Release Notes (last updated 6/11/2026)

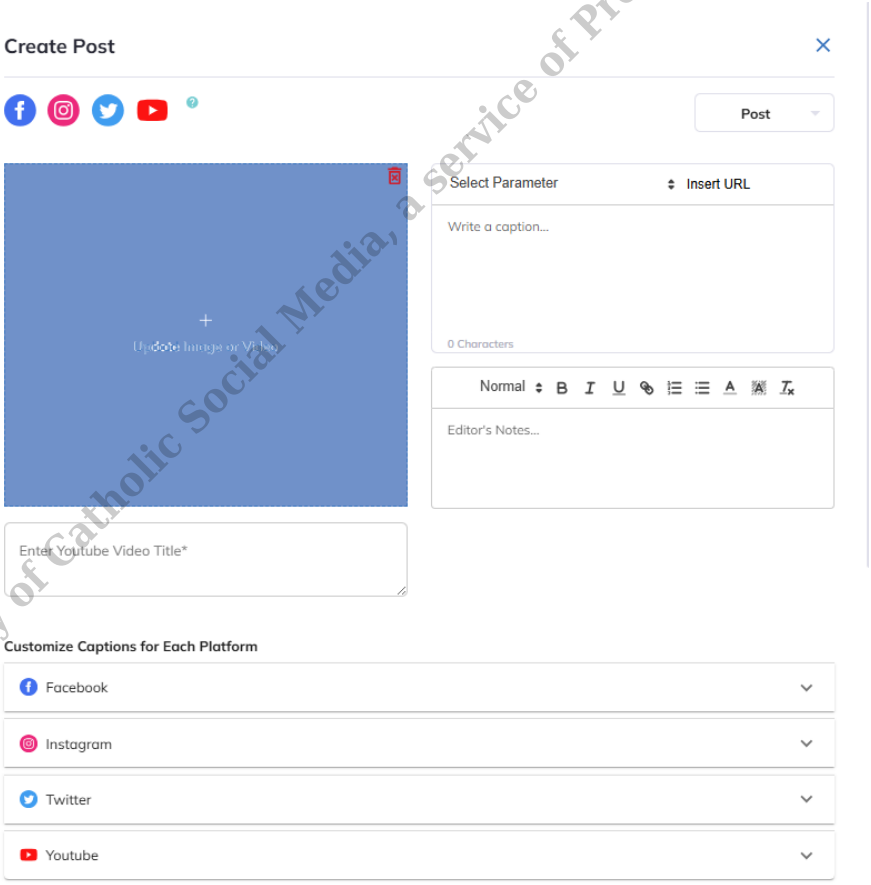
07/29/2026 4:06 pm CDT

July 2026

CUSTOM CAPTIONS BY PLATFORM ARE HERE!

The most exciting update of the month is custom captioning by platform.

Whether you're a parish, school, diocese, or third-party content creator, you can now write unique captions for each social platform, all in one view.



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This means you can tweak the caption by platform to optimize the post based on the audience you've amassed on each platform.

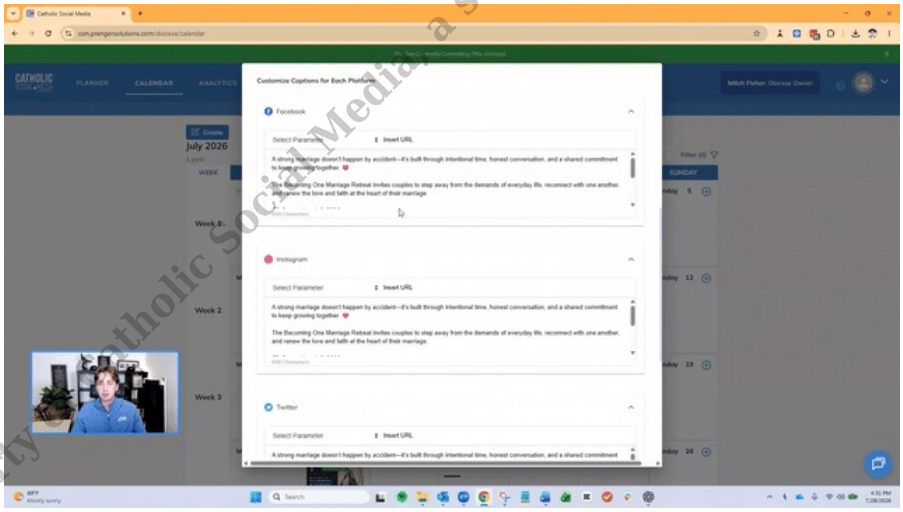
For example, you may want to include a link on Facebook, but not on Instagram since it doesn't support links.

Note for parishes with multiple Facebook pages or Instagram accounts: This new feature will also allow you to create unique captions for each of your pages in one view.

If you're a parish or school that receives CSM from your diocese, you'll see a primary caption along with custom captions by platform if provided. Either way, you'll still have the option to customize captions by platform.

For a full video tutorial:

- For parishes and schools
- For dioceses and third-party content creators



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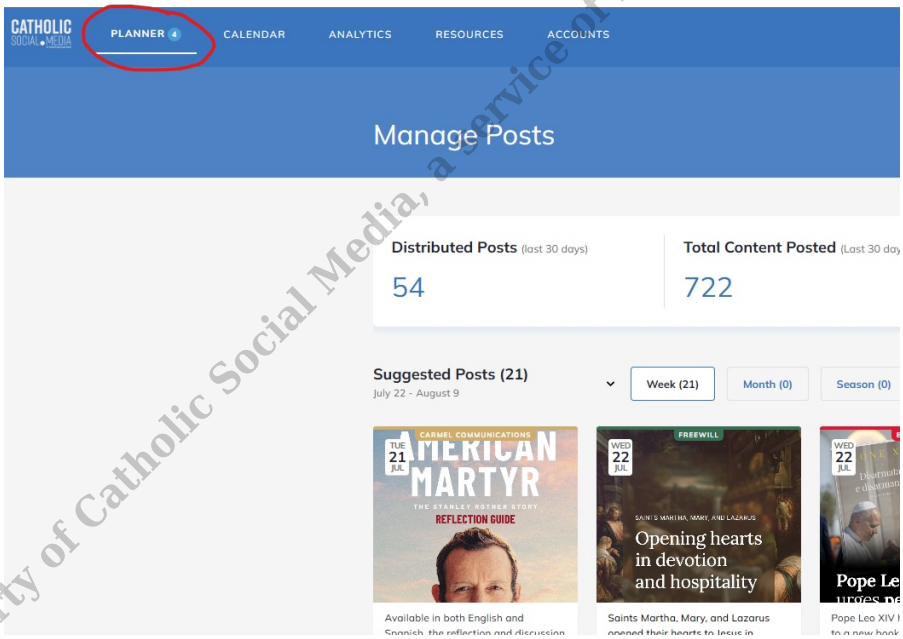
FOR DIOCESES AND THIRD-PARTY CONTENT CREATORS

IN-APP NOTIFICATIONS FOR SUGGESTED POSTS

Whenever there is new third-party content available for you, you'll now see a notification icon in the top left near your "Planner" tab.

The number that will appear as a notification will show you the number of new suggested posts since the last time you logged in.

This will make it easy to know when new content is available to you to publish to your parishes and schools!



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FOR PARISHES, DIOCESES, AND THIRD-PARTY CONTENT CREATORS

Some users expressed that file sizes close to the limit would make it through validation, but still fail.

As a reminder, the validation is a pre-check, but doesn't guarantee with 100% certainty that the post will make it live on Facebook, Instagram, X, and YouTube. This is because the platforms can still experience various degrees of issues on any given day.

However, we have added a helpful note in-app when/if you upload a file that is very close to the maximum limit.

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Bug Fixes

Multiple Image Posts Now Working

There was a brief time period where multiple image posts were only posting the first image for users. This was quickly resolved.

