

GEBC Member Login & Church Life App FAQs

GENERAL QUESTIONS

WHAT'S THE DIFFERENCE BETWEEN ACCESS ACS AND THE CHURCH LIFE APP?

Access ACS is a secure website that Glen Ellyn Bible Church uses to give our members and regular attenders access to their contact information and giving records. Its key features are:

People:

- Look up phone numbers, addresses, and emails for GEBC members and regular attenders.
- Quickly update your contact information and preferences.

Events:

- See what programs and events are happening at GEBC.
- Register and pay for events.

Giving:

- Give quickly and securely online, and set-up and manage automatic/recurring giving.
- Access your giving records and print tax statements.

The Church Life App brings the same basic features as Access ACS to your Smartphone. The app is compatible with Apple, Android and Windows Smartphones. Its key features are:

People:

- Look up phone numbers, addresses, and emails for GEBC members and regular attenders.
- Easily add contact information to your phone's contact list.
- Send a text or call a GEBC member/regular attender from within the Church Life app.
- Pull up directions and a map to GEBC member/regular attenders' homes.

Calendar:

- See what programs and events are happening at GEBC.

Giving:

- Give quickly and securely through the app.

IS ACCESS ACS SECURE?

Yes. The confidentiality of your data is our main priority. Access ACS is a secure site that is supported by ACS Technologies. They are the largest developer of church management software in the industry. To ensure your data is 100% secure and protected, they utilize the most up-to-date security technology available.

CAN I BOOKMARK THE ACCESS ACS SITE SO I DON'T HAVE TO GO THROUGH THE CHURCH WEBSITE?

Yes. Click [here](#) for the Access ACS Login Screen. Please feel free to save the Access ACS page to your favorites list in your web browser for easy access.

WHO CAN SEE MY CONTACT INFORMATION ON THE ACCESS ACS SITE & THE CHURCH LIFE APP?

Only registered users have access to contact information via their password. No one else on the internet can see your information. Users MUST be in our member/regular attender database before they are given a password.

WHO WILL HAVE ACCESS TO MY GIVING RECORD?

You and authorized administrative staff will be the only people that have access to information about your giving record. Neither church officers, nor the pastoral staff has access to this information.

WANT TO KNOW MORE?

For questions, comments, and concerns about Access ACS, please contact the church office at gebc@gebible.org or 630.469.2964.

GEBC Member Login & Church Life App FAQs

QUESTIONS ABOUT YOUR ACCOUNT

HOW DO I CREATE AN ACCESS ACS ACCOUNT?

Click the “Login/Register” button at the top of the gebible.org homepage (or click [here](#)).

Click the “Need a login?” link near the bottom of the page. You will be asked for your email, first name and last name. This should match what the church already has on file for you. If you are unsure what information the church has on file, please contact the church office at 630.469.2964 during business hours and we’ll assist you.

ASC will then send an email with a subject line of "New Account Verification for Glen Ellyn Bible Church" to the email address you provided for the church file. A username will be assigned to you, usually a combo of your first and last names. Click the verification link in the email to start using your account. You will use the same email/password combo to log into the Church Life App.

WHAT IF I FORGET MY PASSWORD?

Click the “Login/Register” button at the top of the gebible.org homepage (or click [here](#)).

Click the link “Forgot your password or user name?” Follow the instructions to reset your password or retrieve your user name.

CAN I RESET MY PASSWORD?

Yes. Click the “Login/Register” button at the top of the gebible.org homepage (or click [here](#)). Sign in with your current user name and password.

Go to the “Home” tab and select “My Account.” Click the “Change” link to the right of your password information. Enter your new password, following the guidelines listed. Confirm the password and click “Save”. Your new password will take effect immediately.

HOW DO I UPDATE MY PERSONAL INFORMATION?

Click the “Login/Register” button at the top of the gebible.org homepage (or click [here](#)). Sign in with your current user name and password.

Go to the “Home” tab and select “My Profile” or click the “My Complete Profile” link near the top of the page. Click on the “Pencil Icon” or choose “Edit” in the upper right hand corner. After you update your record, click “Submit.” This action will submit a change request to the church office and, once reviewed by staff, your record will be updated. These updates are normally approved within one week.

