

# 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 is my user ID?**

Your user ID is the email address you used to create your original account or current email address your account was updated to use. If you can't remember the email address you used, please create a new account.

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

Go to the My Account page on our site and click Forgot My Password. You will be asked to supply the email address you created your account under. A new temporary password will be 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.

### **Q. Can I give by credit card?**

While we do accept credit cards for events, we do not accept credit cards for giving. The increase in fees for the Church applied to the amount we receive in contributions would be significant. In being good stewards of the funds entrusted to us, we feel those dollars would be better spent in the areas of ministry and outreach. In addition, we want to avoid any issues where a donor would possibly be incurring debt by giving via credit card.