

## ***My Cornerstone FAQ's***

**Q: Why do I have to give my birth date when I register?**

**A:** It helps us identify that it's really you, prevents the creation of a duplicate record and helps us comply with the Children's Online Privacy Act.

**Q: I don't have an email address, can I still opt-in?**

**A:** Not at this time. Program developers are working on changing this.

**Q: I opted in the directory and my spouse also tried to but it told her that the email address was already used. We share an email address, how does she opt in too?**

**A:** Unfortunately our database program requires each individual to have a unique login. Your email address is one of the things that identifies you as a 'unique person'. This is the same requirement of financial institutions or any place online that requires you to create a user account.

**Q: Can I call the office and have you add me to the online directory?**

**A:** Internet Privacy Rules do not allow us to opt-in for you. Your login information should be private, as it allows you to access your online giving records. If you need assistance, you can visit the Information Center on Sunday, and one of our Guest Services Volunteers would be happy to assist and walk you through the process.

**Q: I have followed the instructions and I can't log in, who do I contact?**

**A:** Email the church office at [office@cornerstonerome.com](mailto:office@cornerstonerome.com) or call us at 706-234-4923.

**Q: Can anyone view my information if I opt-in to the directory?**

**A:** ONLY people in our congregation who have the status of member or attendee in our database can opt-in and view the directory. Visitors and the general public cannot access the directory.

\*Note: If your status in our database is not set to either member or attendee, or we do not have a complete record of information on you; you won't be able to view or opt-in to the directory.

**Q: What kind of information can church members view if I opt-in to the directory?**

**A:** You have the ability to choose the information you would like to be visible in the directory by updating your privacy settings. If you would like assistance with updating your privacy settings, email the church office or visit the Information Center on Sunday.

**Q: I am a member and I created an account but I can't see my small group or opt-in to the directory.**

**A:** It's important to create your account with the same email address we

have in our database. If you register and use a different email address, our database will not recognize that it's you and create a duplicate record. If that happens, there is a simple fix; just send an email to church office, and we will merge the records together so you will have complete access.

**Q: I don't do anything online and probably won't opt-in to the directory. Can you just print me a hard copy of the directory?**

**A:** We chose to move to a web based database to give our church members the easiest and most efficient way to access information and simplify communication. If you do not have access to a computer—please call the church office so we can help you!