

Belong FAQs

What is Belong?

Belong is our church management system that keeps profiles of The Chapel's congregants. Your profile could contain: name, contact information, family information, groups you have been a part of or registered for, groups kept for administrative purposes, your giving history, and other church activities.

Does Belong mean my information is shared with everyone?

No. By default, fellow Group members might be able to see your first name, last name, home phone number, email address, birthdate (month & day only), and anniversary date (month & date only). To change this for yourself or family members, select Actions à Privacy from a profile. All other profile fields are only visible to individuals with the appropriate administrative permissions (church leadership). All children under 18 years old are unable to be searched or viewed.

How do I get a username and password for Belong?

Fill out this form and you should receive an email shortly with an activation link. If you do not receive the email within 24 hours, check your spam folder for an email titled "New Login Created" from The Chapel <thechapel@ccbchurch.com>.

What if I forgot my Belong username?

Your username is typically the email address we have on file for you.

What if I forgot my Belong password?

From the login screen, select Forgot Password. You will be asked to enter your email address. If it is a match in our system, you will receive an email titled "Password Reset" from The Chapel. If it is not a match in our database, the address you entered will not receive an email.

I am using the same username and password that I use for online giving, and I can't get into Belong.

Our online giving platform is separate from Belong and utilizes different logins. If you need to request one for Belong, visit [here](#).

What if I don't have an email address?

Call us at 330-315-5482. We will verify your mailing address and can print and mail you your statement.

Something is wrong with my giving history. Who can correct it?

If you notice anything that you'd like us to address, please contact us at giving.statements@thechapel.life or call 330-315-5482. We'll be happy to assist you and answer any questions you might have.

What if some information on my profile is incorrect?

Please update it for us. (See INSTRUCTIONS page, if needed.)

I don't attend The Chapel Akron or I gave to one of the other Chapels, why did I get this email?

Most likely the Campus is set to Akron on your profile. To update that for us, login and edit your profile with the correct campus affiliation.

Will I only see my giving to Akron or can I see if I gave to one of the other Chapels?

Your giving for Chapels other than Akron will appear in the same statement and will be indicated as to where it was designated. Giving records will be available here until the date each campus went independent.