



UNITYAPP BOOKING SYSTEM

USER MANUAL



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General Guidelines

Due to the COVID-19 pandemic and the limited occupancy capacity introduced by the federal and provincial government and to give a chance to everyone from our beloved congregation to have the blessing of attending church, it was needed to have a system that can manage and track bookings.

To make sure that everyone gets an equal and fair chance, we are kindly asking you review and follow the guidelines below:

- Register only one account per household in the church that you mainly attend.
- Do not create more than one account as the system will flag it as a duplicate.
- The system books each family member individually, so you do not have to book for the whole family at once.
- If you can not attend, please cancel before the cancellation deadline to make room for others who are in need to attend.
- Booking and attending will count towards your attendance limits.
- Admins can not override the system to exceed church capacity or cancel a booking after the cancellation deadline.

Registration

Account Creation

Go to <https://unityapp.ca> and click on:

No account? Register

Church Selection

Select your province of residence and church from the dropdown menu:

Please click Confirm to continue

Coptic Orthodox Diocese of Mississauga, Vancouver and Western Canada

Ontario - ON ▼

Virgin Mary & St. Athanasius ▼

Cancel Confirm

Then click:

User Information

Enter your email in the form. Please make sure you enter a valid email as this will be your username to login to the system. An email with the activation link to activate your account will be sent to this email address. Activation is simply verifying your email address.

Enter a password and confirm it

Enter your first name and last name

Select your gender and date of birth

Please note that fields marked with * are the only mandatory fields

Your selected Church:

Virgin Mary & St. Athanasius

[Change](#)

Email: *

Password: *

Confirm Password: *

First Name: *

Last Name: *

Select Gender ▼

Profession (Optional):

Date of birth:

Day ▼

Month ▼

Year ▼

[Why do we ask for the D.O.B?](#)

Add a Spouse

To add your spouse, click the toggle button **Add Spouse now?** **No** and it will expand the spouse details section. Fill your spouse information.

Please note that fields marked with * are the only mandatory fields.

Add Spouse now? **Yes**

Spouse First Name *

Spouse Last Name *

Spouse Phone *

Spouse Email ⓘ

Spouse Profession (Optional)

Add Children

To add a child, click on the **Add Child** button, and fill in your child's first and last names.

Child First Name:

Child Last Name:

Repeat the process to add more children.

Adult Children, Parents, or Relatives

Do not add adult children that have their own emails or parents/relatives at this point. This can be done from "Manage My Profile" later. This way they can have their own login.

Enter Your Address

Enter your address, city, province, and postal codes:

Please note that fields marked with * are the only mandatory fields.

Address: *

City: *

Select Province ▼

Postal Code: *

Submitting Registration

Read user agreement and click on [Click here to Accept the terms above](#) It will turn green.

Then click on

Unity App | CRM End User License Agreement

[Read the End-User License Agreement & Privacy Agreement](#)

Account Activation

At this point, you need to activate your account (verify your email) by pressing on the activation link sent to the email you registered with.

Sometime, the email with the activation link goes to the spam or junk mail folders, and on Gmail to the forums folder.

If you did not receive your activation email, please do not try to create another account as the system will flag it as a duplicate account. Instead, please send your church administrator an email to request manual activation. Please send the request from the email address you used to register in the system.

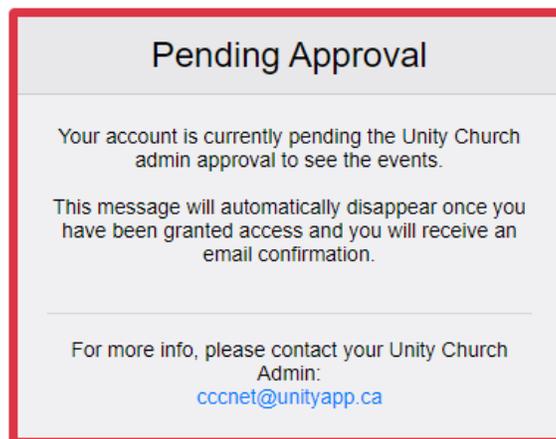
- For the Church of Virgin Mary & St. Athanasius: cccnet@unityapp.ca
- For the Church of the Nativity: nativity@unityapp.ca
- For the Church of St. Philopateer & St. Anthony: spsa@unityapp.ca
- For the Church of St. Mina & Pope Kyrillos: smpk@unityapp.ca
- For the Church of Resurrection: cor@unityapp.ca
- For the Church of the 7 Altars - Daniel the Prophet & Three Sainly Youths: 7altars@unityapp.ca

Please note that you do not need to create other accounts in multiple churches. Depending on the restrictions put by each church, **you can access and book events in other churches.** This will be described later in this manual.

