

A guide to St. Columba's online database

# MEMBER PORTAL



*St. Columba's*  
EPISCOPAL CHURCH

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202-363-4119 ■ FAX 202-686-2671 ■ [Columba.org](http://Columba.org)  
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## Using Our New Member Portal

The new member portal on Columba.org is a secure, online database that integrates with our church records. To protect member records, you will be required to log in.

With this new database, St. Columba's Episcopal Church provides its members with 24/7 access to their membership information. This information is not available to the public.

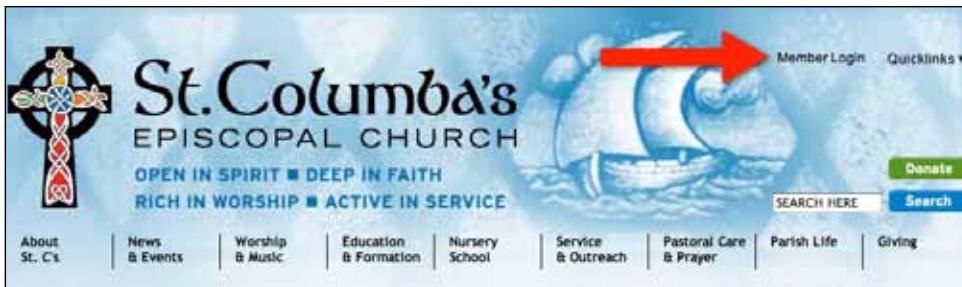
Once you register, you can:

- view the church directory and calendar
- register for events
- view your contributions, set up pledge payments or donate for other purposes
- stay in contact with other members of groups with which you are affiliated
- update your own profile with changes in your address, phone number or e-mail address, or add a family or individual picture

## Logging In For The First Time

Since the member portal is secure, you will need to log in each time you visit. Follow these easy steps to set up your account.

1. Visit our website, Columba.org, and click on the box that says "Member Login." If you prefer, you can point your web browser directly to <https://secure.accessacs.com/access/memberlogin.aspx?sn=147341>. This will take you to the Sign In screen.



Please note that the member portal is compatible with Internet Explorer 7.0 or higher, Firefox 3.0 or higher and Safari 3.0 or higher.

Under the Sign In box, you'll see "Need a login? Click here."



2. Once you hit "Click here" you will be taken to the Account Sign Up page. Enter the requested information (e-mail address, first and last name). Be sure to use the e-mail address that St. Columba's has on file for you and your name as it appears in St. C's records.



3. After you submit the requested information, you will receive a message that your account has been activated and a password has been e-mailed to you. You will receive an e-mail with the subject "Account Information Request from St. Columba's Episcopal Church." This e-mail will have your user name and a temporary password.
4. Click on the link in the e-mail and enter the user name and temporary password. You will then be prompted to change your password. You may select any password that will be both secure and easy for you to remember.



5. Enjoy your access to our new member portal!

## Frequently Asked Questions

### Is my contact information freely available on the Internet?

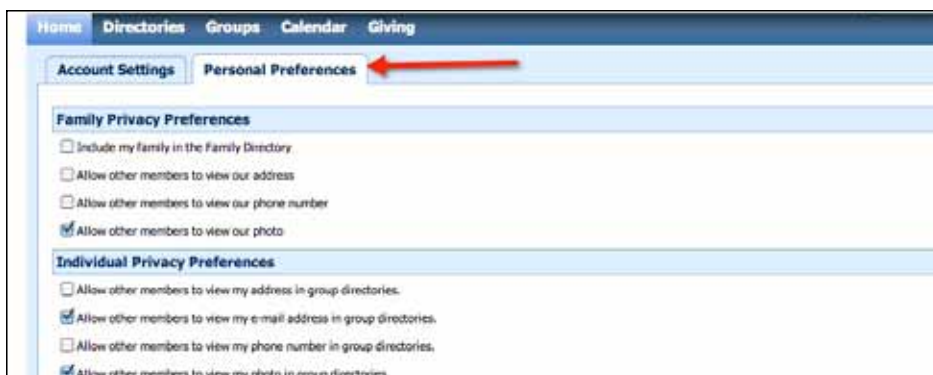
No, your contact information—the same information found in our print directory—is available only to other church members who have logged into the member portal.