Coming Soon

Allow parishes to submit content and materials to dioceses for wider distribution

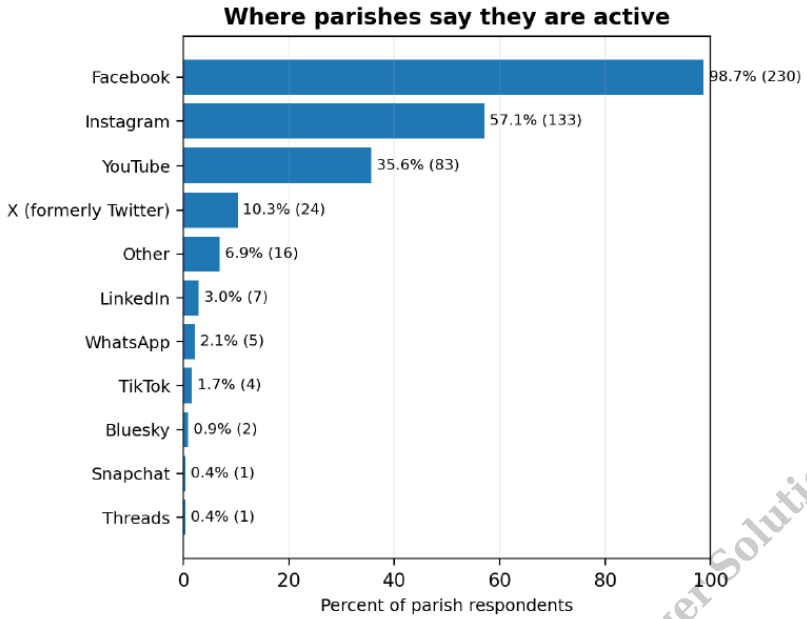
The next step in the integrated events functionality is to allow parishes and schools to create posts and resources that they can then send up to the diocese so that the diocese can approve and distribute them to all the parishes. This will help parishes get more reach on content, resources, and events that serve a wider interest.

June 2026

NEW SOCIAL PLATFORM: YOUTUBE

As many of you have likely noticed, we added a new social media platform... YouTube!

In our recent survey, YouTube was the obvious next most popular platform to add.



Percent of all 233 parish respondents who said their parish is active on each platform.

FOR PARISHES AND SCHOOLS

You can now head to your profile image, click *social media accounts*, and choose *edit or add social media* to connect your YouTube channel.

If you are in a parish or school whose diocese provides you with content, you will now be able to post video content to YouTube.

You'll also notice that YouTube has been fully integrated into your platform options throughout the app, including the analytics tab.

Here's a quick tutorial on how to connect your YouTube channel and post videos to YouTube.

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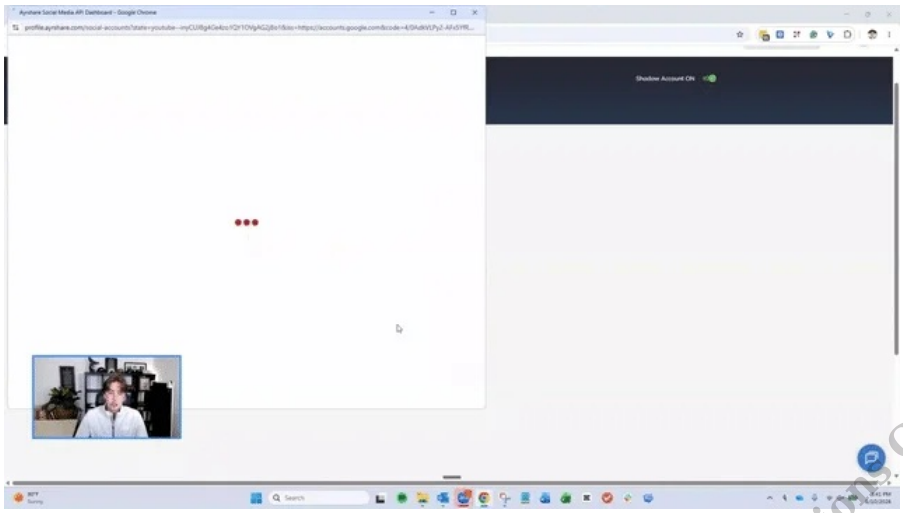
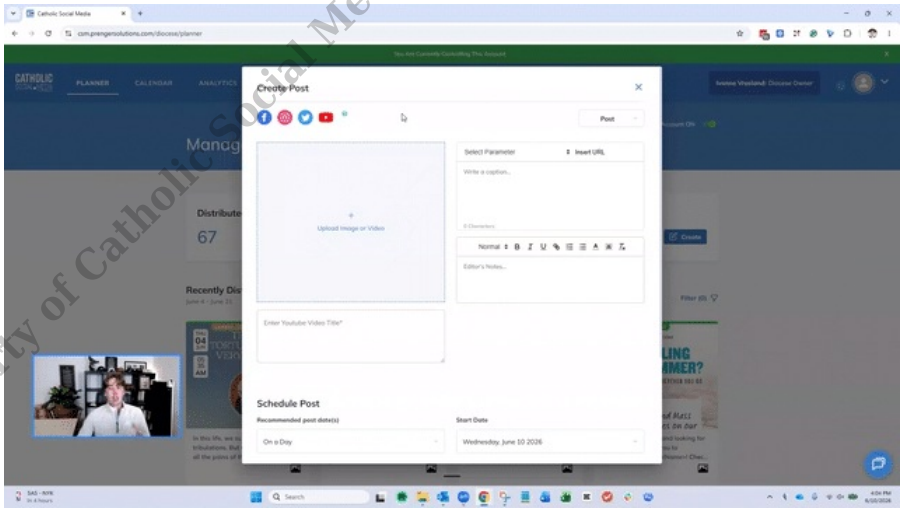


FOR DIOCESES AND THIRD-PARTY CONTENT CREATORS

While loading content in CSM, you will have the option to optimize it for YouTube.

If you choose to optimize for YouTube, a new option is available, the YouTube video title. Fill this out to ensure the video is uploadable to YouTube for your parishes and schools.

For a quick tutorial, click here.



RESPONSIVE UI FOR MOBILE

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Another highly anticipated announcement: Catholic Social Media is now mobile-optimized!

I know many of you are busy, and sometimes your posting has to happen on the fly. That is now possible.

Simply open your web browser, go to csm.prengersolutions.com, and upload content and post as you normally would.

Note: The goal for this initial pass is to support core functionality. We focused on mobile optimization for the Planner and Calendar first so you can schedule or publish on the go.

Bug Fixes

Multiple Image Posts Now Working

There was a brief time period where multiple image posts were only posting the first image for users. This was quickly resolved.

Added a Character Counter to Event Descriptions

Some dioceses noted in the events functionality, the description had a hidden character counter, which was keeping them from being able to publish. We have now extended the number of allowed characters in the description field and added a character counter so you know whether you are over the limit or not.

Coming Soon

Allow parishes to submit content and materials to dioceses for wider distribution

The next step in the integrated events functionality is to allow parishes and schools to create posts and resources that they can then send up to the diocese so that the diocese can approve and distribute them to all the parishes. This will help parishes get more reach on content, resources, and events that serve a wider interest.

Ability to schedule different versions of content for each platform

This new feature will allow you to create custom versions of a post for each platform in one go instead of having to create multiple versions of a post.

May 2026

NOTE FOR ALL USERS

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In early April, we saw an uptick in issues with Instagram. Some parishes/schools reported posts said they were going out, but didn't.

We received word from Ayrshare, the system that connects Catholic Social Media to social media platforms, that Instagram's processing times were exceeding their timeout windows, which caused posts that would normally succeed to fail.

Between Ayrshare and Instagram, this has been resolved.

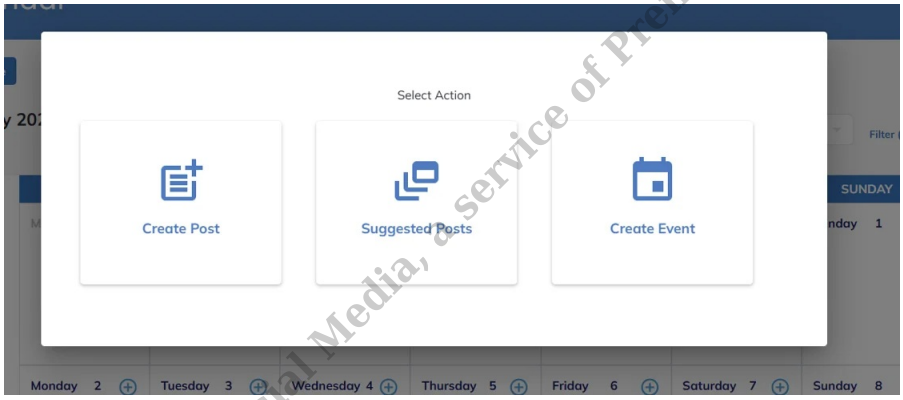
We apologize for the failures and delays this caused!

