



my
PBC
Raleigh

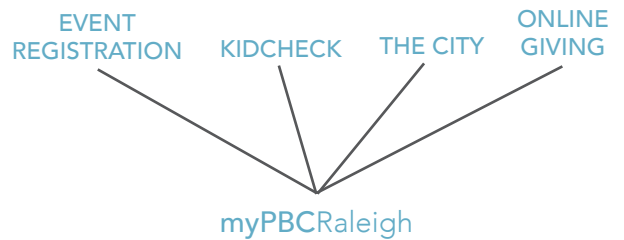
GENERAL USER GUIDE

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INTRODUCTION

Welcome to the new **myPBCRaleigh.com**! This powerful tool will allow the people of Providence to connect with each other and the ministries they serve with in a new streamlined way. No longer will you need to remember multiple logins to interact with the church. Everything from event registration, KidCheck, The City, and online giving has been consolidated to one place with one login.



With this new system, you'll also gain access to a list of new features including the church directory, critical information delivered through texts, a comprehensive list of serving opportunities, and emails better targeted to you and your family.

Here are all the main features you can expect:



TIMELINE

Rolling out myPBCRaleigh in phases throughout 2015 allowed the church, staff, and administrators of the site an opportunity to grow more comfortable with some of its more commonly used features.

Sunday Morning Kid Check-in

January 2015

Activation Emails

January 2015

Online Giving

January 2015

Event Registration

Spring 2015

Groups

November 2015

Weekly Church-wide Emails

December 2015

Deactivation of The City

December 14, 2015

GENERAL USER GUIDE

1 ACTIVATE YOUR ACCOUNT

Before you can gain access to myPBCRaleigh's features you will need to verify that your account has been activated. In early 2015, all members and active attenders at Providence (at the time) were sent an initial activation email. With this email you were able to log in and set up a password.

- » If you know your login information already, skip to **Step 5**.
- » If you activated your account, but do not remember your login information, skip to **Step 3**.
- » If you are not sure if you already activated your account, continue to **Step 2**.

2 REQUEST AN ACCOUNT ACTIVATION EMAIL

If you are not sure if your account has been activated, open a browser and type in www.mypbcraleigh.com. Once the page loads, select 'Sign Up' below the login area.

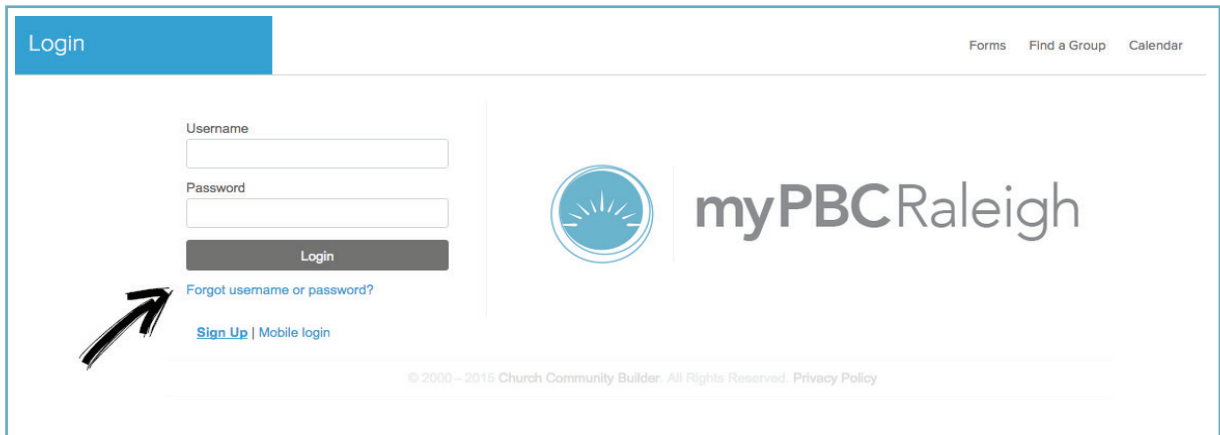
Clicking on 'Sign Up,' will lead you to a new page that looks like the image to the right. Fill in your first name, last name, email, and phone number. Before clicking submit, make sure to read the text on the right of the page. This information will tell you what to expect once you submit this information.

- » If you automatically receive an activation email, continue to **Step 4**.
- » If you do not receive an activation email within a few minutes, please wait 24 hours for an administrator to set up your account. Once you receive this email, continue to **Step 5**.

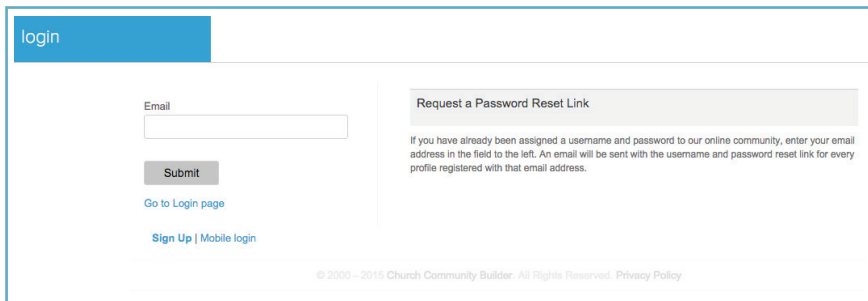
3

RESET YOUR LOGIN

If your account is already activated, but you cannot remember your login information, begin by opening a browser and typing in www.myPBCRaleigh.com. Once the page loads, select 'Forgot username or password?' below the login area.



