

**CHURCHcommunity**  
B U I L D E R

# **CCB Guide**

## **Basic User Walk Through**

# Accessing the Online Community

Welcome to our online church community! We have provided this tool to help you get better connected with our church. You'll be able to find groups to get involved in, see events you might want to attend, participate in discussions, meet the needs of others in our church community and find volunteer positions based on your passions and gifts.

**First Community Church Website Login**

Hi Rachael!

Welcome to First Community Church's online community powered by Church Community Builder (CCB).

CCB will make communicating and doing ministry at First Community Church much easier. To learn more about how CCB can truly enhance your involvement and sense of community, click [here](#).

What should I do first?

- Update your profile
- Add your photo
- Look at your...

Call us with any questions at [\(760\) 255-1234](#).

First Community Church  
[Click here to log in](#)

**First Community Church**

Here is your login information:

Username: [rmueller@churchcommunitybuilder.com](mailto:rmueller@churchcommunitybuilder.com)

Password: SGUQS6XT

**Note:** Since your current password was generated automatically, we recommend that you change it to something you can easily remember.

**GET STARTED** →

Username and Password

Links to Online Community

After requesting a login, or being assigned one, you will receive an email containing your login information. Use the links in the email to access your online community.

**\*Tip\*** Bookmark the login page and save your login information so you can quickly access the online community in the future.



# Your Personal Home Page

Once you log into the online community you will land on your personal home page. This page contains information specific to you including:

- A welcome message from the church
- A list of upcoming church-wide events or events hosted by groups you belong to
- Activity in Groups you belong to
- Your profile blurb (includes name, contact phone, picture and email address)
- A list of your groups

Home My Profile Groups People Communication Admin Help My Settings Logout

WELCOME TO FIRST COMMUNITY ONLINE

Welcome Message

Attention Needed  
Process Queues

Give Forms

My Profile  
Laura London  
(719) 652-3396  
Logout  
Profile Blurb

My Groups (4)  
Database - Admin Only  
Bikers  
Mees Family Club  
Quest Kids  
Your Groups

Upcoming Events

Upcoming

- Midweek Worship  
Tomorrow at 7:00 PM, Database - Admin Only
- Sunday School  
Dec 27, 2009 at 9:00 AM, Quest Kids
- Worship Service Test  
Dec 27, 2009 at 9:00 AM, Database - Admin Only
- Worship - 9 AM  
Dec 27, 2009 at 9:00 AM, Database - Admin Only

