



Frequently Asked Questions

I don't have a login. How do I set one up?

1. Visit <https://secure.accessacs.com/access/memberlogin.aspx?sn=1005>
OR the Christ Church Greenwich website:
www.christchurchgreenwich.org > Community > Parish Directory
Click on the "Online Parish Directory" button to be linked to the secure Access ACS address listed above.

You can bookmark these pages in your browser for continued easy access.

2. At the bottom of the page, where it asks "Need a login?"
click on the "click here" link.
3. Enter your email address* and your full name* (including suffix, if applicable)
and click "Find Me" to submit your login request.

**Note: your email address and full name must match the information in the church's database. If these items do not match, you will receive a system error message. To troubleshoot the problem with your login, contact Jean Tredinnick in the Parish Office, 203.869.6600, x13 or jtredinnick@christchurchgreenwich.org.*

If your email address and name match the church database, you will receive a confirmation email prompting you to setup your password and complete the login process.

How do I access the parish directory online?

There are a couple of ways you can access the online directory:

1. Through the **direct url**:
<https://secure.accessacs.com/access/memberlogin.aspx?sn=1005>

2. Through the **Christ Church Greenwich website:**

www.christchurchgreenwich.org > Community > Parish Directory

Click on the “**Online Parish Directory**” button to be linked to the secure Access ACS address listed in option 1.

You can bookmark these pages in your browser for continued easy access.

Once you’ve logged in through Access ACS’s portal to the online directory, click on the “**Directories**” tab in the menu.

There are four viewing choices for the directory listing: *Individual, Family, Individual with photos, and Family with photos*. Select the type of directory you would like to view, and click the “**View Directory**” button.

Is there an easier way to view the directory on my smart phone?

The easiest way to view and use the directory on your smart phone is through the mobile app - **Church Life®**. It is available for iPhone, Android and Windows phones. Download the app at <http://www.acstechnologies.com/church-life-app>

Note: Before you are able to login through the Church Life app, you will need to complete the creation of your login and password online at:

<https://secure.accessacs.com/access/memberlogin.aspx?sn=1005>

How can I update my contact information in the database?

All parishioners are encouraged to use their login to update their profile and contact information, which includes adding a photo to their profile if they wish to do so. You can submit a change request at any time:

1. Log in to your account.
2. Click on “**Home**” > “**My Profile**”
3. Click on the pencil icon next to the information you would like to update.
4. Add/Edit relevant information.
5. Click submit.

Note: When you make a change to your profile, a change request is logged with the System Administrator. Your profile will not reflect the updates you have made until the changes are approved by the system administrator.

Why do changes have to be approved by the System Administrator?

The change request system helps to keep the Parish Office abreast of updates being made to the database, while allowing parishioners to modify their profiles and contact information at their own convenience, rather than having to reach the System Administrator during office hours to make the changes for them. Change requests are usually approved within 24-hours.

What are groups?

Groups are guilds, committees, and commissions with which you are involved. (i.e. Altar Guild, Choir, Youth Ministries, Outreach, Ushers, Greeters, Lectors, Vestry etc.) You can use the "Groups" tab to help narrow down your search when trying to contact a fellow member, as well as send group messages.

Note: We are in the process of updating all the current group member information. If you notice an error in your group information, please contact Jean Tredinnick in the Parish Office, jtredinnick@christchurchgreenwich.org or 203.869.6600, x13 so that the information displayed can be corrected. Thank you.

How secure is my information in the online parish directory?

The parish directory is password protected and hosted by ACS Technologies. (Learn more at www.acstechnologies.com) To view the directory, all users must login. Only active parishioners within our database will be able to setup a login.

Who can view my giving information?

Only you and finance-related staff members can view your giving information.

Who has access to the the online parish directory?

Only active members listed in our database have been granted permission to access the directory.

For what purpose(s) may the parish directory be used?

The parish directory may be used by members to contact fellow parishioners about church community-related matters. Any commercial use of the Christ Church Greenwich Parish Directory violates privacy laws.

I've decided I'd prefer to not be listed. How do I get my listing removed?

You may opt-out of the Directory at any time.

Contact Jean Tredinnick in the Parish Office: 203.869.6600, x-13;
jtredinnick@christchurchgreenwich.org.

OR

Complete the "Opt-Out" form online:

<http://christchurchgreenwich.org/community/parish-directory/>

Note: Parishioners who opt-out of being listed will no longer be able to access the Parish Directory online.

Have a question that hasn't been answered in this FAQ?

If there's more information you'd like on any aspect of this online directory program, please contact Carolyn Daley in the Parish Office, cdaley@christchurchgreenwich.org or 203.869.6600, x24.