

Table of Contents

| | |
|---|---|
| What is My Account? | 2 |
| Login Help | 2 |
| To Login | 2 |
| Already have a Login | 2 |
| To setup a new user Login | 2 |
| Login Messages | 2 |
| Forgot my User Name | 3 |
| Forgot my Password | 3 |
| How Secure is My Data? | 3 |
| Clear Lake Presbyterian Privacy Policy | 3 |
| Our Software Provider | 3 |
| What to do when you first Login | 4 |
| Setup Your Personal Preferences | 4 |
| Change your Password | 4 |
| View Your Personal Information | 5 |
| Update Your Personal Information | 5 |
| Upload Your Individual and Family Pictures | 6 |
| View Your Contribution Information | 6 |
| View Your Pledge Information | 6 |
| Printing your Contribution / Pledge Information | 6 |
| Viewing Calendar Information | 7 |
| Selecting Viewing Calendar | 7 |
| Send an Event to My Calendar | 7 |
| Searching the Church Directory | 8 |
| Browse the Directory | 8 |
| Searching Members | 9 |
| Searching Groups | 9 |
| To Logout | 9 |
| For all other Questions / Inquiries | 9 |

What is My Account?

My Account is a secure user-friendly online web-based data management system that offers CLPC members and attendees the ability to access and manage personal/group information online as well as view personal contribution and pledge information. We hope it can be a valuable tool to your involvement at CLPC.

Login Help:

To Login:

1. Click "My Account" from the Clear Lake Presbyterian Church website. You will see the following:

Welcome to Clear Lake Presbyterian Church login

Please Login

E-mail or User Name

Password

Forgot your [password](#) or [user name](#)?

Remember me

To fully operate the features available, the following browsers are recommended:

- [Internet Explorer 7.0 or higher](#)
- [Firefox 3.0 or higher](#)
- [Safari 3.0 or higher](#)

Click one of the links above to download the latest edition of the browser.

New User Login?

Don't have an Access ACS login? Enter your information in the fields below and click Find Me. An e-mail containing your login information will be sent to you shortly.

First Name Last Name Suffix

E-mail Address

ACS Technologies [Privacy Policy](#) | [Terms of Use](#)

Already have a Login:

Use the left side under the "Please Login" section.

1. Enter User Name or Email Address.
(Whichever you setup to use)
2. Enter Password.
3. Click "Login."

To setup a new user Login:

Use the right side under the "New User Login" section.

1. Enter First Name.
2. Enter Last Name.
(Only use Suffix if necessary)
3. Enter Email Address.
4. Click "Find Me."

Login Messages:

- *If you already have a User name and Password, you will receive this message:*
A login record for you already exists. Your username has been emailed to you.
- *If you are found in the database, you will receive this message:*
Congratulations, you have successfully set up a member account. Please check your email for your username and password.
- *If you cannot be found in the database, you will receive this message:*
We were unable to locate a record matching the information you provided. Please verify that the information you entered is correct and resubmit. If you are unable to register, contact us at 281-488-6731 or myaccount@clpc.org.

** If you receive this message, please call or send the following information via the phone or email: Your First name, Last name, and Preferred Email Address. **

Forgot My User Name?

Just click on **user name** in “Forgot your password or user name?” on the login screen under the Password field. You will be asked to enter your email address. An email that contains your user name will be sent to the email address we have on file. **If your email address has recently been changed**, contact us at 281-488-6731 ext. 341 or linda@clpc.org.

Forgot My Password?

Just click on **password** in “Forgot your password or user name?” on the login screen under the Password field. You will be asked to enter your user name. An email with a link to reset your password will be sent to the email address we have on file. **If your email address has recently been changed**, contact us at 281-488-6731 ext. 341 or linda@clpc.org.

How Secure is My Data?

