

SOP: Cleaning Your Roster in Rock

When a registered participant is not attending.

After the First Two Weeks

If they have not attended after the first two weeks of launching your group, please do the following.

- Call them. Introduce yourself and let them know that you are excited that they joined your group. Let them know that you noticed they have not yet attended and that you wanted to check and make sure everything was ok. Ask them if there is anything you can do to help them connect? Ask them if they intend on participating? Through the conversation you will discover if they intend on being a part of your group or not.
- If they do not answer, leave a voicemail and then also text them.
- EXAMPLE: Hey Shaun, this is Roger from Hope City. I see that you registered for my connect group, Dad Bod Workouts. We've been meeting for two weeks now but I haven't seen you yet. Is there anything I can do to help you get connected?
- If they do not respond to the VM or Text, send them an email (see example below) and then remove them from the group.

Email Example

This is just an example. You can create one similar using your own personality but keep the same general process.

Hey Shaun,

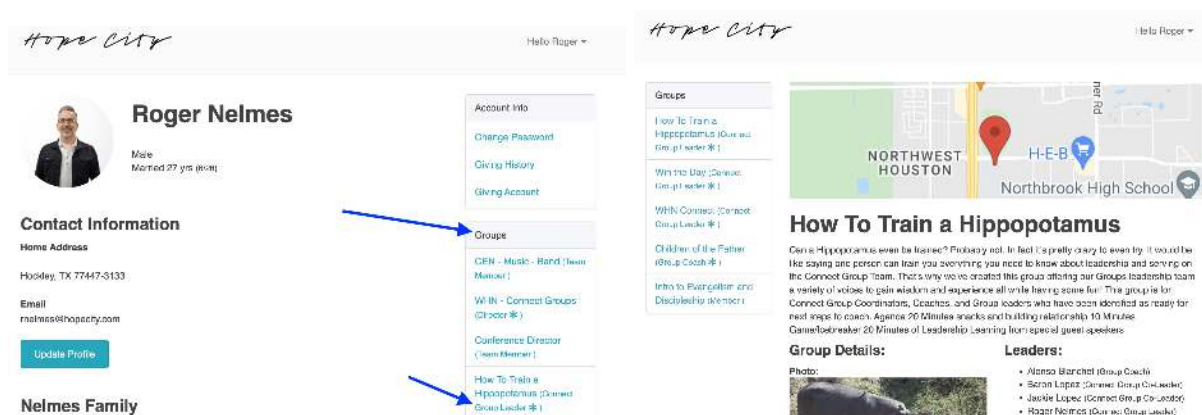
This is Roger from Hope City. Thank you for registering for my connect group, Dad Bod Workouts. We've been meeting for two weeks now but I haven't had the pleasure of meeting you yet. Is there anything I can do to help you get connected? Does the time and location not work for you? Don't worry about missing the first two weeks. You're more than welcome to still jump in.

We are however going to remove you from the roster so that we can make for more guys to jump in and get connected. Our heart is not to exclude anyone, but rather make room for more people to join. So please, if you do desire to be in the group, just register again or let me know and I can put you back on the list.

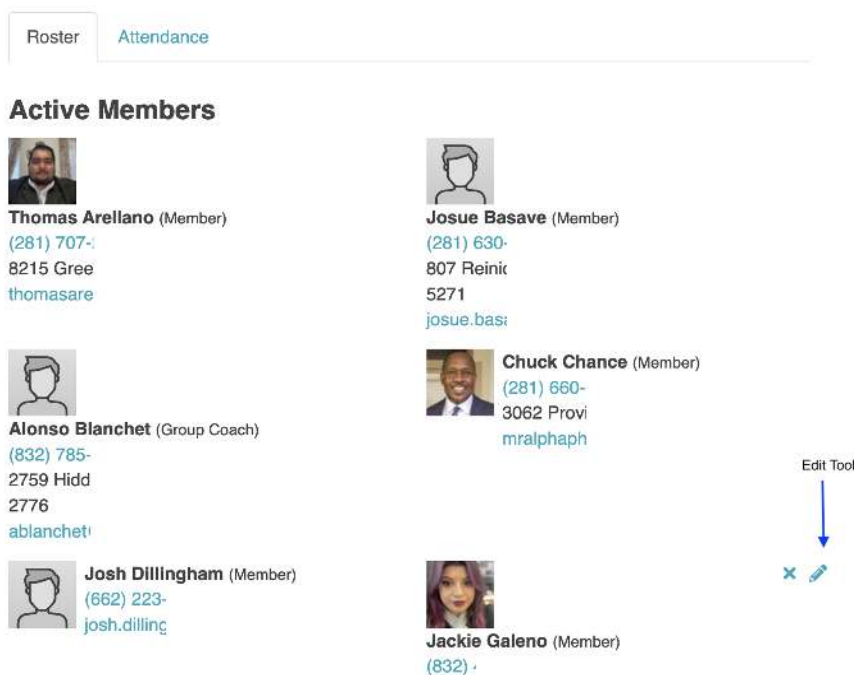
Roger
Dad Bod Workouts

Removing from Roster in Rock

After you log into your Rock account, locate the groups list on the right side of your screen. Locate the group that you are wanting to update, then click the name. (Note: You will only be able to edit groups you are listed as a Leader or Co-Leader for.)



Once you are in the group page, scroll down to the Roster section.



Locate the name of the individual you wish to remove. Move your cursor over their name block to highlight the editing tools.

- 1) **To Make Inactive (recommended):** Inactive means they will be removed from the attendance portion of the roster, but can be added back in if they begin attending at any point after they are made inactive. To do this, click the “pencil” in the upper portion of their name block. This will take you to a new page. Locate the status buttons in the upper right of the page, and switch to “inactive”. Locate and click the “save” button. This will return you to the Roster page.

The screenshot shows a web interface for 'Hope City'. At the top left is the logo, and at the top right is a user greeting 'Hello Roger'. Below the logo is a sidebar with a 'Groups' section containing links like 'How To Train a Hippopotamus', 'Win the Day', 'WHN Connect', 'Children of the Father', and 'Intro to Evangelism and Discipleship'. The main content area is titled 'Person *' and shows 'Jackie Galeno'. Below this is a 'Member Status' section with three radio buttons: 'Inactive' (selected), 'Active', and 'Pending'. There is also a 'Communication Preference' section with 'Email' (selected) and 'SMS' options. At the bottom are 'Save' and 'Cancel' buttons. A blue arrow points to the 'Inactive' radio button.

- 2) **To Remove Permanently:** Removing permanently means the member data will no longer exist in the group. If you remove a member but they attend at any point after you remove them, they will need to be reinvited to join the group. To do this, click the “x” in the upper portion of their name block. This will open a deletion confirmation window; select “yes” to confirm. Once complete, the member will no longer show on the Roster page.

The screenshot shows a web interface with two tabs: 'Roster' (selected) and 'Attendance'. Below the tabs is a section titled 'Active Members'. It displays a grid of member profiles. Each profile includes a profile picture, a name, a role (e.g., 'Member', 'Group Coach'), a phone number, an address, and a username. The members listed are Thomas Arellano, Josue Basave, Alonso Blanchet, Chuck Chance, Josh Dillingham, and Jackie Galeno. A blue arrow points to a small 'x' icon in the upper right corner of the Jackie Galeno profile block, which is labeled 'Remove Permanently'.