

## **InFellowship FAQ:**

### **Q: Why do I have to give my birthdate when I register?**

A: It helps us identify that it's really you, prevents the creation of a duplicate record and helps us comply with the Children's Online Privacy Act.

### **Q: I don't have an e-mail address, can I still opt-in?**

A: Not at this time. Program developers are working on changing this.

### **Q: I opted in the directory and my wife also tried to but it told her that the e-mail address was already used. We share an e-mail address, how does she opt in too?**

A: Unfortunately our database program requires each individual to have a unique log-in. Your e-mail address is what identifies you as a 'unique person' - kind of like your social security #. This is the same requirement of financial institutions or any place online that requires you to create a user account.

### **Q: Can I call the office and have you add me to the online directory?**

A: Internet Privacy Rules do not allow us to opt in for you. Your log-in information should be private as it allows you to access your online giving records. If you don't have access to a computer and need assistance, you can come to the office and one of our admin staff can assist and walk you through it. You may also email Jen at [jen@shilohcc.net](mailto:jen@shilohcc.net) and she will assist you.

### **Q: I have followed the instructions and I can't log in, who do I contact?**

A: Call the office (602-569-0311) or e-mail Jen at [jen@shilohcc.net](mailto:jen@shilohcc.net) or Jenny at [jburlingame@shilohcc.net](mailto:jburlingame@shilohcc.net).

### **Q: Can anyone view my information if I opt-in to the directory?**

A: ONLY people in our congregation who are 18 years of age or older and have opted in to be included in the directory are able to view the directory. Visitors and the general public cannot access the directory.

### **Q: I am a member and I created an account but I can't see my home group or opt-in to the directory.**

A: It's important to create your account with the same e-mail address we have in our database. If you register and use a different e-mail address, our database will not recognize that it's you and create a duplicate record. Please email Jen if you have a problem, [jen@shilohcc.net](mailto:jen@shilohcc.net), and she will merge the records together. Then you will be able to view your groups and opt-in to the directory.

### **Q: I don't do anything online and probably won't opt-in to the directory, but I want to be able to reach other people in the church, can you just print me a hard copy of the directory?**

A: We purposely moved towards a web based database that will give our congregation the easiest and most efficient way to access this information and reduce paper costs. If you do not have access to or use a computer—please call the church office so we can help you!

### **Q: How much does the church pay for online donations through InFellowship?**

A: We want to offer the convenience of giving online 24x7 by ACH Draft or Credit Card to accommodate everyone. We do pay a transaction fee of 2.4% of the amount of the transaction for those donations.

### **Q: Can I cancel or change my recurring donations?**

A: From InFellowship, yes you can manage all of your giving schedules yourself and change or delete them at any time. You do not need to call the church office to do so.

*Note: If we currently do not have any record of you in our database or are you trying to login as a visitor, you won't be able to view or opt-in to the church directory. Again, you may email Jen at [jen@shilohcc.net](mailto:jen@shilohcc.net), if you have any problems related to your status in the database.*