

# Connect calendars and external channels

Open integrations, connect a supported service and verify sync status and scope.

12 min · Available · 2026-09-25

## Before you begin

- ✓ Open the community or pastoral unit that should own the connection.
- ✓ Sign in to the external service with an account authorised to manage the calendar, page, group or channel.

### SECTION 1

## Check status and scope

Open Settings > Integrations and check the “The services connected to the parish.” heading. The summary shows the number of connected services and adds a count when Google Calendar has conflicts to resolve.

In a pastoral unit using bulk operations, use the switcher above the guide and select the community before connecting a service. In merged mode Google Calendar uses the pastoral unit; otherwise the connection uses the selected community.

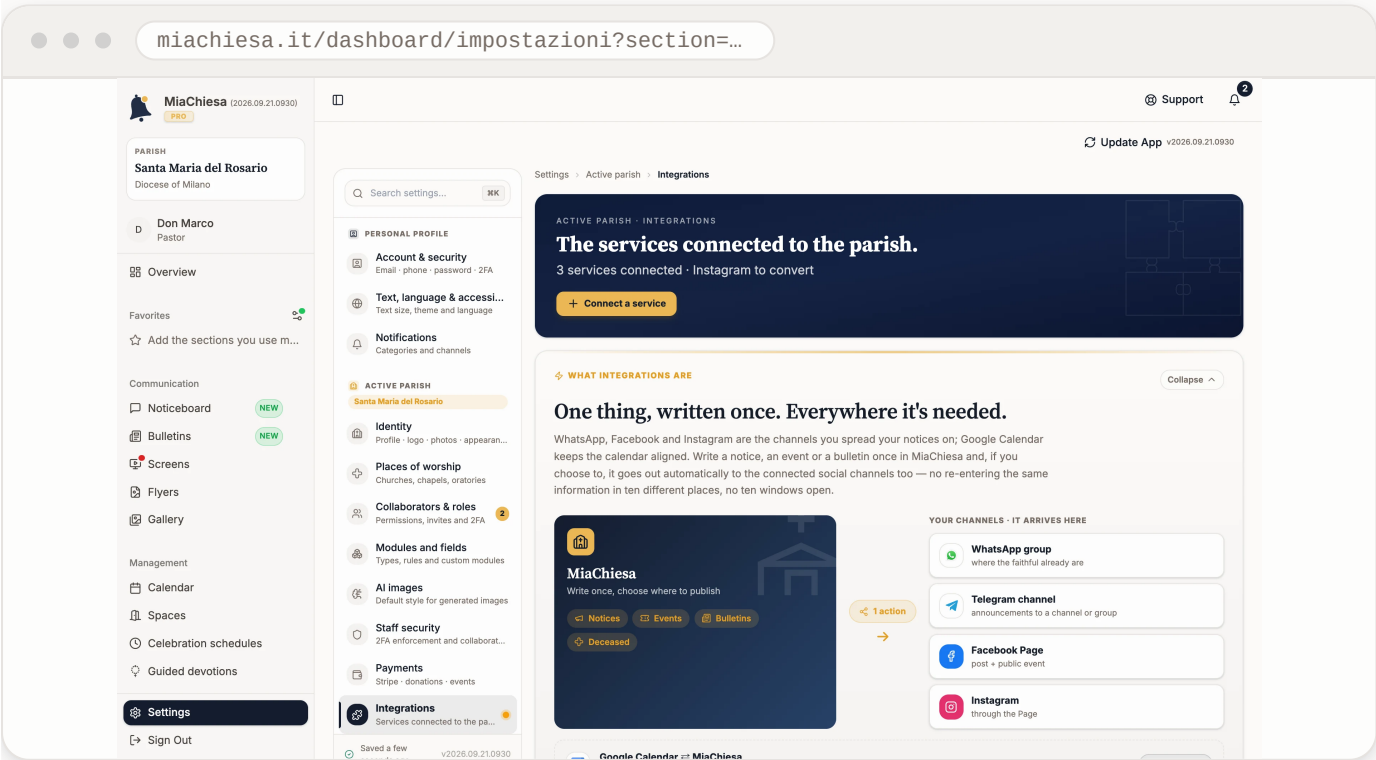


Fig. 1 Integrations shows the connected-services summary, the Connect a service action and the “One thing, written once. Everywhere it’s needed.” panel.

