

Brothers and sisters in Christ,

Thank you for patience as we continue with our new program! As we embark on this journey together, we are here for you and would like to extend a helping hand. Below is a compiled list of some of our more frequently questions, but please do not hesitate to contact us for more assistance or detail:

Email: faithformation@dioceseofnashville.com

Phone: 615-383-6393, ext. 2247

We are excited to move forward and continue educating others in spreading the Gospel for the good of our candidates, the diocese and Christ.

God bless,

Faith Formation Office

Frequently Asked Questions:

1. I would like to purchase a live course. Do I pay at the event?

A: No, you do not pay at the event. All payment of courses, whether they be online or live courses, is done through the www.dionashfaithformation.com website. You also purchase them in the same fashion, as prompted. Live courses are listed at the above site in a tab called 'live classes.'

2. I having trouble making my course purchase (I am being taken back to a previous page, cannot advance, etc). How do I complete my purchase?

A: Make sure that you are using Google Chrome as your internet browser. We have found that the program can be testy when using Internet Explorer, because it does not automatically update every time that you exit, unlike Chrome. Therefore, it is important that your browser has been updated to the latest version. If this does not solve your problem please email us at faithformation@dioceseofnashville.com or call us at 615-383-6393 ext. 2247.

3. Now that I have purchased my course, how do I access it?

A: Once you have purchased your online course, return to the dionashfaithformation.com website. Upon purchase you should have been prompted to make an account, if you did not

have one already. After you log in with that information (located at the top right of the page), you will be taken to the 'dashboard' and should see your course on the left. Simply click to begin and you can exit at any time. Courses are available for a year after purchase.

4. I cannot remember my password and I have been locked out of my account. How do I get back in to the program?

A: On the log in page click on 'forgot password' and an email with instructions on how to reset your password will be sent to you. If you are still having problems, email us at faithformation@dioceseofnashville.com or call us at 615-383-6393 ext. 2247.

5. I have taken many courses in the past and completed my certification. I am marked as 'pre-launch certified.' What does this mean?

A: If you are marked as 'pre-launch certified' it means that we have taken your past courses into consideration and that you are a certified catechist. This status also enables you to take all of the new courses without restriction. We encourage you to take any or all of the courses in the new program! These would count toward your renewal hours. Your certification should be renewed every three years.

6. I have taken many courses with the previous program. Do these count towards the new program?

A: Because of the many factors that play into each scenario, we are reviewing these on an individual basis. Please email us at faithformation@dioceseofnashville.com or call us at 615-383-6393 ext. 2247 with questions about your course conversion.

7. I was recently active in the previous program, but cannot log in. Why?

A: If you have been active in the program since 2017 and have taken more than one course, you will automatically have a My Catholic Faith Delivered account. Your account is controlled by email and if you cannot log in, it is likely that your email has changed and we need to update our records. Similarly, if we did not have an email for you, we were not able to load your information. For help, please contact our office at faithformation@dioceseofnashville.com or call us at 615-383-6393 ext. 2247.