



FELLOWSHIP ONE FAQ

- **What is Fellowship One?**
 - Fellowship One is a people management system that is being used to help care for our congregation, keep track of membership, and allow community members to view and update their information.

- **How do I create a Fellowship One account?**
 - To create an account, log onto www.cslnmidtown.org
 - Click the Fellowship One button in the right column of the home page or under the Donate button on the menu bar.
 - Complete the form with your current information.
 - Verify your email address by clicking the link received in your designated email address from Fellowship One and return to the log-in page to finalize registration and log in.

- **I have created an account and logged in, but can't see my current information?**

If you are unable to see your information your account needs to be linked. Please allow 72 hours for your account to be linked. If it has not been done by that time, please send email to info@cslnmidtown.org. A member from the data integrity team will contact you.

- **Will my information be given to any third parties?**

Your information is held securely by the Fellowship One system. This information will remain private and will never be given away to third parties, other than to process your scheduled contributions.

- **How do I view my giving history?**
 - Log in to your Fellowship One account.
 - Select the "Giving" option in the top menu selections.
 - Once selected, you will be able to see the giving history for your entire household or select individuals within your household to see their history.

- **I can't view my giving history?**

If you are unable to view your giving history, your account may not be linked. Please allow 72 hours for your account to be linked. If it has not been done by that time, please send email to info@cslnmidtown.org. A member from the data integrity team will contact you.



- **Can I schedule new contributions?**

You can schedule new contributions at any time and can modify or cancel those contributions at any time prior to the date they are scheduled. Once the contribution has been processed, however, it cannot be canceled. If you have any problems or questions related to this, please contact us at info@cslmidtown.org.

- **How do I set my privacy settings?**

- Log in to your Fellowship One account.
- Select the "Home" option in the top menu selections.
- Select "Privacy Settings" .
- Once selected, you can slide each bar of information to the appropriate level that you would like leaders and members to see.
- Make sure to save your changes.

- **How do I join the online church directory?**

- Log in to your Fellowship One account.
- Select the "Home" options in the top menu selections.
- Select "Privacy Settings".
- At the bottom of this screen is a box where you can indicate whether or not you will like to be included within the directory.
- Save your changes.
- To view the directory, select "Directory" in the top menu selections.

- **How do I upload a picture to my profile?**

- Log into your In Fellowship account. Select "Your Profile"
- Select "Update Your Profile" under the Actions Tab to the right
- On this page to the left of your name you will see an icon with generic image.
- To upload your own picture, select change (you will be directed to another page), browse your computer for the picture you would like to upload (pictures cannot exceed 1mb)
- Once you insert page, save, and the picture is now added to your profile.
- To change the picture, you would follow the above steps.

- **Who should I contact if I have any additional questions?**

Please send an email to info@cslmidtown.org.