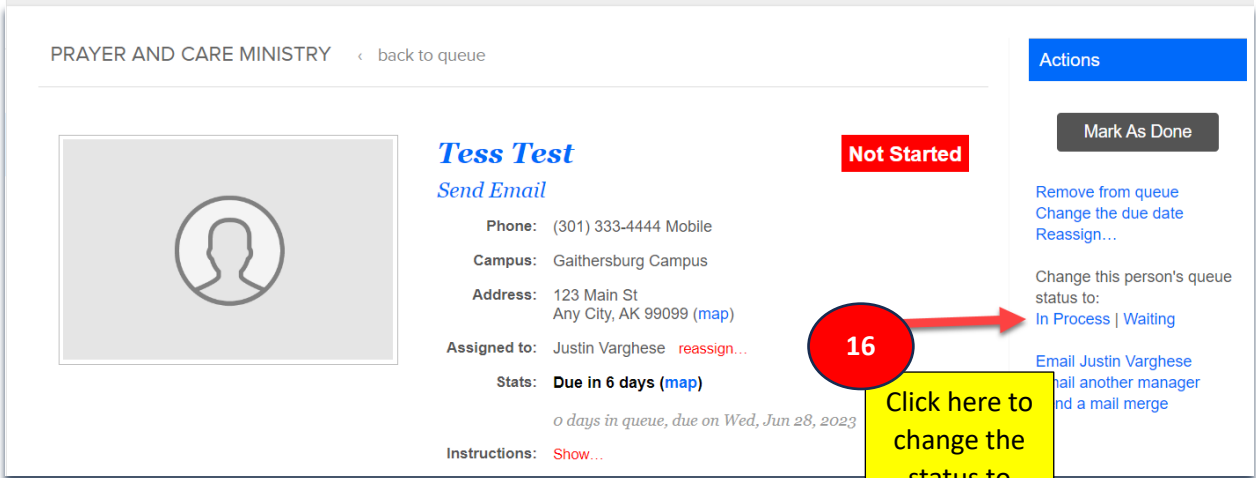
**15** Click here to finalize

Add this note

14. Before you finish, click the "This process only" radio button (circle).
15. To finalize your entry, click the small box in the lower right corner "Add this note".  
**IMPORTANT:** if you don't click the "Add this note" box, you will lose your entry.

## Section 3: Final steps to set the appropriate status and due date

16. Click on the “In Process” link on the far right to update the status accordingly.



PRAYER AND CARE MINISTRY < back to queue

**Tess Test**  
*Send Email*

Phone: (301) 333-4444 Mobile  
Campus: Gaithersburg Campus  
Address: 123 Main St  
Any City, AK 99099 ([map](#))  
Assigned to: Justin Varghese [reassign...](#)  
Stats: **Due in 6 days** ([map](#))  
*0 days in queue, due on Wed, Jun 28, 2023*  
Instructions: [Show...](#)

**Not Started**

16

Click here to change the status to “In Process”

Actions

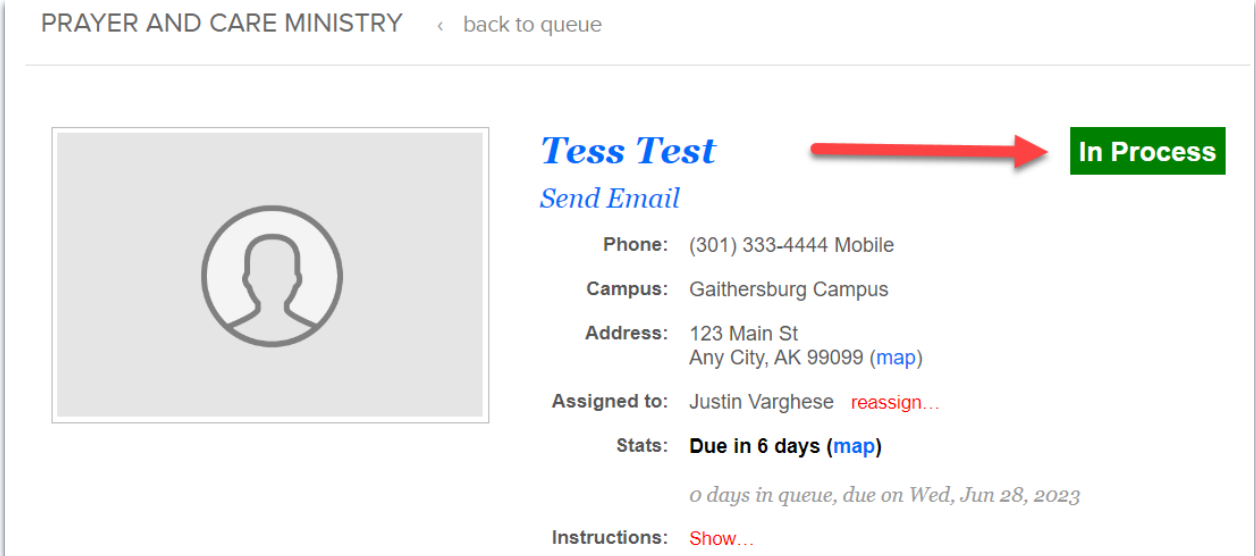
Mark As Done

Remove from queue  
Change the due date  
Reassign...