Account Approval

Once your account is activated, your church admin will get a notification to approve your account. Church admins will verify your account information, inspect any duplicate flags, and approve your account.

If you access your account before it is approved by the admin, you will see the following message:



Please do not try to create another account as the system will flag it as a duplicate account.

Once your account is approved, you will receive an automatic email confirming your account approval, otherwise, the admin will reach out to you with any issues or concerns.

First Login

On your first login, you will need to read and accept end-user license agreement.

Click on [Read and Accept](#) to read the agreement:

Please read and accept the End-User License Agreement by clicking here -> [Read and Accept](#)

To accept the agreement, click on:

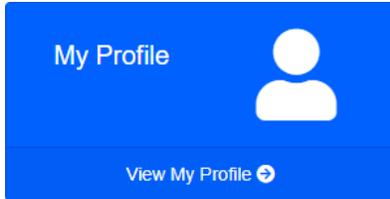
I have read, and I accept the End-User License and Privacy Agreement above

To reject, click on:

I do not accept these terms

Managing Your Profile

You can access your profile by clicking  **My Profile** on the side menu or the “View My Profile” in the blue box at the bottom of the main page:



Editing Personal Information

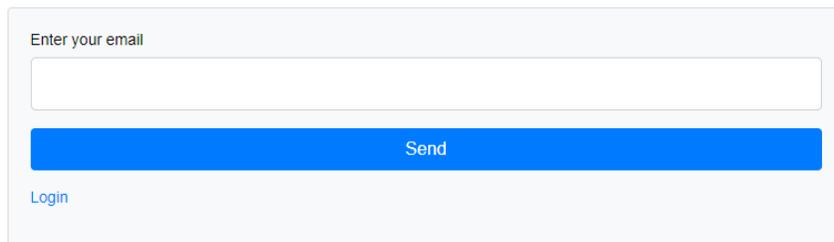
To edit your personal information, click on  to update your information.

Click on  to save  or to discard changes.

Changing Your Password

To change your password, click  on to access the password change window.

If you forgot your password, click “**Forgot your password**” on the main log in screen, enter the email you used to register with in the system, then click  and you will receive an email with a link to reset your password.



Alternatively, you can email your church administrator to reset or change the password for you.

Adding Family Members

To add family members to your account, click on [Add Family Member](#) to get to the add family member menu.

Add Family Member

First Name *

Last Name *

Date of birth

[Why do we ask for the D.O.B?](#)

Phone

Email

Select the family relation of the member you are about to add. You have the choices of:

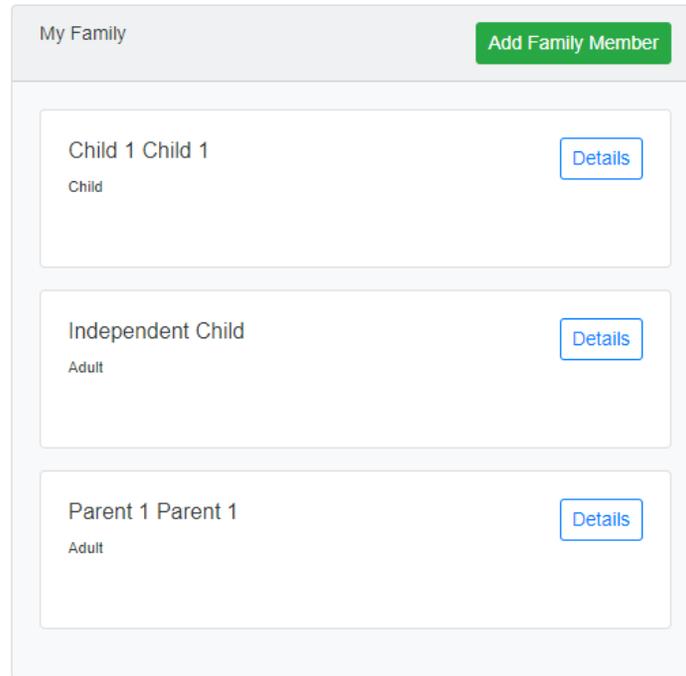
- Child
- Spouse
- Parent / Relative
- Independent Child (18+)