1. Clear Lake Presbyterian Church Privacy Policy:

At Clear Lake Presbyterian Church (CLPC) we are committed to protecting the privacy of our members and attendees who give us their personal information. Any information provided to CLPC will be used strictly to extend the ministry of our church. Personal information included but is not limited to: name, address, email address, telephone number, and picture.

- *We do not sell personal information.*
- *We do not share information with persons, or organizations outside of CLPC.*
- *We will provide information to ministry leaders for the sole purpose of caring for and communicating with people who are actively involved in their groups or areas of service.*
- *We expect staff and volunteers to keep personal information confidential and to use personal information only to provide the services we’ve asked them to perform.*
- *We communicate to our employees and volunteers the need to protect personal information.*
- *We will use email addresses to provide notification of important CLPC news, events, or services. A member of the CLPC staff will approve all mass emails prior to transmission.*

2. Our Software Provider:

Our software provider is ACS Technologies. This is the largest developer of church management software. ACS Technologies provides a link to their “Privacy Policy” and “Terms of Use” information at the bottom of the login screen. Items to note from these policies are:

- *ACS Technologies uses industry-standard SSL-encryption to protect your data transmissions of financial and personal identifiable information.*
- *Your registration and/or account information is password-protected for your privacy and security, and you agree to maintain the confidentiality of the user name, site number, and password you selected.*

****Please notify CLPC immediately if your user name and password has been compromised. If you have any questions or concerns in this area, please contact us at 281-488-6731 or myaccount@clpc.org. ****

What to do when you first Login:

1. Setup your personal preferences.
2. View and update your personal information if necessary.
3. Upload your family and individual pictures.

Setup your personal preferences:

This feature allows you to set privacy settings to your comfort level about information available online in the Directory Search.

1. Place Cursor on "Home" tab.
2. Select "My Personal Preferences." You will see the following:

The screenshot shows a web interface with a dark red header bar containing the word "Home". Below the header is a grey box titled "Personal Preferences". Inside this box, there are four sections, each with a dark red header bar:

- Family Privacy Preferences:** Includes three checkboxes: "Include my family in the Family Directory" (unchecked), "Allow other members to view our address" (checked), "Allow other members to view our phone number" (checked), and "Allow other members to view our photo" (checked).
- Individual Privacy Preferences:** Includes four checkboxes: "Allow other members to view my address in group directories." (checked), "Allow other members to view my e-mail address in group directories." (unchecked), "Allow other members to view my phone number in group directories." (checked), and "Allow other members to view my photo in group directories." (checked).
- My Password:** Shows "Your User Name" and a "Change My Password" button.
- Viewing Preferences:** Includes one checkbox: "Do not display photos when viewing individual or family information" (checked).

A "Save" button is located at the bottom right of the form.

3. Select or Unselect the Boxes of your choosing.
4. Click "Save" Button when finished.

Change Your Password:

1. Under the "My Personal Preferences" page, click the "Change My Password" Button.
2. Enter Current Password
3. Enter New Password
4. Enter Confirm New Password
5. Click "Change Password"

View Your Personal Information:

1. Place Cursor on "Home" tab.
2. Select "My Complete Profile."

Update Your Personal Information:

Changes to your personal information are not immediately applied. They are submitted as change requests and must be approved by a staff system administrator usually within 24 to 48 hours. You will be emailed a confirmation of the request if everything is entered correctly or a notification of error if something is entered incorrectly. You will see the following under the "My Profile" tab:

| | | | | |
|---|---|----------------------------|-------------|--------------|
| My Profile | My Giving History | My Pledge History | Edit | Print |
| Last Name, First Name | | Family Members | | |
|  | Address Houston, TX 77062 USA View Map | Home: (281)867-5309 | | |

