The Methodist Church

Methodist Online Suite of Applications

Registering
Logging In
Retrieving Passwords
Editing User Profile and Permissions
Managing Users

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Contents

Getting Started

Frequently Asked Questions

Getting Started

Registering

If you have never used the Methodist Online Suite of Applications before, which includes the Statistics for Mission, Property Returns and Property Consents sites, then you will need to register.

To register, go to http://online.methodist.org.uk, click on the red button that says **Register** and fill out the form.

The details you will need to enter will be marked with an asterisk (*). Once you have filled out the address section, you will be asked to select your District, Circuit and Church, in that order. If you only require District or Circuit permissions, then leave the Select church field blank.

When you have successfully registered, you will receive an email with a randomly generated password of 8 characters and numbers.

Waiting for authorisation

You will not be able to access the site until your Superintendent or another nominated circuit representative has authorised your account. You will be notified in another email when this has happened. If you do not receive an authorisation within 3-4 working days, you may need to contact your circuit office.

If you haven't received either of these emails, firstly check that you entered your email address correctly during the registration process. Once you have verified this, check you spam/junk folders in your email account as on rare occasions the automatically generated Methodist Church emails may end up in there. If you are still having trouble, contact the **Methodist Church House Reception staff on 020 7486 5502** who will be able to assist you.

Requesting permissions for more than one church

If you are registering as a new user on the website, to represent more than one church in the circuit you will need to select just one of the churches from the drop down lists and then specify the other churches in the Additional Notes box. If you are a managing trustee user and already have a user profile on the website, you can request further permissions (e.g. for additional churches in your circuit) by contacting your Superintendent Minister, who will then be able to update your user account accordingly.

Please do not attempt to register more than once.

Logging In

Once you have registered and been authorised, you will then be able to log in by entering the email address you registered with in to the box where it says **Email** and the password will need to go in to the box that says **Password**.

When you have successfully logged in you will be taken to the Home Screen with options to go to the Property Consents, Statistics for Mission and Property Returns sites. If you have user management permissions, you will also see a Manage Users section. Ministers in active service will further be able to access a Ministers section.

Problems Logging In

If you have entered your correct login details into the website, but are unable to gain access, you will see one of the following messages:

ERROR The Username/Password combination entered was not correct.

- If this message appears, please check you are using the correct email address or password and that it has been typed in carefully and in the correct case.

- If you have recently changed your email address, please remember that your user profile may still have your old email address stored on it, so you will need to log in with your old email address.
- If you have copied your email or password from an email and pasted into the login page of the website, please bear in mind that an additional blank character space may have been included. To overcome this, type in the email address and password rather than copying and pasting. You can change your email address by **Editing your user profile**.

You are not authorised, please contact your Superintendent Minister or nominated Circuit representative.

- If you see this message, your user profile has been setup on the website, but you are unable to login because your Superintendent Minister needs to authorise you as a user. After you registered to use the website an automatic email would have been sent to your Superintendent Minister and other nominated circuit representatives informing them that you need to be authorised. Please note that this authorisation is not immediate and will need to be actioned manually.

If you encounter any other error messages, please contact the **Web Support Officer** via statisticsformission@methodistchurch.org.uk for assistance.

Retrieving Passwords

If you can't remember your password, you can request a new password by clicking on **Retrieve Password**. This will ask you to enter your email address at which point an email will be sent to you with a link to **Reset your password.** Click on that link and another email will then be sent to you with a new password. To set your password to something more memorable to you, please see the **Changing your password** information below.

Editing User Profile and Permissions

If any of your contact details change, it is important that you update your user profile on the Methodist Online Suite of Applications. Once logged into the website click on the **Edit my Profile** link on top right of the webpage, which will lead you to the User Details form. You can update any of the details you see on the screen, then click the Submit button to save them. If you change your email address, you will be able to use your new one the next time you log into the site. Your password will remain the same.