INTEGRATED CALENDAR EVENTS (FOR PARISHES AND DIOCESES)

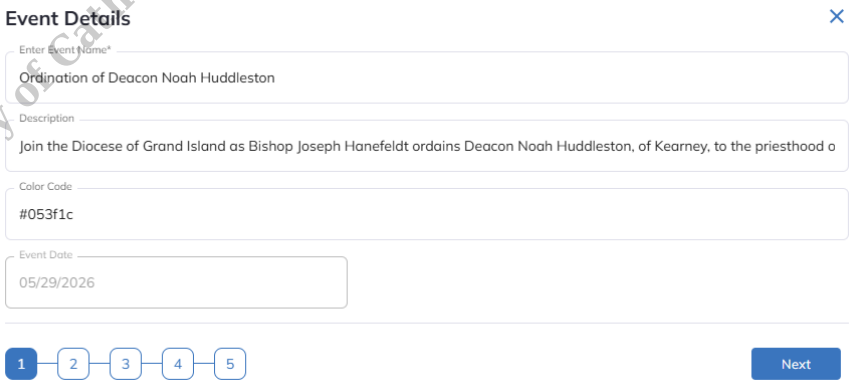
Integrated calendar events are now available in Catholic Social Media.

For Dioceses

To create an integrated event, go to the day on the calendar, click "+," and click "Create Event."



The first page will look familiar. You set the name, description, and color. When you click next, you can add content tags and distribution groups.



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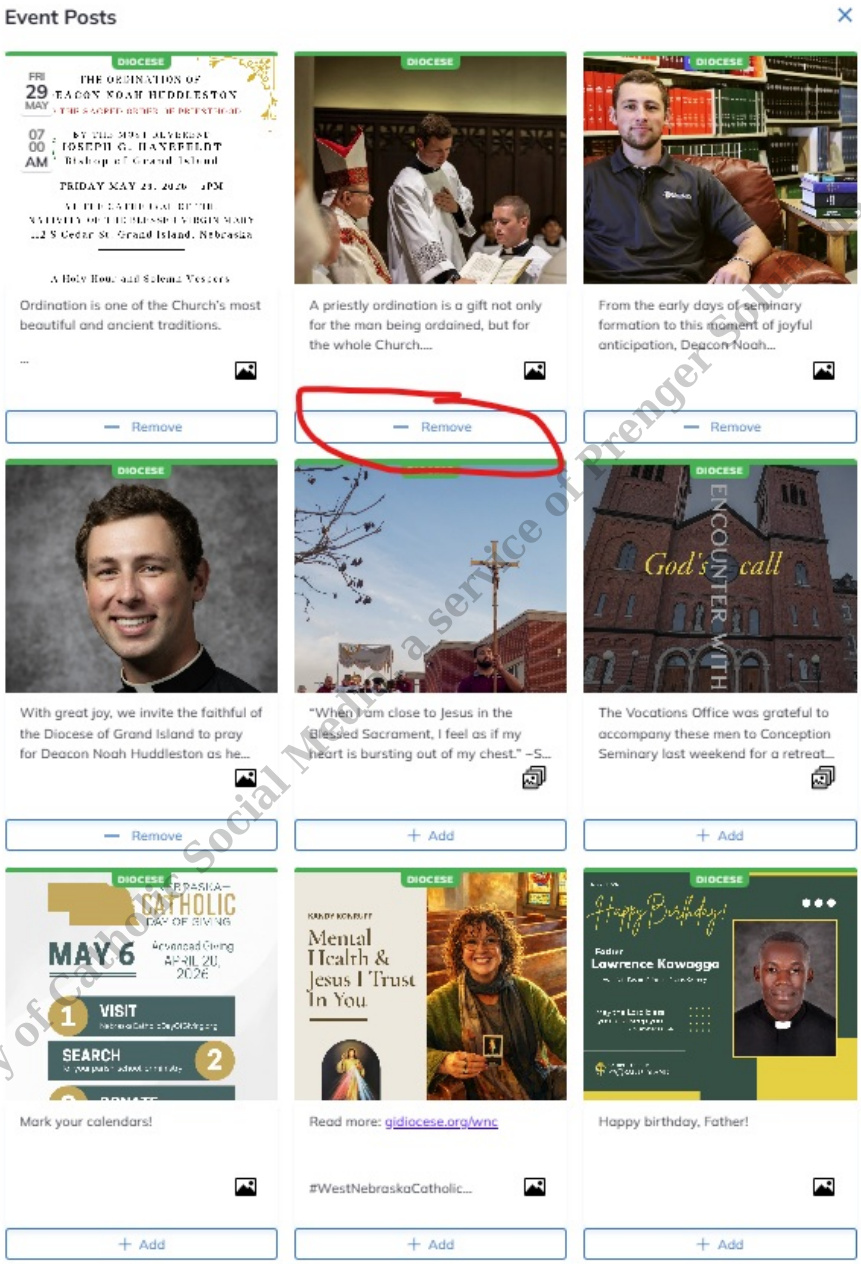
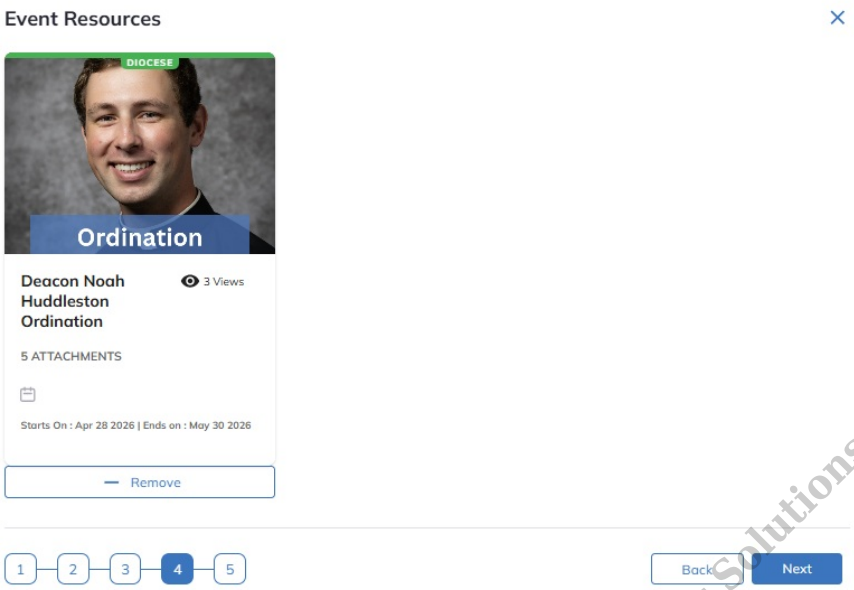
After that, click "next" and it will display all of your current social media posts available for that period of time.

Simply click "add" to attach a post to this event.

Change your mind? Simply click "remove."



Click "next" and you'll see all of your resource categories. Similarly, you can add any categories to your event as well.



Finally, click "next" for the final step... notifications!

When you check the box, it will come up with an email template you can edit.

The "name" parameter will insert the first name of the parish user.

If you turn notifications on, as soon as you publish, parish users are notified via email about your new event and receive a direct link to that event and its collateral. (Please note that notifications are completely optional.)