### What information can other church members see about me?

By default, church members can see your name, your home address and phone number(s) and your e-mail address. But you can also adjust your record to limit what people can see or to remove yourself from the directory altogether, by clicking on “Home → My Account.”



When you do this, you can select exactly what you are sharing with other church members.



### Will this online directory open me up to SPAM?

No. Since your data is only available to members of the church, outside spammers will not be able to access your information.

### Is my giving history private?

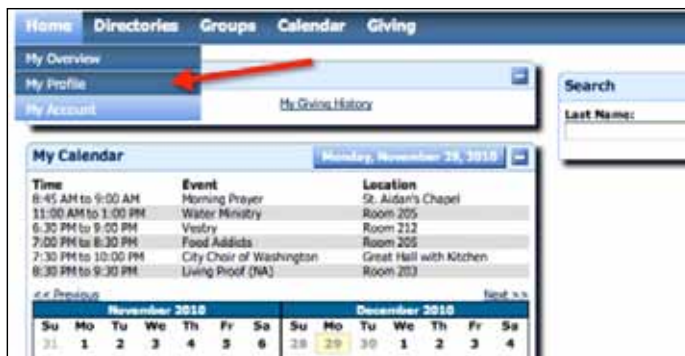
Absolutely. Only you can see your giving history and only when you have logged in. The server is tested daily to make sure that it is safe from hackers and is protected by 128-bit encryption. Encryption is a process that scrambles information into a format that unauthorized parties cannot decode or utilize. The 128-bit encryption we're using is the strongest, most secure form of encryption generally utilized by Internet browsers in North America.

### I'm a member of a group that is not listed on my account, what do I do?

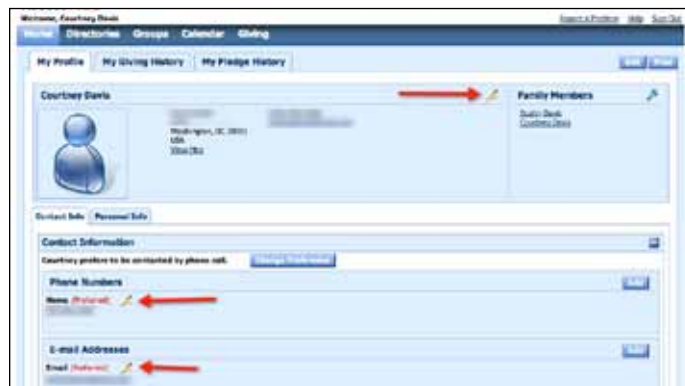
Not all groups will be part of the system when it launches; they will be gradually added by staff and ministry leaders over a period of months. Ministry leaders will be responsible for adding members to their groups. If you have any questions, contact your group's leader.

## How do I update my information?

If you've moved, changed your phone number or e-mail address or would like to add a photo, you can update your record by clicking "Home → My Profile."



Then click on the pencil icon to edit.



## How often is the information refreshed in the member portal?

Any changes you make to your record are processed as a change request and are not updated until reviewed by a staff member.

## Why are my contributions not immediately up-to-date?

Contributions from Sunday are typically available in the member portal by the following Wednesday afternoon. If you are missing recent gifts, they may not be posted yet. Please wait a few business days and check again. If you still have questions, please contact Brindley Goodger (bgoodger@columba.org; 202-363-4119, ext. 210).

