



# Guide Book Publishing Frequently Asked Questions

## What can GBP's Online Directory & Mobile App do for your congregation?

- Powerful ministry tool for your members, enabling them to easily identify and connect with one another.
- Offers a premiere Online Directory and Mobile App at NO COST.
- Secure: Password protected and not available to the general public.
- Easy to Use and Update: Quick searches, fast edits, simple navigation tools, unlimited customer service.
- Customizable: Multiple view options, ability to create activity or interest groups.
- Designed for use by your members.
- Provides full online training options and additional resources for you to use.
- NOT your Congregation's Membership Software: kept separate as an additional safety feature to prevent your financial information from being hacked.

## How many members have access to our Directory?

GBP provides you with a personalized hyperlink to be shared on your congregation's website. Your members can access the Online Directory by visiting your website, clicking on the directory's link and using their password to log in to the directory.

We provide your congregation unlimited personalized usernames/passwords. Everyone in your congregation wanting a username & password can be given one. We also provide you with a "Mobile Privacy Code" for all users to utilize to gain access to your log in page on the Mobile App.

## Do we have unlimited access to the directory?

Yes! The directory will be available to you and your users 24 hours a day, 7 days a week. Members can access the directory from a computer, a laptop, an iPhone, an iPad, Android devices and on a Kindle Fire.

## Can members edit their family or personal information?

Yes! Members who have been assigned usernames and passwords can edit their personal or family information, including photos. Directory Administrators can also update individual, family or group information.

## How secure are our members pictures and information?

You can assure your members that the staff at GBP deeply values your privacy and has taken every reasonable measure to ensure your printed Guide Book & Directory, Online Directory, Mobile App, and the information contained in them, remains private and secure. Members also have the ability to opt out of a listing in the Online Directory. For more details on the security of this product please see the other side.

## What are the specific picture file & size requirements?

You can upload high quality images, up to 9mb in file size. The program will allow you to crop the image to fit into the directory.

**More information on the Online Directory and Mobile App can be found at: [www.guidebookpublishing.com/mobiledirectory.html](http://www.guidebookpublishing.com/mobiledirectory.html)**





# Guide Book Publishing Securing Your Privacy Online

## Will our Online Directory & Mobile App be private and secure?

Yes! Your Online Directory & Mobile App are secure. GBP takes all commercially reasonable measures to ensure your online member is protected from unauthorized access to and usage of member information and directory data.

These security measures include but are not limited to:

- Directories are hosted on a server that utilizes a Secure Socket Layer, commonly referred to as an SSL site. This is the same security used by most banks.
- Directories are password protected making them inaccessible to the general public or general “phishing” programs.
- Mobile Apps are protected with a Mobile Privacy code, making information on the mobile app inaccessible to the general public or general “phishing” programs.
- Member passwords and member data are encrypted.
- Online Directories & Mobile Apps do not store confidential information. One of the unique benefits of GBP’s Online Directory program is its stand-alone design. No financial or confidential information is stored in your Online Directory. Information stored in your Online Directory & Mobile App can include: member & family name, email address, mailing address, phone number, birthdate, photograph, or other information of interest to your organization.

## How will our current member data get into the Online Directory?

GBP offers your congregation the ability to freely import your data from another software application, source, or file with little manipulation on your part. Our Online Directory Department Staff will assist you with your initial member data import once you have sent your proof back on the printed Guide Book & Directory, ensuring all the updates have been made to the directory before uploading.

## Do we use cookies?

Our software takes advantage of temporary cookies to improve your interactive experience. We do not require cookies to be stored between visits to our software.

## Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect our or others’ rights, property, or safety. By using our site, you consent to this online privacy policy. If we decide to change our privacy policy, we will post those changes at [www.guidebookpublishing.com/mobiledirectory](http://www.guidebookpublishing.com/mobiledirectory) and notify you ahead of that time.

## You have two password options when first launching your Online Directory:

1. A unique and random password can be generated for each member, or
2. The same password can be sent to every member.
  - This is convenient for you. If people have questions about initially logging in, you can tell them their information without looking it up (“Your username is johnsmith and your password is grace.”)
  - Members probably won’t realize they have the same password as others
  - Members can change their password when they log in.

If someone forgets their password, you can open the member profile, type a new password and click update. Passwords are encrypted so you can’t see passwords, but you can always reset them.

As new members join your church, you can assign usernames and passwords by filling in the appropriate fields in the member profile.