



# FREQUENTLY ASKED QUESTIONS

[HTTPS://ABFBOONE.CCBCHURCH.COM](https://abfboone.ccbchurch.com)

## GENERAL

**Q: What is The Hub?**

A: The Hub is our new church management software. It is designed to empower the staff, assist group leaders, and improve connectivity within the congregation. The Hub is an integral tool for how we will function as a church body and everyone is encouraged to participate and take advantage of its benefits.

**Q: Why would I use The Hub? What are the benefits to me?**

A: The Hub provides a number of benefits and uses for every member of Alliance. Some of the more prominent features include the ability to:

- Control all personal privacy and communication settings
- View your giving history and print year-end financial statements
- Donate online
- Interact with people in the church by searching the online church database
- Search for and find Life Groups
- View or search the church-wide calendar to find events, meetings, or other activities of interest
- Sync the church calendar to your iCal, Outlook, or Google calendar
- Register and pay for church sponsored events
- Upload files that specifically relate to your group
- Securely check-in children to their classes

**Q: Is The Hub just another form of social media?**

A: No. While we are excited by the many ways The Hub will strengthen the Alliance community and increase connectivity: it is not a social media tool. The Hub does not allow for personal broadcasting and there are no blogs, tweets, posts, or "likes".

**Q: Who is on The Hub and can I request a login?**

A: Anyone in the Alliance community can request a login. The permissions and privileges granted will be determined based on that person's status within the church database. People identified as church members and regular attenders in the church's database are the only people able to view the online directory in The Hub. Visitors may be granted access with limited privileges and visibility.

**Q: Can I add people to my family in The Hub?**

A: Only the church administration can add people to The Hub database. If you would like to add someone to The Hub, please email [abfoffice@abfoone.org](mailto:abfoffice@abfoone.org).

**Q: Can I edit my own information?**

A: Yes, after you log-in to your profile, click your name in the upper right corner, then select the option to "edit your profile." Here you can change your address, email, phone number, and much more.

**Q: Can a person's login be revoked?**

A: Yes, if an individual is found to be using the system for inappropriate purposes and continues to do so, even after being asked to stop, their user ID can be revoked.



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**Q: What does it mean when you designate someone as a friend in The Hub?**

A: Designating someone as a friend simply allows them to see the information that you have listed in your privacy settings as viewable to "friends" or "friends and my group members." In addition, it allows you to quickly access their profile.

**Q: If I "Unfriend" someone in The Hub, are they notified?**

A: No, they will simply no longer be able to view the information that you have set as viewable to "friends" or "friends and my group members."

**SECURITY/PRIVACY**

**Q: I am nervous about putting my information online. How secure is The Hub?**

A: Security is of the utmost importance. Your information is secure and well protected. The Hub is powered by Church Community Builder (CCB). The CCB software has been vetted by a number of private and public organizations that have validated the security of the system.

**Q: What if I am a very private person and I'm nervous about putting information into The Hub?**

A: It is very important to understand the difference between what you put into The Hub and what you choose to share. For the sake of the staff and administration team, it is requested that you put as much information in the system as possible. Maintaining basic contact and demographic information is particularly important. However, from a privacy perspective, once you have entered your information, you may choose to display as much or as little to the rest of the church as you choose. When you follow the steps under the "Getting Started" worksheet, you will be shown how to set your privacy settings.

**Q: Can you explain the privacy setting options?**

A: You have four privacy setting options which "dial" up or down who can see specific pieces of information. For every piece of information you enter, you can select a privacy setting:

- 1. Everybody:** This is the highest level for viewing. If someone has a user name and password, they can see the information in this field.
- 2. Friends & My Group Members:** Fields with this setting can be viewed by members of "members interact" type groups you are involved in as well as other people with a login who are on your friends list. Appropriate church leadership can view the information as well.
- 3. Friends Only:** Fields with this setting can only be viewed by people with a login who are on your My Friends list. Appropriate church leadership can view the information as well.
- 4. Church Leadership Only:** This is the most restrictive level for viewing. Fields with this setting can only be viewed by appropriate church leadership (people who have been given additional administrative privileges for the system.)

**HELP**

**Q: Where can I go if I need help getting logged in or using the system?**

A: Alliance has developed a number of guides to help accomplish some of the more basic functions in The Hub. When you click on The Hub from abfboone.org, you will be directed to a login page that will have a "Getting Started" document you can download

If you are having troubles logging into the system, please contact the church office at 828.264.8312.

Once you are in the system, CCB offers an extensive collection of help videos as well as a "Help" library.

If you still have unanswered questions, please don't hesitate to contact the Alliance Administrative Teams at abfoffice@abfboone.org.

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## CHILDREN UNDER AGE 13

**Q: Who can see children's names and ages?**

A: Users cannot see information on children if they are under the age of 13, unless they are Alliance approved child-care workers.

**Q: If an individual wants his/her child under the age of 13 to be displayed, can it be?**

A: No.

**Q: At what age can a child request a login?**

A: Children may request a login at age 13.

## FINANCIAL

**Q: Who can see my giving?**

A: The only people with access to your giving history are the financial committee members in charge of counting and entering donations, and The Hub master administrator.

**Q: My spouse and I can see our children's financial giving, can they see ours?**

A: No, whoever is listed in The Hub as the primary contact and spouse, can see all financial giving for members in their family; however, the family members cannot see anyone's financial giving except their own.

## EMAIL/COMMUNICATION

**Q: Can a user send an email to the entire church?**

A: No.

**Q: Can a user email everyone in a group in which they are a member?**

A: It depends upon how the group leader has chosen to restrict the group email settings.

**Q: What is the appropriate use of The Hub?**

A: The Hub is intended for ministry purposes within Alliance Bible Fellowship. Other information that you might wish to share, including "chain" emails, jokes, pictures, political discussions, and other personal communication should not be circulated using The Hub. The personal information of others is not to be traded, sold, or given to any other third party. In addition, your profile photo should be appropriate for viewing by other church members.

**Q: Why can't I see a person's email address?**

A: To help ensure privacy, the email address is hidden on the individual's profile to most users. You are still able to send them a message which will go directly to their in-box and can be replied to like any other email.

**Q: My spouse and I have the same email address, can we share our account?**

A: Individuals can share the same email address, but each individual should use his or her unique login credentials for The Hub. This ensures that each person has access to the correct groups, communications, and calendars. The first user who signs up with the email address will be given that email address as their user name. The second user who signs up with the same email address will be prompted to create a new user name.

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## CALENDARS

**Q: What types of calendars are in The Hub?**

A: There are four types of calendars in The Hub:

1. Your personal calendar ("My Calendar") shows specific events or meetings you are scheduled to attend.
2. Your family calendars is a compilation of all your family's events. Only the primary contact and spouse can see these events.
3. The church-wide calendar shows events happening in the life of the church
4. The public calendar shows event that are open to the general public.

**Q: Can I import my Hub calendar into my personal calendar?**

A: Absolutely. One of the benefits of The Hub is having the ability to import your church calendar into your personal calendar and have it update real-time as church events or meetings change. For instructions on how to import your calendar go to: <http://bit.ly/ccbcalendar>

## GROUPS

**Q: Is every group in The Hub able to be viewed?**

A: No, groups that are designated as unlisted cannot be viewed by basic users in the system; however, you can view the unlisted group if you are a member of that group.