## Why am I unable to sign up for an account?

You must enter your first name, last name and e-mail address exactly as we have them listed in our records. If at first you don't succeed, try an alternate name or e-mail address. Perhaps your record has an old e-mail address or you are listed under a full name rather than a nickname. If you still have difficulties, contact Dustin Davis (ddavis@columba.org; 202-363-4119, ext. 214.)

## I'm a lay leader. How will this affect me?

Lay leaders, committee chairs and others in leadership positions will easily be able to send messages to their group members, print mailing labels and access other tools to help you organize and communicate with your group. Not all groups will be part of the system when it launches; they will be added gradually over the first several months.

## How do I pay my pledge or make other payments online?

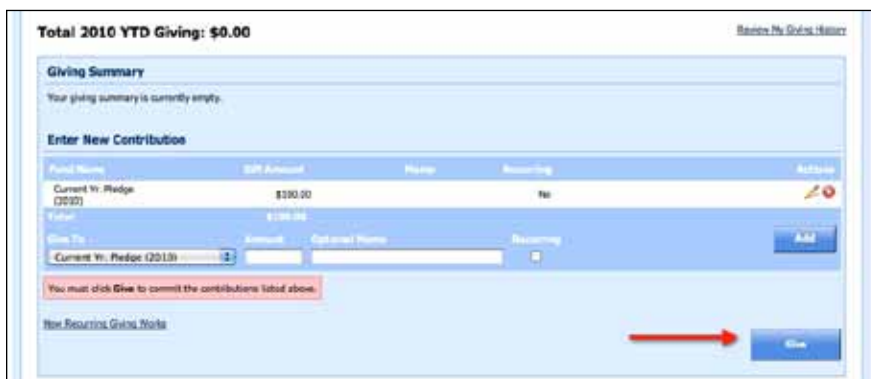
We are excited that the new member portal now gives us the ability to accept credit and debit card payments online. Once you log in, click on "Giving → Give Now."



Payments can be made toward pledge fulfillment, as one-time gifts for things such as flowers and holiday music, for special purposes such as certain outreach groups or restricted funds, to buy tickets for the St. Columba Day picnic lunch or to register for events such as youth trips and adult retreats.

## I clicked the "Give" button and nothing happened. Why?

You must click the "Add" button first and then the "Give" button to commit the desired amount.



Once you select "OK" you will be asked to enter your credit card information. After you enter your card information, click "Submit Payment."



The screenshot shows a payment form with the following fields: Postal Code, Phone Number, E-mail Address, Payment Type (with VISA and MasterCard logos), Card Number, Expiration (Month and Year dropdowns), and Card Verification Number. A blue button labeled "Submit Payment" is at the bottom, with a red arrow pointing to it from the right.

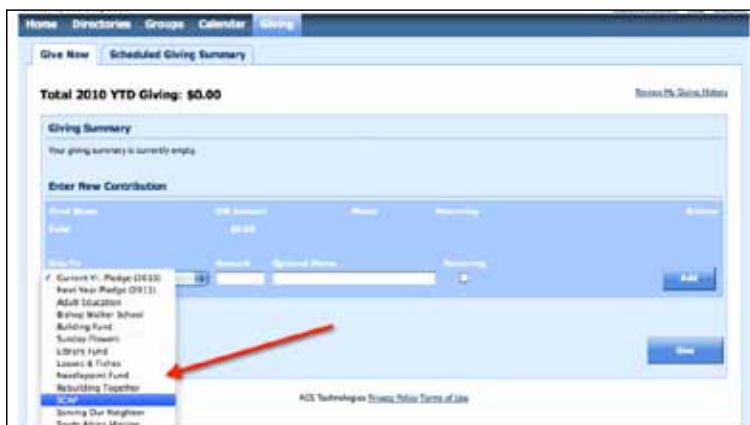
The next item you will see is a page that says "Gift Successfully Submitted." A confirmation message will be sent to your e-mail address with the subject line "Thanks for your payment." These last two steps are your confirmation that monies will be charged to your credit card.

