

## **Access ACS Frequently Asked Questions**

### **Is Access ACS secure?**

Yes. The confidentiality of your data is our main priority. Access ACS is a secure site that is supported by ACS Technologies. They are the largest developer of church management software in the industry. To ensure your data is 100% secure and protected, they utilize the most up-to-date security technology available.

### **What if I do not want my contact information to be seen by other PHPC users?**

Once you are logged on, you may go to your personal preferences page within Access ACS and change your options. Click on the Home tab, then select My Account, then click on the Preferences tab. The default setting allows other members to see your address, phone number, family photo, and email address. These are the same items to which members would have access in our church directory. You have the power to select the items you wish to have seen by other members.

### **Who will have access to my giving record?**

Only you, the Financial Secretary and the Senior Pastor have access to information about your giving record.

### **What do I do if my giving record appears to be incorrect?**

Please allow at least two weeks for your record to be updated from any given date. If there is still concern that an item is not showing on your record, please contact Tricia Kopec ([tricia@pleasanthillpc.org](mailto:tricia@pleasanthillpc.org)) the Financial Secretary.

### **Who can see my contact information on the Access ACS site?**

Only registered users have access to contact information via their password. No one else on the internet can see your information. Users MUST be in our membership database before they are given a password.

### **What if I lose my password?**

First try using the "Forgot your password or user name" function on the login page. If this doesn't work for you then send an email to our church office administrator at [office@pleasanthillpc.org](mailto:office@pleasanthillpc.org). Administrators cannot see user passwords but they can reset them. When your password is reset, it will be emailed to you. When you log back into your Access ACS, you will need to go to "My Personal Preferences" page and choose "Change My Password." Your new password will take effect immediately.

### **Can I reset my password?**

Yes. Go to the "My Personal Preferences" page within Access ACS and select "Change My Password." Your new password will take effect immediately.

### **How do I update my personal information?**

Go to the "My Profile" tab in Access ACS. Click on the "Pencil Icon," or choose "Edit" in the upper right hand corner. After you update your record, then click "Submit." This action will submit a change request to the office administrator, and once she reviews it your record will be updated. These updates are normally approved within two business days.

### **What will happen to the contact information on the PHPC website?**

Any Church Directory on the website will no longer be updated. We will continue to use the website to provide important information about PHPC and its activities to the general public and our members but it will not be used to provide the directory. It is important that your information in this system remain up to date and you use it to access contact information for other parishioners.

### **Can I get contact information via my smart phone?**

Yes, since Access ACS is a web-based system, you can access it through your smart phone, tablet, laptop, computer or any other device where you can access the internet. You can download the ACS "Church Life" app onto your smart phone, which will give you access to the church directory.

### **How do I "Sign Up"**

Download the document called "Using PHPC Member Database" from the website.