

Connect Desk – Frequently Asked Questions (FAQs)

Quick Links

Download the App - subsplash.com/faithlifecentreministrie/app
Water Baptism/Baby dedication - www.faithlifecentre.com/events
New Here - www.faithlifecentre.com/newhere
Serve - www.faithlifecentre.com/serve
Join a group - www.faithlifecentre.com/groups
Give Now - www.faithlifecentre.com/give

Download the Faith Life App

Here you can fill in your details, update your preferences and keep up to date with events across all locations. Anyone can do this and most questions can be answered by doing this.

Why should I download the Faith Life App?

The app is where you can access everything in one place. You can use the app to watch live services or on catch up, take notes, read the bible, get notifications when services start. Find and register for upcoming events, Chat with friends and other people in the church, request prayer, and build relationships. Join a group or join a team and start serving.

How do I download the Faith Life App?

The Faith Life App can be downloaded via the app store on your device. It's a great way to stay connected with the church during the week.

Training Faith Life App

Setting yourself up on our App!

Download the app
via your App Store Apple/Google/Amazon - Search for **Faith Life Centre**



Further Questions

New here?

Welcome the individual to church and ask them about themselves. Let them know where and when they can get refreshments, find the toilets, find the Kids Church rooms or check their children into Kids Church. (This can be done at the ipad check in stations).

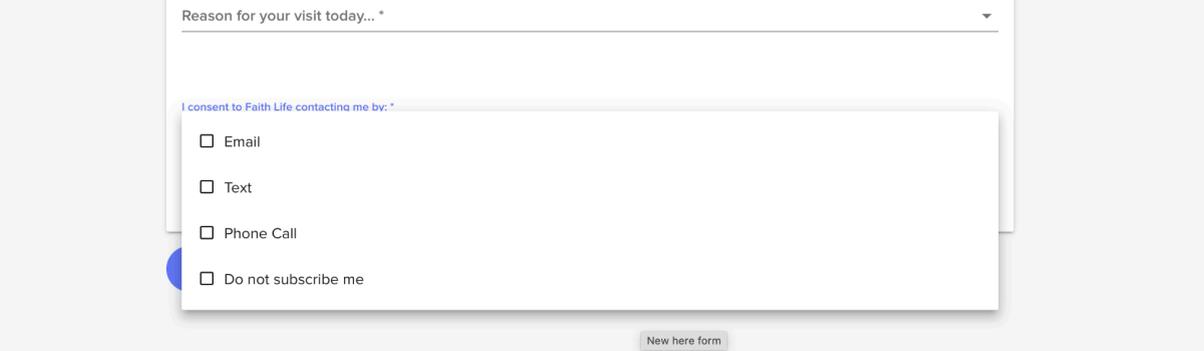
Give them a welcome pack. Show them to their seat.

Ask them to complete their details via the 'new here' QR code or complete their details online via www.faithlifecentre.com/newhere using a personal mobile device or the connect desk laptop or connect desk persons personal device. Without their details, we cannot keep in touch with the new person.

If you see visitors returning, ask them, 'we'd love to stay in contact with you, do we have your details or have you downloaded the Faith Life App?'

If I give you my details will you contact me, how often are you going to contact me?

When you complete the new here form it asks if you consent to being contacted. Our management system holds these details and if you've opted out of emails or text, these preferences will be respected. Your details are held securely and will not be shared with people in or outside the church.



The image shows a screenshot of a web form titled "New here form". At the top, there is a dropdown menu labeled "Reason for your visit today...". Below this, there is a section titled "I consent to Faith Life contacting me by: *". This section contains four checkboxes: "Email", "Text", "Phone Call", and "Do not subscribe me". A blue circular icon is visible on the left side of the form. At the bottom right of the form, there is a button labeled "New here form".

If you have consented for us to contact you, we always send new people a welcome email and some general information about the church in upcoming weeks. We will add you to our mailing list and you will receive emails detailing what's happening each month and any special upcoming events. You can unsubscribe from this at any time.

If you give us your phone or mobile number, and consent to us contacting you, you may receive text messages or a phone call, but most of our communication is through the Faith Life App.

If you want to stay in contact with us, consider downloading the Faith Life app. You can watch services, chat to other people in church or stay up to date with all that's going on. You can always update your preference for being contacted at any point by clicking on your profile in the app.

Salvation: I've just given my life to Jesus?

Congratulate the individual, they've made a life changing decision!

Ask the individual to make their way to the connect/Next Steps desks where they will be met by the pastoral care team who will give them a salvation pack and speak briefly with them about their amazing decision and what it means.

Ask them to complete the 'salvation card' or take their details via www.faithlifecentre.com/jesus using a personal mobile device.

Without their details, we cannot keep in touch with the newly saved person. The individual will simply receive an email with some information and a phone call if they have requested it.

I need prayer?

Ask the individual to complete the 'prayer card' or take their details via using a personal mobile device or the connect desk laptop at www.faithlifecentre.com/contact

Prayer requests are always passed to the pastors/pastoral care team for follow up. The individual can expect contact in the week.

If you're using the Faith Life app and have joined a team or a group, you can speak with your community and even request prayer through the app.

I have a testimony to share

A testimony or 'glory story' can be completed by filling in the form at www.faithlifecentre.com/glory

We always love to hear testimonies of God working in others lives. Don't forget to share your testimony through the app to your community groups.