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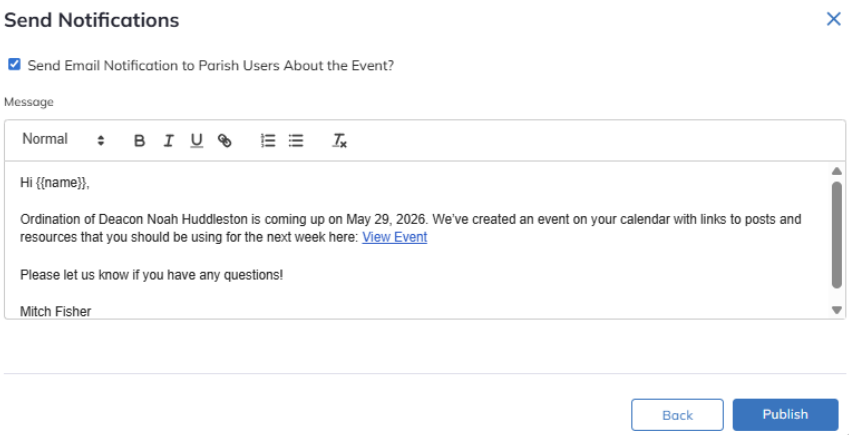

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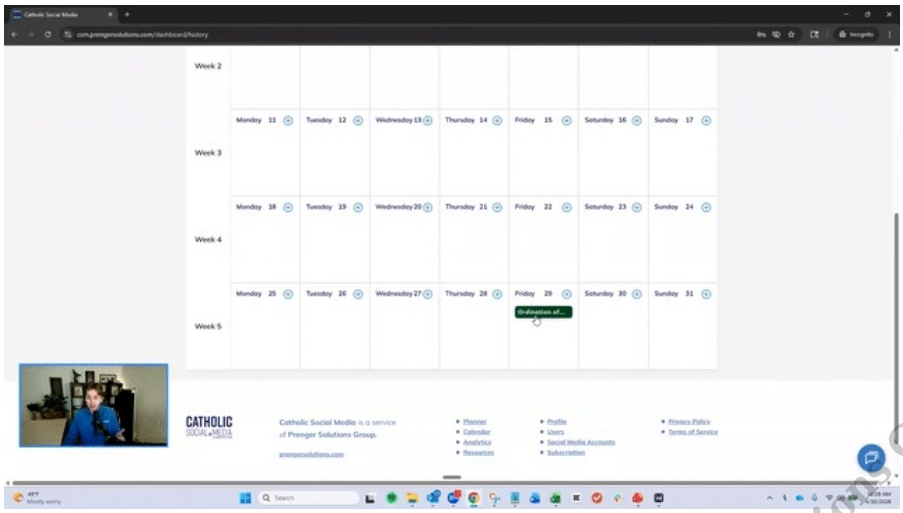
For a full video tutorial on this new feature, click below...

For Parishes and Schools

As a parish, you also have the ability to create internal events, attach collateral, and view that across your users in Catholic Social Media.

Additionally, if you are in a diocese that has Catholic Social Media, you will see any diocesan events the diocese publishes right in your calendar.

For a parish-specific tutorial on this feature, click below.



For All Users

Video file upload size increased

Perhaps equally exciting is this recent update we got from Ayrshare.

Ayrshare is the third-party connector between Catholic Social Media and the social media platforms. Unfortunately, both CSM and Ayrshare are at the mercy of the file size limits Meta allows for third-party connectors.

However, they just raised the limit for videos...to 2 GB! This is up from 100 MB.

I know this is massive news for a few of you who regularly do video and have hopped on calls with us to ask, "Why is the file size limit so low?"

We've updated the platform to be in line with this new limit.

Here are the exact details:

- Max video size: 2 GB
- Supported formats: MP4, MOV, and AVI
- Duration max: 4 hours
- Recommended video dimensions is 1280 × 720 px for landscape and portrait
- Landscape aspect ratio is 16:9
- Portrait aspect ratio is 9:16
- Video max frames 30fps

"Impressions" have been replaced with "Views"

To match the new metric Meta is focusing on, we have now replaced "impressions" with "views" throughout the analytics section.

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Ability for users to update other users' permissions

Owners can now update the level of permissions others within their organization have.

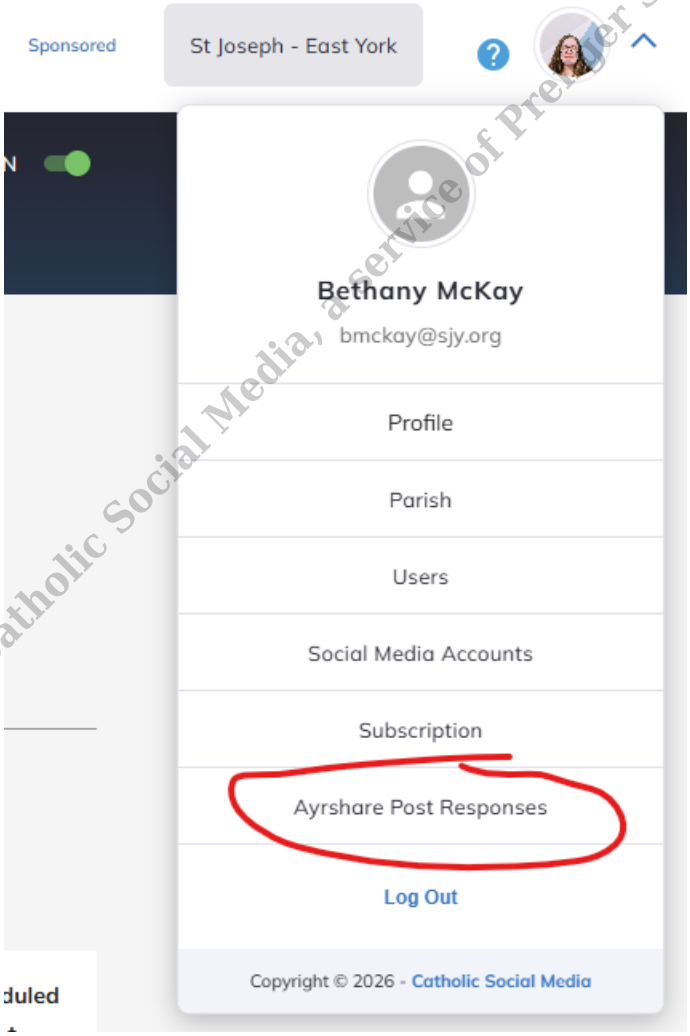
For Parishes and Schools

New Post Status Window Available

After the March-April Instagram issues many parishes saw, we received feedback about the need for a UI feature so you can tell if/why a post failed.

Now, you can click on your profile image > Ayrshare Post Responses.

This page will let you filter and check any failed posts.



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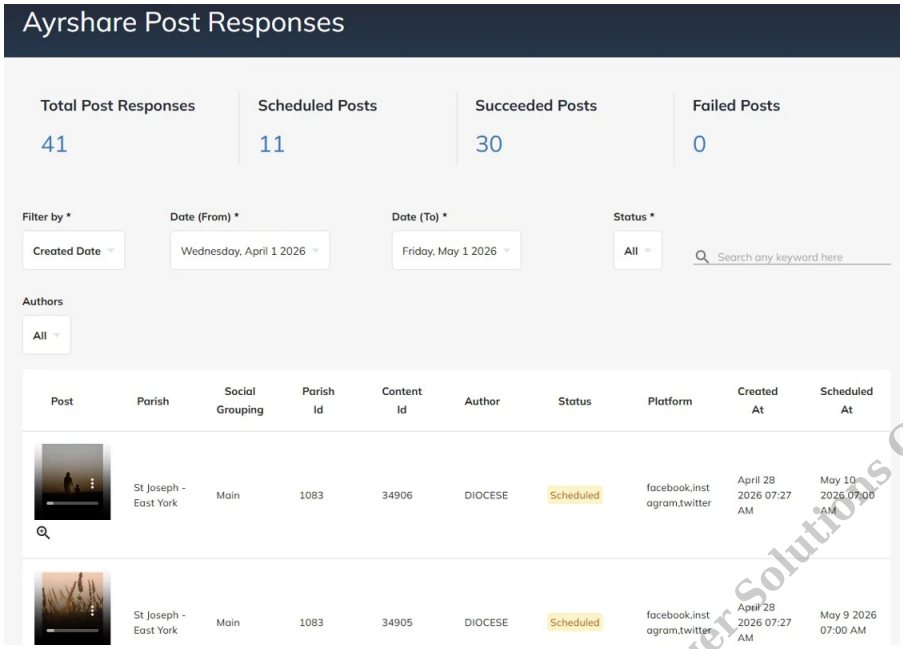

For partner content creators

Ability for partner users to create tags

This has been a highly requested feature from our third-party content creators.

You can now create your own custom content tags and use them in your content and resources.

Simply go to your profile image > Manage Content Tags.