1. Click the "Edit" Button on the "My Profile" Tab in the top right corner.
2. Update "Personal Information" by entering or selecting the correct information.
3. Update "User Defined" by entering or selecting the correct information.
**Be sure to update the "Last Info Update" field with the current date. This field is used to determine if a person is attending CLPC. **
4. Update "Addresses" as follows:
 - Under "Addresses," click on "Add" to add/edit.
** Please select/enter "Geographic Zone" and "Sub Zone" (subdivision) on the Add/Edit Address Screen. **
5. Update "Phone Numbers" as follows:
 - Under "Phone Numbers," click on "Add" to add/edit.
** If your home phone is your cell phone, please enter your cell number as Home Phone Type and Cell Phone Type. **
6. Update "Email Addresses" as follows:
 - Under "Email Addresses," click on "Add" to add/edit.
** Please indicate a preferred E-mail Address **

Upload Your Family and Individual Pictures:

If you do not have an image (or images) uploaded, you will see the generic image (shown on page 5) in its place. See frequently asked questions (FAQ's) for the CLPC privacy policy. You control your privacy preferences by setting your personal preferences. This includes your pictures. (See image on page 4)

1. To upload an individual picture:
 - Click "Edit" Button on My Profile Page.
 - Click "Picture" Button located in the top right.
 - Click "Browse" Button to select the picture.
 - Click "Open" Button.
 - Click "Save" Button.
2. To upload a family picture:
 - Click "Edit" Button on My Profile Page.
 - Click "Family" Button located in the top right.
 - Click "Browse" Button to select the picture.
 - Click "Open" Button.
 - Click "Save" Button.

**** The IDEAL picture size is only about 180x150 pixels. Please pre-crop the picture using any picture editor to those dimensions to prevent distorting when you upload your picture. ****

View Your Contribution Information:

This is an additional tab under the "My Complete Profile" section. You can also access it from "My Overview."

1. Click "My Giving History"
2. Your contribution information will be displayed below.
 - Click on "During Date Range" to view additional viewing ranges.

View Your Pledge Information:

This is an additional tab under the "My Complete Profile" section. You can also access it from "My Overview." Here you can view your current progress to meeting your pledged goals as well as the remaining balance

1. Click "My Pledge History"
2. Your pledge information will be displayed below.
 - Click on "During Date Range" to view additional viewing ranges.

Printing your Contribution/Pledge Information:

1. Click the "Print" Button while under the "My Giving History" or "My Pledge History" Tab in the top right corner. It will only print whatever date range you have selected to view.

Viewing Calendar Information:

This section allows you to look up current event information happening at CLPC. You will see the following under the Main "Calendar" Tab. Below is an example of the "Calendar View." You may also view the "Table View."

The screenshot shows a web interface for a calendar. At the top is a dark red header with the word "Calendar" in white. Below this is a navigation bar with "Calendar Home" on the left and three buttons: "Send to My Calendar", "Print", and "Return to Calendar". Underneath is a "Hide Filter" link. A section titled "Select the calendar(s) you want to view." contains several checkboxes: "All facility reservations", "CLPC staff only", "Scouts / Troops", "Worship and Sunday School", "Children and Family Ministry", "Early Childhood Program" (which is checked), "Women's Ministry", and "Youth Events". To the right of these are links for "Select All Calendars" and "Un-select All Calendars". Below the filters is a note "* Tentative Event". The main area shows a calendar for "September 2009" with navigation links for "< August" and "October >". The calendar grid has columns for "Sunday", "Monday", "Tuesday", "Wednesday", and "Thursday". Events are listed for Tuesday (1st), Wednesday (2nd), and Thursday (3rd).

| Sunday | Monday | Tuesday | Wednesday | Thursday |
|--------|--------|---|--|--|
| | | 1 Early Childhoo... ECP Chapel OAKS GAME Fell... | 2 Early AM Toner... ECP Music and ... Early Childhoo... | 3 ECP Music and ... Early Childhoo... Houston Sympho... |