How do I request Pastoral contact, counselling or a meeting?

1. Online: www.faithlifecentre.com/contact
2. Email: pastors@faithlifecentre.com
3. Phone: **0300 365 4450**
Phones are open Monday to Friday 9am – 5pm (excluding bank holidays) An answer phone is available for phone calls outside of office hours. The call will be returned. If you can't get through please leave a message!
4. Take their details and introduce them to a member of the Pastoral Care Team. The Pastoral Care Team will contact all individuals in the first instance.

Please do not put people in contact with Senior Pastors in the first instance. The Pastoral Care Team will pass any relevant information on.

How do I find out what is happening in church during the week?

Download the Faith Life App. To do so, visit your app store and then on the home page, click 'upcoming events'

Or visit our website, www.faithlifecentre.com/events to view the church calendar.

If you've given us your details, you'll be part of the mailing group and should receive the monthly 'whats happening email'.

If the individual isn't receiving this email they can complete the 'new here' form, and they'll be included in the mailing list

How do I contact the church during the week?

Phone: 0300 365 4450

Phones are open Monday to Friday 9am – 5pm (excluding bank holidays)
An answer phone is available for phone calls outside of office hours. The call will be returned.

Email: office@faithlifecentre.com

How do I sign up for and join a group?

Or visit www.faithlifecentre.com/groups and sign up.

To join a group through the app, select the messaging button and click discover. The Groups you can join will be visible to you. For some groups you will have to request to join. Expect a response from the Group manager to let you in.

How do I get water baptised?

Register with our Faith Life App:

Open the Faith Life App, on your home page, select 'upcoming events' and find the next water baptism service. Open the event and select register.

Alternatively, visit the website: www.faithlifecentre.com/events and sign up to the next water baptism service. You will need to fill in the form and provide some basic details.

For locations outside of Manchester, speak to our relevant Location Pastors - The online form is only available for our Manchester location.

Can my children be water baptised?

Yes, we do baptise children (under 12), but we ask that parents to wait for their child to ask to be water baptised and that they have a full understanding of what it means to be water baptised before they are baptised. Water baptism is about your child's relationship with God and that he or she understands the truth of water baptism such as spiritual death, burial and resurrection. Each baptism is determined case by case and if your child on the day of his or her baptism cannot demonstrate an understanding of why they are being baptised, Faith Life respectfully reserves the right not to water baptise your child.

When you sign your child up to be water baptised you will receive some information about water baptism. We ask parents to work through this information with their child. Keep an eye out for this email.

How do I serve in the church?

Website: Ask the individual to complete their details online via www.faithlifecentre.com/serve using a personal mobile device.

Faith Life App: Download the Faith Life app and on the homepage click, serve

Requests to serve will be processed by the office with the individual and the Team Leader they would like to join the team of. The individual can expect an email during the week and contact from the Team Leader shortly afterwards.

They can also talk to the Team Leader directly and discuss joining their team. They do not by law have to fill in a Serve Card.

Can I dedicate my child or baby? How do I register my baby/child for dedication?

Yes, we have baby dedication services throughout the year and you can sign up.

Website: visit www.faithlifecentre.com/events and sign up for the next baby dedication.

Faith Life App: download the app and on the homepage, click 'upcoming events' to find the next baby dedication service. Click on the event and click register.

Other Information

I'm not receiving any emails or contact from the church?

Has the individual ever completed the 'new here' form? If they have not given us their details we have not added them to the database.

Ask them to download the Faith Life app, sign up and login. The login process will allow anyone to join our database by filling in their details.

If the individual has already downloaded the app

You can update your subscriptions and preferences through the Faith Life app by clicking on the profile section, or by clicking 'unsubscribe' on emails or SMS messages.

I can't download or do not wish to download the app, what should I do?

Not a problem, you'll hear about our upcoming events and be able to meet people every week by visiting one of our Faith Life locations.

Event sign up without the App/Website

You can sign up for events by visiting the connect desk and a team member can assist you.

Connect desk team members can assist in signing up people by using the website/app:

Water baptism/Baby dedication - www.faithlifecentre.com/events

Share contact information to receive emails - www.faithlifecentre.com/newhere

Join a group - www.faithlifecentre.com/groups

How can I give?

You can give by cash, cheque or credit card during our offering in the service. During the offering a QR code will be displayed so you can quickly give via card.

You can visit the connect desk and use our credit card machine to give by card, phone, and contactless payment.

You can give through our Faith Life App.

Online Giving: www.faithlifecentre.com and clicking on the give/donate button. You can set up a regular payment via bank transfer through the give/donate button. Click on the location you are giving to.

How do I Gift Aid my giving?

If you are a UK tax payer, Faith Life can claim back 25p every time an individual donates £1. This is called gift aid. A tax payer can gift aid their giving as long as they have completed a gift aid declaration form.

Visit www.faithlifecentre.com click on give/donate and then click on 'set up gift aid'

Do I pay enough tax to qualify for Gift Aid?

Your donations will qualify as long as they're not more than 4 times what you have paid in tax in that tax year (6 April to 5 April). The tax could have been paid on [your income](#) or [capital gains](#). You must tell the charities you support if you stop paying enough tax.

Visit www.gov.uk for more information.