### **Can I make and control automatic contributions?**

Yes. You can determine the amount and frequency of your giving. The amount and frequency can be changed, adjusted or canceled at any time. You can specify whether your gift is intended as a recurring donation or a one-time donation.

### **Can I designate my payment for a specific purpose?**

Yes. You will be asked to designate your gift by selecting from a host of different accounts. For pledge payments, select "Pledge – XXXX" where "XXXX" is the pledge year to which you would like your payment credited. You may also select other funds, such as "SCAP," "Sunday Flowers" or "Water Ministry."



The screenshot shows a web interface for giving. At the top, it says "Total 2010 YTD Giving: \$0.00". Below that is a "Giving Summary" section. The main area is titled "Enter New Contribution" and has a dropdown menu open. The dropdown menu lists several options: "Current Yr. Pledge (2010)", "Next Year Pledge (2011)", "Adult Education", "Bishop Walker School", "Building Fund", "Sunday Flowers", "Library Fund", "Lenten & Easter", "Newspaper Fund", "Rebuilding Together", and "SCAP". A red arrow points to the "SCAP" option in the dropdown menu.

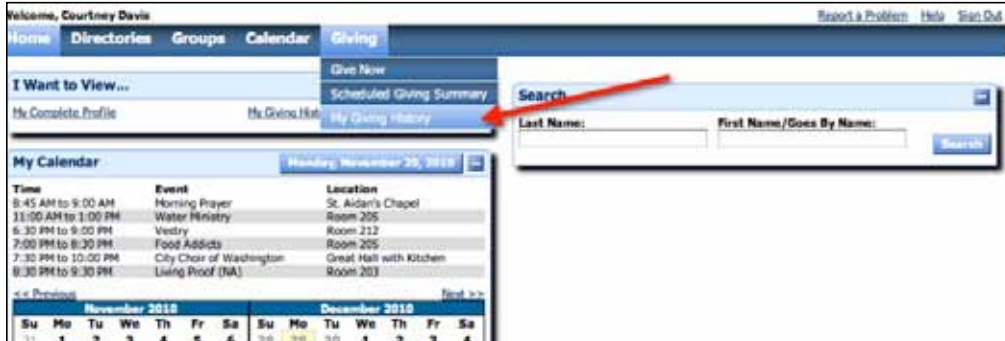
### **How often are automatic donations charged to my credit card or deducted from my bank account?**

You can specify whether you want your contribution to be made one time, weekly, every two weeks (bi-weekly), monthly, twice a month (on the 1st and the 16th) or every three months, from either a credit card or, bank account. You can set up as many schedules as you like. It is possible to give a monthly gift as well as a weekly one.

Note: Please remember to update your credit card's expiration date when you received a new card, or else your recurring contribution will automatically stop.

### Can I view my giving record?

You can view your giving record online at any time by clicking the Member Login button on Columba.org, logging in and clicking the "My Giving History" tab. This will show each donation you made, when you made it and a year-to-date total. Please allow one week for all online donations to be posted for viewing.



### Will I receive a contribution statement in the mail?

Yes. You will receive a contribution statement in the mail several times a year. Your online contributions will also appear on this statement.

### Can I use e-check?

Yes.

### Is giving online secure?

For your protection, we have taken a number of steps to maximize the security of financial transactions that are accepted. Your entry of credit card information is encrypted when transmitted. Encryption is a process that scrambles information into a format that unauthorized parties cannot decode or utilize. The 128-bit encryption we're using is the strongest, most secure form of encryption generally utilized by Internet browsers in North America. In addition, a professional payment processor manages credit card transactions.

### Will church employees have access to my credit card information?

At no time will anyone at the church have access to your credit card information. You are only able to use a credit card online; credit card payments are not accepted in the parish office.

### To whom do I talk if I have more questions about payment options?

You may contact Brindley Goodger (bgoodger@columba.org; 202-363-4119, ext. 210).