GEBC Member Login & Church Life App FAQs

QUESTIONS ABOUT GIVING ONLINE OR THROUGH THE CHURCH LIFE APP

HOW DO I GIVE ONLINE FROM THE GEBC HOMEPAGE?

Click the large “Giving” button on the gebible.org homepage (halfway down the page on the right). Enter the gift amount and select a fund. Enter the same email that you use to login to Access ACS...this will link your gift with your member record and year-end contribution statement. Enter your password and click “Sign In.” Complete the payment details and click “Give.” You will receive an email confirmation and receipt.

HOW DO I GIVE ONLINE FROM WITHIN MY ACCESS ACS ACCOUNT?

Click the “Login/Register” button at the top of the gebible.org homepage (or click [here](#)). Sign in with your current user name and password.

Go to the “Giving” tab and select “Give Now” or click the “Give Now” button halfway down the page. Fill out the appropriate gift and payment details to complete your gift. Your gift will not be completed until you review details and click the “Process Gift” button.

HOW DO I GIVE USING THE APP?

Click [here](#) for a pdf of more complete instructions.

CAN I SEE A REPORT OF MY YEAR-TO-DATE GIVING?

Yes. Click the “Login/Register” button at the top of the gebible.org homepage (or click [here](#)). Sign in with your current user name and password.

Go to the “Giving” tab and select “My Giving History” or click the “My Giving History” link halfway down the page. Your contribution records will be displayed. You can also download a pdf tax statement after January 31.

CAN I SET-UP AND UPDATE RECURRING/AUTOMATIC GIVING?

Yes. Click the “Login/Register” button at the top of the gebible.org homepage (or click [here](#)). Sign in with your current user name and password.

Go to the “Giving” tab and select “My Scheduled Giving” or click the “Manage Scheduled Giving” link halfway down the page. Click the “Add New Gift” button to set-up and follow the instructions to set-up a recurring gift. To update an existing recurring gift, click the “Pencil Icon” next to the gift.

WHAT CAN BE DONE IF MY GIVING RECORD APPEARS TO BE INCORRECT?

Keep in mind that giving records can lag behind a week or two during certain busy times of the year. Please allow at least two weeks for your record to be updated. If there is still concern that an item is not showing on your record after this two-week period, please contact the church office at gebc@gebible.org or 630.469.2964.

GEBC Member Login & Church Life App FAQs

QUESTIONS ABOUT THE CHURCH CALENDAR & EVENT REGISTRATION

HOW DO I VIEW UPCOMING EVENTS?

There are several options:

GEBC WEBSITE

The gebible.org homepage lists events that are happening “today” and a few highlighted upcoming events. You can click the link on the bottom of the list to see a full listing of events, or visit www.gebible.org/events.

FROM WITHIN ACCESS ACS

Click the “Login/Register” button at the top of the gebible.org homepage (or click [here](#)). Sign in with your current user name and password.

The first page you see (the Home/ My Overview page) should display a small calendar. To see a large version of the calendar, click the “Events” tab and select “Calendar.” You can navigate to other months/years. Select a listed event to see details.

USING THE CHURCH LIFE APP

Open the Church Life App and log in. Click the menu in the upper-left corner. Select “Calendar” and a list of events will appear. You can switch between List and Month view using the button in the upper-right corner. In Month view, navigate up/down to other months, or forward/backward to other years.

HOW DO I REGISTER FOR UPCOMING EVENTS?

Many departments list information about events on their ministry pages, and include registration links in the event descriptions. You may also register for some events through Access ACS.

FROM WITHIN ACCESS ACS

Click the “Login/Register” button at the top of the gebible.org homepage (or click [here](#)). Sign in with your current user name and password.

Click the “Available Registrations” link near the top of the page. You’ll see a list of events for which you can register through Access ACS. Click the “Register” button to complete your registration. Some events use other registration methods, so this may not be a complete listing. You may need to visit each department’s ministry webpage to register for other events.