

- **Do I need to be a member of King of Kings Lutheran Church to use the 'Directory' app?**
 - Yes, you need to be a member to create a 'Directory' profile which will enable you to manage your information viewed by other members as well as view other member's information.
 - A special one-time invitation will be sent to you via the email on-file in the church's 'People' database for you to reference in creating your 'Directory' app profile.

- **What is the source of information for the 'Directory' app?**
 - The source information for your base profile is the church's 'People' database which currently stores individual membership information required to provide data for other Planning Center apps (i.e., 'Giving' app) and enable on-going church operations and communications.
 - Not all the membership information stored in the 'People' database is used by the 'Directory' app.

- **Do I need to create a profile to use the 'Directory' application (web online or mobile device)?**
 - Yes, you need to create a profile to use the 'Directory' app. Creating your profile will enable you to view other member's information as well as maintain and/or select the information viewed by other members.

- **What membership information can I select to share with other members?**
 - The following membership information is selectable to share with other members via a menu option called "Directory Settings":
 - Profile photo
 - Birthdate (mm/dd)
 - Anniversary (mm/dd)
 - Phone nos.
 - Email addresses
 - Addresses*
 - *Note: Address information is not available for display selection in the 'Directory' app at this time but can be enabled in the future. This information can be hidden by each member if allowed to be maintained in the 'Directory' app.

- **What membership information can I maintain using the 'Directory' app?**
 - The following membership information can be maintained using the 'Directory' app:
 - Profile photo
 - Phone numbers
 - Email addresses
 - Addresses
 - Gender
 - Marital Status
 - Anniversary Date

- **Why can't I maintain all my membership information in the 'Directory' app?**
 - The following membership information cannot be maintained using the 'Directory' app:
 - Name
 - Birthdate
 - The above membership information can only be maintained by contacting the church office to change the information in the 'People' database. These are key fields that must be maintained centrally in the 'People' database.
- **How can I add a profile photo and/or edit my profile in the 'Directory' app?**
 - After creating your 'Directory' app profile and accessing the 'Directory' app you will see a blank icon with your initials in the upper right-hand corner of the screen on your device.
 - If using a mobile device, then select that icon to display your profile setting/preferences information. If using a web browser, then select "Profile" from the drop down upon selecting the icon.
 - If using a mobile device, then select the arrow next to your name at the top of the screen to access the "Edit Profile" detail page to maintain your photo and membership information.
 - If using a web browser, then select the pencil next to your initials (or photo) to maintain the profile photo and/or maintain the membership information at the bottom of the page.
- **Is the 'Directory' app secure to use?**
 - Yes, the 'Directory' app is secure to use. Planning Center uses TLS encryption for all its transactions and stores the encrypted data on Planning Center servers.
 - Only King of Kings Lutheran Church members can view your selected membership information.
- **Who can view my membership information in the 'People' database?**
 - Only church employees (i.e., church administrator and Pastor) and select church council members have access to the 'People' database to enable on-going church operations.
 - The greater membership does NOT have access to the 'People' database and only information selected by the individual member via the 'Directory' app is shared with other members via the 'Directory' app.
- **How can I get help with setting up my 'Directory' app profile?**
 - Please send an email to help@kofkluther.com highlighting the issue and/or request for assistance and we will respond within 24 hours.