

# ACCESS ACS

## Member Portal / Online Member Access

### What is ACS and Access ACS?

ACS is the software our church uses to keep a database of our members and visitors. This database includes addresses, phone numbers, emails, and pictures.

Access ACS is your personal online portal. Through Access ACS, you can view and update your information in the church's database. It also serves as our digital directory, where you can find contact information for other church members.

### Keeping Your Information Up to Date

It's important for church members to regularly check and update their information in Access ACS. Here's what you should do:

- **Verify Your Information:** Make sure your contact details (address, phone number, email) are correct.
- **Submit Changes:** If any of your contact information has changed, update it promptly in Access ACS.
- **Add or Update Photos:** If we don't have a picture of your family in Access ACS, or if you have a more recent photo, you can submit and update it through Access ACS.

Keeping your information accurate helps us communicate with you more effectively. Any changes or updates you make will be reviewed by church staff before they go live.

### Getting Started

- Go to <http://access.spumccolumbus.com>
- Click on the "Forgot Password" link if you've forgotten your password. Click on the "Forgot Username" link if you've forgotten your username.

### Creating Your Access ACS Account

If you've never logged into Access ACS, you'll need to create an account. Follow these steps.

- Click on "Need a Login"
- Enter Your Information  
*You will be asked to enter your email address and name. Make sure to use your given name (not a nickname).*
- Check Your Email

*If the information matches our records, you will receive an email with your login details. If the information doesn't match, you will be notified on the screen immediately.*

#### Common Issues:

- **Email Mismatch:** You might have changed your email, and it hasn't been updated in our database
- **Name Mismatch:** Ensure you are using your given name, not a nickname.

#### Need More Help?

If you continue to have problems, please contact Kathy at the church office. She can help you verify and correct your information. It's possible we don't have your correct email in our database, and she can update our records so that you can log in.

### **Once You're Logged In**

#### Using the Online Directory:

- Enter a member's name in the "Search" pane to find their contact information.
- For directory only access, go to <http://directory.spumccolumbus.com>.

#### Viewing Your Information:

- Click on "My Complete Profile" in the "I Want to View..." pane.
- You'll see an overview of your contact information and family members.
- When you click on "My Complete Profile," two panes will appear: The **Top Pane**, labeled "My Profile," contains an overview of your contact information. The **Bottom Pane** has three tabs - "Contact Info," "Personal Info," and "Events." You can disregard "Events" at this time.

#### Editing Your Information:

- Check each section for accuracy.
- To make an edit, click on the pencil icon next to the section that needs updating.
- Any changes or additions will be reviewed by staff before they go live.
- You cannot edit a section that is grayed out or that does not have a pencil icon. Call the church office to make changes to these sections.

#### Membership Status:

- Navigate to the "Personal Info" tab in the bottom pane.
- At the bottom of the second column, you'll find your "Record Type."
- Full members of our church will have a "Member" record type.