

## **SBC Playbook – Frequently Asked Questions**

### **How do I log in to the SBC Playbook app?**

Use your mySBC life account to log in to the app. If you do not already have an account, you can create one at [www.second.org](http://www.second.org). If you have forgotten your password, you can reset that [here](#).

### **I've logged in, but don't see the class roster I expected?**

The SBC Playbook app is intended for leaders of Bible Study classes. You will only see the classes on which you are listed as a leader. If you think you should be seeing a class you are not, reach out to your Bible Study director or staff for your ministry to be added to the leadership team.

### **I saw a ministry opportunity on My Feed, but now it is gone.**

Your My Feed shows all potential ministry opportunities (gray) and ministry opportunities that you've accepted (orange). If another leader in your class assigns an opportunity to themselves, it will move to your History. All items will move to History after a week if not acted upon. You can see all ministry opportunities assigned to your class (complete and incomplete) on the History tab.

### **If I send a text or email from the Communicate screen, what address will that come from?**

All leadership has access to send group emails to the class. Emails are sent from <ClassName>@secondfamily.org (e.g. beholdinghisglory@secondfamily.org). Replies to emails will go directly to the sender. Emails are handled just like class websites.

Texting is restricted only to those holding a leadership position of Teacher or Director. All text messages are sent from 713-234-1809. The name of the class/roster and the name of the sender are auto-appended to the end of each text message. Recipients cannot reply to text messages. Instructions on opting out of text messages are included with each text.

### **There is a feature I'd like you to add – how do I suggest this?**

We are constantly working on new features for the app. Please access the "Report Feedback" item under the "More" menu in the app to tell us how we can better serve you.

### **How do I download the app?**

Search for "SBC Playbook" in the [Apple App Store](#) or in [Google Play](#).