

## Member login from our Website

You have the ability to access some of the information from our church database, including pledging and making payments online. You are also able to look up limited directory information for church members and ask for changes in your own personal data. One important key to understanding this system is you are not looking at live information on our server. Once a day we must “sync” the data to a secure server, so at any given time you may be looking at data that is anywhere from one to 23 hours old.

Our church software is called ACS (Automated Church Systems) and the program used with our website is their product called Access ACS. Some members find logging into the system for the first time easier than others. What follows are some instructions and tips that may help you login for the first time.

From our home page at [www.whitememorial.org](http://www.whitememorial.org) look for the Member Login link at the top of the page. This takes you to the “Member Login” page. Click the link to login to ACS (church database).

You should now be at the Access ACS sign in screen. If you have **never** signed into Access ACS (through pledging or registering for events), look **below** the blue box for: **Need a login? Click here** (don’t put anything in the blue box!). You will then be asked for your email address, and first and last name. The email address **must be the one we have on record**. If your email has changed or you are working from another email address, you will be denied sign-up or the system won’t “find” you.

Another important tip concerns your name. Anyone that uses a first initial in their name will need to put their first initial and middle name in the first name box. Example: C. John Doe. You can then click the “find me” button and if you are found, you will be guided through setting up your login name and creating a password.

At any time after creating a login, if you change your email address your login becomes “locked”. You will need to notify us of your new email address so we can correct the system.

If you have any questions pertaining to pledging and payments contact Jody Grayson at [jgrayson@whitememorial.org](mailto:jgrayson@whitememorial.org). Questions about membership information contact Elizabeth Viohl at [eviohl@whitememorial.org](mailto:eviohl@whitememorial.org) and questions involving limited technical support can be directed to Colleen Aguirre at [caguirre@whitememorial.org](mailto:caguirre@whitememorial.org).