

L I F E L I N K



Welcome to Christian Life's **LIFE LINK**, the Web-based companion to our church database, giving you access to vital information over the Internet.

LIFE LINK allows you to:

- Give tithes and donations online using a check or Debit/Credit card
- Give scheduled and/or recurring contributions
- Update your personal information
- View Church and personal calendars
- Register and pay for events online using a check or Debit/Credit card
- Sign up for classes, activities, groups or volunteer opportunities
- See rosters of people in your groups and easily email them
- View church directories online

Christian Life has decided that secure quality data, as well as fully tested features, are critical to our implementation strategy. Therefore, we will be implementing the features of **LIFE LINK** in a phased approach beginning with the Online Giving module, then the Event Registration module and finally the Groups, Activities and Classes module.

These implementations will take place approximately 4-6 weeks apart. You will be notified as each module is implemented with the features and functions that are available to you.

You do not have to be a member of Christian Life to register for **LIFE LINK**. Anyone can sign up and make online contributions, and register for events.

Popular Questions

1. **Is my contact information freely available on the Internet?**

No, your information is available only to other registered users of **LIFE LINK** who log into the system.

2. **Will this open me up to Spam?**

No, since your data is only available to registered users of **LIFE LINK**, spammers will not be able to access your information.

3. **Why am I unable to create an account?**

There are a few reasons that might prohibit you from successfully creating an account on **LIFE LINK**. First, only those individuals or families who have attended Christian Life and made previous contributions and their families can create accounts. Second, you must enter your first name, last name, and email address exactly as we have them listed in the Church database.

If you have never attended before or never made a contribution you still may register through the **Online Giving link only**. Once your registration is accepted and you are notified of acceptance, you may then use the **Normal Member Login** link to access your record.

If at first you don't succeed, try a different name or email. If you still have difficulties, give the Church a call at (803) 798-4488 or email access@christianlifecolumbia.com.

4. **What information can other users see about me?**

By default, registered users can see your name, your home address, phone numbers and your email address.

5. **Can I limit what information is shown?**

Absolutely, by clicking on "**My Profile**" > **My Personal Preferences** you can select exactly what you are sharing with other registered users. You can choose to share family and individual information through these selections.

6. **How do I update my information?**

If you have moved, changed your phone number or email address, you can update your record by clicking "**My Profile**" > **My Complete Profile** and then click on the **pencil icon**. Next, click on the appropriate field you wish to change. The change is made immediately to your displayed **Life Link** account; however, changes to the main Church database will not be made until the change has been approved, usually the following business day.

7. **How often is information updated?**

We update the information on **LIFE LINK** twice each day at 6:00 am and 6:00 pm. No changes made to the main Church database will be reflected until these updates are completed.

8. **Is my giving history private?**

Absolutely, only you can see your giving history and only when you have logged in to **Life Link**. The **Church Financial Office** is the only other group that will see any contributions you give.

9. **Why don't my contributions look right in My Giving History?**

Contributions made Monday through Sunday in any given week are shown as pending transactions. All pending transactions are posted to the ACS Financial System and available in **Life Link** after 6:00 pm on Tuesday of the following week. If you have any questions regarding Online Giving, please contact the Financial Office at (803) 798-4488 or email financeoffice@christianlifecolumbia.com.

10. **What if I don't have an email address?**

If you do not have an email address, use none@noemail.com as your email address.

Help Features

At any time, you can access the help information by clicking on **HELP** in the top right corner of the screen and it will provide information to answer any question you may have for that specific page.

