

**The following help clarify some common questions about Mars Online Accounts. Have a question that isn't answered here? Contact our office [[marshill.org/contact](mailto:marshill.org/contact)] and we'll do our best to provide a helpful response.**

**Why does Mars Hill have Mars Online Accounts?**

It's important to us to keep things relational, and to do a better job of that, we've adopted a web-based system. No, really. When you create a Mars Online Account, we're able to better suggest next steps and opportunities for you to connect, belong, learn, and serve at Mars Hill. We're also able to provide a more seamless process for online giving and class/event registration. So while the initial steps of this process might seem heavier on technology, the overall approach is more person-to-person: your Mars Online Account helps us maintain accurate and reliable records, which enables us to serve, know, and respond to you better.

**How do I create my Mars Online Account?**

To create your Mars Online Account, simply visit [marshill.org/account](http://marshill.org/account) and fill in the fields provided. You'll be asked to create a user ID and password, then provide biographical information like your name, address, phone number, and birth date.

**How and for what should I use a Mars Online Account?**

Your Mars Online Account is required for online giving and event/class registration. Along with that, the best way to find answers to your general questions about Mars Hill is by logging in to your Mars Online Account and completing our short contact form—in utilizing this system, you're making it easier for us to respond to you more quickly.

**Why is my birth date necessary for creating a Mars Online Account?**

Birth dates help ensure the accuracy of individual Mars Online Accounts. This is primarily an administrative and a security feature: since addresses, last names, emails, and phone numbers can change easily, linking your birth date with your Mars Online Account helps to correctly identify who you are [and who else isn't you] within our large database of users.

**After creating my Mars Online Account, will I start receiving unwanted emails?**

Say it with us now: "Down with SPAM!" You'll continue receiving emails related to groups you're a part of and ministries you're involved in, and as a Mars Online user you'll receive our *E-Sixty* newsletter [which you can choose to unsubscribe from at any time] but we won't arbitrarily add you to email lists. And we promise we won't forward you a daily heartwarming chain-email from our Aunt Beatrice.

**How secure is my Mars Online Account?**

In web-speak, your Mars Online Account is part of our secure website: any biographical and financial information is encrypted prior to being transferred, and sensitive stored information is also encrypted in our database. This kind of encryption is the strongest form of protection; it eliminates the possibility of hackers "tapping the line" and extracting your personal data.

**I have a new address/phone number/etc.—how do I edit my Mars Online Account information?**

Log in to your Mars Online Account by visiting [marshill.org/account](http://marshill.org/account) and entering your user ID and password. Then, under the heading "My Info", choose "Edit Profile". Enter your desired changes, then select "Save Changes" at the bottom of the page.