

Methodist Online Suite of Applications

GETTING STARTED

Registering

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Changing User Account Details

FREQUENTLY ASKED QUESTIONS

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Getting Started

Registering

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

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

The screenshot shows the 'WELCOME' page of the Methodist Online Suite of Applications. On the left is the 'Login form' with fields for 'Email address' and 'Password', a 'Remember login details?' checkbox, a 'Retrieve Password' link, and a red 'LOG IN' button. On the right is the 'Register' section, which includes a red 'REGISTER' button and a 'Help and Guidance' section with links for 'Statistics for Mission', 'Property Consents', 'Returns', and 'Logging in and Registering'. A green arrow points to the 'REGISTER' button.

The mandatory fields in the **contact details** section are marked with an asterisk (*). Once you have completed these, select the district, circuit and church you need access to. If you only require district or circuit permissions, you can leave the **Select circuit** and **Select church** fields blank. Use the **Additional notes** field to indicate if you require access to more than one church.

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

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 already have a user profile on the website, you can request further permissions (e.g. for additional churches in your circuit) by contacting your circuit office or Superintendent, who will then be able to update your user account accordingly.

Please do not attempt to register more than once.

Waiting for authorisation

To access the site, a nominated district or circuit representative (e.g. the District Administrator or Superintendent) needs to **authorise** your account. You will be notified in another email when this has happened. If you do not receive authorisation within 3-4 working days, you may need to contact your district or 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 Enquiries Team on 020 7486 5502** who will be able to assist you.

Logging In

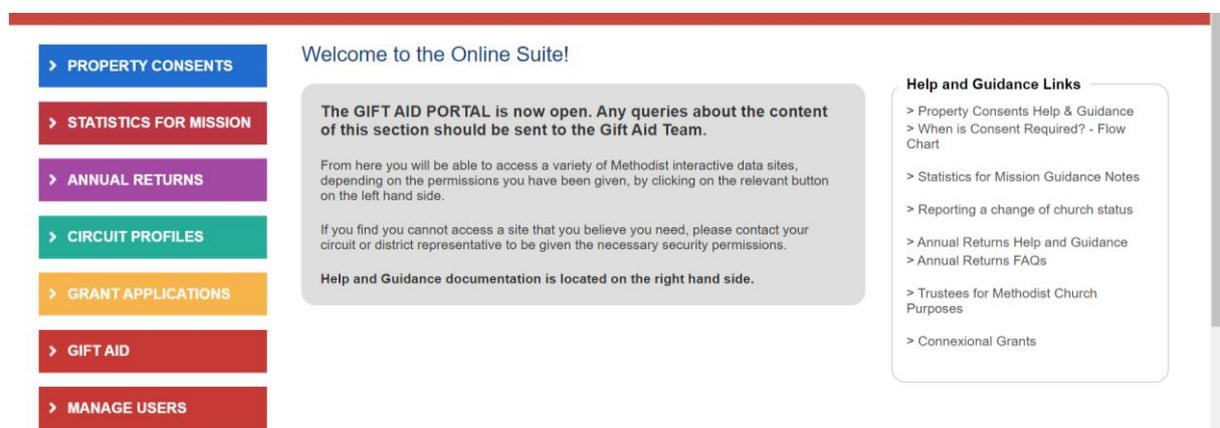
Once you have registered and been authorised, you will be able to log in by entering the email address you registered with into the **Email address** field and the 8-digit password into the **Password** field below. If you would like your computer to remember these details, tick the tick box next to **Remember login details?**



Email address:

 Remember login details?

When you have successfully logged in you will be taken to the **Welcome** screen with options to go to the Property Consents, Statistics for Mission, Annual Returns and a range of other sites, depending on your permissions. If you have user management permissions, you will also see a Manage Users button. Ministers in active service will further be able to access a Ministers section.



Welcome to the Online Suite!

The GIFT AID PORTAL is now open. Any queries about the content of this section should be sent to the Gift Aid Team.

From here you will be able to access a variety of Methodist interactive data sites, depending on the permissions you have been given, by clicking on the relevant button on the left hand side.

If you find you cannot access a site that you believe you need, please contact your circuit or district representative to be given the necessary security permissions.

Help and Guidance documentation is located on the right hand side.