Please note:

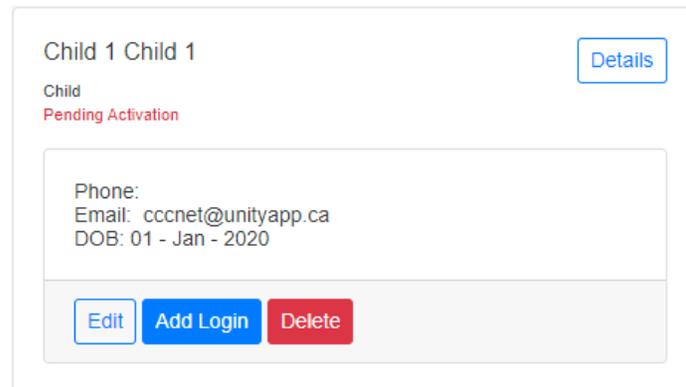
- **Date of birth is mandatory only when adding a “Child” and is not mandatory for all other family relations.**
- **Any family newly added family member will still have to go through the activation process if an email was entered, and the approval process.**
- **Adding an email is not mandatory for new family members.**
- **Any family member with an email address can get a login and book for own as well as others in the same family. This will be discussed in detail later in this manual.**

Managing Your Family

Your family members are listed under your profile.



To view specific family member, click on next [Details](#) to the members name to display the family member details.



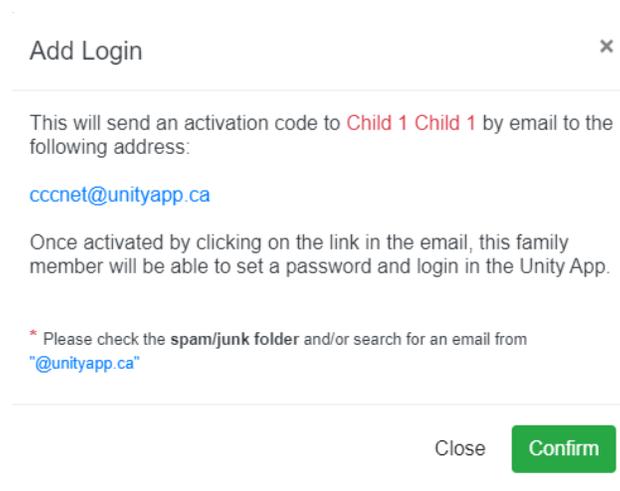
To edit family member information, click on the [Edit](#) button to view and edit the family member information. Here you can add an email for the member to get own login.

Creating Own Login for a Family Member

Creating a login for a family member enables this family member to have own login username and password and can book for self and/or others in the family. The member needs to have a valid email.

To create a login for a family member, you will need to add a valid email for the family member as described in the steps before.

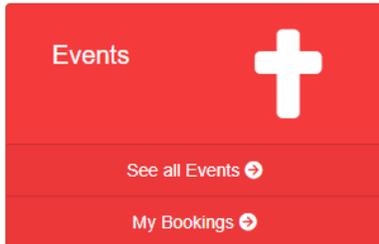
Once the email is added, click the [Add Login](#) button, and then click [Confirm](#) to trigger the system to send an activation and password set email to the member.



Booking

View Home Church Events

You can view available events by clicking  **Events** on the side menu or by clicking on “See all Events” in the red box at the bottom of the main page:



This will bring up all available events in your home church. Remaining spots are displayed for each event and events with remaining places will display a  button.

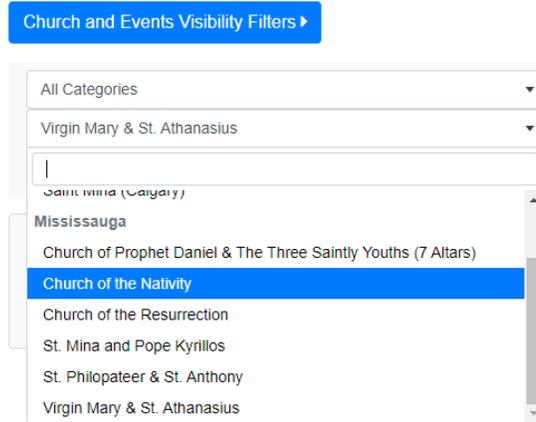
<p>Weekday Liturgy </p> <p>Virgin Mary & St. Athanasius</p> <p>Location: Virgin Mary</p> <p>Thursday June 24th 2021 at 5:00 AM End Time: 7:30 AM</p> <p>Remaining places: 145 </p>	<p>Weekday Liturgy </p> <p>Virgin Mary & St. Athanasius</p> <p>Location: Virgin Mary</p> <p>Friday June 25th 2021 at 7:30 AM End Time: 10:00 AM</p> <p>Remaining places: 83 </p>
<p>Liturgy </p> <p>Virgin Mary & St. Athanasius</p> <p>Location: The Valley</p> <p>Saturday June 26th 2021 at 8:00 AM End Time: 10:30 AM</p> <p>Remaining places: 45 </p>	<p>Liturgy </p> <p>Virgin Mary & St. Athanasius</p> <p>Location: Virgin Mary</p> <p>Sunday June 27th 2021 at 6:00 AM End Time: 9:00 AM</p> <p>Remaining places: 0</p>