Type the name, then "Add Content Tag" to create your own.

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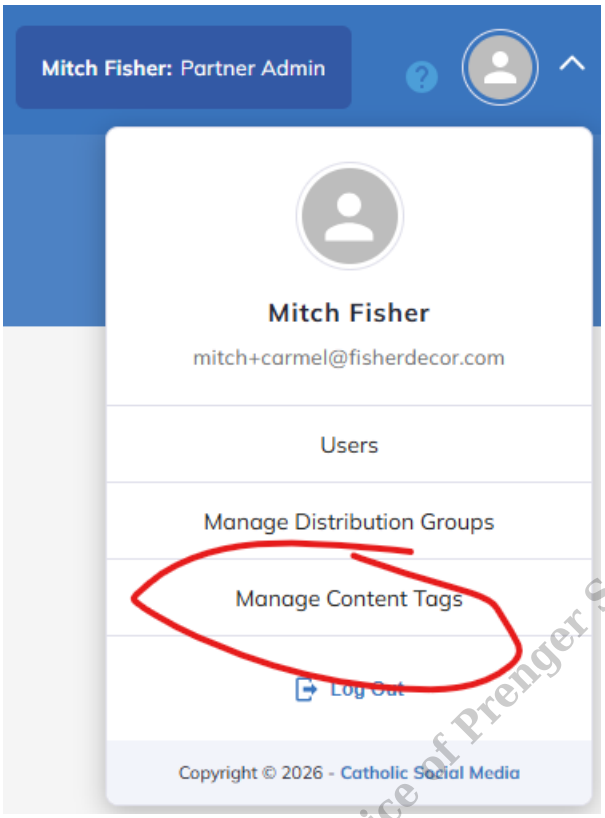

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Bug Fixes

Line breaks not displaying once posted in post copy

Some users reported line breaks not properly displaying once live on Facebook. This has been resolved.

Users unable to delete an image once it's loaded

A temporary bug kept users from being able to delete individual images in a multi-image post during the post creation process. This has been fixed.

Post ordering in the Calendar was incorrect

Some users noted that Suggested Posts were not chronologically ordered. This has been fixed.

January 2026

Angie,

We have a lot to cover, the most important being **calendar events are here!**

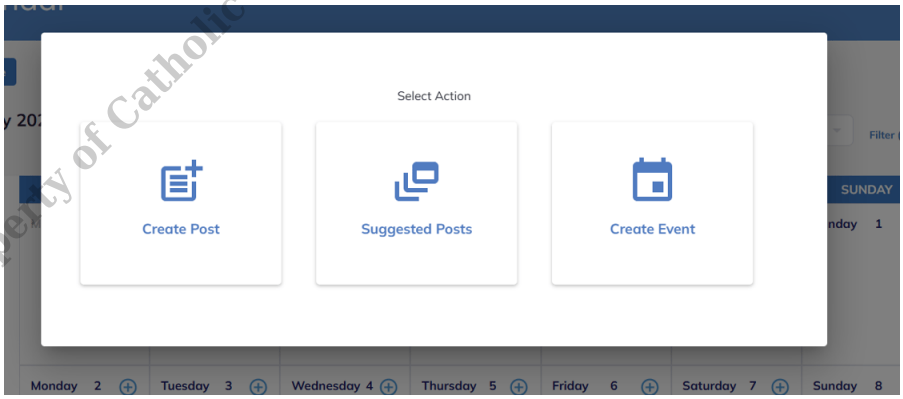
Here's everything you need to know...

CALENDAR EVENTS (FOR PARISHES AND DIOCESES)

Calendar events are now available in Catholic Social Media.

For Dioceses

When you go to the Calendar and click the "+" icon on any given day, you will see the following screen:



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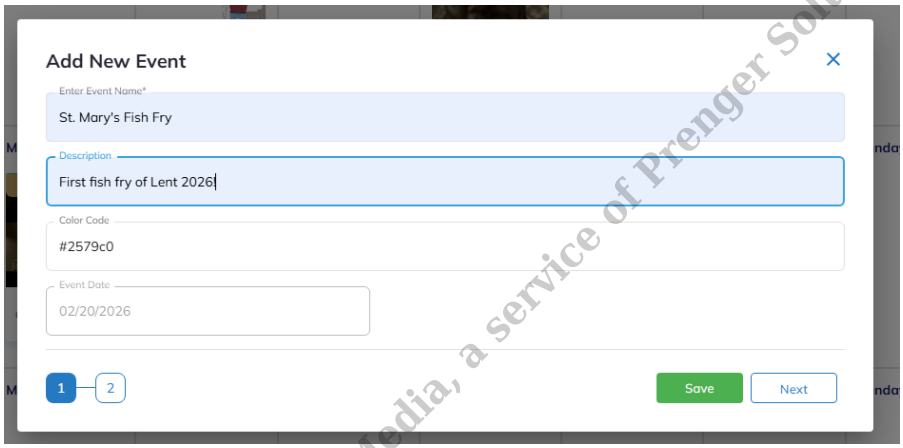
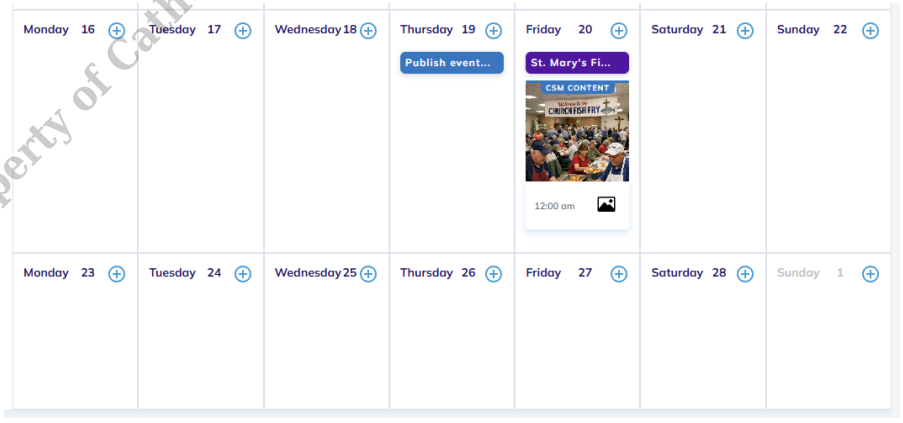
- **Create Post**: This is the standard "create post" functionality.
- **Suggested Posts**: If content has been offered to you by various partners, it will show up here. They will also still be in the "suggested posts" section in the Planner.
- **Create Event:** This allows you to create a calendar event. Simply name it, describe it, add the hex code for the color you would like it to be on the calendar, and set the date. If you click "save," this will save to your internal diocesan calendar. If you click "next," you can add tags, distribution groups, and then publish to appear on the calendars of your parishes, schools, and ministries.

This makes it possible for you to get events on your parish's calendars early and remind them about things they can promote early on.





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For Parishes

As a parish, you will have three options when you click the "+" icon on a day:

- **Create Post**: This is your standard create post functionality.
- **Suggested Posts**: Content from your diocese (if applicable) and other partners.
- **Create Event:** This allows you to create a calendar event to collaborate internally with your parish staff. You can also use this functionality to create to-dos (see below).