Change this person's queue status to:  
[In Process | Waiting](#)

Email Justin Varghese  
Mail another manager  
and a mail merge

The “Not Started” status should now read “In Process”



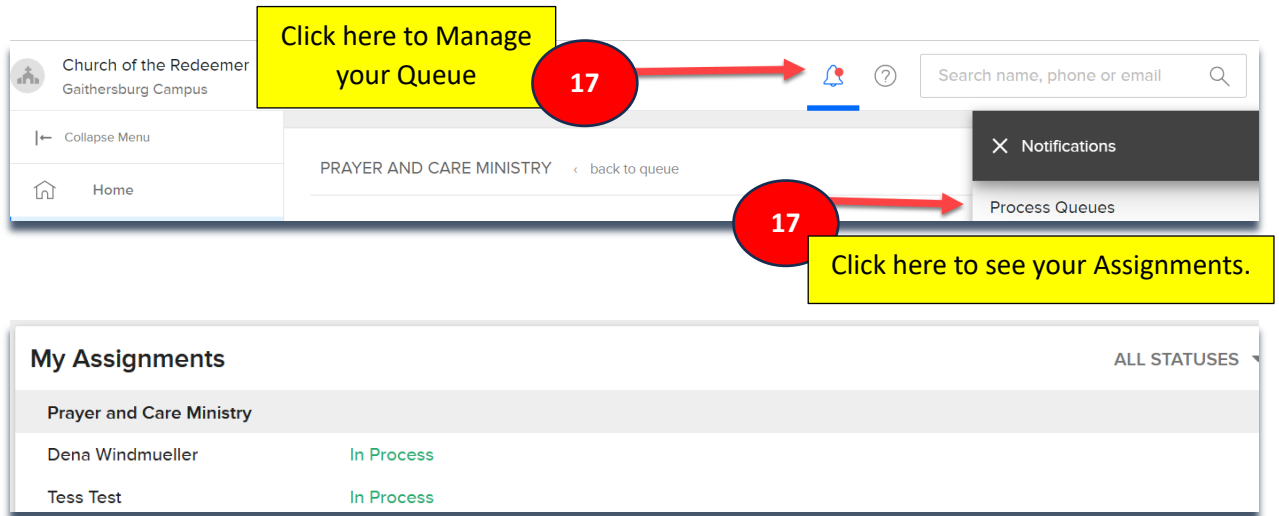
PRAYER AND CARE MINISTRY < back to queue

**Tess Test**  
*Send Email*

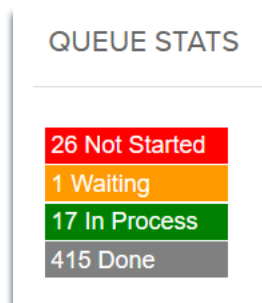
Phone: (301) 333-4444 Mobile  
Campus: Gaithersburg Campus  
Address: 123 Main St  
Any City, AK 99099 ([map](#))  
Assigned to: Justin Varghese [reassign...](#)  
Stats: **Due in 6 days** ([map](#))  
*0 days in queue, due on Wed, Jun 28, 2023*  
Instructions: [Show...](#)

**In Process**

17. If at any time you need to return to your Manage Queue list, you can do so by clicking on the Notification Bell on the top right, and then the Process Queues link:



18. As a Prayer and Care team member, you will manage your Queue and the various statuses. Here is an outline of the several possibilities:



## CCB Process Queue Status descriptors

**Not Started:**



When the assignment first comes to you, it will be in this status:

**Waiting:**



After you have reached out to the individual by phone, email or text, if you are waiting on them to respond, choose this status. The best example of this is when you leave a voice mail message and you request them to call you back. Reset the Due Date so you can keep track of the timing and so that you receive another reminder.

**In Process:**



If you have reached out and connected with the individual and you indicated you would check in again with them in, say, another week, choose this status. Reset the Due Date so you can keep track of the timing and so that you receive another reminder.

**Mark as Done:**



Once you have finished your follow up, whether it was one connection or several conversations, choose this status. This is to close the status and remove the person from your Q.

## Final notes

**Thank you!** for praying and caring for those in our church community. Your actions are an act of love and express the light and love of Jesus!

If you have any questions, please don't hesitate to reach out:

Justin Varghese .....	COR Volunteer .....	(240) 506-3900
Ana Lopez .....	COR Staff team member .....	(240) 238-1578
Steve Lane .....	COR Staff team member .....	(240) 238-1576