



Diocese of Austin

Pastoral Center
6225 Highway 290 East · Austin, TX 78723-1025
(512) 949-2400 · Fax (512) 949-2520
www.austindiocese.org

May 17, 2019

Dear PDS Administrator:

PDS Support Line – New Phone Number

Effective immediately the new phone number for Parish Data System (PDS) support is **(877)737-4457**. Support for the Diocese of Austin has transitioned to ACSTechnologies, the parent company of PDS. It is important to note that ACSTechnologies has supported PDS software for more than four decades and has provided support to parishes for over fifteen years. They have a dedicated team to support and train our parishes on the full suite of the PDS programs you may have, including Church Office, Formation Office, Ministry and Facilities Scheduler and the Sacramental Register.

Their hours of operation are from 8 a.m. to 7 p.m. CST Monday through Thursday and from 8 a.m. to 5 p.m. CST on Friday.

David Cotton and Diocesan Publications previously handled the support calls on behalf of PDS as part of their dealer network. All other diocesan parishes transitioned their support to ACSTechnologies in January 2018. The Diocese of Austin parishes were able to utilize Diocesan Publications for almost 18 months beyond the change. Please note that you are billed by the diocese for database support on a monthly basis. You do have the option to continue utilizing David Cotton and Diocesan Publications but there will be an additional fee for the service that the parish would be responsible for. Please contact David directly at dcotton@diocesan.com for details.

We will continue the quarterly PDS training at the Pastoral Center with David Cotton to review the PDS programs for new beginners and advanced users. Please go to the website at www.austindiocese.org/pds to register.

Your service levels should remain the same as you have experienced since we migrated to PDS in 2014. If you have any questions or issues, please contact Lisa Rosenberger at lisa-rosenberger@austindiocese.org or at (512)949-2450.

Thank you for your time,

Lisa Rosenberger
Associate Director Annual Appeal