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IMPORTANT NOTE:

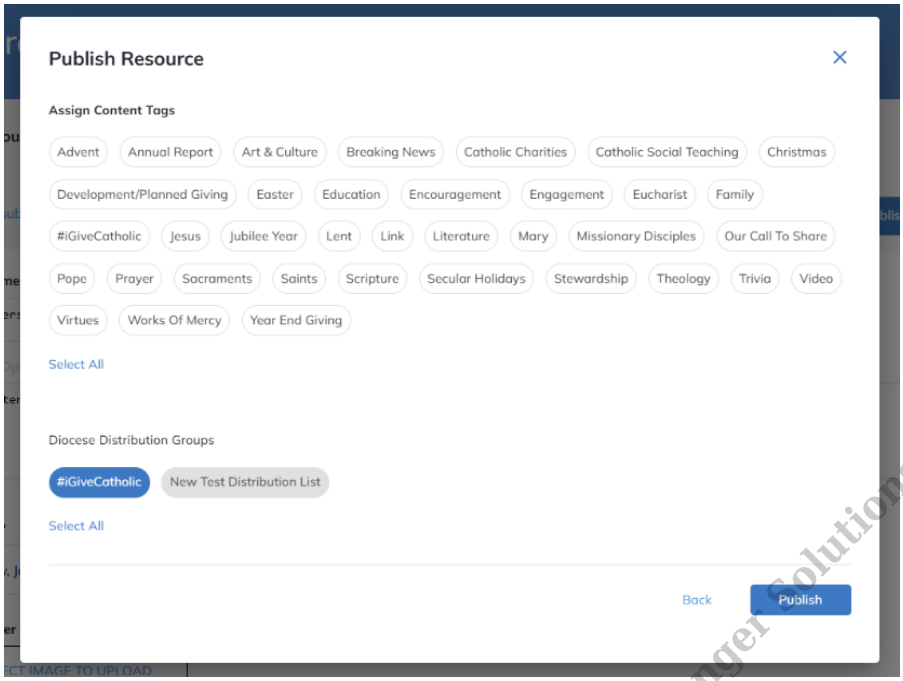
The Catholic Social Media team will prefill the Calendar with liturgical seasons and corresponding colors beginning on Wednesday, February 18 (Ash Wednesday). These will be visible for ALL users (dioceses and parishes).

FOR THIRD-PARTY CONTENT CREATORS

Resource publish functionality

Third-party content creators now have the ability to create Resources. Resources consist of categories that can be filled with files and distributed to dioceses. This includes things like documents, spreadsheets, videos, etc.

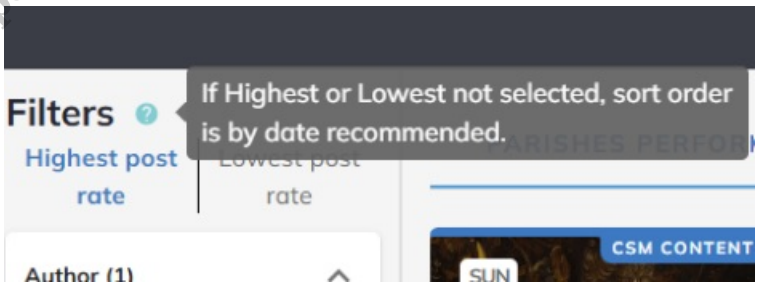
This includes the ability to distribute to specific groups.



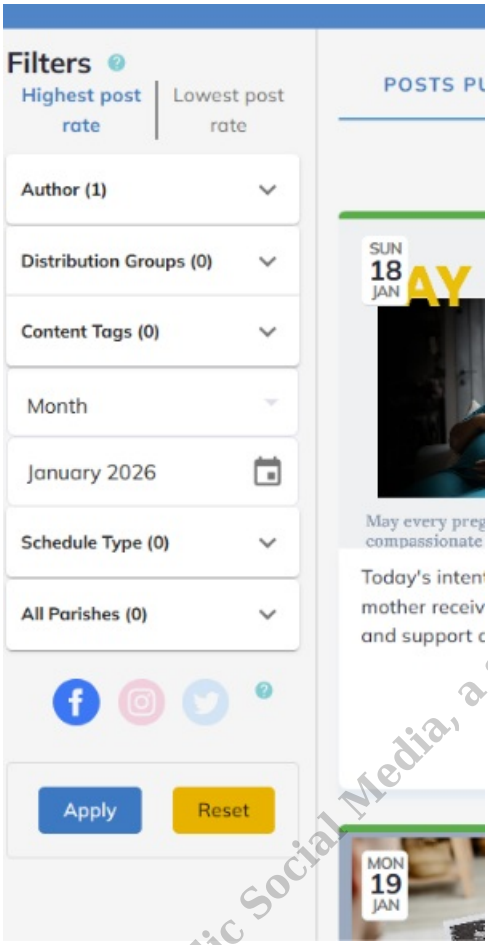
Property of Catholic Social Media, a service of Prenger Solutions Group

ANALYTICS CHANGES (FOR DIOCESES, PARTNERS AND PARISHES)

We've cleaned up the left-hand navigation to make it super clear what the sort order is and how filters affect the view.



Previously, analytics would try and refresh dynamically any time a filter was changed, which caused performance issues when users had multiple selections they need to change. Now, you can make all the changes you need and then click "apply" to have the data updated.



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Bug Fixes

Posts not showing up on Calendar after scheduling them

Some users reported not seeing posts on their calendar after they were published. This was caused by changes to the third-party API service we use to send posts to the social platforms. We have since added fixes for these cases.

Partner publishing issues with distribution groups

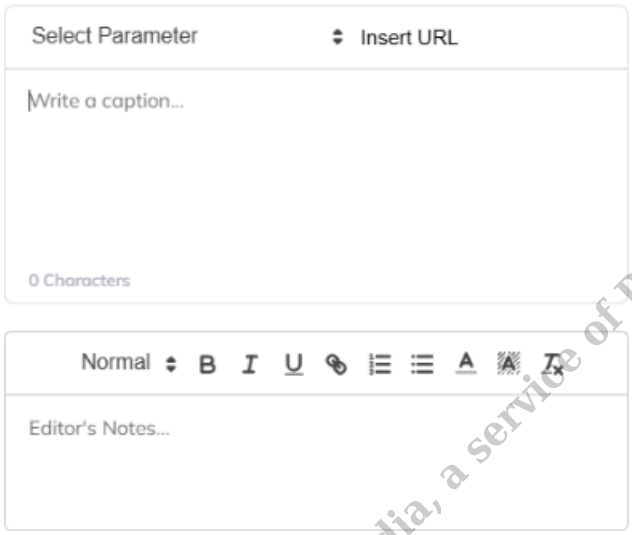
Third-party content providers reported an issue with content deliverability when using distribution groups. This is resolved.

Ability to change image when editing post

This bug has been resolved!

Adding URL to content not encoded

Previously if a user put a URL at the end of their caption it worked fine but if they put it mid-caption it would not display correctly. Now when you want to insert a URL mid-caption you will use the Insert URL function. This will ensure it is properly encoded within your text.



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Coming Soon

Now that calendar events is live, we will continue to build on it. Soon, dioceses will be able to attach different collateral to calendar events, including resources, so parishes and schools know what kind of flyers/files are available to use.

Your Feedback Matters!

We value your input and would love to hear your thoughts on our recent releases and any suggestions you may have for future enhancements. If you have any questions or feedback, please don't hesitate to reach out to our team at support@prengersolutions.com.

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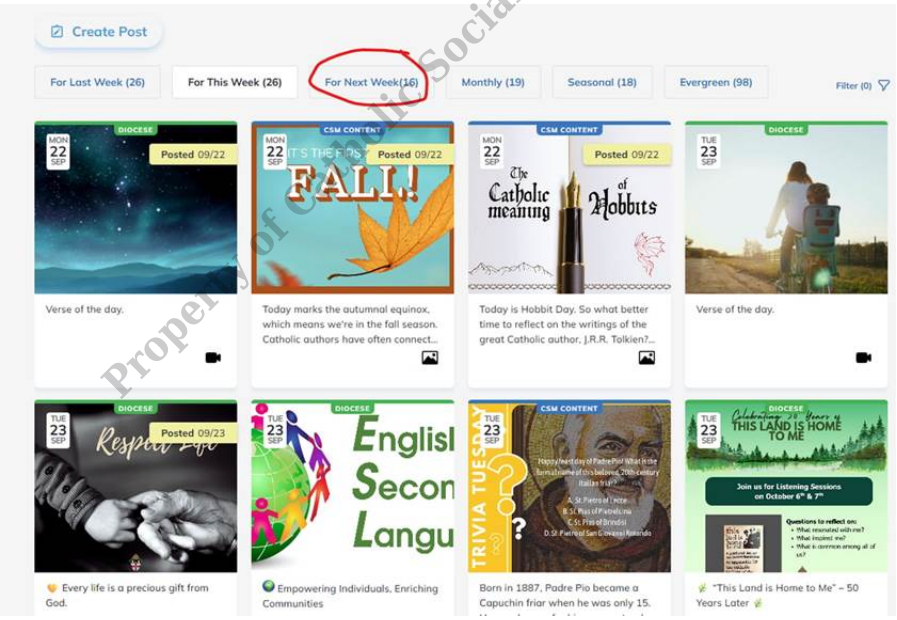
September 2025

Good morning,

Here's what's new in Catholic Social Media for September 2025...