View Other Churches Events

To view events at other Churches that are available for you to book, click on the at the top of the main events page and a filters menu will drop down.



Click on the second row (where it shows your home church name) and choose the church you want to view and book events at.



This will display the events available to you from the Church you chose.

<p>Weekday Liturgy</p> <p>Church of the Nativity</p> <p>Wednesday June 23rd 2021 at 7:00 AM End Time: 9:30 AM</p> <p>Remaining places: 61 Book</p>	<p>Weekday Liturgy</p> <p>Church of the Nativity </p> <p>Friday June 25th 2021 at 7:00 AM End Time: 9:30 AM</p> <p>Remaining places: 52 Book</p>
<p>Liturgy</p> <p>Church of the Nativity </p> <p>Sunday June 27th 2021 at 6:30 AM End Time: 9:00 AM</p> <p>Remaining places: 0</p>	<p>Liturgy</p> <p>Church of the Nativity </p> <p>Sunday June 27th 2021 at 9:30 AM End Time: 11:30 PM</p> <p>Remaining places: 0</p>

If no events are displayed, this means that the Church you chose does not have events that are available for you to book.

Other Events Filters

The [Church and Events Visibility Filters](#) button can be used to further customize the events displayed to show events by category or events with available places only or events that you are booked in.

Booking Events

To book an event, click on the [Book](#) button displayed on the event you want to book.

This will bring the COVID-19 guidelines. Read the guidelines.

To accept the agreement, click on: [I have read, and I accept the event guidelines displayed above](#)

To reject, click on: [I do not accept these terms](#)

If accepted the agreement, the system will show the event booking page. Click on the [Add Reservation](#) button next to every family member who will be attending then click on the [Confirm Reservation](#) button.

Select the member(s) from the following list

CCCNET Admin Added Remove
Child 1 Child 1 Added Remove
Independent Child Add Reservation
Parent 1 Parent 1 Added Remove
Spouse Spouse Add Reservation

[Back to Events List](#)
[Confirm Reservation](#)

This will show a popup confirmation window confirming the family members who will be attending and display the cancellation policy for the event. Click on the [Confirm](#) button to confirm your booking.

Confirm my event Booking
✕

Thursday June 24th 2021 at 5:00 AM
Church: Virgin Mary & St. Athanasius

You are reserving a place for the following members to this Weekday Liturgy:

[CCCNET Admin](#)
[Child 1 Child 1](#)
[Parent 1 Parent 1](#)

CANCELLATION POLICY

Please be advised that your church administrator has put a time limit before the start of the Weekday Liturgy to cancel your reservation.

You must cancel your reservation before **Wednesday June 23rd 2021 at 7:00 PM**

If you do not cancel before that time, your reservation will remain and you will have to wait the minimum number of weeks before booking another Weekday Liturgy set by your church administrator as well.

[Confirm](#)
[Close](#)

The event booking page will show you the restriction for this event. For example, a waiting period of 10 days means that if you were booked in another event within 10 days prior to the event you are trying to book, you will not be able to book. The system will give you an error showing which event is causing the conflict. You can then find another event further out in the schedule or cancel the conflicting event.

