



**COKESBURY
CHURCH**



TouchPoint

FAQ

1

Q: Where on the website do I go to update my info?

A: On the cokesbury.tv site, you can go to cokesbury.tv/TouchPoint or click on the TouchPoint banner on the home page.

2

Q: I don't access Cokesbury through an email address or password, so I wasn't sure what email address they had linked to me.

A: TouchPoint will recognize your name & email if it matches our records. If it does not recognize you, input the information you would like for us to use. Our "New People Manager" receives an email that info is updated and will connect all of the information. You may receive an email to confirm information so that we get it correct.

3

Q: My account does not show the correct campus I attend. How do I change that?

A: E-mail us at TouchPoint@cokesbury.tv, and we will make this change for you.

4

Q: Under the "Involvement" tab there was nothing listed and no options to choose from. How do I add my volunteer activities?

A: Involvement and volunteer roles are added by group or ministry leaders. Once all ministries add their volunteers, your list of involvements will appear.

5

Q: My children are listed with correct ages under my record, however, they are now adults who live out of town...how do I delete them or do I?"

A: It is fine to leave those children on your record. However, if you want to move them to their own record, simply e-mail us at TouchPoint@cokesbury.tv, and we will make that change.

6

Q: What type of profile picture should I use?

A: Please use a picture of your face, not a group picture or photo of an object.

7

Q: I was not able to upload a picture correctly. It was sideways or upside down.

A: Sorry about that! We are working to correct that issue. If your picture is not in correctly, simply delete it and try again.

8

Q: Do I download the "Cokesbury" app or the "TouchPoint" app?

A: First, delete the old Cokesbury app if you have it. Then search Cokesbury in the app store. Download the Cokesbury app (you will recognize our logo) and choose a campus. You can then sign up and connect to or set up your profile.

9

Q: What if my question is not answered here?

A: Send an email to TouchPoint@cokesbury.tv and ask your question. Someone will get back to you as soon as possible.