Help and Guidance Links

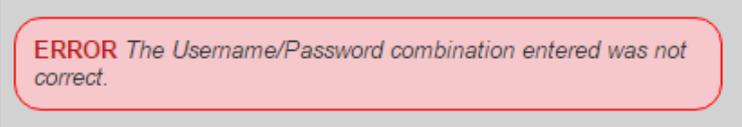
- > Property Consents Help & Guidance
- > When is Consent Required? - Flow Chart
- > Statistics for Mission Guidance Notes
- > Reporting a change of church status
- > Annual Returns Help and Guidance
- > Annual Returns FAQs
- > Trustees for Methodist Church Purposes
- > Connexional Grants

Navigation menu:

- > PROPERTY CONSENTS
- > STATISTICS FOR MISSION
- > ANNUAL RETURNS
- > CIRCUIT PROFILES
- > GRANT APPLICATIONS
- > GIFT AID
- > MANAGE USERS

Problems Logging In

If you have entered your 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.

Error message 1:

ERROR The Username/Password combination entered was not correct.

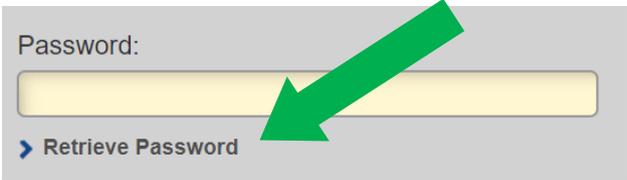
- If this message appears, please check you are using the correct email address and password (passwords are case-sensitive).
- If you have recently changed your email address, please remember that your user profile may still have your old email address stored on it, so you will need to log in with your 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 (**see page 6: User Account and Permissions**).

Error message 2: ***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 go any further because you have not yet been authorised as a user (**see page 4: Waiting for authorisation**). After you registered to use the website, an automated email would have been sent to your district or circuit office representatives, informing them that your account needs to be authorised.

Retrieving Passwords

If you can't remember your password, you can request a new password by clicking on the **Retrieve Password** link on the login page. Follow the instructions, and an email will be sent to you with a link to reset your password. Click on that link to receive a second email with a new randomly created password. To set the password to something more memorable to you, please see the **Changing your password** section (**page 6**).



Password:

> Retrieve Password

User Account and Permissions

If any of your contact details change, it is important that you update your user profile. You can do so by clicking on the **Edit My Account** 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 Account** link on top right of the webpage. Scroll down to the **Change Password** button and follow the instructions.

CHANGE PASSWORD

You will be able to use your new password the next time you log on.

Your old login details may be stored on your computer or mobile device. This can cause issues and you may need to clear these details in your browser settings. See the **Internet browser and password guidance document** on www.methodist.org.uk/for-churches/methodist-online-suite-of-applications/help-guidance/ for more information and an easy to follow step-by-step process.

Changing your role

If you are registered with multiple roles on the **Property Consents and Annual 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 to log on with.

Please select your role

We have found multiple roles for you, please select the role you wish to login with for this session.

- Managing Trustee
- Consent Giving Body

CONTINUE

Once you have logged on with any of your roles, you can switch between roles by clicking on the **Role** link in the top right corner of the page.

If you are registered with one role only e.g. as a managing trustee of a local church (with no other circuit or district responsibilities), you will be able to proceed straightaway.

Frequently Asked Questions

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

If you have forgotten your password or not received one, you can retrieve a new password by completing the following steps:

1. Click on the **Retrieve Password** link located under the Password field on the login page.
2. Enter your email address in the box provided.
3. Click **Proceed**.
4. An email will be sent to you containing a **link** that activates a new password. 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 **Retrieve Password** link in the email.
6. A second email will be sent to you. Again, you may need to check your spam or junk folders. **This second email will contain your new password, which can be used immediately.**
7. Return to the login page and enter your new password.

Your old login details may be stored on your computer or mobile device. This can cause issues and you may need to clear these details in your browser settings. See the **Internet browser and password guidance document** on www.methodist.org.uk/for-churches/methodist-online-suite-of-applications/help-guidance/ for more information and an easy to follow step-by-step process.

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 **Edit My Account** in the top right corner of the webpage.
2. Update the email address field in the contact details section and click **Submit**.

Changing Your Password

1. Click on **Edit My Account** in the top right of the webpage.
2. Click the **Change Password** button and follow the instructions.
3. Click **Change**.

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. WHAT DO I NEED TO DO?

You will need to contact your circuit office or Superintendent, who can add additional permissions to your user account.

I REGISTERED SEVERAL DAYS AGO BUT HAVE NOT YET RECEIVED MY PASSWORD. WHAT SHOULD I DO?

After you have registered, an automated email would have been automatically sent to your nominated district or circuit representative, informing them that your account needs 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, contact your district or circuit office in the first instance.

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 can then give this nominated person the necessary permissions to act on behalf of that church.

CONSENTS SITE USER LEVELS

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.