Group Activity

December 2009

Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Go to my calendar

My Groups' Activity

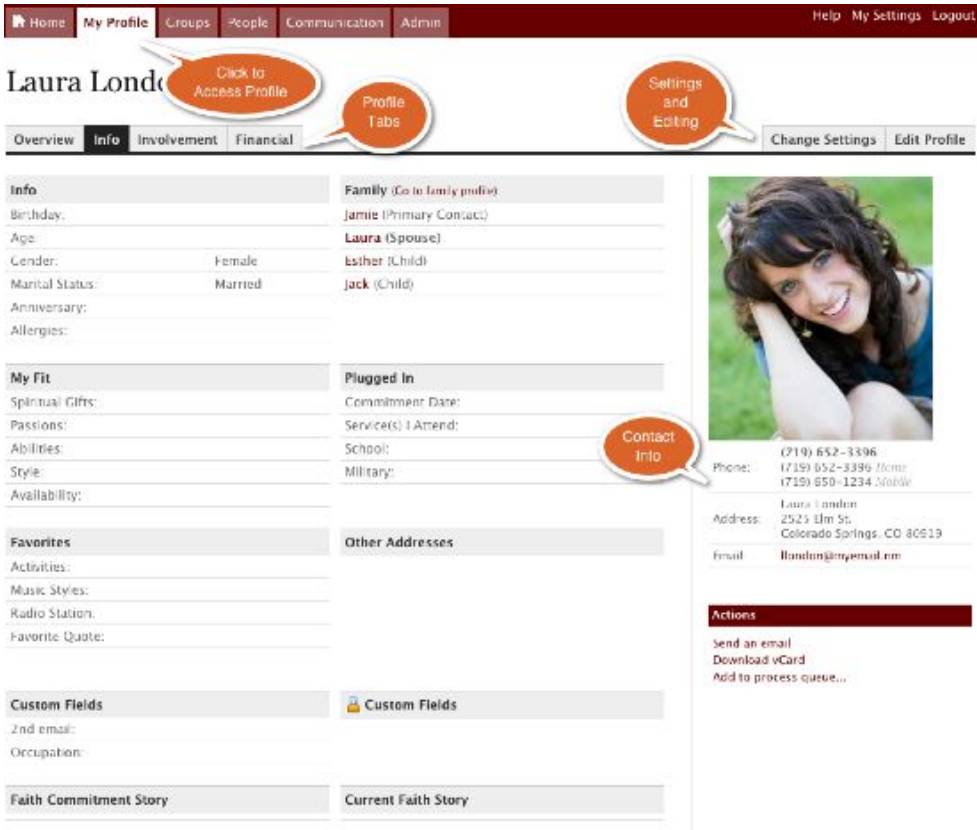
FRIDAY, DECEMBER 18

Event added: Worship - 9 AM - Database - Admin Only



# Viewing Your Profile

Click the My Profile tab to view information in your profile.



**Profile Tabs:** View information on the Overview, Info and Involvement tabs. If enabled, you will also see the Financial tab.

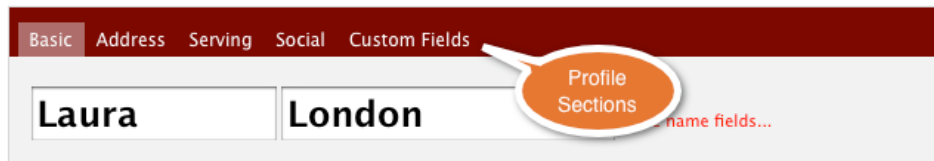
**Info Tab:** This is where the majority of information about you will be located. Review the information to determine if anything needs to be added or edited.

**Contact Info:** Your phone number(s), address(es) and email address will be located here. Only you and appropriate church staff will see your email address. All others will see a generic 'Send an email' link instead, which allows them to email you without ever seeing your email address.



# Updating Your Profile

Click the Edit Profile tab from your Profile page to begin editing your profile. Profile information is broken into five sections. Name fields will be visible no matter which tab you are viewing.



**Basic:** Photo, gender, birthday, marital status, phone numbers, email addresses, emergency contact, chat names and web sites

**Address:** Mailing, Home, Work and Other address fields with a copy option available to copy address from one field to another

**Serving:** Spiritual Gifts, Passions, Abilities, Personal Style and Days Available to Serve

**Social:** Favorite Activities, Music Styles, Radio Station and Quote, as well as room to include your faith journey, military affiliation and school if applicable

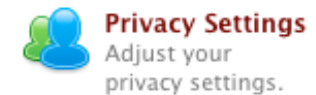
**Custom Fields:** Any field created by our church to track additional information

**\*TIP\*** The contact phone number field allows you to indicate your preferred phone number. This field was used by default when your profile was created and will likely match one of the other numbers (i.e. home, work, etc.).



# Updating Your Settings

Access to your username and password, Communication Settings and Privacy Settings is available from the My Settings link located in the top right corner of any page in the online community. You will see three settings icons that will give you access to each settings page. Click any of these icons to update the settings.



**Login/Password:** Change your login information from this page. Please note, after saving your changes you will be logged out and will need to log back in with the new login information.

**Communication Settings:** Determine which groups you wish to receive communication from, and what type of communication you would like to receive. Options include regular email correspondence, comments posted to your groups' message boards, text messaging and a weekly summary of your groups' activities.

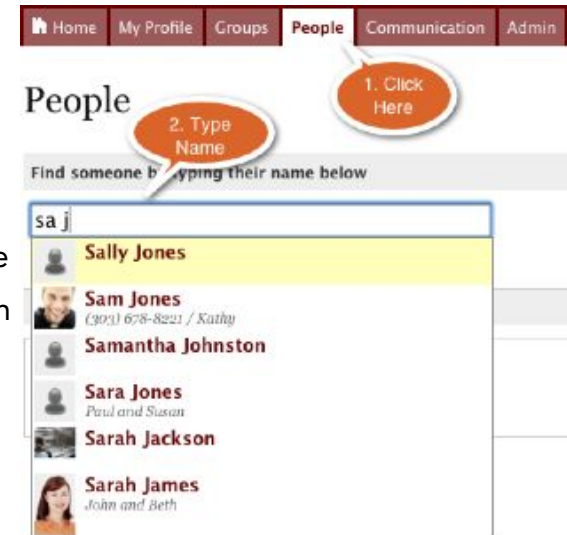
**Privacy Settings:** Here you may adjust what information in your profile is visible and to whom. Using the 'Everybody' option will help to make our online community vibrant.