## SECTION 2

# Find the service to connect

Select "Connect a service": the page applies "To connect" and scrolls to "Connected services". Return to "All" or use "Active" to inspect only configured connections.

Open the full row for Google Calendar, WhatsApp, Telegram, Facebook Page or Instagram Account. A "not connected" row starts that provider's flow; a "connected" row opens its management panel with destination, settings and disconnect control.

## SECTION 3

# Configure Google Calendar

Open Google Calendar and choose "Sign in with Google". After returning, select the Google calendar, then choose "From MiaChiesa to Google only", "From Google to MiaChiesa only" or "Two-way (both directions)".

Set "Start date" and, when needed, "End date (optional)"; imported events can also receive a default event type and place of worship. Review mapping rules, select "Start sync" and wait for "Sync complete", or leave it running in the background when the interface offers that option.

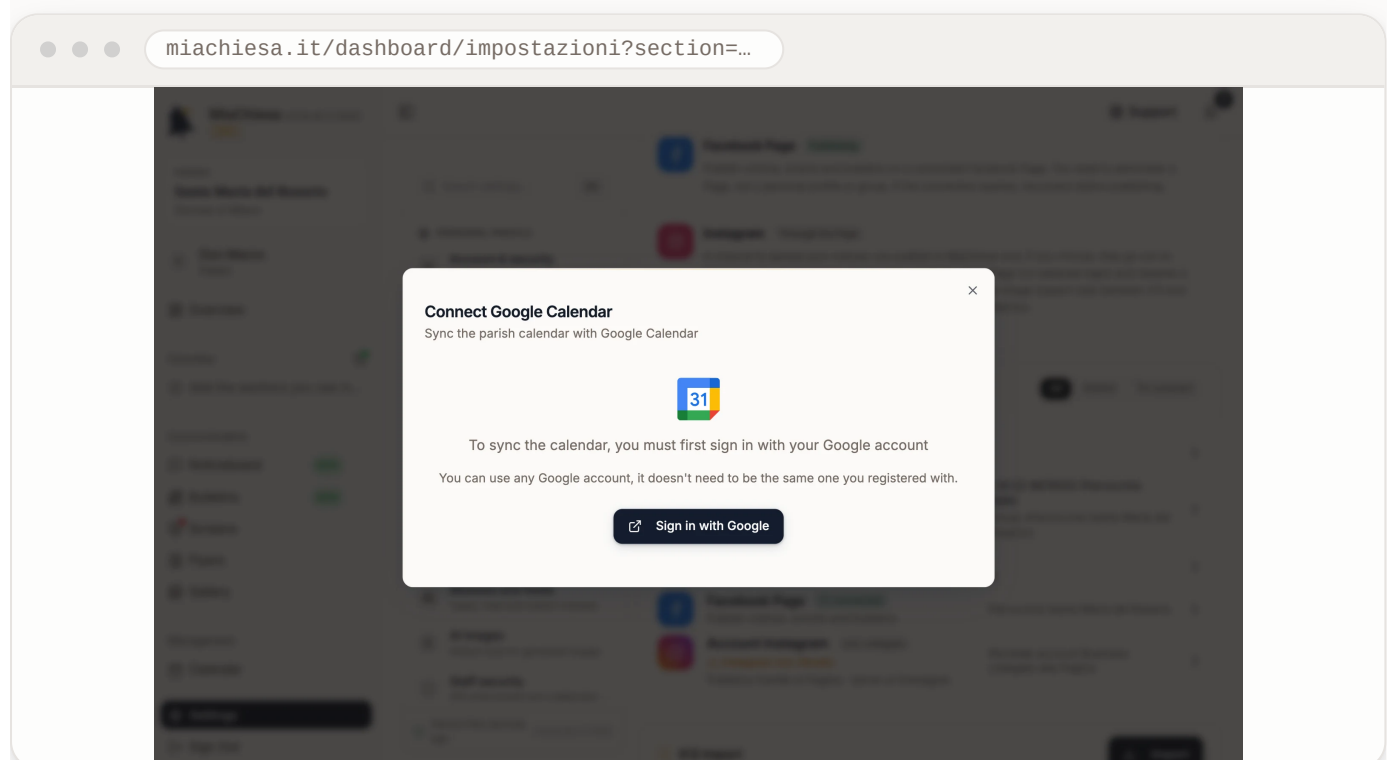


Fig. 2 Connect Google Calendar starts with Sign in with Google without changing the other integrations.

