

iKnow Church for Forest Fold

for Computer and mobile App

Instructions for logging in

Version G 14 October 2019

(For suitable hardware and operating systems see Appendix 1 at end of this document)

You will have already been set up as a user and in the first instance you will receive email 1 as below.

This will be followed by email 2 where your password which we have generated will be shown

If you want to generate your own password see section 2

Section 1: Log on emails

1.1 Receive email invitation as below

Hi Eli,

Email no 1

Welcome to iKnow for Forest Fold Baptist Church

We've set you up an account with the username eli.bishop

You will shortly receive a second email with a password we have generated for you.

You can then log in at [iKnow](#) and update your details.

If you have any difficulties or problems at all with this please contact us at iknow@forestfold.org.uk and we can send you a new password.

Please check that your details are correct and change anything that is not right. It is quite likely that your birthdate is incorrect.

Please tick the boxes that allow us to contact you, this communication will only be from Forest Fold.

Thank you and we hope and pray you will find this new facility useful.

Forest Fold.

Please do not reply to this mail as it is an automated mailbox.

For help please mail iknow@forestfold.org.uk

1.2 Receive email 2 as below

Hello Eli ,

Email no 2

Your password to iKnow for Forest Fold Baptist Church has been set as below

Your user name is eli.bishop

Password: TESTu3896%

Use this to log in [iKnow](#) and and access your account.

Thank you

Forest Fold

Please do not reply to this mail as it is an automated mailbox.

For help please mail iknow@forestfold.org.uk

1.3 Note user name
and format

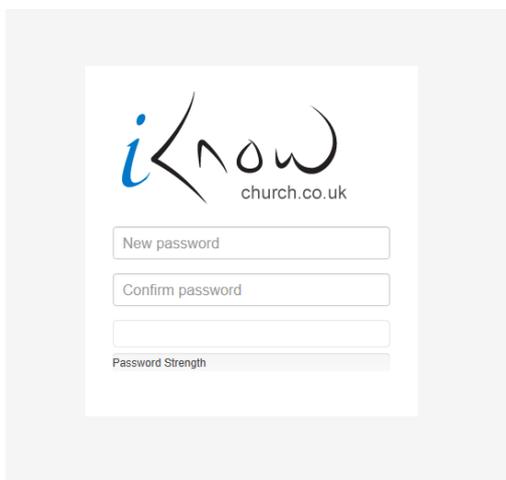
(usually your
firstname.surname)

1.4 Note your Password

1.5 Click on link to go to web site

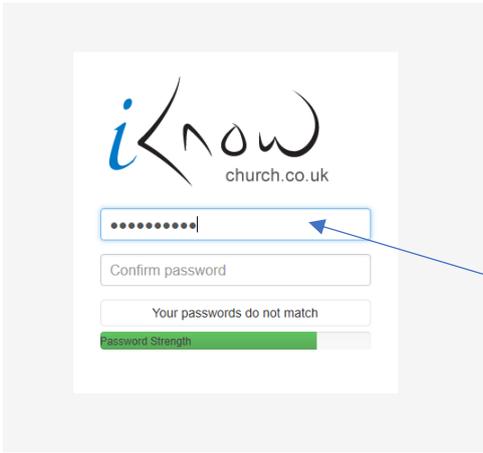
Section 2: Make your own password

(This section not needed if you use the password we have generated for you in email 2 above, skip and proceed to Section 3)



The screenshot shows the iKnow church.co.uk password reset interface. It features the iKnow logo at the top left. Below the logo are three input fields: 'New password', 'Confirm password', and a 'Password Strength' indicator. The 'Password Strength' indicator is currently empty.

