



NORTHWEST  
bible church

## My Account

### Frequently Asked Questions

#### **Q. Why do I need an account?**

In order to take advantage of many online features on the Northwest Bible Church website, such as event registration, online giving, updating your personal information or managing a small group, you will need to create an online account. Setting up an online account and password allows you to enter a highly secure environment where your personal information is safe and protected.

#### **Q. Why do I have to enter my birth date?**

Entering your birth date is an extra security measure since you are able to make financial transactions online. The event registration feature uses birth dates to make sure you register for age-appropriate activities. And, knowing the life stage you're in helps us make sure you get information that is helpful to you.

#### **Q. I created an account when registering for an event. Do I need to create another one?**

No. You only need one account on the Northwest website. The same account works for event registration, online giving, updating your information and all other features of the site.

#### **Q. What do I do if I forget my password or user id?**

Just go to the **My Account** page on our site. Click **Forgot My Password or User Id**. You will be asked to verify your birth date. If you have forgotten your user id, you can have it emailed to you. If you don't remember your password, enter your user id to get a new temporary password emailed to you. Then, go back to the **My Account** page and click **Change My Password** to reset it to one of your choice.

#### **Q. Is it safe to enter personal information online?**

Our software uses the strongest encryption technology to protect all personal information you enter online. The site is secured and tested daily by McAfee Secure. So, your information is safe. You won't get spam or spyware from this site. And your information is never sold.