LINK TO THE LOGIN PAGE

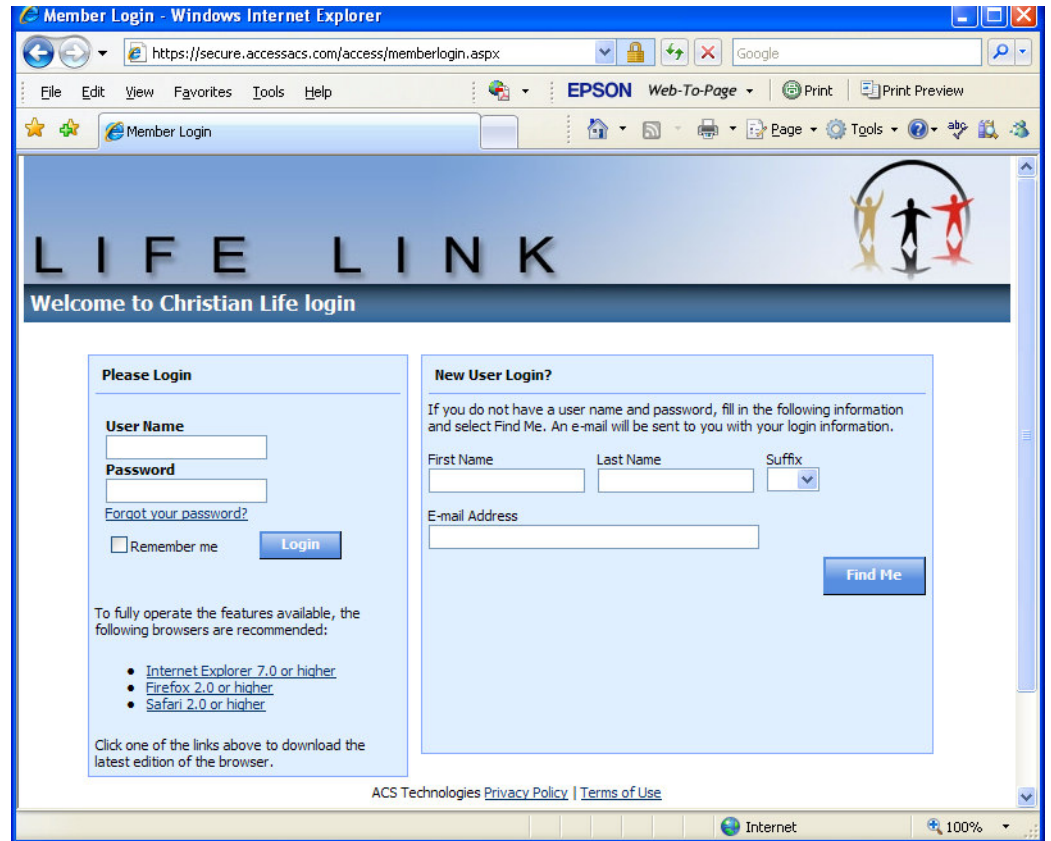
You can choose to go to the login page by going to the **LIFE LINK** page on the Church website www.christianlifecolumbia.com or by going directly to the following link:

Login: **For existing and new users**

<https://secure.accessacs.com/access/memberlogin.aspx?sn=90075>

You should add this link to your favorites.

