



KCB

BANK

Enlarge, Engage and Enrich Your Congregation



Expand your reach, and grow your church community with the Worship 360° App.

For People. For Better.

Regulated by the Central Bank of Kenya.

Download App



App Store



Google Play



WORSHIP 360 FAQs.

1. What is Worship 360?

The Worship 360 platform is a customizable multi-functional Mobile App designed primarily to help worshippers stay abreast with information and activities of the church while carrying out their normal day-to-day activities. The solution is also integrated with the bank systems and other payment gateways offering a one stop shop for members.

2. What are the benefits of Worship 360 App to the Church?

The Church is able to:

- Reach a wide number of members online.
- Easily accessible database of members/congregants.
- Easily receive contributions online from members i.e., offering, tithe etc. This helps in maintaining good accounts & reporting for different collections through use of Paybills.
- Broadcast sermons and reach out to a wide number of members online.
- Reach out to members online & share news, events, attach files, pictures and convey information to members or give updates on the notice board.
- Engage members in participating in church decisions and giving feedback.
- Share evangelism material online with members.
- Receive testimonials and prayer requests from members online.
- Receive and plan for baptism and baby dedication requests.
- Keep track of members pledges.
- Ability to have control of online church groups and proper communication within various groups.

3. What are the benefits of Worship 360 App to the members/congregants?

The members are able to:

- Access the Church and the sermons online.
- Register online as church members.
- Make payments using a wide range of options when giving, i.e., Mobile money (Vooma, M-Pesa), cards etc.
- Pay seamlessly from the App thus eliminating the need to have records of Paybill numbers.
- Conveniently attend live service online.
- Timely access to information from the church through news and events updates.
- Conveniently and easily give feedback to the church thus participate in church decision making.
- Get timely support from the church when needed.
- Easily shop online for items being sold by the church.
- Ease of engaging with other church members and joining other church support groups.
- View/keep track of their giving progress including pledges, tithing, donations etc.

4. How do I register to worship 360?

- Go to the apple store or play store, then search for worship 360. Tap to Install.
- Open worship 360 app and continue to the next screen by agreeing to our Terms of services.

- Register your phone number and email address.
- From the drop-down arrow under churches, select your church.
- Enter your name.

5. How can I edit my profile i.e. Change Contacts?

- Click on the Avatar name/image on the top left corner then click on the settings icon to edit profile.

6. How do I reset my password?

- Click on your profile at the top left of the screen.
- Click the setting icon on the top right.
- Select change password.
- Key in your old password and enter your new password.
- Click submit.

7. Is the Worship 360 app available on iOS?

Yes, you can download the app from the Apple Store.

8. Can I join two churches?

This feature is currently unavailable.

9. Why is the app not working on my phone (Android Version)?

This is probably due to one of the following error codes:

- There's insufficient space on the device.
- This App is incompatible with your android device.
- This item isn't available in your country.
- Other error codes.

If you're unable to use the App, try the following.

- Delete data and apps you no longer use.
- Move data and apps to your external SD card.
- About supported devices, we provide support for android devices that are Android Version 10 and above.

10. How do I edit/Delete a comment?

At the moment we don't have functionality for user to edit or delete comments, but this will be added in the subsequent app versions.

11. How do I make a post?

This functionality is limited to the church backend.

12. How do I delete my account?

Once you have registered, your membership remains in the church account and cannot be deleted.

13. How do I add a banner to my post?

This functionality is limited to the church backend.

14. How do I cancel my request for baptism?

Request for Baptist can only be cancelled by reaching out directly to the church admin.

15. How can I mute the Radio streaming?

You can mute the radio by closing the radio player pop up that is playing on the background.

16. Can I stream a live church?

Live streams are made available by the Church Admin which are then available for members on the app.

GIVING FAQs.

1. Where can I see my giving history?

Under the give option at the task bar, tap View Statement to view your history.

2. How do I opt out from my pledge?

To opt out of a pledge, kindly reach out to the church finance department.

3. How do I change credit card information/amount?

The credit card information is not stored on the App, you must enter the same each time that you are doing a transaction.

4. What do I do if I give to the wrong ministry or missionary?

Please reach out to your bank or credit card company or network service provider to reverse an incorrect payment then try again.

5. Does the App allow bank transfers other than KCB/VOOMA wallet?

- You can give or make pledge payments via debit or credit card that is added to your account i.e. payment methods from your voice of bank.
- Once you select your payment method, you may be asked by your card issuer to confirm the charge via a security check.
- Once passed, your card will also be tentatively authorized to verify that it is valid.

6. Where can I get more information about Worship 360 solution?

Churches and members can get more information on the solution through the following.

- Call 0711 087000 or 0732 187000.
- WhatsApp 0711 087087.
- Website: www.kcbgroup.com
- Visit any KCB Bank branch countrywide.

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