2.1 If you have selected "Reset Password"
you will get this on your screen



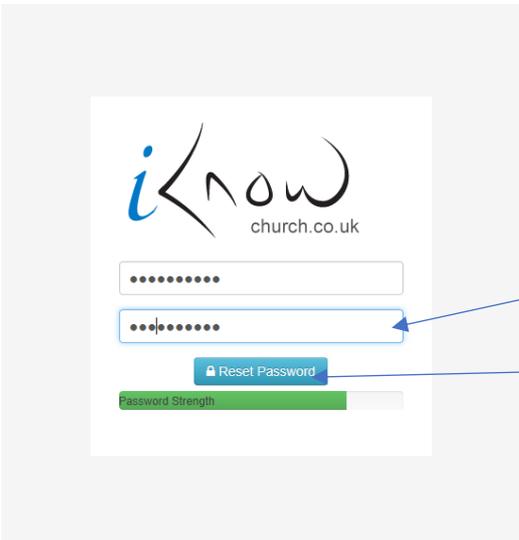
2.2 Set your own password

Should have :

- 10 or more characters
- At least 1 capital letter
- At least 1 number
- At least 1 symbol (£,\$, & ,@,!,?)

Will not work until the strength bar is green

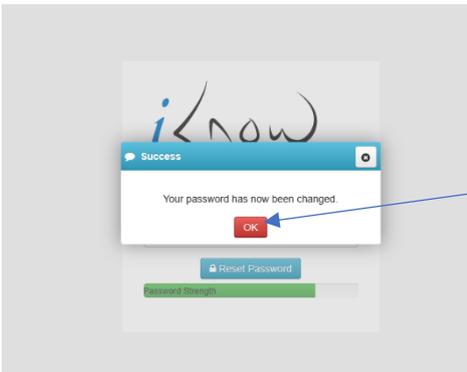
Example **ABCdef123&**



2.3 Make a note of your password and keep safe!

2.4 Enter your password again

2.5 press to set password



2.6 press OK

If there is a problem in any of the above procedure please ask Forest Fold iKnow admin (David B or Esther C) by email to iknow@forestfold.org.uk or by phone or in person and you will be sent another email 2 with both your user name and a passcode

Section 3: Logging on to the Forest Fold App

The mobile phone App is the best device for obtaining the basic information from the iKnow system and for seeing your personal details. The Browser version is more comprehensive and used when settings for diary, rotas and other functions are required. You can use both or either depending on preference and need. To Log into the Browser version see instructions in section 4

3.1 Download App from Apple store or Google Play

Search for [ForestFold Crowborough](#) or use the QR codes here

Apple Store



Google Play



3.2 Install App on device in the normal way

For general use there is no need to log in or register.

For personal content, Log in using the same login username and passcode that has been generated in section 1 above.



