



## **Diocesan Digital Directory Frequently Asked Questions**

**June 4, 2021**

1. Why did we move to a digital directory?

The diocese decided to move to a digital form of the directory to allow for easier access for our users, to be more eco-friendly (less paper) and to keep information up to date in a more timely fashion. The directory is both mobile and desktop friendly so it's easy to use and find the information you need quickly. Additionally, by having the data online, we are able to make real-time updates should staff or other information change within in a pastorate or school.

2. How do we access it?

Those with a diocesan email address will create a log-in/password through the directory platform when the site goes live.

We will include additional screenshots and instructional details here after the site has been finalized.

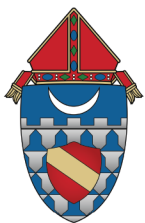
3. What if I want a printed, hard copy?

When building the digital directory, an option to print was built-in to the format. If you wish to have a hard copy you can choose the print function from the homepage of the directory and choose which sections you'd like to print. We will be providing each pastorate with binders for clergy and lay leaders (5-12 depending on the size of your pastorate) that you can then print and place in the binders. Each year in January, the diocese will provide updated cover art for the front of the binder. For those of you using a hard copy of the directory we recommend you print once a year.

4. What do you mean by soft-launch?

Initially, the Office of Communications anticipates that you will find some inaccuracies in the information as things have changed since we originally requested the information from all of you and because of general transcription errors that may have occurred during the data inputting process. We have also only had a small pool of individuals using the digital version up until this point. As with any new electronic system, there can be bugs that we don't recognize until we have more users. It is going to take us time to make the initial influx of changes we anticipate receiving and to work out any kinks in the system. We ask for your patience during this initial launch as we make updates and changes.

During this 'soft-launch' period, we recommend that you do not print a hard copy of the directory until the Office of Communications has a chance to make changes and work through updates. We hope to have all of this completed by the end of the year so you can print hard copies by January of 2022.



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5. What if something online is incorrect?

If you have a change in your pastorate or notice something listed incorrectly, you will be able to use the 'Request a Change' function at the top left of the home screen when you log-in to the directory. You will fill out the form with the new information and the diocese will make the update.

6. What if someone does not have a diocesan email address but needs a copy?

If you have a non-staff member (volunteer, parishioner, etc.) that would like a copy of the directory, we recommend you print a copy a hard copy for them. For confidentiality purposes we do not want to allow just anyone access to the digital edition. However, in years past the diocese has always sold or provided copies of the directory to those who have requested a copy and the same can be done for those in your pastorate who have a need for access.