# Frequently Asked Questions

1. **I am nervous about having my information online. How secure is First Focus?**

   *Security is of the utmost importance. Your information is secure and well protected. First Focus' infrastructure (powered by Church Community Builder) has been vetted by a number of private and public organizations.*

2. **What if I am a very private person and I'm nervous about having information in First Focus?**

   *It is very important to understand the difference between what is in First Focus and what you choose to share.*

   *For the sake of the staff, 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've entered or updated that information, you may choose to display as much or as little of that information to the rest of the church as you choose by setting up your privacy settings as described earlier in this document.*

3. **Can you explain the privacy setting options?**

   *You have three 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.*

   *Everybody: This is the highest level for viewing. If someone is a church member or Sunday School member in our church and has a username and password, they can see the information in this field.*

   *My Group Members: Fields with this setting can be viewed by members of "members interact" type groups in which you are involved. Appropriate church leadership and staff can view the information as well.*

   *Church Leadership Only: This is the lowest level for viewing. Fields with this setting can only be viewed by appropriate church staff (people who have been given administrative privileges in the system).*

4. **Who has access to First Focus and can request a login?**

   *Anyone 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/or Sunday School members in the church's database are the only people able to view the online directory in First Focus.*

   *Visitors and activity participants may be granted access with limited privileges and visibility. They would only be able to see their profile and immediate family members' profiles.*

5. **Can I add people to my family in First Focus?**

   *Only the church administration staff can add people to the First Focus database.*

   *If you would like to add someone to First Focus, contact the church office.*

6. **Who can see children's names and ages?**

*Only members who are leaders of groups containing minors can see information on children under 18.*

7. **If an individual wants his/her child under the age of 18 to be displayed, can it be?**
   *No*

8. **At what age can a child request a login?**
   *Children may request a login at age 18.*

9. **Who can see my giving history?**
   *The only people with access to your giving history are the Business Office personnel.*

10. **My husband and I can see our children's financial giving, can they see ours?**
    *No. Whoever is listed in First Focus as the primary contact as well as the spouse can see all financial giving for members in their own family.*
    *However, the family members cannot see anyone's financial giving except their own.*

11. **Can a user send an email to the whole church?**
    *No*

12. **Can a user email everyone in a group in which they are a member?**
    *Yes, unless it is a group of minors*

13. **My wife and I have the same email address, can we share our account?**
    *Individuals can share the same email address, but each individual should use his or her unique login credentials.*
    *This ensures that each person has access to the correct groups and communications.*
    *The first user who signs up with the email address will be given that email address as their username.*
    *The second user who signs up with the same email address will be prompted to create a new username.*

14. **Can people see if I am a member of a group?**
    *No, the only names that are visible are the main leader and the assistant leader(s). Other than that, only staff and administrative personnel have the ability to see who is in a group.*

15. **Where can I go if I need help using First Focus?**
    *Most questions can be answered by searching the help/support section.*
    *This can be done by clicking on the question mark at the top right of the First Focus window.*
    *Click on Help and type in what you are interested in and hit enter.*
    *A list of support articles that best match your search will appear.*

For more advanced help or if you are unable to find the answer you're looking for, please contact one of our database administrators:

- Cathy Gharis at [cathyg@fbcgarland.org](mailto:cathyg@fbcgarland.org) or (972) 276-7194 x236
- Shannon Fears at [shannonf@fbcgarland.org](mailto:shannonf@fbcgarland.org) or (972) 276-7194 x225