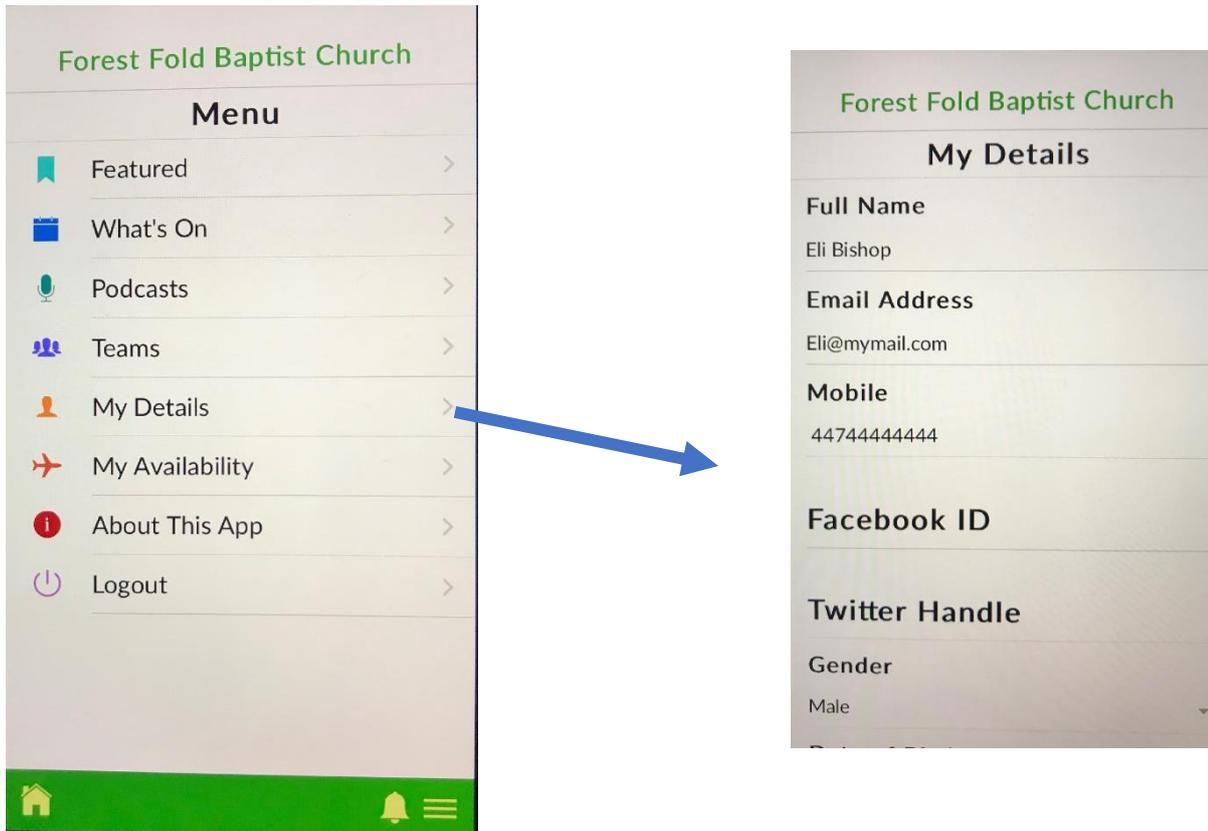
!User name (not email) !

Password

Select for further content



If you have not already received log in details, pressing [Register](#) will send a message to the FF iKnow admin who will, if you are known to them and part of the Forest Fold Family, send you log in details as email 1 and 2. This could take some time !



3.3 Check and change where needed your personal details

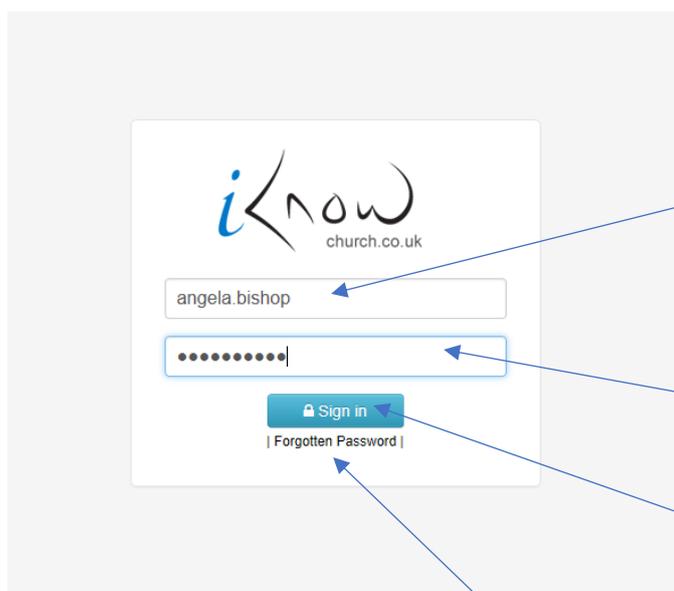
3.4 Select other options as needed

Section 4. Log on to iKnow in your Browser* (see appendix 1)

4.1 go to:

