

General Questions about InFellowship



Q: How do I get to the online directory?

A: To see the directory, login or create an account in InFellowship. From the home page of your account select YOUR GROUPS, select CHURCH DIRECTORY and click on the tab that says ROSTER and you're there.

Q: I don't have an e-mail address. Can I still register for an account?

A: Not at this time. Program developers are working on changing this.

Q: I registered for an account and my wife also tried to but it told her that the e-mail address was already used. We share an e-mail address, how does she register too?

A: Unfortunately our database program requires each individual to have a unique log-in. Your e-mail address is what identifies you as a 'unique person' – kind of like your social security #. This is the same requirement of financial institutions or any place online that requires you to create a user account.

Q: Can I call the office and have you create an account for me?

A: Internet Privacy Rules do not allow us to register for you. Your log-in information should be private as it allows you to access your online giving records. If you don't have access to a computer and need assistance, you can come to the office and one of our admin staff can assist and walk you through it.

Q: I have followed the instructions and I can't log in, who do I contact?

A: Call the Church office (309-452-5076) or e-mail us at questions@gracenormal.org.

Q: Can anyone view my information if I register?

A: ONLY people in our congregation who have the status of member or attendee in our database can view the directory. Visitors and the general public cannot access the directory.

Q: I am a member and I created an account but I can't see my ABF class or Connection group or the directory.

A: It's important to create your account with the same e-mail address we have in our database. If you register and use a different e-mail address, our database will not recognize that it's you and create a duplicate record. Please send an e-mail to us at questions@gracenormal.org. We will merge the records together and then you will be able to view your groups and opt-in to the directory.

Q: What if I forgot my email or password?

A: You can recover your password if you know what email the account used. Please contact us if you need to know the email used for your InFellowship account.

Q: Why can't I find someone in the directory?

A: The directory is an opt-in system, which means that everyone who wants to be in the directory must choose to be included. This gives everyone the privacy that they choose to be shown online. You can add yourself to the online directory by going to the privacy settings and checking the "Include me in the church directory" box.

Q: I've created an account. Why can't see my groups or giving?

A: If the InFellowship system can't link your account to your database record, you won't be able to see your information quite yet. Those records are linked every few days.

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