## SECTION 4

# Connect a messaging destination

For Telegram, choose "Channel" or "Group", add the named bot as an administrator and post the generated code. Alternatively paste the public username or numeric chat ID and select "Verify"; the bot must be allowed to post messages.

For WhatsApp, open the row and complete the displayed pairing step, then choose a detected destination. The connection is not complete until the row shows both the number and group or channel; from "Manage", use "Change" to replace the destination without confusing it with the connected number.

## SECTION 5

# Connect Facebook and Instagram

Open "Facebook Page", complete the external authorisation and, when the account returns several pages, select the correct one from the list. The connected row shows the page name; its panel can refresh the details or disconnect it.

Instagram uses the Facebook Page connection: a professional account must be detected as linked to that page. Check the separate "Instagram Account" row; connecting Facebook does not by itself mean that Instagram has been detected.

## SECTION 6

# Verify and maintain the connection

Return to "Active" and open the connection. For Google Calendar, check account, calendar, direction, period and "Last sync"; use "Sync" for a manual check and "Resolve" when a conflict appears.

If "Reconnect Google Calendar" appears, repeat authorisation before expecting new syncs. "Disconnect" stops the link; for Google, previously synced events remain in both calendars, while "Delete all" applies only to events imported from Google into MiaChiesa and has its own confirmation.

## SECTION 7

# Access and availability

### When a service appears

| Element | Applied condition | What it enables |
|---------|-------------------|-----------------|
|         |                   |                 |

| Element                                    | Applied condition                              | What it enables                                                               |
|--------------------------------------------|------------------------------------------------|-------------------------------------------------------------------------------|
| Integrations section                       | Manage integrations or Sync Google Calendar    | Opens the section; calendar-only access does not grant the other connections. |
| Google Calendar                            | Sync Google Calendar in the active scope       | Shows the row and guided setup.                                               |
| WhatsApp, Telegram, Facebook and Instagram | Integrations module available in the workspace | Shows the rows and their setup flows.                                         |
| Bulk pastoral unit                         | Community chosen in the switcher               | Connects the service to the selected community.                               |
| Merged pastoral unit                       | Merged context active                          | Google Calendar uses the pastoral-unit identity.                              |

## SECTION 8

# Choose the Google Calendar direction

## Push only

Send appointments managed in MiaChiesa to Google.

- ✓ Use when MiaChiesa is the source
- ✓ Google events are not imported

## Pull only

Import Google events within the configured period.

- ✓ Set defaults when appropriate
- ✓ Changes originate in Google
- ✓ Every imported event counts toward the monthly appointment allowance; a full month blocks new events

## Two-way

Sync both directions and resolve conflicts when necessary.

- ✓ Review the same item changed in both systems

- ✓ Use "Resolve" to choose the correct version
- ✓ Events imported from Google count toward the monthly allowance here too

## SECTION 9

# Terms used

### Destination

The group, channel, page or account selected for a connection.

### Direction

The way Google Calendar exchanges events with MiaChiesa.

### Mapping rule

A rule that assigns place, type or colour to imported events based on text.

### Conflict

The same event changed in both MiaChiesa and Google and needs a choice.

## SECTION 10

# Frequently asked questions

### Why is Google Calendar missing?



The row is added only when active access includes "Sync Google Calendar" for the current community or pastoral unit.

### Google is linked but setup is incomplete



Reopen the row, select calendar, direction, period and rules, then start the initial sync.

### Why does Instagram remain disconnected?



A Facebook Page can be connected without a detected Instagram account. Check that the professional account is linked to the page and reopen the Instagram flow.

## What you have achieved

- ✓ The service row shows "connected" and the correct destination or calendar.
- ✓ Google Calendar shows direction, period, last sync and any conflicts.

## Troubleshooting

### A service is missing ✕

Select "All" and check access in the active workspace.

### The provider return did not finish the connection ✕

Reopen the row and use the displayed reconnect control.