

FIRST Link Frequently Asked Questions

Revised: October 27, 2010



1. **What is my user name and password?**

Your user name is your first name plus your last name, with NO spaces. (i.e. MickeyMouse, not Mickey Mouse) It is not case-sensitive. A temporary password is e-mailed to you immediately after you register online.

2. **How secure is my data?**

The confidentiality of your data is our utmost priority. Only your name, mailing address, primary phone and primary E-mail address can be displayed for others to see. Furthermore, you can still opt-out of displaying any information by setting your personal profile, or by notifying us at george.smith@firstbaptistnet.com. The only individuals able to see your information are those in our church family who have a FIRST Link login. Our software provider is ACS Technologies, the largest developer of church management software in the industry. They have a secured website that we access which is housed in a secured data center and is subject to periodic security audits to ensure safety and privacy of your data.

a. **Can I limit what information is shown?**

Absolutely! At the Home tab, click on My Account > Personal Preferences and you can select exactly what you are sharing with other church attenders.

b. **Won't this open me up to spam?**

No. Since your data is only available to the people of the church, spammers will not be able to access your information.

c. **Is my contribution information private?**

Absolutely! Only you can see your contribution information and only when you are logged in. The server is tested daily to make sure that it is safe from hackers and is protected by 128-bit encryption.

3. **I don't have a FIRST Link userid.**

Click on "Need a login? Click here." A temporary password will be created and will be e-mailed to you. You can then return to FIRST Link and login and create a permanent password and begin working in FIRST Link.

4. **I tried "New User Login" and received the error "We were unable to locate a record matching the information you provided."**

This happens upon your first login when FIRST Link is not able to match your personal information to the information in our database. This can happen when you use an informal name (i.e., Bob) instead of a formal name (i.e. Robert), for example. If you are unable to resolve the issue, send an e-mail to george.smith@firstbaptistnet.com with your full name, address and E-mail address and she will get back to you within 72 hours.

5. **Why am I unable to sign up for an account?**

There are a few reasons that might prohibit you from successfully creating an account at FIRST Link. First, only those that we have previously added to our church database are able to sign up for an account. Second, you must enter your first name, last name and e-mail address exactly as we have them listed in our database. If you have difficulties, e-mail george.smith@firstbaptistnet.com or give her a call at 623-4028, ext. 208.

6. I just received a new password and I still can't login.

Temporary passwords are computer-generated and can sometimes include characters that aren't obvious to you when looking at it on your screen. It's best to highlight the new password in your e-mail, select EDIT from the menu toolbar and then select COPY. At the FIRST Link login screen, click in the password field and press <CTRL> + <V> on your keyboard; this is the shortcut to PASTE the selection into your password field. Once you login, you can change your password to something easy to remember.

7. I forgot my password or user name.

Just click on "Forgot your password or user name?" on the login screen under the password field and you will receive an e-mail with a link to reset your password or a reminder of your user name. Note: This e-mail will be sent to the e-mail address we have on file. If your e-mail address has changed recently, you should let us know by e-mailing george.smith@firstbaptistnet.com so that she can update your record (see #8 below).

8. My E-mail address has changed. How do I update that in FIRST Link?

Because FIRST Link user accounts are tied to your E-mail address, it is important that you keep your E-mail address on-file current. Should you desire to change your primary E-mail address in your profile, the following message is displayed: "We have detected that you have the following e-mail address associated with your login: (address displayed here)."

By selecting Change Login, the address will be updated to your new E-mail address. If you select Don't Change Login, then the change request will be submitted; however the E-mail address will not be updated until approved by the administrator.

9. How often is the information refreshed on FIRST Link?

FIRST Link is updated daily at 5:00 a.m. No changes made to our database are immediately reflected on FIRST Link. Manual updates can be made at different times throughout the day if deemed necessary.

10. How do I update my information?

If you've moved, changed your phone number or E-mail address, or don't like your photo, you can update your record by clicking My Profile under the Home tab and then clicking on the pencil icon.

11. I'm a member of a group that is not listed on my account, what do I do?

E-mail george.smith@firstbaptistnet.com with the group that you should be listed in and she will have corrected and reply to you.

12. Why are some people not listed in my small group?

If someone is a part of your group but has not attended in quite a while, they may not be listed. Additionally, if someone has opted out of FIRST Link, they will not be listed. If you have any concerns about someone not being listed, e-mail george.smith@firstbaptistnet.com with your concerns.

13. Why don't my contributions look right in My Giving History?

Contributions from Sundays are typically available on FIRST Link by the end of any given week. If you are missing recent gifts, they most likely have not been posted yet. If you have other questions, please call our Finance Manager, Doug Lunsford at 623-4028, ext 207 or e-mail at doug.lunsford@firstbaptistnet.com.

14. I'm a lay leader, what is extra for me?

Lay leaders like Sunday School or Small Group Bible Study teachers will be able to see more information about their group members. This happens automatically based on your position in the group.