Changing your password

To change your password log into the website with your existing password and click on the **Edit my Profile** link on top right of the webpage. Scroll down until you see the red **Change Password** button, then enter your existing password into the Old Password box and your new password into the New Password and Confirm New Password boxes. Click the **Change** button to complete the process. You will be able to use your new password the next time you log into the website.

Changing your role

If you are registered with multiple roles on the Property Consents and Returns sites e.g. you may be a member of the district consent giving body and a managing trustee user of your local church, you will need to choose which role you need to use the website for each time you log in.
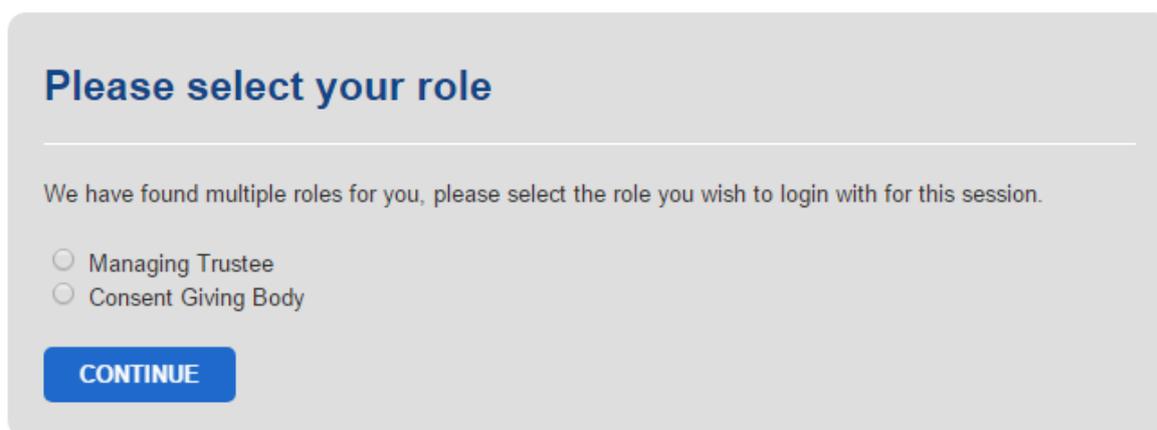
After you have logged in, you can change your role by clicking on **Role** at the top right of the page.
If you access the website for one role only e.g. as a local managing trustee user (with no other circuit, district or connexional roles), you will not be prompted to choose which role, instead you will be able to log into the website straightaway.

If you have permissions to use the website at more than one level (e.g. managing trustee and circuit user) the website will not allow you to complete more than one level of authorisation.

Managing Users

When logged into the website, circuit and district users with the manage user permission will be able access their **Manage Users** facility by clicking the Manage Users link in the Project Management menu on the left of the page. For more details regarding different permission levels, please see the **User Levels on the Consents and Returns sites section** below.

Frequently Asked Questions

Please see below for frequently asked questions relating to passwords, permissions and visibility of website functions.

USER LEVELS ON THE CONSENTS AND RETURNS SITES

There are three different levels of user on the website and they each use the Property Consent website in a different way. Below is a summary of the different levels of permission:

1. **Managing Trustee user:**
   a. **With Read Only Managing Trustee Permissions** - User can view projects for the churches they have been given permission to access.
   b. **With Read and Update Managing Trustee Permissions** - As 1A above AND can also create new projects, update existing projects, mark projects as abandoned/finished, input information into the project record, confirm church funds and enter the church council authorisation date for projects.
2. **Circuit user**
   a. **With Read Only Circuit Permissions** - User can view projects for all churches in the circuit they have been given permission to access.
   b. **With Read and Update Circuit Permissions** - As 2A above AND can also confirm circuit funds, enter circuit comments and enter the circuit meeting authorisation date for projects.
   c. **With Read, Update and Manage Circuit Permissions** - As 2A & 2B above AND can also see all managing trustee users within the circuit, authorise new managing trustee users and add/remove church permissions to managing trustee users.
3. **District user**
   a. **With Read Only Permissions** - User can view projects for all churches, in all circuits within the district they have been given permission to access.
   b. **With Read and Update Permissions** - As 3A above AND can also confirm district funds, enter district comments and enter the final consent authorisation date for projects
   c. **With Read, Update and Manage Permissions** - As 3A & 3B above AND can also see all managing trustee, circuit and district users within the district and add/remove circuit permissions to circuit users.