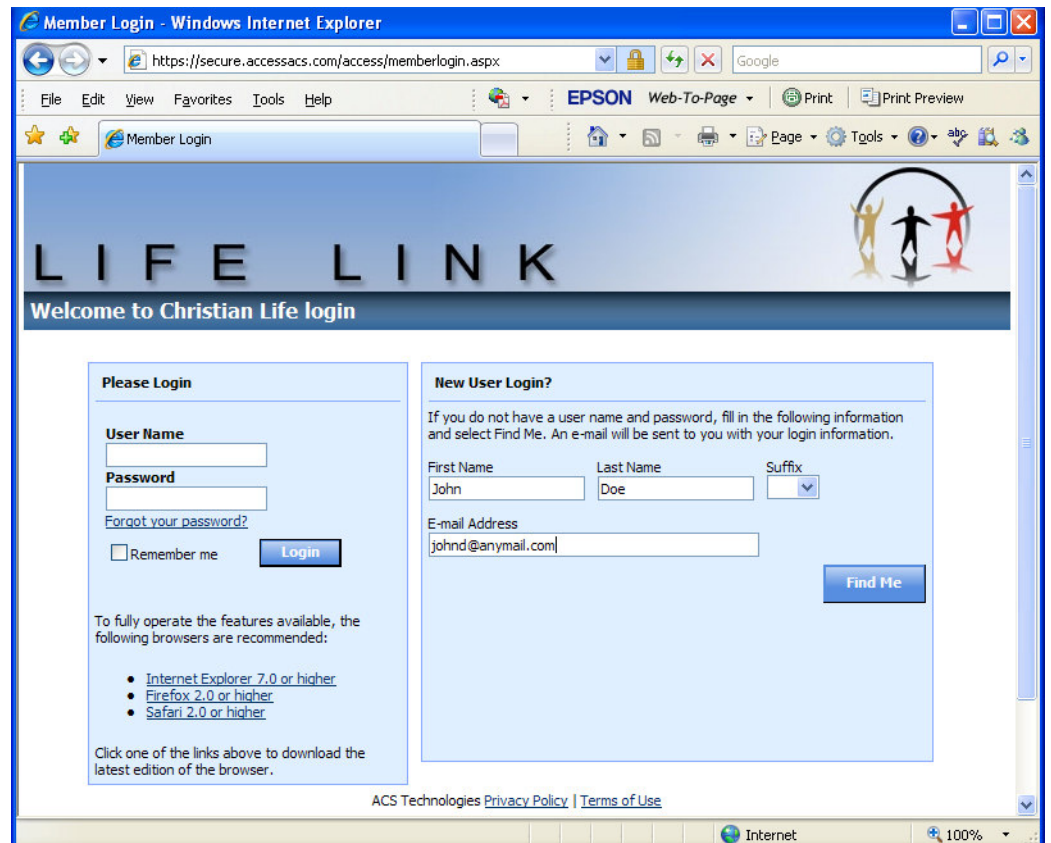
THIS IS THE LOGIN PAGE FOR LIFE LINK FOR NEW USERS.



Complete the information in the New User Login on the right side of the screen.

If you do not have an email address, please use none@noemail.com.

Your completed screen should look like the screen to the right.



If the system found your record in the Church database, you will receive the following message:

Congratulations! You have successfully set up a member account. Please check your email for your username and password at johnd@anymail.com.

From: access@christianlifecolumbia.com
[mailto:access@christianlifecolumbia.com]
Sent: Monday, August 25, 2008 7:52 AM
To: johnd@anymail.com
Subject: Account Information Request from Christian Life

Thank you for registering with us.

We are happy to provide you with your user name and password so that you may login to your personal record at any time.

Click [here](#) to login.

