

- **Is my contact information freely available on the Internet?**
No, your information is available only to other church attenders who have logged into MySardis.
- **What information can other church attenders see about me?**
By default, church attenders can see your name, your home address and phone number and your e-mail address.
- **Can I limit what information is shown?**
Absolutely. By clicking on “My Profile > My Personal Preferences” you can select exactly what you are sharing with other church attenders.
- **Won't this open me up to spam?**
No. Since your data is only available to the people of the church, spammers will not be able to access your information.
- **Is my giving history private?**
Absolutely. Only you can see your giving history and only when you have logged in. The server is tested daily to make sure that it is safe from hackers and is protected by 128-bit encryption.
- **I'm a member of a group that is not listed on my account, what do I do?**
Send an email to Jennifer.childers@sardis.org to let us know.
- **How do I update my information?**
If you've moved, changed your phone number or e-mail address, you can update your record by clicking “My Complete Profile” and then clicking on the pencil icon.
- **How often is the information refreshed on MySardis?**
We update the information on MySardis every Friday. No changes made to our database are immediately reflected on MySardis.
- **Why don't my contributions look right in My Giving History?**
Contributions from Sunday are typically available in MySardis by Thursday of any given week. If you are missing recent gifts, they most likely have not posted yet. If you have other questions, please e-mail Sylvia Zwick (Sylvia.zwick@sardis.org) or call her at 704.366.1854.
- **Why am I unable to sign up for an account?**
There are a few reasons that might prohibit you from successfully creating an account on MySardis. You must enter your first name, last name, and e-mail address exactly as we have them listed. If at first you don't succeed, email Jennifer Childers (jennifer.childers@sardis.org) or call her at 704.366.1854.