1. Click "Select Calendar(s)" located on the upper left side. A drop-down menu will appear and you will be able to choose which types of events to view by checking the appropriate boxes. Clicking "Hide Filter" will make the drop-down menu go away.
 - Additional options can be selected on the right side. These include "Select All Calendars" and "Un-select All Calendars."
2. You may select a different month by clicking the name of the month on the right.
 - The calendar will only have information for the current month and several future months.
3. You may also view a particular day by clicking on the day's number. This will open the "Table View."
 - From here, you can select an individual event.
4. Viewing an individual event allows you to see more information about an event. This includes:
 - Event Name
 - Event Times
 - Location
 - Contact Name
 - Contact Phone
 - Calendar Types event will appear on
 - Recurring Information

Print Event Information:

1. Press the "Print" Button on the top right. It will only print the selected event's information.

Send an Event to My Calendar:

This feature allows you to export an individual event's details to your own computer calendar.

1. Press the "Send to My Calendar" Button on the top right.

** It is an icalendar file (.ics) and is intended to be used with Microsoft Office Outlook where it will appear as an invitation to an event on your personal home Outlook Calendar. **

Searching the Church Directory:

These features offer the convenience of finding contact information about other CLPC members. You might also be able to put a name with a face if they have uploaded a picture. Only available information will appear. It also corresponds to the personal privacy settings users have set in their "personal preferences." You can view this information by *Browsing the Directory* or by *Searching Members or Groups*.

Browse the Directory:

You will see the following under the Main "Directories" Tab.

Directories

Directories

To print directories:

1. Select a Directory Type and a Directory Selection. Click Preview.
2. Click Print from the menu bar at the top of the Adobe Acrobat Reader screen.
3. Click OK.

Directory Type:

Individual

Family

Directory Selection:

Online Directory

Pictorial Directory

Preview **Back**

1. Select Directory Type.
 - The "Individual" type will have individual records while "Family" type will include both head and household members.
 - If you plan on printing this, a Family Directory Type will be fewer pages to print.
2. Select Directory Selection.
 - The Online Directory is just text. It will include Addresses, Emails, and Phone Numbers.
 - The Pictorial Directory will display everything that the Online Directory will display as well as pictures.
3. Press the "Preview" Button.
 - This will open a portable document file (.pdf). The email addresses contained in it are links and can be clicked on to send an email to the selected recipient.
 - If you are unable to view it because you do not have the latest version, please download the latest version of Adobe Reader at: <http://get.adobe.com/reader/>

Searching Members:

Another way to search for information is to use the “Search” Feature under the “Home” tab. It appears as follows when you first login on the right side of the page:



The screenshot shows a search interface with a dark red header containing the word "Search" and a minus sign icon. Below the header, there are two input fields: "Last Name:" and "First Name/Goes By Name:". To the right of these fields is a "Search" button.

1. Enter the corresponding information into the search feature.
2. Press the “Search” Button.
 - Only available information will appear. It corresponds to the personal privacy settings users have set in their “personal preferences.”

Searching Groups:

All users may not have this feature. It is only available for those involved in certain CLPC groups for convenience. If you do not have this feature, this area will be blank. If you do have this feature, you will notice a group box located underneath the main search bar under the “Home” tab entitled “My Groups” as follows:



The screenshot shows a "My Groups" interface with a dark red header containing the text "My Groups" and a "View More" button with a minus sign icon. Below the header, there is a table with two columns: "Name" and "Action". The "Name" column contains the text "ELDERS > Session". The "Action" column contains a dropdown menu with the text "I want to..." and a "Go" button.

1. Your group name will be listed.
2. Under the “Action” bar, select, “print directory.”
3. Press the “Go” Button.
4. It will take you to the “Directories” Tab. This time, however, your directory will only show your other group member’s information.

To Logout:

Press “Sign Out” located in the upper right side at any time while logged into “My Account” to end your session.

For all other questions / inquires:

1. Use the “Help” feature located in the top right. This may answer a question you may have.
2. Use the “Report a Problem” feature located in the top right if something is not working correctly.