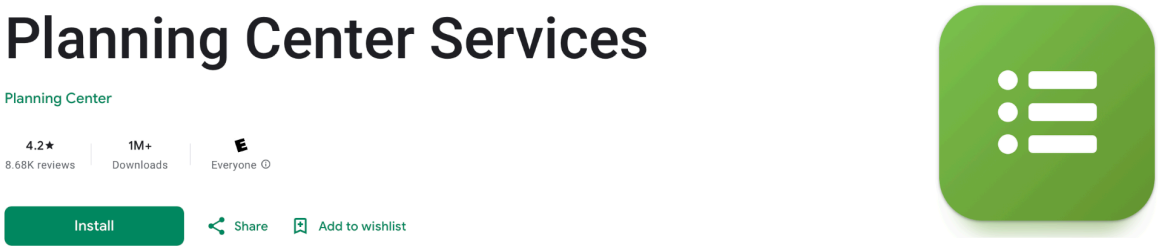
Production Team – Planning Center Training Guide

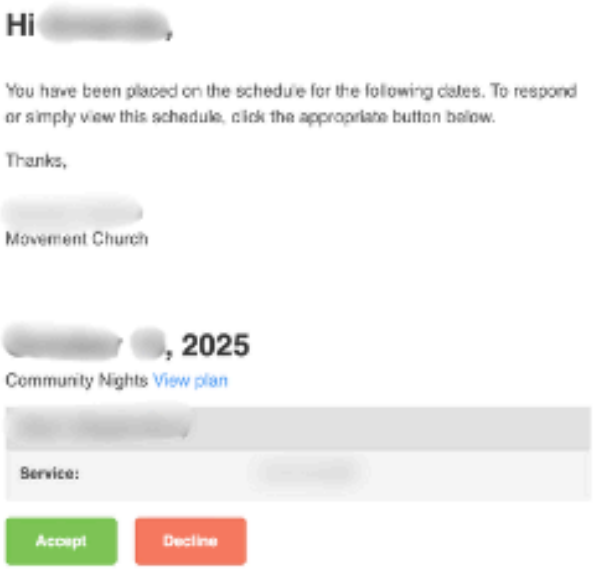
1. Getting Started

• Login at services.planningcenteronline.com or download the Planning Center Services app (iOS/Android) for mobile access. Be sure to use the email address you provided on the interest form so that everything links correctly.



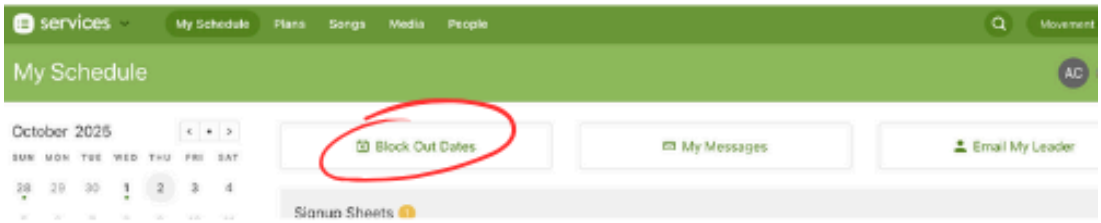
2. Accepting / Declining Requests

• When scheduled, you'll get an email or app notification.
• Click **Accept** (commit to serve) or **Decline** (unavailable).
You can also do this within the app/on the website, not just through the email.



3. Blocking Out Dates (When You're Unavailable)

• In the app, tap your profile picture → Blockout Dates.
• Enter days/times you are not available (e.g., 'Out of town June 15–22').
• This ensures you aren't scheduled when you're away.



4. Viewing Your Schedule

• In the Services app, go to My Schedule to view requests and dates you have committed to serving.

5. Team Expectations

• Confirm quickly – Please accept/decline at your earliest convenience, so that we can plan accordingly.
• Block out early – as soon as you know you know of a date you will be unavailable.
• Communicate – if an emergency comes up after accepting, notify Bill ASAP.

6. Helpful Tips

• Enable push notifications so you don't miss requests.
• Check the Order of Service ahead of time for transitions and cues (helpful for when serving for Livestream Sound- more details in Livestream Training Guide).

If you have any issues/questions, please reach out to your Team Lead.