

# FAITH COV ONLINE DIRECTORY (CCB) FAQ

## HOW DO I LOGIN TO THE ONLINE DIRECTORY?

- You can locate our online directory on our church website, [faithcovsumner.com](http://faithcovsumner.com) then click the about us tab, navigate to the “ABOUT US” tab and click “DIRECTORY (CCB)”
- Click the “Faith Cov’s Online Directory” link
- OR you can use this direct link <https://faithcovsumner.ccbchurch.com/goto/login>
- If you have a username and password you can enter it there, if not you can request an account by clicking that option below the blue LOGIN button. You can also request a reset if you forgot your password.

## HOW DO I UPDATE MY PROFILE?

- Log in to our online directory <https://faithcovsumner.ccbchurch.com/goto/login>
- In the upper right corner of your screen you will see your initials or your photo
- Click your initials or photo and then click “PROFILE” to view the info that is already associated with your profile.
- If you haven’t already, we would love for you to upload a photo of yourself:
  - Click the camera icon inside the square with your initials and either take a new photo of yourself or select one already on your device.
  - Click the blue “ADD” button on the upper right corner of your screen. (To choose a different photo you can click the “REPLACE” option on your photo and select a new picture.
  - Please be sure it is a photo of you (not a flower or pet). It’s a great way for people to put names with faces. You can always update your photo anytime you like.
- You can click the “EDIT PROFILE” button to include any information about you that you would like to share with us.
- Please note: every person in the database has their own profile. Please do not combine names in the directory.

## HOW DO I LOOK UP A PHONE NUMBER OR ADDRESS?

- Log in to our online directory <https://faithcovsumner.ccbchurch.com/goto/login>
- Click inside the “SEARCH” box on the upper right side of your screen
- Type in the first few letters of a name or email and then click “PREVIEW” next to the correct profile.
- Please note: in order to have access to our online directory, people must request a login from our church administrator. New users are given limited privileges and can only change their own profile, not view other profiles until they are confirmed to be a regular participant at Faith Cov. Also, profiles of children under 18 years old can only be viewed by their parent/guardian and group leaders who have a current background check on file.

## HOW DO I MANAGE MY SERVING REQUESTS OR SEE MY SERVING SCHEDULE?

- Log in to our online directory <https://faithcovsumner.ccbchurch.com/goto/login>
- Click the “SCHEDULES AND PLANS” tab on the left side of your screen

- Click the “MY SERVING” option
- You can then view your assignments and requests for you and for family members.
- You can click the “BROWSE OPEN POSITIONS” link to view opportunities to serve

#### **WHAT ELSE CAN I DO ON THE DIRECTORY?**

- Manage communications among your small group or team
- View your giving statement
- And much more!

Email Laurie at [info@faithcovsumner.com](mailto:info@faithcovsumner.com) to schedule a one on one or small group training.

#### **Download the CCB Lead app to help manage your group or team**

- [Lead app in the Google Play store](#)
- [Lead app in the Apple store](#)
- Search for Churches Near me, and Faith Covenant should be near the top.
- Use the same username and password as you do for CCB

#### **VIEW AN ONLINE SCRIBE TRAINING BELOW BY CLICKING THE LINKS**

[How to create an event in the online directory \(CCB\)](#)

[How to edit blackout dates for serving](#)

[How to send a message to a group](#)