



## **FREQUENTLY ASKED QUESTIONS**

### **ACCOUNT SETUP/TROUBLESHOOTING**

#### ***I just created my account and MYKnoxCalvary won't take the password that was sent to me.***

Because your first password is computer-generated, it can often contain unusual characters. Many people have found it useful to select the password in the registration email you received and copy and paste it into the Sign In screen. You will be immediately prompted to change your temporary password to one you can remember. Choose a strong password that turns the "strength" bar to green.

#### ***I am having trouble setting my new password.***

Your password needs to be complex enough to satisfy system requirements. The "strength" bar must turn green before your password will be accepted. Adding a symbol or number to your password will help.

#### ***I forgot my password.***

On the Sign In screen where it says "Forgot your password or user name?" click on the password link and follow the instructions on the screen. (Note: The email to reset your password will be sent to the email address associated with your account. If your email address has changed recently, you should let us know at [deanna@knoxcalvary.com](mailto:deanna@knoxcalvary.com) so we can update your record.)

#### ***My email has changed and I can't log in.***

You can also log in with your username, which is typically FirstnameLastname with no spaces. Alternatively, you can either log in with your old email address (and then update your email address) or email [deanna@knoxcalvary.com](mailto:deanna@knoxcalvary.com) describing your situation so we can update your record.

#### ***I don't know my username.***

Usernames are generally in the form of first name combined with last name. For example, John Doe becomes JohnDoe. Alternatively, you can use your email address. If you can't remember your username and your email address has recently changed, either email [deanna@knoxcalvary.com](mailto:deanna@knoxcalvary.com) or click on "user name" where it says "Forgot your password or user name?" on the Sign In screen. This will take you to a page where you can enter your email address and have your username sent to you.

### **CONTACT AND FAMILY INFORMATION**

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

If you've moved or changed your phone number or email address, you can update your record by clicking "My Complete Profile" and then clicking on the appropriate pencil icon for the information you want to update. You will see a note that you have submitted a change request to your account, which will disappear when the change has been approved.

#### ***I've had a family change. How can I update this?***

There are a number of different family situation changes, and most should be handled personally instead of through a system. If you are experiencing a life change event (birth or marriage of a child, death in the family, marriage, or divorce), please contact Deanna at [deanna@knoxcalvary.com](mailto:deanna@knoxcalvary.com) or 865-523-9419 and explain your situation. We will work with you to update your records.

### **GROUP YOU BELONG TO (COMMUNITY GROUP, CLASS, ETC.)**

#### ***I'm a member of a group that is not listed on my account. What should I do?***

Contact your group or ministry leader to see if they can add you to the group, or email [deanna@knoxcalvary.com](mailto:deanna@knoxcalvary.com) and describe your situation.

#### ***I'm listed as a member of a group and I shouldn't be. What should I do?***

Email [deanna@knoxcalvary.com](mailto:deanna@knoxcalvary.com) and explain your situation.