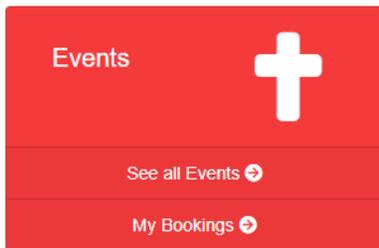
CCCNET Admin (Conflicting Event Date: Jun 24th 2021) Cannot Reserve
Child 1 Child 1 (Conflicting Event Date: Jun 24th 2021) Cannot Reserve
Independent Child Add Reservation
Parent 1 Parent 1 (Conflicting Event Date: Jun 24th 2021) Cannot Reserve
Spouse Spouse Add Reservation

View Your Booking

You can access your current booking by setting the [Church and Events Visibility Filters](#) on the events page and filtering on:

All Categories	▼
All Diocese Churches	▼
My Bookings	▼

Alternatively, you can access your booking by clicking on “My Booking” in the red square on the main page:



This will show all the events you are currently booked at

<p>Weekday Liturgy</p> <p>Virgin Mary & St. Athanasius</p> <p>Location: Virgin Mary</p> <p>Tuesday June 22nd 2021 at 5:00 AM End Time: 7:30 AM</p> <p>Remaining places: 152</p> <p>Edit My Booking</p>	<p>Weekday Liturgy</p> <p>Virgin Mary & St. Athanasius</p> <p>Location: Virgin Mary</p> <p>Thursday June 24th 2021 at 5:00 AM End Time: 7:30 AM</p> <p>Remaining places: 137</p> <p>Edit My Booking</p>
<p>Weekday Liturgy</p> <p>Church of the Nativity</p> <p>Friday June 25th 2021 at 7:00 AM End Time: 9:30 AM</p> <p>Remaining places: 49</p> <p>Edit My Booking</p>	

Manage Your Booking

To modify a booking (cancel or add a family member to a current booking), click on the button on the event you want to edit.

[Edit My Booking](#)

Edit My Weekday Liturgy Booking

Thursday June 24th 2021 at 5:00 AM
 Church: [Virgin Mary & St. Athanasius](#)
 Available Places: [137](#)

Booking Restrictions for this Event:
Waiting period of 2 Days

Select the member(s) from the following list

CCCNET Admin	Cancel Reservation
Child 1 Child 1	Cancel Reservation
Independent Child	Add Reservation
Parent 1 Parent 1	Cancel Reservation
Spouse Spouse	Add Reservation

[Back to Events List](#)

Add to a Booking

To add a family member to current booking, click on **Add Reservation** button next to the family member(s) you want to add then click on **Confirm Reservation** to confirm.

Select the member(s) from the following list

CCCNET Admin	Cancel Reservation
Child 1 Child 1	Cancel Reservation
Independent Child	Add Reservation
Parent 1 Parent 1	Cancel Reservation
Spouse Spouse Added	Remove

[Back to Events List](#) **Confirm Reservation**

A message window will popup displaying the member you just added. Click on **Confirm** to confirm.

Confirm my Weekday Liturgy booking ✕

Thursday June 24th 2021 at 5:00 AM
 Church: Virgin Mary & St. Athanasius

You are reserving a place for the following members to this Weekday Liturgy:
Spouse Spouse

CANCELLATION POLICY

Please be advised that your church administrator has put a time limit before the start of this Weekday Liturgy to cancel your reservation.

You must cancel your reservation before **Wednesday June 23rd 2021 at 7:00 PM**

If you do not cancel before that time, your reservation will remain and you will have to wait the minimum number of weeks before booking another Weekday Liturgy set by your church administrator as well.

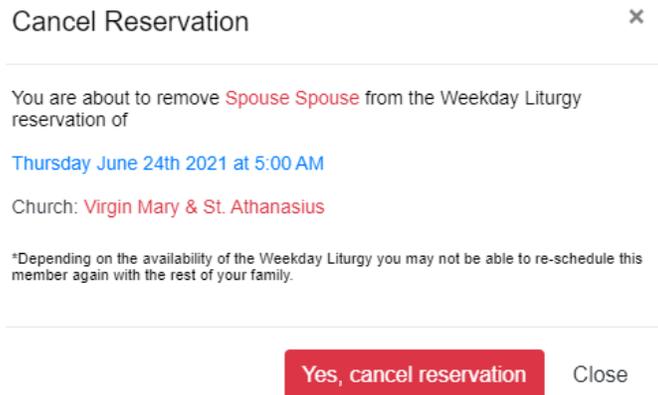
Confirm Close

Cancel a Booking

Please note that you can only cancel a booking before the cancellation deadline shown when you booked the event.

To cancel a booking, click on the  button next to the family member you want to cancel the reservation for.

A message window will popup displaying the family member and the event. Click on  to confirm.



Repeat the above steps for each family member you would like to cancel the reservation for.