<https://forestfoldbaptistchapel.myiknowchurch.co.uk/login>

or click on iKnow link in email 1 or 2



4.2 Enter your user name
(**IMPORTANT**.....NOT your email
but the user name that you have
been sent, see step 1.3

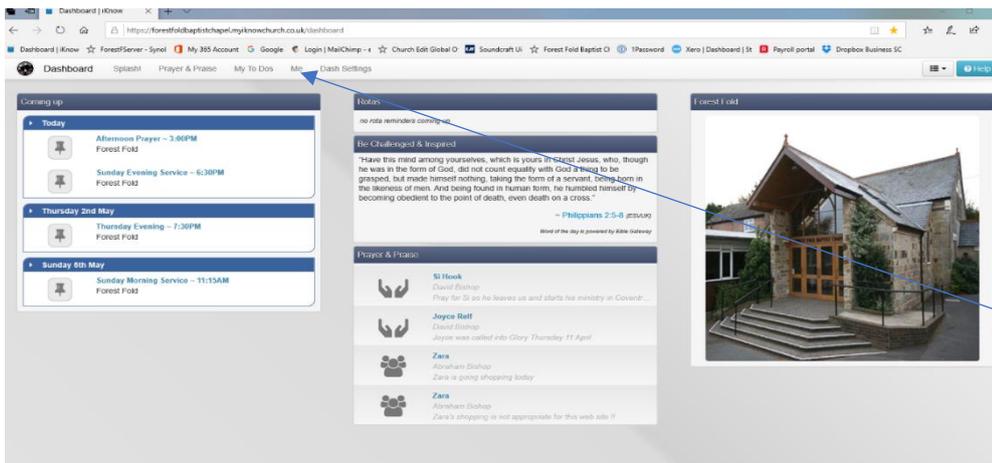
4.3 Enter your password

4.4 Sign in

4.5 If you have already forgotten your password click here to set your own as
in section 2 **or** request a new email 2

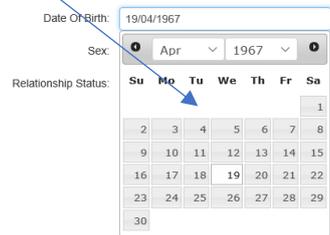
4.6 You should now see the site Dashboard similar to this

4.7 On first connection you will see the “legal bit”
If you wish to continue please scroll to the bottom and “Accept “



4.8 Select "Me" to see your personal page

4.9 This page should already contain your basic information, please check and adjust and add where necessary



4.11 You can add your picture here, its not essential but nice to see you !!

4.12 Please check your mobile number is correct

4.10. It is very likely that your date of birth will be incorrect. (the default is Christmas day 1940)
 Click on box and use drop down box to set your birth date.
 (If you would rather not disclose your age then leave at the default setting, you may however not receive age appropriate messages)

I am happy to be contacted by: Home Phone Post Email Mobile

I have given permission for my data to be stored:

Set Address

Save

4.14 Your land line phone and postal address can be checked here

4.13 Please give us your permission to contact you by ticking the boxes here. This will be strictly for Forest Fold communication only

4.15 When finished press SAVE
(if you don't you will have to start all over again !!)

Any problems please contact iknow@forestfold.org.uk where DaveB or EstherC will be pleased to help you

Appendix 1. Equipment and operating systems suitable for using with iknow

iKnow requires reasonably modern computers and operating systems to be able to maintain the high levels of security needed to connect to a live database.

On **windows PC computers** an up to date internet browser is required.



Google Chrome

is the recommended browser which is free to download and automatically updated.



Microsoft Edge

Microsoft's supported browser is Edge and is again updated automatically



Firefox is also a modern compatible and free browser



Microsoft Internet Explorer 11 and previous editions are no longer supported by Microsoft and are not suitable for iKnow.



SAFARI is the browser used on **Apple computers**, ipads and iphones and works well with iknow



I Pads and iPhone need to have operating system IOS10 or greater. iPad gen 4 and later, introduced in 2012, are readily and normally automatically upgraded but models prior to this unfortunately will not operate correctly. These older devices are readily identified by the large 30 pin charging connector as shown here. Newer devices have the smaller “lightning” connector on the left.

For **Android phones and tablets** the operating system should be version 4.1 or higher (released 2012)