FOR PARISHES

The Planner view has been updated so posts "for next week" are now available on Monday instead of Tuesday. This helps if you're the type to dive into scheduling social media posts at the top of the work week!



FOR THIRD-PARTY CONTENT CREATORS

Analytics is now live!

When you login, you'll now see a third tab in your menu titled "Analytics."

This will allow you to easily see how your content is performing, how often it's getting picked up, and how much engagement it is receiving on Facebook, Instagram, and X.

For a full tutorial, click here.

third-party analtyics

FOR DIOCESES

Third-party content is NOW AVAILABLE!

We have already announced this exciting new update, but we've been blown away by the feedback and abundance of great content coming from all of our third-party creators, we just had to mention it again.

As a reminder, you can find pre-made content in the Planner. Click on the dropdown menu that says "Recently Distributed" and navigate to "Suggested Posts."

Here you'll find new content every week that you can simply click, edit, and publish to your parishes.

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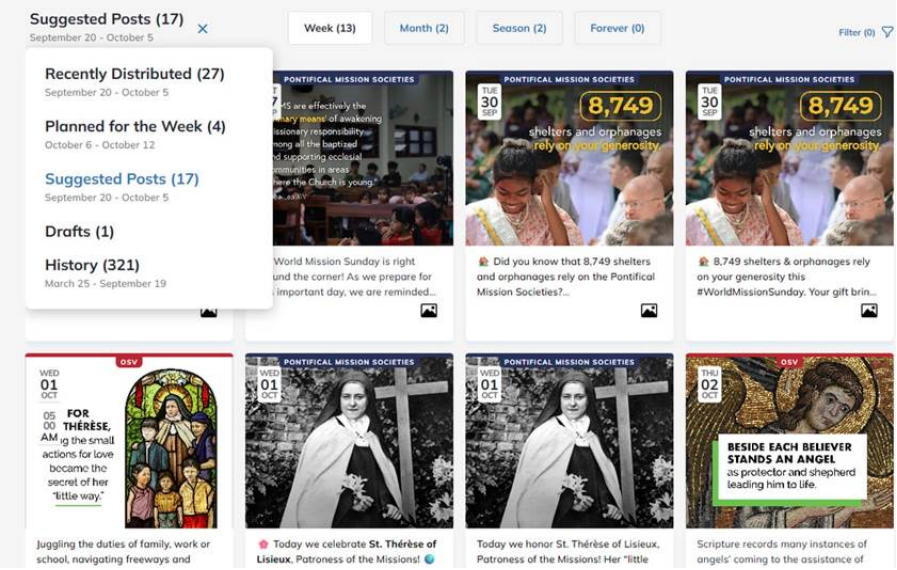

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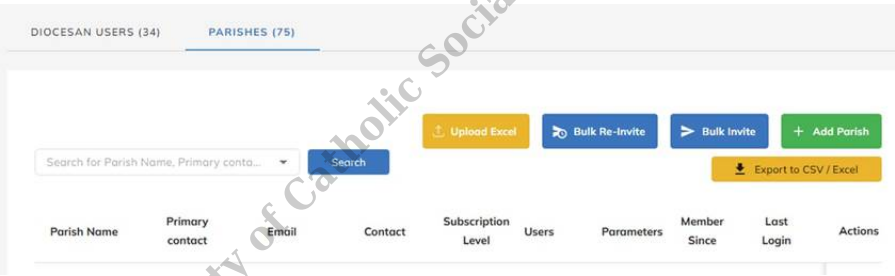
Bug Fixes

FOR DIOCESES: Parish sorting functionality fixed

Under Accounts > Parishes, the sorting functionality wasn't working properly. This bug has been fixed so you can easily sort your parishes by any of these categories:



Coming Soon...

- Revamped calendar: Ability to create calendar events along with built-in post ideas and liturgical feast days
- Ability for parishes to submit content and resources to the diocese
- UI updates for ease of use in social media accounts section

Your Feedback Matters!

We value your input and would love to hear your thoughts on our recent releases and any suggestions you may have for future enhancements. If you have any questions or feedback, please don't hesitate to reach out to our team at support@prengersolutions.com.

God bless,

Nic, John, Mitch, Angie, Rob, and the Catholic Social Media team

Prenger Solutions Group, 9810 Westchester Drive, Omaha, Nebraska 68114, United States, 8443335252 Unsubscribe
Manage preferences

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June 2025

New Features

- *Preview images now available in Resource categories:* Categories will now show a preview image of what's inside. It picks the first image inside the actual category. Otherwise, you can upload a cover image manually. If no image is detected, it will show a default icon.
- *Categories in Resources now have direct, unique links:* Every category and subcategory in the Resources section now has its own unique link.
- *New UI changes to the engagement tab in analytics:* The "Post Engagement" tab in Analytics has been updated with the following:
    - Larger thumbnails of the creative so you can easily see what it is
    - Ability to play video posts
    - Magnifying glass to see the post copy
    - A new column to see the source of the content (diocese or parish)
- *Resource categories now have start dates, end dates, and view counts:* When creating a Resource, you can now set start and end dates. This will allow you to automatically archive categories when they are no longer relevant to keep the Resources section clean. Dioceses can now also see a view count for each Resource category.
- *Major performance improvements across the whole app:* We received reports of slow load times for various areas of the platform. We optimized this to ensure faster load times again!
- *Posts now have unique IDs:* You'll notice on the bottom left of every post, there is now a "content ID." This is to make it easier to reference a piece of content. If you ever contact us with issues, be sure to include that post ID to help expedite troubleshooting!

Bug Fixes

- *UI fix when changing the date on the calendar:* There was a bug in the UI when changing the date of a post in the

Calendar. This has been resolved!
- *Posts now showing up in Calendar:* A few users reached out saying their posts weren't showing up on the calendar after scheduling them, even though they were still getting posted. This has been resolved. Thanks to Patrick Mooney, Michael Denz, and others for your help on providing this feedback!

April 2025

New Features

- *Unique file names will now be created:* We created a new feature that ensures all files you upload have unique names. This will prevent files from replacing each other if you name them the same.
- *Posts in Calendar now display in chronological order:* Previously, posts in your Calendar that you've published displayed in the order you scheduled them. Now, they'll be ordered chronologically for each day.

Bug Fixes

- *Posts not showing up in Analytics > Post Engagement:* Cecilia in the Diocese of Gary found some of her posts weren't sorting into the "post engagement" section of Analytics.
- *Post preview showing social media groupings that weren't checked:* When publishing content, some users with multiple social media accounts connected noticed on the last step of posting that some of their accounts they didn't select were showing up.
- *Video thumbnails now posting to Instagram*

January 2025

New Features

- *Resources load time improved:* For parishes, the load time for Resources has significantly improved! We are continuing to monitor this and welcome your feedback!
- *Magnifying function for dioceses in analytics:* Diocesan users can expand a post's creative in the *Analytics > Post Engagement* tab.

Bug Fixes

- *ACH payment method not adding:* A few Parish Premium users noted issues adding ACH payment in the Subscriptions tab. This has been resolved
- *Link previews in Resources not working*: Embedded links in Resources are now visible again
- *Monthly, Seasonal, Evergreen, content scheduled through the Calendar defaulting to 12 am*: Some parishes noted that Monthly, Seasonal, and Evergreen posts being scheduled via the Calendar view were defaulting to 12 am. This is now fixed.

November 2024

New Features

- *Select posts directly in the Calendar:* Click the "+" icon on any given day in the Calendar to see recommended posts to schedule for that day.
- *Delete drafts from the Calendar view:* Click on a draft to delete it in the Calendar view

Bug Fixes

- Invoices are now available for Parish Premium users under *Subscription.*

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October 2024

New Features

- *Updated display for text-only posts:* Show "text only post" graphic.
- *Individual post analytics now have a zoom-in functionality:* While viewing individual posts analysis, you can click the magnifying glass to expand the post creative. You can also do this to view the copy of text-only posts.
- *Seasonal and Forever content always visible to edit for Diocesan Admins:* You can now find past posts under the History tab. To go further back into History, just click "Load More" and it will load the next six months of content
- *Calendar view includes published content and drafts for Diocesan Admins and Parish:* You can now view your drafts in the Calendar view. If you're a parish, they will automatically show up there. If you're a diocese, just click Filter > Status > Draft.
- *Recommended post time now available for Diocesan Admins:* You can publish posts with recommended post times. This is not required.
- *Changes in Resources Posts:* As a diocese, you can now associate posts you create in the Planner with categories in your Resources section. All posts can now be created directly through the Planner.

