



## **1) What is Church Center?**

Church Center is the name of the congregation-facing app where church members can find quicklinks to explore, engage, and connect with CPC throughout the week. CPC is transitioning away from Realm and Sunday links on Linktree, and will utilize this new church management platform going forward.

## **2) Why is CPC moving to Church Center, and in what ways can I use Church Center?**

Church Center is a user-friendly app, and we hope to accomplish more centralized communication and achieve better engagement of our regular attenders by using it. Overall, it's a more efficient church management system, allowing users to manage profile information, submit forms, and quickly register for events and life groups, among many other options. More features, such as personalized calendars and notifications, become available as you participate and get connected to groups and activities.

## **3) How can I be sure my information is secure in the Church Directory?**

Only approved members who have received an invitation email and have been verified by our administrators can access the Church Directory information. Individuals have complete control over what information they choose to share with the directory and what they wish to keep private.

## **4) What if I don't have a smart phone, or choose not to download the App?**

Church Center can be viewed in a web browser, giving access to the same information found on the App. (Only a few features are exclusive to the App). Visit [cpceco.info/app](http://cpceco.info/app) and choose Log In. Click "Use an email address instead" under the Next button, to receive a verification passcode by email. **You can access event registrations** by scanning an event's QR code or typing its short link. They typically start with "cpceco.info/ "

## **5) Which phone number do I use when I first try to enter the App?**

Use the mobile number you downloaded the App to. A verification code will be sent immediately for access.

## **6) The App recognized my number and multiple profiles. Which profile do I choose?**

Select any profile. Contact us and we can help resolve profile duplicates.

## **7) What if I forget my Church Center password?**

Church Center utilizes passcodes, not passwords. Use your mobile number or email address to receive a verification passcode to log in. At anytime you may update your profile to connect your preferred email and mobile number to your profile. CPC's office cannot reset your login for you, but we can help update your contact information if you are having trouble receiving the passcode. Please contact us to help you with this.

## **8) Do I need to log out of Church Center App regularly?**

This should not be necessary. Your profile information is not viewable to the public. If you are concerned about security on the app, please choose "Require Touch ID (or passcode) to use the App" when setting up.

## **9) I need help installing and understanding how to navigate the App.**

We'd love to help! Meet with us in the lobby on Nov 19th when we first launch the App. Ask anyone on our Welcome Team, stop by the office during office hours, or email us at [info@cpceco.org](mailto:info@cpceco.org).