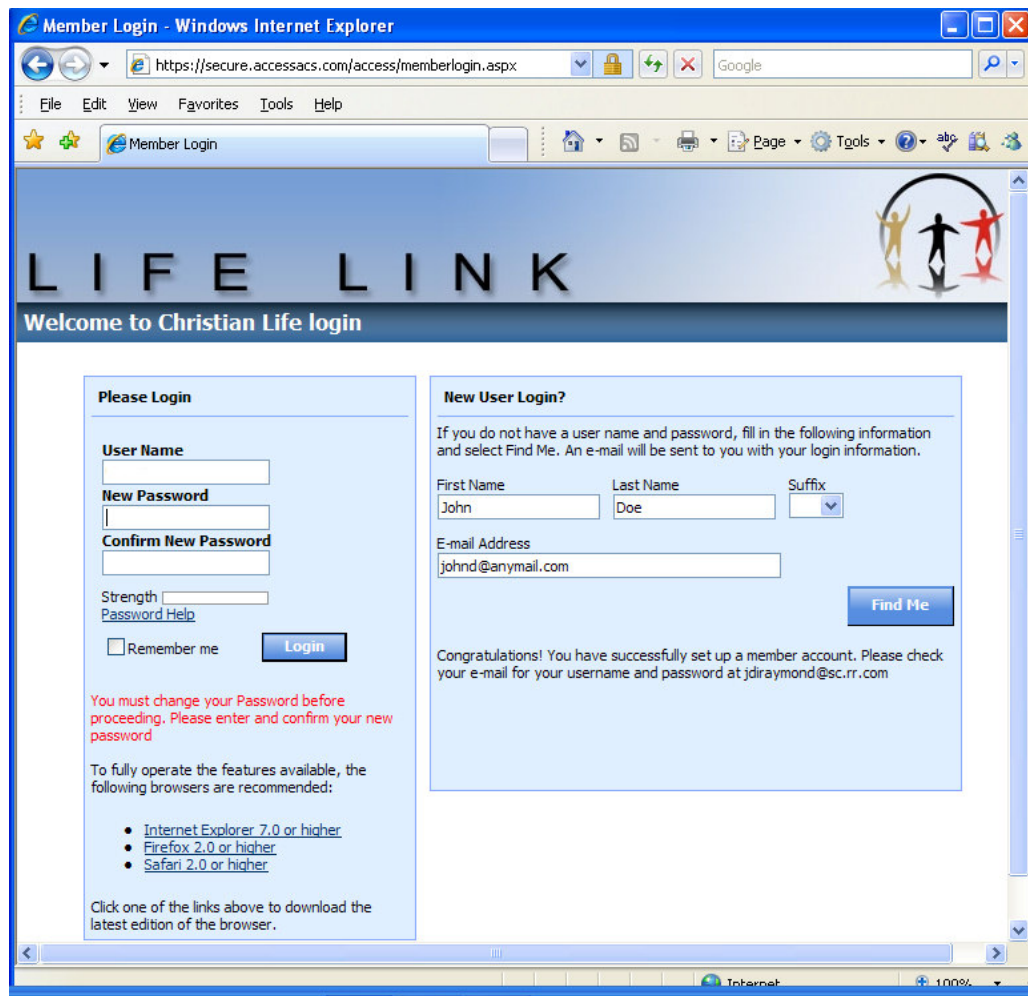
Your user name is: JohnDoe
Your password is: mzqs6yH0Dfav

You will be required to change your password the first time you log in. Please keep your user name and password confidential.

Sincerely,
Christian Life

You can click on the link in the email and by using the User Name and Password from the email, login to **LIFE LINK**.

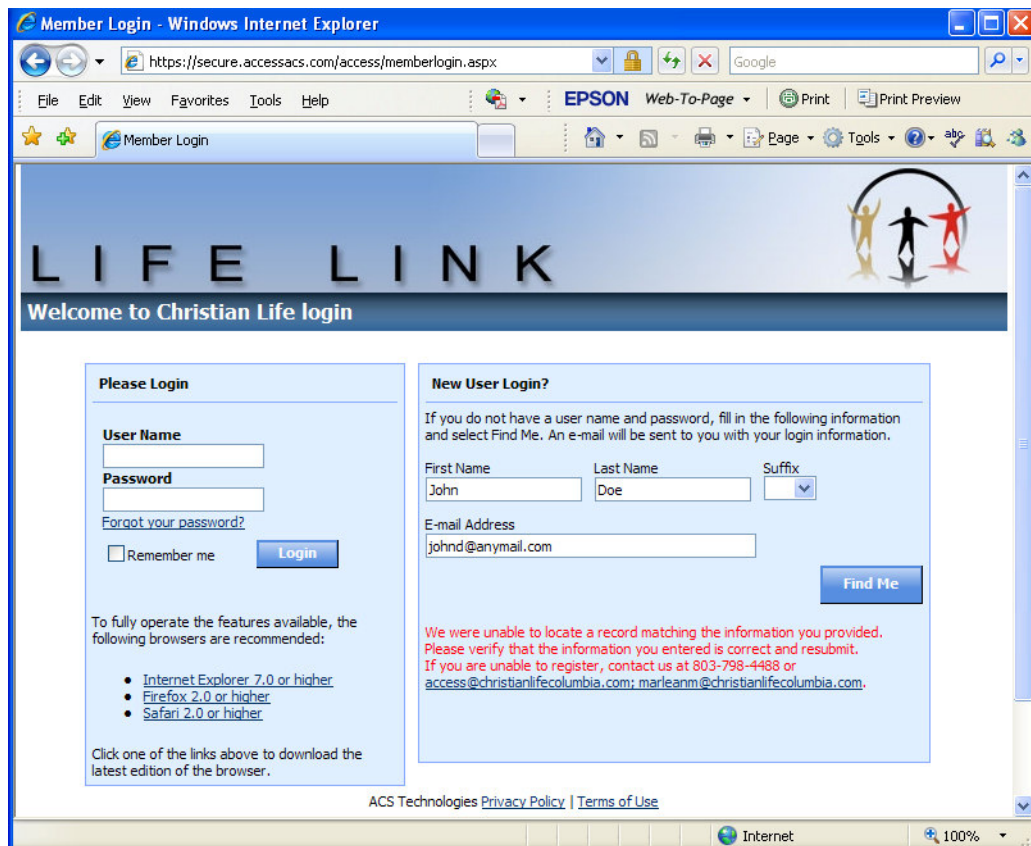
At this point, you must change the password you received in the email to something you prefer.