Bug Fixes

- Replacing an image and adding multiple images
- Time zone display issues causing posts to show up on wrong day
- Resources display names overriding

July 2024

New Features

- *Recommended post dates*: Posts in Monthly, Seasonal, and Evergreen sections no longer show a recommended post date in the tile preview.
- *Impressions tile:* Impressions are now listed as a separate tile in the main analytics view.

Bug Fixes:

- Multi-image posts getting counted as multiple posts in Analytics
- Character counter for Twitter not accurate
- Text-only posts saving incorrectly
- Diocesan post analytics showing a publish date of 1969
- Validation of videos not working for Instagram

June 2024

New Features

- *Post validation:* When creating a new post, users will select the platforms beforehand so our system and check the content to ensure it will work on the platforms chosen. This will reduce the number of errors when the content reaches the platforms.
- *Multi-image uploads:* You can now upload up to 10 images in a single post
- *Stories:* You can now upload and publish Stories to Facebook and Instagram

May 2024

New Features

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- *Post drafts:* You can now save any post you're working on as a draft.
- *Knowledge base:* Articles now appear as more contextual to the page you are on.

Bug Fix:

- *Buttons:* These are now more fully clickable, as opposed to just the text itself.
- *Aspect ratio and URL errors:* These errors while publishing posts have been fixed.

April 2024

New Features

- *Knowledge Base slideout:* Now when you click the "?" icon in Catholic Social Media, you'll be given a contextual slideout of all the help articles related to that section of the appl.
- *Shortcuts:* You can now use the CTRL+Z shortcut to undo changes while creating a new post.
- *Video size limits:* You can now upload files of up to 100 mb in the Resources section.

Bug Fix:

- *White Screen:* Some users were getting a white screen while editing a post in the Calendar. This has been squashed!

March 2024

New Features:

- *Resources section UI update:*
  - More intuitive card design: Simply click on a card to enter a category. You will also see the number of subcategories and attachments within each card.
  - Notifications: The notification badge on the tab will tell you how many new or updated resources there are since you last logged in. New and updated categories will also have a colored banner to direct your attention to those category cards that are most relevant. These colors are conveniently linked to the liturgical year.
  - Re-ordering categories: You can drag and drop categories now to re-organize them.
  - Hover view: You can now hover your cursor over a category to receive a tool-tip style preview of what's in that subcategory.
  - More file types previewed: The tool will now preview a greater number of file types.

January 2024

New Features:

- *Account Tagging:* You can now tag other accounts in your posts! Just use the "@" and type in the user or page's username, and they will be tagged live in the post on Facebook, Instagram, and X. Be sure to only tag one account per post. Here's a quick tutorial on how to do it.

December 2023

New Features:

- *Security Enhancements:* We have wrapped up our annual security audit! Over the past few months, we made massive updates to the backend to make sure you have a simple, secure experience. We appreciate your patience and understanding as we prioritized these essential updates.

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- *Help Icon:* You may have noticed a new help icon in the top right of your screen. This will take you directly to the Knowledge Base.

Bug Fix:

- *Password Reset:* Some subscribers were having issues receiving the password reset email. This has been fixed!

October 2023

New Features:

- *Security Enhancements:* As we remain committed to ensuring the highest standards of security and functionality, we're currently diving deep into security housekeeping. This annual security audit is standard procedure but will take up the bulk of our development time for the remainder of 2023. This means that over the next few release cycles, the spotlight might be more on our behind-the-scenes work rather than front-facing features. This regular audit helps us keep ahead of bad actors on the internet, closing potential loopholes and keeping you safe as you use CSM. While it may seem quiet on the surface, rest assured that we are hard at work strengthening the foundation of our platform. We appreciate your patience and understanding as we prioritize these essential updates.
- *Knowledge Base:* We're excited to introduce the Catholic Social Media knowledge base, a centralized hub for all things Catholic Social Media. From how-to guides to release notes, our aim is to equip clients with the resources they need for an optimal Catholic Social Media experience. While it's still a work in progress, you can access the knowledge base here. Soon, this will also be integrated directly into the app, providing guidance as you navigate CSM.
- *Database and server upgrades:* We've added more computing power to Catholic Social Media to make your experience lightning-fast and flawless. Let us know if you feel the difference!

Bug Fix:

- *Using the Same Personalization Parameter Twice:* Some parishes noticed a bug that occurred when using the same personalization parameter twice in one post. This has been resolved and both instances of the parameter now fill in properly.

September 2023

Bug Fix:

- *Social Media Analytics:* A bug popped up that was keeping parishes with multiple social media groupings (Social Media 2, 3, 4, 5) from viewing analytics for those pages. This has been resolved. When you click on the dropdown to select a different grouping, it will display with accurate information.

August 2023

New Features:

- *Social media analytics:* We have continued to make the Analytics page more robust for you. It now includes -/+ comparisons for total posts, engaged, users, and total clicks so you can easily see how this month compares to last. You'll also notice tiles that indicate the best day and best time to post for your audience. There is now a tile with a 3-month trend line showing number of posts and engaged users. Finally, you can sort by any column in the new "details" tab.
- *Database and server upgrades:* We've added more computing power to Catholic Social Media to make your experience lightning-fast and flawless. Let us know if you feel the difference!

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Bug Fix:

- *Password reset emails not sending:* Some of you were experiencing issues not receiving your password reset email. This has been resolved.

July 2023

New Features:

- *Social media analytics:* We spent this summer revamping the "Analytics" section to make it more useful for you. Now, you'll notice a "Details" tab that will display granular data for each post within each platform. More features to come to this in August.
- *eCheck payment method:* You can now pay with an eCheck! To update your payment method, click your Profile > Subscription > Manage Payment Info.
- *Scheduled tab removed:* After speaking with many of you, we realized the "Scheduled" tab didn't serve a unique purpose. To mitigate confusion, we went ahead and removed it. You can still edit and delete posts in the "Calendar" tab or "Planner" tab.
- *Deleting posts in calendar view:* You can now delete scheduled posts in the Calendar view by hovering over the post and clicking the trash icon in the upper right.
- *Publish posts with copy only:* You can now post social media content that is copy only (no image or video).

Bug Fixes:

- *Posting reels to Instagram:* As you've noticed, we've added the ability to publish vertical videos to all three platforms. Our video format has changed to vertical, starting with the June 19 video. There was a slight bug that was keeping the video from being properly published to Instagram, but our team hopped on it right away. Thanks to those who identified this and worked with us to reschedule posts!
- Word document previews in Resources: *Word documents will now successfully preview in the Resources section. If they are too large to preview, you will see a note that specifies that.*
- *Unwanted characters in post copy at line breaks:* Some of you experienced unwanted characters getting published like "nbsp" and "<p>". This was due to some complications with post-text personalization and users copying over text from HTML-rich text. We've optimized content to avoid this and pushed a bug fix. If you see a live post in your Facebook or Instagram with unwanted characters, you can edit the post by clicking the three dots in the top right of the post and clicking "edit." Moving forward, you can now publish posts with line breaks between paragraphs and they will display properly.

June 2023

New Feature:

- *Post copy will begin including personalization parameters:* When you start scheduling posts, you'll notice the copy will incorporate the personalization parameters. If you haven't filled yours out yet, you'll want to do so by going to your *Profile > Social Media Accounts > Edit Personalization*. This will allow you to seamlessly schedule posts, ensuring the copy gets automatically customized based on what you set. For a rundown of how these will work while scheduling posts, check out this 3-minute video tutorial.
- *Reel functionality:* Catholic Social Media is now able to take vertical, reel-style videos.

Bug Fix:

- *Post text personalization parameters can include apostrophes:* Some of you reached out needing to include apostrophes and other special characters in your post text personalization parameters. You can now do so when

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you head to *Profile > Social Media Accounts > Edit Personalization*.

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