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### 1. **What is InFellowship?**

InFellowship is the web-based application that any user can run from any pc, tablet, or smart phone. It can be run anytime and anywhere as long as you have access to the Internet. A casual user may browse through BCC groups to find one to join. This is the only function that a non-registered user has access to. If registered, creating a user account, one may access the following additional features:

- [Profile Editor](#)—allows individuals (who have created a user account) to update their profile. The profile includes household primary address, phone numbers (home, mobile and work), first, last and goes by name, household position, date of birth, marital status, websites, and social networks.
- [Privacy Settings](#)—allows individuals to determine which pieces of personal information can be viewed by other InFellowship account holders such as group leaders and group members.
- [Groups](#)—allows group leaders to manage groups, group members to find and contact members of their group.
- [Church Directory](#)—allows InFellowship users who are BCC members or attendees to opt in to have their information displayed in an online directory. All access to information is controlled by the user by configuring their privacy settings. The church can elect to show household members too, if desired.
- [Online Giving](#) - allows users to make contributions online, check status and accuracy of past contributions (regardless of method of contribution) and print giving statements for tax file reporting..

### 2. **Why should I use InFellowship?**

For the general user, there are several reasons for using this application:

- a. InFellowship allows members and attendees to keep their information up-to-date.
- b. The on-line directory allows users to easily look up contact information about other members and attendees. You can set the level of access to your information you want to grant to others. Remember: only members and attendees who are registered users of InFellowship who have specifically opted in to the directory can access the directory, so you can be sure that it isn't perused by casual users.

- c. InFellowship is the means by which individuals can make online contributions to BCC. Financial information is kept confidential, accessible only to the financial team. Pastors, elders, and church staff cannot view financial information.
- d. If you belong to a group, it is very easy to send an email to other group members.
- e. Group leaders can record attendance for their groups using InFellowship.

**3. What other data is kept in users' records?**

There is other information kept in the church database some of which is not shown in the InFellowship application such as:

- a. Status (Member, Attendee)
- b. Dates (baptism, anniversary)
- c. Notes
- d. Groups the individual belongs to
- e. Attendance (if group leader records it)

**4. Where did the data come from? How do I know it is up-to-date?**

The data was transferred from the system BCC previously used. Records were updated whenever the church office was made aware of changes. We will be coming up with a plan for review and update of existing information in the church database.

**5. Who can access this other information?**

Members of the church staff can read general information in all records of the database. Financial (contributions) info is accessible only by the financial staff. Certain of the church staff are authorized to add or update people's records.

**6. Why can't I access this other information? After all, it is my information.**

Access is via a database administrative application that is restricted in order to maintain integrity and privacy of the data. It is not possible to restrict access to just one's own record. If everyone could run this admin application, individual privacy would be compromised.

**7. Can anyone who has an InFellowship login see my information?**

Once you establish a login account for InFellowship, you can set up your Privacy Settings. On this page, you can dictate how much information to share and with whom. You can restrict access to just the groups you are a member of, to just the group leader, or you may share all information with everyone. Keep in mind that one of the key benefits of InFellowship is the online church directory so if you restrict access to your contact information, it will limit what people will see when they view your directory entry. Only members and attendees who have an InFellowship account and who have opted in for the directory will be able to see your directory entry. Visitors and the general public cannot access the directory

**8. How do I know my data is secure?**

A user with login to InFellowship may set up privacy settings to limit the information s/he wishes to share with other BCC members and attendees. Monitoring of new requests for a login account will be made on an ongoing basis to ensure requests are legitimate.

**9. What if I don't have computer access? Can I still create an account?**

If you do not have computer access, you cannot create an account. The premise is that a person has access to a computer and has a unique email address. Otherwise, you will not be able to take advantage of InFellowship.

**10. What if I forget my login or password?**

If you have forgotten your password, once you get to the InFellowship login screen, click on 'Password – forgot?' You will receive an email with a link that you will need to click on and you will be directed to enter a new password. If you forget your login email address, then call the church office and someone will look it up for you.

**11. How is all the data going to be used?**

Besides having up-to-date records on our church family, there is general information that may be collected on a regular basis and used to review overall effectiveness of programs at BCC. The data held in the church database can be used to provide statistics and assist in trend analyses.

**12. I registered for an account 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 register too?**

Unfortunately InFellowship 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.

**13. I don't do anything online and probably won't create an account, but I want to be able to reach other people in the church. Can you just print me a hard copy of the directory?**

Moving to a web-based application will give our congregation the easiest and most efficient way to access contact information and reduce paper costs. If you do not have access to or use a computer, please call the church office and we will try to assist you.

**14. What if I have specific questions or get stuck with InFellowship?**

You can either click on the 'Contact Us' button on the InFellowship home page or call the church office.