

FAQ: St. Michael MY OWN CHURCH

I recently created an account. Why can't I log in?

If your account is new (i.e., created within the last day or two), your church administrator may not have authorized your username and password yet.

I forgot my account login. What do I do?

Visit the site and click the *Lost Password* link, located just below the *Username and Password* fields. Enter your information to receive a reminder at the authenticated email address you provided when you first set up your account.

I received a *Registration Failed!* message. Why?

The system could not find your email address in the church database. We are sorry about that. Just email data@saint-mikes.org. We will help you get set up (and, if needed, registered).

***My Own Church* is not working on my browser. What's the trouble?**

For security reasons, *My Own Church* works on Internet Explorer 8.0+, Firefox 3.0+, Safari 3.0+, and Chrome 2.0+.

How do I keep my information private?

Your church's pictorial directory and member lists are available only to other church families who have authorized accounts. The pictorial directory and member lists are not available publicly on the Internet.

If you wish to keep your information private from other church members, use the *Publish* checkboxes in your *Family Detail* record to set your phone, email, photo, and address as unlisted.

I made some changes to my information. Why aren't they showing up in *My Own Church*?

All updates must be reviewed by our staff administrator. Once we accept your changes, you will see them in *My Own Church* and your record in our main church database will be updated for all church ministries.

Is my *Giving History* confidential in *My Own Church*?

Yes. Your account permits you to see the giving history only for your family. You cannot see anyone else's giving history, and they cannot see yours.

If I update my record in *My Own Church*, will I still need to update my information for religious education?

No. *My Own Church* is connected with the church's main database. Every time you make a change, and, once we accept your update, it will be available to every staff member who uses our database.

Do I ever need to use *My Own Church* again, or is this a one-time deal?

Please save your account information. Your giving history is handy to have online. Also, if you move, get a new email, or change phone numbers, we would like you to log in and update your record.

I'm a liturgical minister. Why can't I see my schedule under *My Ministry*?

We will continue to use our current scheduler for Liturgical Ministers, *Ministry Scheduler Pro*.