# Viewing Other Profiles

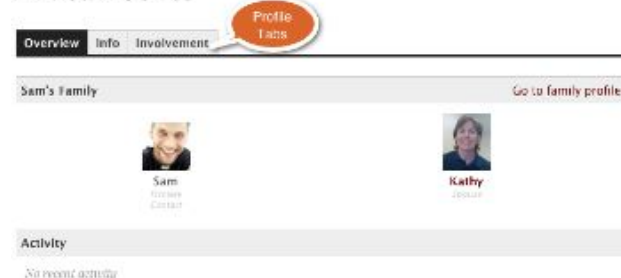
To view a profile for another person in our online community, first click the People tab at the top of the page. If you do not see a People tab it means you have limited access to the community and will not be able to view any other profile besides yours and your family's, if applicable.

After clicking People, begin typing a name in the search box. You may type the first name, last name or a combination of both. As you type, the system will narrow your results and generate a list of people who meet your criteria. Click the name of a person to access their profile.



**\*TIP\*:** You will only be able to find people who are listed to the online community.

Mr. Sam Jones



The first time you access a profile after logging into the online community you will land on the Overview page. In addition to the Overview page, which shows the family members and recent activity by the individual, you can view more information on the Info tab or see the individual's friends and other information on the Involvement tab.



# Viewing People's Profiles Continued

The screenshot displays a user profile with the following sections:

- Overview | Info | Involvement**
- Info**
  - Birthday: October 1
  - Gender: Male
  - Marital Status: Married
  - Anniversary: June 15
- Family (Go to family profile)**
  - Sam (Primary Contact)
  - Kathy (Spouse)
  - 1 other family member
- My Fit**
  - Spiritual Gifts: Leadership, Shepherding, Wisdom
  - Passions: Issue - Discipleship, Issue - Church, Issue - Missions
  - Abilities: Missions - Missionary, Missions - Evangelism
  - Style: People-Structured
  - Availability:
- Plugged In**
  - Commitment Date:
  - Service(s) I Attend: 1st Sunday Service
  - School:
  - Military:
- Other Addresses**
- Favorite**
  - Activities: Swimming, Working Out
  - Music Styles: Classic Country, Blues
  - Radio Station:
  - Favorite Quote:
- Faith Commitment Story**
- Current Faith Story**
- Contact Information** (Callout box)
- Email or Add to Friends List** (Callout box)
- Actions**
  - Send an email
  - Add to process queue...
  - Add to my friends list

On the Info tab you will be able to see whatever information the individual has chosen to share with the online community. Anything not shared will be blank or show a message 'not enough privileges to view', meaning administrative rights are required to view the information.

Because the tabs in profiles are 'sticky' any profile you access will open to the same tab you were on previously (i.e. Overview, Info or Involvement).

**\*TIP\*** Adding an individual to your Friends List will allow those individual's to view information in your profile with privacy settings of 'friends only' or 'friends and my groups members'. In addition, it will give you easy access to those profiles if you wish to email them or view a phone number. This is a one way add and does not require approval from the other person.





# Groups

Groups are the backbone of our online community. Events, volunteer opportunities, message boards and most emails all start through groups. You will see the groups which you currently belong to on your Personal Home Page and also by clicking the Groups tab in the Navbar.

While in the Groups section, click the other tabs to see events, messages, needs, positions or files for the groups you belong to.

To see other groups you may wish to join, click the Browse Groups link. 'Open to All' groups will have more information visible to non-members than 'Invitation or Request Required' groups, but all visible groups will show a description of the group, meeting day, time and leader information. Click the Group Name to access this additional information.

The screenshot shows the 'Groups' section of the Church Community Builder website. At the top is a dark red navigation bar with tabs for Home, My Profile, Groups, People, Communication, and Admin. Below this is a 'Browse Groups' section with a sub-navigation bar containing Groups, Calendar, Messages, Needs, Positions, and Files. The 'Groups' sub-tab is active. Below the sub-navigation bar are three group listings. The first listing is for 'Database' (Type: Church, Department: X-Administration, led by Rachael Mueller, Open to All, Announce Only) with a callout '1. Click Here' pointing to the 'Browse Groups' link and 'Main Tabs' pointing to the sub-navigation bar. The second listing is for '1st Touch Team' (Type: Sunday School, Department: SS - Children, led by Rachael Mueller, Invitation or Request Required, Members Interact) with a callout '2. Click Here' pointing to the 'Browse Groups' link and 'Joining method' pointing to the 'Invitation or Request Required' status. The third listing is for '20 Something's Edge' (Type: Small Group, Department: Single's Ministry, led by Abby Allen, Open to All, Members Interact).



