

CROSSROADS

FREQUENTLY ASKED QUESTIONS

GENERAL

Q. What is CONNECT?

A. Crossroads CONNECT (*powered by Church Community Builder*) is a web-based tool to help our church stay informed, help us to grow, and keep us connected to each other. It can be used to communicate with friends and group members, sign up for groups, register for classes and events, give online gifts and keep track of your giving to Crossroads, and so much more! Everyone is strongly encouraged to utilize this great resource.

Q. Why would I use CONNECT? What are the benefits to me?

A. Connect provides a number of benefits and uses for every member of the congregation. Some of the more prominent features include the ability to:

- Control all personal privacy and communication settings
- View your giving history, print giving statements, and view pledge commitments
- Give online by setting up a one-time or recurring donation
- Interact with people in the church by searching the online church database
- Search for and join Life Groups you are interested in
- Communicate directly with fellow group members
- View or search the church-wide calendar to find classes and events
- Sync the church calendar to your iCal, Outlook or Google calendar
- Register and pay for church events
- Securely check your children into their classrooms and print name tags

Q. Is CONNECT just another form of social media?

A. No. Although we are excited by the many ways CONNECT can help strengthen the congregational community and increase connectivity; it is not a social media tool. CONNECT does not allow for personal broadcasting and there are no blogs, tweets, posts, or “likes”.

Q. Who is on CONNECT and can I request a login?

A. Anyone can request a login. The permissions and privileges granted will be determined based on that person's status within the church database. People identified as church members and regular attenders in the church's database are the only people able to view the online directory in CONNECT. Visitors may be granted access with limited privileges and visibility.

Q. Can I add people to my family in CONNECT?

A. Only the church administration can add people to the CONNECT database. If you would like to add someone to CONNECT, contact the church office.

Q. Can I edit my own information?

A. Yes, after you log in to your profile, you can select the option to "edit your profile." Here you can change your address, email, phone number and much more.

Q. What does it mean when you designate someone as a friend in CONNECT?

A. Designating someone as a friend simply allows them to see the information that you have listed in your privacy settings as viewable to "friends" or "friends and my group members." In addition, it allows you to quickly access their profile.

Q. If I "unfriend" someone in CONNECT, do they get notified?

A. No, they will simply no longer be able to see the information that you have set as viewable to "friends" or "friends and my group members."

SECURITY/PRIVACY

Q. I am nervous about putting my information online. How secure is CONNECT?

A. Security is of the utmost importance. Your information is secure and well protected. CONNECT's infrastructure (powered by Church Community Builder) has been vetted by a number of private and public organizations.

Q. What if I am a very private person and I'm nervous about putting information into CONNECT?

A. It is very important to understand the difference between what you put into CONNECT and what you choose to share. For the sake of the staff and administration team, it is requested that you put as much information in the system as possible. Maintaining basic contact and demographic information is particularly important. However, from a privacy perspective, once you've entered that information, you may choose to display as much or as little of that information to the rest of the church as you choose. For more specific information about your privacy settings, [click here](#).

Q. Can you explain the privacy setting options?

A. You have four privacy setting options which "dial" up or down who can see specific pieces of information. For every piece of information you enter, you can select a privacy setting:

1. Everybody: This is the highest level for viewing. If someone has a username and password, they can see the information in this field.
2. Friends & My Group Members: Fields with this setting can be viewed by members of "members interact" type groups you are involved in as well as other people with a login who are on your friends list. Appropriate church leadership can view the information as well.
3. Friends Only: Fields with this setting can only be viewed by other people with a login who are on your My Friends list. Appropriate church leadership can view the information as well.
4. Church Leadership Only: This is the lowest level for viewing. Fields with this setting can only be viewed by appropriate church leadership (people who have been given additional administrative privileges for the system.)

CHILDREN AGE 12 AND UNDER

Q. Who can see children's names and ages?

A. Users cannot see information on children if they are age 12 or younger.

Q. If an individual wants his/her child under the age of 12 to be displayed, can it be?

A. No.

Q. At what age can a child request a login?

A. Children may request a login at age 13.

FINANCIAL

Q. Who can see my giving history?

A. The only people with access to your giving history are the finance pastor, executive pastor, financial committee members in charge of counting and entering donations, and the master administrator.

Q. My husband and I can see our children's financial giving, can they see ours?

A. No, whoever is listed in CONNECT as the primary contact as well as the spouse can see all financial giving for members in their own family; however, the family members cannot see anyone's financial giving except their own.

EMAIL/COMMUNICATION

Q. Can a user send an email to the whole church?

A. No.

Q. Can a user email everyone in a group in which they are a member?

A. Yes, unless the group leader has chosen to restrict the group email settings.

Q. Why can't I see a person's email address?

A. To help ensure privacy, the email address is hidden on the individual's profile to most users. You are still able to send them a message which will go directly to their inbox and can be replied to like any other email.

Q. My wife and I have the same email address, can we share our account?

A. Individuals can share the same email address, but each individual should use his or her unique login credentials. This ensures that each person has access to the correct Groups, communications and calendars. The first user who signs up with the email address will be given that email address as their username. The second user who signs up with the same email address will be prompted to create a new username.

CALENDARS

Q. What types of calendars are in CONNECT?

A. There are three types of calendars in CONNECT:

1. Your personal calendar ("My calendar") shows specific events, meetings, or classes you are scheduled to attend
2. The Church-wide calendar shows events happening in the life of the church
3. Public calendar shows events that are open to the general public

Q. Can I import my CONNECT calendar into my personal calendar?

A. Absolutely! One of the benefits of CONNECT is having the ability to import your church calendar into your personal calendar and have it update real time as church events or meetings change. For instructions on how to import calendars, please reference the [support article here](#).

GROUPS

Q. Is every group in CONNECT able to be viewed?

A. No. Groups that are designated as unlisted cannot be viewed by basic users in the system. However, you can view an unlisted group if you are a member of that group.

Q. If I am in a group that is listed, can people see if I am a member of that group?

A. No, the only names that are visible for group participants are the main leader and the assistant leader(s). Other than that, no one has the ability to see who is in that group.

HELP

Q. Where can I go if I need help using the CONNECT system?

A. Most questions can be answered by searching the help/support section. This can be done by clicking on the cog/gear at the top right of the CONNECT window. Directly under the gear you will see a text box with a magnifying glass and the text "Search help..." Type the nature of the issue in the box and hit enter to get a list of support articles that best match your search. For more advanced help or if you are unable to find the answer you're looking for, please contact the church office: info@crossroadsfremont.org or 510-651-0301.