

BWC WebView Access – Frequently Asked Questions

1. **Is there a shortcut to the payment system?**
 - Yes! www.bwcumc.org/onlinepayments
2. **How do I get/reset my credentials?**
 - On the left side of the login screen, under **Forget Your Password?**, click **Have it e-mailed to you**
 - In the pop-up window, enter the main email address for your church office and click the **Continue** button.
 - **IMPORTANT** – The address you enter should be the same address where copies of the church's statements are received every month.
 - You should receive the confirmation message, "Passwords are being sent.". If not, see #5 & #6
 - Within a minute or two, you should receive an email From **ShelbyWEBVIEW**, with the subject **Passwords**.
 - **You must reset your password within 24 hours of receiving this email.**
3. **When I log in, the system is asking for my Number, what do I enter?**
 - Your WebView number is the unique ID number assigned by our accounting system.
 - **Your church's number will be included on your password reset email.**
 - **Your WebView number is NOT your GCFA# or BWC Church Alignment number.**
4. **Why didn't we receive the password reset email?**
 - If you followed the password reset instructions and received the confirmation message "Passwords are being sent.", you should receive the email very shortly. If that is not the case:
 - Confirm you are accessing the same mailbox of address you entered when resetting your password.
 - Confirm the mailbox is receiving other messages. Send yourself a test message to be sure.
 - See if the reset email has been flagged as "SPAM" or "Junk" by your email software or service provider by checking the locations where your email software or service provider stores those types of messages.
 - If you find the message has been flagged as SPAM, follow your email software or service provider's procedures for "Whitelisting" the email address (webview@shelbyinc.com). Sometimes, adding the email address (webview@shelbyinc.com) to your contacts will help prevent future problems.
 - Unfortunately, BWC staff cannot assist you with problems relating to your church's email and/or IT systems.
5. **My Pastor and/or Treasurer get statements every month, why can't you use their email address(es) for WebView?**
 - While our system allows us to send statements to the church's Pastor(s) and Treasurer(s), there is still only one WebView online payment account for each church. As church Pastors and Treasurers change over time, we need to use the main email for the church office.
 - To facilitate the initial account setup, we can **add** the Treasurer's email address **temporarily** so he/she can receive the password reset email.
 - **If your church has no main/office email address**, the Treasurer's email address can be used on an ongoing basis.
6. **When I try to reset my password, the system says "There are no users with e-mail addresses in the criteria you selected. No e-mails will be sent."**
 - This simply means the address you entered does not match the church office email address in our **billing system**.
 - Please contact Priti Khanna (Accounts Receivable) or your District Administrator so they can update/correct the email address in our system. Click [here](#) to reach our staff contact page.
7. **If the Treasurer doesn't receive the password reset emails, how can he/she log in?**
 - The Treasurer simply needs to ask the church office forward the reset email to their attention. From that point forward, the church office does not need to be involved in the process.
8. **Is the church office the only one who can reset the password?**
 - No – anyone can initiate a reset, as long as they enter the correct email address on file for the church office
9. **I have entered my church ID and password several times, now the system has started asking for my email address to reset the password again...even though I am clicking the "Login" button.**
 - After several failed login attempts, the system will prevent additional attempts for 30 minutes and instead ask you to reset the password again. If this happens, close your internet browser, wait at least 30 minutes and login using the last reset email you received.