Member Site Frequently Asked Questions

Is the member site secure?

Yes. It's a secure site supported through ACS Technologies, largest developer of church management software in the industry. ACS uses secure 128 bit encrypted transmission technology. If you log in through our website, you are equally protected.

Who can see my information?

For now only staff and certain ministry leaders can view your information (except giving records). In the future, people with a current connection to TFH who register on the site will be able to view your address, phone, email address, and pictures. No one else on the Internet (i.e. spammers) will be able to see it.

Can I limit what others can see?

The default is set to eventually allow other TFH attendees to see your address, phone number, email address, and pictures in order to help everyone at TFH stay connected, and it's already in use by staff and ministry leaders. If you prefer that other TFH attendees not see some of this information, you can change your preferences. Under **Home**, select **My Personal Preferences** and choose your **Individual** and **Family Privacy Preferences**.

I can see my giving history. Is this private?

Yes. Only you and authorized TFH staff members can see your giving information; no one else can see it. For more info on online giving, go to our **Online Giving** page.

How do I update my personal information?

In the **I Want to View** section, go to **My Complete Profile** and click **Edit** at upper right. For more info, go to our **Updating Your Information** page. To add, delete, or change info it won't allow you to edit, email denise@tfh.org. Changes are subject to staff review and may take a few business days to become active on the site.

How do I add pictures?

Go to our **Updating Your Information** page.

What if I forget my password?

On the login screen, click **Forgot your password...** to have a temporary one emailed to you. You'll need to know your username, which usually follows this pattern: FirstnameLastname (e.g. if your name is Mary Smith, it would be MarySmith). If that doesn't work, click on **Forgot your...user name?** to have that emailed to you before you request another password.

The temporary password expires with 24 hours of requesting it, so if it expires before you can log in with it, you'll need to request another one. Also, the first time you log in using the new temporary password you'll be asked to change it before you can proceed. Passwords must be at least 8 characters and include one uppercase letter, number or symbol (oftentimes two are required). The strength bar turns green when it's strong enough.

Can I change my password?

Yes. Under **Home** select My **Personal Preferences** and choose **Change My Password**. The new password will take effect immediately. Passwords must be at least 8 characters and include at least one uppercase letter, number, or symbol (oftentimes two are required). The strength bar turns green when your password is strong enough.

For other **TFH member site** questions, please contact Denise Ohlin: denise@tfh.org or (707) 455-7790 x111.
For questions about online giving, please contact Lorna Stalcup at lorna@tfh.org or (707) 455-7790 x115.