

INFELLOWSHIP FAQ

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1. **What is Fellowship One?**

Fellowship One is the name of the database management system used by Bridges Community Church. This system replaces Shelby, a system that was used for the past decade, but finally ran its course and is no longer supported. All data that was in Shelby was transferred into the Fellowship One database. Fellowship One is web-based software and is supported on pcs and smart phones.

2. **What is InFellowship?**

InFellowship is the web-based application that users 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. It requires users to first create a user account. Once this is done, a user may access the following 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.

3. **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. For group leaders, we would like you to record attendance of your group using InFellowship.

4. What other data is kept in users' records?

There is other information kept in the database that is not shown in the InFellowship application such as:

- a. Status (Member, Attendee)
 - b. Dates (baptism, anniversary)
 - c. Contributions
 - d. Groups the individual belongs to
 - e. Attendance (if group leader records it)
- There are other fields that currently are not used, but may be in the future

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

The data was transferred from Shelby, 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 Fellowship One database.

6. 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. Several of the church staff are authorized to add or update people's records.

7. 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.

8. 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

9. 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.

10. 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.

11. What if I forget my login or password?

If you have forgotten your password, click on Forgot Password. 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.

12. 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 database can be used to provide statistics and assist in trend analyses

13. 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.

14. 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.

15. 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.

16. Why do I need to enter my birthdate?

The birthdate is required because you need to be at least 18 years of age to create an InFellowship account.

E-GIVING FAQ

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1. What are the benefits of online giving?

There are several benefits to online giving for both you and the church.

- Simplicity - You will not need to remember if you gave this month or pay period, or send your offering checks when you are out of town.
- Security - Online giving is more secure than giving with a check in that an electronic gift can't be lost or stolen.
- Helping BCC - Online contributions require less processing from our financial staff since the information is logged to your donor record and deposited automatically.

2. Is it safe to give online?

Yes. In many ways giving online is safer than writing a check because an electronic gift cannot be lost or stolen.

3. What types of bank accounts can I give from?

You can give online from your checking account using your bank routing and account numbers.

4. Can I give using a credit or debit card?

BCC allows the use of credit cards in online giving but not debit cards. Please note that BCC incurs a 2% fee for credit card transactions.

5. I currently use my bank's online bill pay feature for my donations. How is this different and should I switch?

You do not necessarily need to switch. InFellowship online giving is different from your bank's online bill pay feature in two ways: First, with the InFellowship application, donations are immediately recorded to the church and your giving history at the time of your contribution whereas your bank takes time (several days) to process and mail a check to the church. Secondly, InFellowship online giving is processed electronically, so there is no need to handle a physical check.

6. Are there any fees involved with giving online?

Not to you. You will not pay any fees with an online gift. BCC does incur a 2% fee for credit card transactions.

7. Can I make a one-time contribution?

Yes. InFellowship allows you the option of either making a one-time contribution or setting up a recurring contribution. For a one-time contribution, you can designate that the contribution should be made immediately or, for both one-time and recurring contributions, you can schedule the contributions to come out of your bank account or credit card on the date(s) specified by you.

8. If I want to set-up a recurring gift, what are my options for frequency of my gift?

For recurring gifts, you have the option of giving weekly, monthly, twice a month (1st and 16th) or every two weeks. You may also specify the starting and ending dates for your recurring gifts.

9. Can I change my personal information or the amount or the frequency of my gift once I have set it up?

Yes. You can change or cancel your contribution at any time *before* the date of your next scheduled contribution (once a contribution has been processed it cannot be cancelled). Simply log in to InFellowship using your user name and password and make the necessary changes in the Online Giving screen.

10. Can I review my donation history online and print a statement for tax purposes?

InFellowship will provide you access to contributions you've made for the current and previous years. After logging in, click on the "Your Giving" link. Make your selections in the "Contributions for" and "Year" menus. For prior years, contact the BCC Financial Office and a report will be generated for you. If you have any problems accessing your contributions, please contact the BCC Financial Office.

11. How long does it take for my donation history to post online for review?

When you first set up your online giving profile, it will take about a week for our staff to link your InFellowship ID with the church database record. After this you will be able to review your previous gifts to BCC in the online giving section of the website. Once your record is linked, future gifts will be posted and available immediately after your gift is received.

12. Can I see giving history for other members of my household?

Yes, if you are in the system as an adult you will be able to view giving history for all members of your household. In order to view history or generate a statement for selected people in your household, select the person or people you want to display under the "Contributions for" selector and click View. Click the "Download statement" link to generate a statement for the person or people in view.

13. Why are some transactions attributed to my household and others attributed to an individual?

All online giving transactions are always attributed to the individual whose InFellowship ID was used to set up and process the transaction. This is because an InFellowship ID is used for one unique person and cannot be shared among multiple people. Paper checks processed by the church are usually attributed to the household. We anticipate this difference not being an issue for married couples filing jointly since it doesn't matter whose name is on a gift for tax deduction purposes.

For instances where you need to show an individual's giving on a separate statement, select the person you want to display under the "Contributions for" selector and click View. Click the "Download statement" link to generate a statement for the person in view.

14. Will I still receive regular contribution statements from the church?

You will not receive a printed contribution statement mailed to your postal address when you create an InFellowship ID. InFellowship gives you the opportunity to print or download your statement at any time for the current year and past year. If you ever need a printed statement sent to you, please contact our BCC Finance team.

15. When will contributions be taken from my account?

Contributions will be taken from your specified bank account within 2 business days of the date you requested. This time frame allows time for the contribution to process through your bank and the church's bank. If the date of your contribution falls on a weekend or a holiday, the transaction will be initiated on the next banking day.

16. Can I designate my gift to a particular ministry or account?

Yes, you can designate your gift to go toward one of the following accounts:

- General Fund: This can be used for normal tithes. This supports the ministries, staff and general operation of our church.
- When We Can: Gifts given to this fund support specific improvement projects. Click [here](#) for more information.
- Benevolence: Your gifts to this fund help people in our church family and community experiencing temporary financial hardship.

We may also add additional accounts at specific times for short-term campaigns such as missions trips. If you don't know which one to choose, please consider giving to the General Fund.

17. How will I know that I set up my gift correctly?

Very shortly after submitting your contribution, you will receive an e-mail verifying your contribution and you will see it in your giving history online. If giving for the first time after setting up your account, you will be able to see past giving history in about a week.

18. Does it matter which Internet browser I use?

No. Any browser will work on your pc, tablet or smartphone.

19. Will I be able to give to special BCC short-term campaigns online?

During times when these campaigns are occurring, you will be able to give a one-time contribution to support the given initiative or campaign.

20. Can I give by online or paper check?

Yes, you can give via online or paper check. If you'd like to write a paper check to Bridges Community Church, please send it via mail, deliver it in person, or place it in the offering plate during the worship service. Our address is:

Bridges Community Church
625 Magdalena Ave.
Los Altos, CA 94024

21. I have additional questions about online giving that have not been addressed. Who can I talk to?

For any questions, concerns or comments about online giving, please contact Nancy Bilderback in the church office at 650-948-5698 X199.