



Frequently Asked Questions

What is The Hub?

The Hub is the new online community for Strong Tower Bible Church provided through Church Community Builder (CCB). Not only will The Hub serve as our church directory, it will be the central place to find out what's going on at Strong Tower, communicate with church leaders and within groups you lead or are a part of, find ways to serve, and stay connected with your friends and small group members. When you log in, you will be able to see your own profile information, the groups you are participating in, events you might be interested in and much more! You can update your profile information and make sure that our records are correct.

How do I use the online community?

You can log in to The Hub from any computer connected to the internet by going to our website: stbc.ccbchurch.com (add this page to your favorites or bookmarks). The best way to see what The Hub is about is to login to the website and look around. If you decide you don't want to be part of the community, you can at anytime request to be 'unlisted' and merely discontinue using it. The Hub works as a church calendar, a program of events, and a communication tool between members and groups. We hope that you will be able to get better connected by searching for groups, volunteer positions, or needs to be filled. The Hub is extremely user-friendly but there are many help videos available if you want to learn more about specific features (select Help>Videos from The Hub home page).

How do I get a login and password?

You must be a part of Strong Tower Bible Church in order to receive a login and password. If you are a visitor or regular attender, you will be able to contact the church leadership, connect with groups you are a part of, and stay updated through weekly communications and by accessing the church calendar through The Hub. Active members of STBC will have the added benefit of being able to communicate and get in touch with other members of the church body. If we have your current email address in our database, you will automatically receive an invitation from The Hub. You can also request a login and password by clicking the **Connect** link on our website.

What if my spouse and I share one email address?

Profiles are connected to your personal email address. There is only one login per email address. If you and your spouse share an email address, you will both log in to the primary contact's profile.

Will my child have a login and password?

Your child's profile will be connected to your family profile. It is not necessary for children 5th grade and under to be given a login (though they can if you choose to request one). It is recommended that students in Jr. and Sr. High be allowed to create a login and password in order to communicate with the groups they are involved in. As with any online community, we recommend the parent monitor activity and help your student establish their individual privacy settings. Profiles of children ages 12 and under will not appear in any search except that of an approved children's ministry worker, and only during the term for which that worker is scheduled.

How often should I log in to the Hub?

Any updates sent from STBC through The Hub will go to your personal email address. You have the ability to set your communication preferences on your profile to indicate if you want to receive instant or daily communications or a weekly summary. You should login regularly to:

- check the message boards for your groups
- share praises, prayer requests and needs via the message boards where available

- update your profile
- search for a person or group
- email a person
- download a file or form

Will I still receive the weekly eblast?

Beginning in May, we will no longer send the weekly eblast through Constant Contact. All updates will be sent through The Hub. As always, you can still find out what's going on at STBC by visiting our website or our Facebook page.

Who will have access to my information?

Your Hub login is secure. The information you enter is available only to others with a Hub login. While our database contains anyone who is on our mailing list, and our website is public, our online community is private in that logins are only granted to members and friends of STBC. You can control what pieces of your profile other members see. Go to My Profile>Update Privacy

What if I don't want my information listed?

You can decide whether to participate in the online community and whether your information will be 'listed' to other online members or 'unlisted'. Unlisted information is only seen by our staff and leadership with "administrative privileges" for use as a church directory. All current profiles are set as 'listed'. **If you do NOT want your information listed, please log in to your profile and change your settings.**

Will my information be kept private?

STBC treats your personal information with the utmost care. We ask that every person that is a part of this online community protect the privacy of fellow members by following our user guidelines listed below.

The Hub User Guidelines

By becoming a member of The Hub (receiving a login and password), you agree to the following rules of use. Violating any of these guidelines will result in immediate blocked access.

- The Hub is intended for personal and ministry use. It is not for solicitation of any kind. Do not use it for business purposes or for ministry, groups, etc. outside of the STBC community.
- Protect the privacy of members by not giving their phone number, etc. to others outside of STBC. If you would like someone's number and they are 'unlisted', please ask them directly. STBC cannot give out this information without prior consent. Our leaders use this private information with care.
- Do not send emails that are not necessary and requested, e.g. jokes, stories, petitions, etc. Use The Hub with care and courtesy for personal and friendly communication. Even if it's interesting, funny or important, do not send unsolicited information. Do not add members to email lists outside The Hub without prior consent of the individual.
- Members who engage in discussions when available are not to 'slam' other groups, churches or organizations or attempt to solicit members for outside groups or organizations. Keep the online discussions and emails personal, positive and profitable. Discussions will be monitored.
- Online members who become inactive at STBC or do not follow these guidelines and/or abuse the online community will have their login access blocked.
- Members are to inform The Hub Administrator (tfranklin@stbch.org) of any problems so a resolution can be found.

**We hope you enjoy our new online community!
Please let us know if you have any questions.**

Strong Tower Bible Church treats your personal information with the utmost care. By creating a login, you give STBC permission to include your information in our online database, which can only be accessed by members of STBC with a login and password. When you receive the welcome email, please go into your profile and set your privacy settings to a level you are comfortable with. If you choose to keep your profile Unlisted, your information will only be available to the church staff and leadership.