If the system did not find your name in the Church database, the following screen is returned.

You may have made an error in the name or email address.

If not, follow the instructions printed in red on the screen.



There are several options available to you if the system does not find your name in the Church database:

1. Retry using another name or email address. If you have any correspondence from the Church, see how your name is printed on that information.
2. Call the Church Office at (803) 798-4488 during normal business hours or email the Church at access@christianlifecolumbia.com.

IF YOU WISH TO USE THE ONLINE GIVING FEATURE AND DO NOT WANT TO USE THE OTHER FEATURES OF LIFE LINK

Use the following link to access the Online Giving login:

<https://secure.accessacs.com/access/nonmemberlogin.aspx?sn=90075&sc=give>

This is the login screen for Online Giving only. You must fill in all fields denoted by the red “*”.

The screenshot shows a web browser window titled "Login - Windows Internet Explorer" with the URL "https://secure.accessacs.com/access/nonmemberlogin.aspx". The page features the "LIFE LINK" logo at the top. Below the logo, there are two main sections: "Create a Login" and "Already Have a Login?".

The "Create a Login" section includes the following fields and options:

- First Name *
- Last Name *
- Suffix (dropdown menu)
- E-mail Address *
- Address Line 1 *
- Address Line 2
- City *
- State *
- Zip Code *
- Phone * (with a placeholder for area code: (111-111-1111))
- I verify that I am over 13 years of age
-

The "Already Have a Login?" section includes the following fields and options:

- User Name: DianaRaymond
- Password
- [Forgot your password?](#)
- Remember me
-

Below the login fields, there is a note: "To fully operate the features available, the following browsers are recommended:"

- [Internet Explorer 7.0 or higher](#)
- [Firefox 2.0 or higher](#)
- [Safari 2.0 or higher](#)

At the bottom of the page, there is a link: "Click one of the links above to download the latest edition of the browser."

The footer of the page contains: "ACS Technologies [Privacy Policy](#) | [Terms of Use](#)"

When you sign up for Online Giving only, you fill in the basic login screen and then it is submitted for authorization to the Database Administrator.

After submission, you will receive a system generated email with your User ID and Password, and a link to the login screen to change the initial password. You should complete this process as soon as possible to insure that you are able to login to the system.

Once approval and setup of your record is complete, you will be notified by email that your account is setup for your use.

The approval process will usually be taken care of the next business day following the day you created your account.

Once your approval has been received, you may start utilizing online giving using your User ID and the password you setup at the initial sign up.

SPECIAL NOTE

Should you forget your password or it doesn't work, you may contact the Church Office at (803) 798-4488 during normal business hours or email us at access@christianlifecolumbia.com.