# Groups Continued

1. Click Search

2. include criteria

3. Click Submit

To find a specific group or kind of group use the Search option found to the right of the groups list.

In the example to the left we are searching for Small Groups that meet in the evening and are part of the Women's Ministry department.

You may search by Area of Town, Type, Department, name of group or leader and more.

When you have found a group you would like to join, click the 'Request joining this group' or 'Join this group' button.

You will see 'Request joining this group' if approval from the group leader is required to join. An email will be sent to the group leader notifying them of your request.

Clicking 'Join this group', on the other hand, will add you to the member list immediately.

## Actions

Request joining this group

## Actions

Join this group



# Administrative Access

If you have been given permission to work in a particular administrative area you will see an 'Admin' tab in the top Navbar.

Administrative items requiring your attention will be found in the Attention Needed box. Click the link provided in the box to access the area.

You may also see the Communication tab if a group to which you belong has messages posted to the message board or you have been given access to a saved email or letter.



# Additional Help

To learn more about our online community, please access the Help Center. Click Help from the top right corner of any page.

Try Video Training if you would like to see the tools in action. Look for the Audience section to narrow down which videos you should watch.

Click the Topic name from the list on the right for the videos about that area of the community.

Home My Profile Groups People Reports Communication Admin Help

Click Here

Video Topics

Help Center Home Help Desk Video Training Training Opportunities Get eSupport

Events 1: Viewing Events View Video

Viewing Calendar and Events discover all the ways and places to utilize event and calendar feature!

Audience: Everybody - Time (5:02)

Events 2: Creating a Single Event View Video

This video will cover how to create a single event for your group or for your church.

Audience: Group Leaders and Event & Group Administrators - Time (8:36)

Events 3: Creating a Recurring Event View Video

If you can create a single event creating a recurring one is a cinch! Learn how!

Audience: Group Leaders and Event & Group Administrators - Time (10:01)

Help Topics

- Attendance
- Check-In
- Communication
- Events
- Facilities & Equipment
- Files
- Financial
- Forms
- General
- Group Hierarchy
- Groups
- Messages
- Needs
- Online Giving
- People
- Positions
- Process
- Searches & Reports
- System Settings

## CCB eSupport

Help Center Home Help Desk Video Training Training Opportunities Get eSupport

My Organization's CCB ID Number: 11285

eSupport

First Community Church Support Contacts

The following are your church's support contacts. If you have any questions about your CCB application click on the email link below to send a message to your contact.

First Community Church phone number: 7192662888

Thom Billingsly  
Email: Send Email

To ask a church staff member a question about the online community, use the Get eSupport tab. Our designated contacts will appear under the Support Contacts section and you can easily email the question by clicking the Send Email link or contact the church at the number shown.





[Help Center Home](#) [Help Desk](#) [Video Training](#) [Training Opportunities](#) [Get eSupport](#)

Finally, to access step by step instructions about the online community click the Help Desk tab located in the the Help Center as well.

You will be taken to the main Help Desk page where you have access to articles divided by topic. You can also communicate with other churches who use this same online community solution.

We are so glad you have joined our online community! We hope you enjoy all of the opportunities to connect.

# Additional Help Continued

## CCB Help Desk

The screenshot shows the CCB Help Desk interface. At the top is a navigation bar with links: [Help Center Home](#), [Help Desk](#), [Video Training](#), [Training Opportunities](#), and [Get eSupport](#). Below this is a section titled "Help by Topic" with a callout bubble "Articles by Topic" pointing to the title. The "Help by Topic" section contains a grid of links: Attendance, Check-In, Communication, Events, Facilities & Equip, Files, Financial, Forms, Groups, Group Promotion, Group Admin, Messages, Needs, Notes, People, Positions, Process, Public Web Tools, Searches & Custom Reports, System Settings, and Fun Features. Below this is a section titled "Customer to Customer Discussions" with a callout bubble "Interact with other churches" pointing to the title. This section includes links for Announcements, Feature Ideas, General, and Hacks, Tools, Tips, & Tricks, along with a note: "To post to a Discussion, please register for an account by clicking 'here'". Below that is a "Getting Started" section with links for Guides for New Users, Implementation, Training Opportunities, and CCB New Customer Referral Program. At the bottom, there are "Tags:" and "Home: CCB Help Desk".