A new page will load that looks like the image below. Type in your email address and click 'Submit.' You will automatically be sent an email with instructions on how to reset your password.



» If you receive an error message that says your email could not be matched in the system, try another email address you may use or go back to **Step 2**.

» Once you have reset your password, skip to **Step 5**.

4

COMPLETE ACTIVATION

When you receive your activation email, follow the instructions that show you how to set up your login.

» Once you setup your login, continue to **Step 5**.

5

LOG IN

- » Open your browser and type in www.myPBCRaleigh.com.
- » Type in your username (generally your email) and password.
- » Click 'Login.'
- » *Continue to **Step 6**.*

6

EDIT PROFILE

- » Once you have logged in, look for your name in the top right corner of the page. Click your name and select 'Edit Profile' from the drop-down list.
- » Under the 'Basic' tab you will see a list of information about yourself. Verify that all of this information is correct. Keep in mind that this information is tied directly to the church directory. Selecting a 'Mobile Carrier' will allow for text messages from the church and groups you are part of. You will have an opportunity to set who can send a text message to you in **Step 7**.
- » Under your name, there is a place for you to upload a recent photo of yourself. Before you continue, upload a photo. This photo should be a recent close up photo of only you. This will help other people connect with you quicker if they need to reach out to you and it helps build a better sense of community. Please do not upload a random photo or a caricature of yourself. Profile photos can only be seen by other people with a **myPBCRaleigh** login.
- » Select the 'Address' tab next. Verify that all of this information is correct. Again, this information is tied directly to the church directory, so make sure it is correct. You do not need to worry about the 'Carrier Route' or the 'Area of Town' fields.
- » Select the 'My Fit' tab and check off any of the boxes that represent you. Filling this section out allows others to get to know you better and the church to offer you volunteer positions that fit your gifts and abilities.
- » Select the 'Social' tab. Fill in any of the social media accounts that you actively use. You will have an opportunity to set who can view your account names in **Step 3**.
- » Select the 'Custom Fields' tab. If you do not know any of this information, you can skip to the next tab.
- » Select the 'Plugged In' tab. Feel free to fill in any of these field if they relate to you.
- » Congratulations! Your profile is now updated. You should rarely need to update these fields moving forward. If any of your information under 'Basic' and/or 'Address' change, please update them as soon as possible.
- » *Click save and continue to **Step 7**.*

7

EDIT YOUR PRIVACY SETTINGS

- » Look for your name in the top right corner of the page. Click your name and select 'Privacy Settings' from the drop-down list.
- » Read through each setting to help you better decide what information you want to provide to others.
- » Change the settings to what you feel most comfortable with. You may come back and update these settings at anytime.
- » *Click save and continue to Step 8.*

8

EDIT YOUR COMMUNICATION SETTINGS

- » Look for your name in the top right corner of the page. Click your name and select 'Communication Settings' from the drop-down list.
- » Everyone is already in at least one or two groups, but regardless of how many groups you are in, you will be able to set how you want those groups to communicate with you. Read over the description of each setting before continuing.
- » One of the options provides allowance for text messages. While some group leaders (LIFE Class teachers or other affinity groups) may use this more frequently, the church will only use this for critical announcements including service time changes or cancellations.
- » Select the ways in which you feel most comfortable with each group regularly communicating with you. It is highly recommended that you choose 'Send me emails from group participants' for the 'Our Church' group as well as for 'General Church Communication.' This setting will include a weekly email with a Sunday preview highlights for that week.
- » Your communication settings are now complete. If you find that you are missing out on emails or you are getting more than you would like, you may come back and update these settings at anytime
- » *Click save and continue to Step 9.*

9

ENGAGE WITH OTHERS

- » Select 'People' from the left side of the page. Type in the names of those with whom you want to become friends through **myPBCRaleigh**. You can make anyone a friend, which will allow them to see information you allowed in your privacy settings for 'My Friends.' However, you may not be able to see the same information from those you friend. What information you are able to see is dependent on their privacy settings.
- » Select 'Groups' from the left side of the page. Begin interacting with your groups, especially if you are involved in a LIFE Class, by sending messages to other members of the group, by filling needs that others have posted, and by keeping up with class events on the calendar.

CONTACTS LIST

PROBLEM LOGGING IN

If you have followed all of the steps at the beginning of this guide and are still unable to log in to your account, contact:

Karen Dorman // karen.dorman@pray.org // 919.326.3000

Sonia Leath // sonia.leath@pray.org // 919.326.3000

PROBLEM GIVING ONLINE

Codey Hendren // codey.hendren@pray.org // 919.326.3000

BE ADDED TO A LIFE CLASS

Contact your LIFE Class teacher.

ALL OTHER INQUIRIES

Karen Dorman // karen.dorman@pray.org // 919.326.3000

Sonia Leath // sonia.leath@pray.org // 919.326.3000