I AM REGISTERED AS A USER ON THE WEBSITE FOR MY CHURCH BUT OTHER CHURCHES IN OUR CIRCUIT HAVE ASKED ME TO ACT ON THEIR BEHALF. HOW DO I DO THIS?

You can do this but you will need to contact your Superintendent Minister or circuit office who can arrange to add these churches to your user account.

WHY CAN'T I SEE THE ADD NEW PROJECT BUTTON?

You will only be able to see the Add New Project button in the Project Management section in the left-hand panel on the consents site if you have been nominated as the person responsible for creating and updating projects for your church. To see the **Add New Project** button you will need to have both **Read and Update permissions** for the church in your user account.

If you cannot see that button, it could be because:
- You have not got the correct church permissions in place; this can be rectified by your Superintendent Minister or the circuit office.
- You are not logged on as Managing Trustee; see **Changing your role**

This also applies for the Amend Project, Finish Project and Abandon Project buttons within the Project Details panel of an active project.

I WISH TO CHANGE MY EMAIL ADDRESS AND/OR PASSWORD. HOW DO I UPDATE THESE ON THE WEBSITE?

Updating Your Email Address
1. Click on the edit profile link on the top right of the web page.
2. Update your email address and then click the save user details button.

Changing Your Password
1. Click on the edit profile link on the top right of the web page.
2. To change your password click the Change Password button and enter the required information.
3. Click the Change button.

For added security all passwords have to include at least one capital letter and at least one number.

I REGISTERED WITH THE METHODIST ONLINE SUITE SEVERAL DAYS AGO BUT HAVE NOT YET RECEIVED MY PASSWORD. WHAT SHOULD I DO?

After you have registered with the Methodist Online Suite, an email will be automatically sent to your Superintendent Minister and any other nominated circuit representative, informing them that you need to be authorised. You will be notified in another email when this has happened. If you do not receive an authorisation within 3-4 working days, you may need to contact your circuit office.

I HAVE FORGOTTEN MY PASSWORD. HOW DO I FIND OUT WHAT IT IS?

If you have forgotten your password or otherwise not received one, you can retrieve a new one by completing the following steps:
1. When on the login page for the Online Suite, click on the "Retrieve Password" link, located under the Password
Entry box.
2. Enter your email address in the box provided.
3. Click on the "Proceed" button
4. An email will be sent to you. It may take a couple of minutes. You may also need to check your spam or junk folders, as sometimes the email can end up there.
5. Click once on the text that says "Retrieve Password"
6. A second email will now be sent to you. Again, you may also need to check your spam or junk folders. This second email will contain your new password.
7. Return to the login page and enter your new password.

If you are still having trouble logging in, please contact the Methodist Church House Reception staff on 020 7486 5502 and they will be able to assist you.

Please note that due to **data protection**, it is not possible to retrieve any previously used passwords, so you will always receive new login details.

THERE IS NO ONE AVAILABLE AT THE LOCAL CHURCH TO USE THE WEBSITE. WHAT CAN I DO?

We understand that not every Church will have someone available locally to use the website. In such circumstances, the Church Council need to decide on who should use the website on their behalf. The Superintendent Minister can then give this nominated person the necessary Managing Trustee permissions, to act on behalf of that Church. This person will need to register as a new user on the website (if they have not already done so), before they can be authorised by the Superintendent Minister in the usual way.