ChurchHub FAQs

FAQs for Communities of Faith

1. How do we know if the position we submitted has been approved by regional council?
If the position has been submitted, you will see it on your Find a New Minister page under Submitted Positions on the right side of the screen. Once the position is approved, you will also see it on the list of All Available Positions.

**2. Can we edit a position that we have already submitted?**
No. The position you submit has been approved as it was submitted to regional council. Any changes, such as a change in hours or a change in the position description, requires you to complete the Submit a New Position form again to be reviewed by regional council for approval.

3. What if we want to update our community of faith profile after we've submitted a position?
You can update your community of faith profile at any time. Every night the system refreshes all profiles, so any changes made one day will appear in your profile the next morning. You are encouraged to review your community of faith profile at least annually. Your regional council will want to review the changes you make to your profile.

4. Where do we go to complete a record of call/appointment for the minister we are calling/appointing/reappointing?
On your Community of Faith Profile page you will see several Quick Action buttons. The last button is the Record of Call or Appointment form.
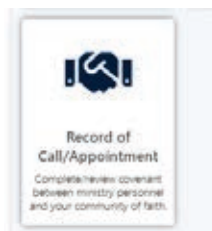
5. We've lost or can't find our original ChurchHub invitation. How do we get another one?

If you know your username (usually the church office/admin e-mail address), you can use that to send yourself another invitation by using the "forgot password" link at churchhub.ca. If you don't know the username, or the e-mail for your church office/admin has been changed, please contact ministry@united-church.ca.

6. We received an invitation to set a password, but when we try to do so it tells us the password link has expired.

You can simply resend yourself the invitation to set a password by going to churchhub.ca and choosing the "forgot password" link on the login page.

7. Why do some ministry personnel on the available list have very little information in their profiles?

At the beginning of 2019 ministry personnel could make the request to be on the available ministry personnel list without having to complete any of their profile information. This caused frustration for many communities of faith that were seeking a minister. ChurchHub was further enhanced in fall 2019 so ministers would be required to complete their profile information before they could submit a request to the Office of Vocation to be approved to search for a call or appointment.

8. How do we contact ministers on the available positions list?

Each minister has indicated in their profile whether they want to be contacted by e-mail or by phone. Use the e-mail address or phone number to contact them. You do not contact each other within ChurchHub.

FAQs for Ministry Personnel

1. How do I know if my name is on the list of available ministers?

If your Office of Vocation minister has approved you as a minister in good standing and eligible to search for a call or appointment, you will see this button on your Find a New Ministry page:
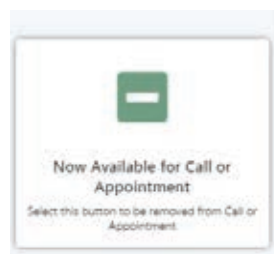
2. What if I want to update my minister profile after I have been approved to search for a position?

You can update your minister profile at any time. In fact, you are encouraged to review and update your profile on a regular basis. Every night the system refreshes all profiles, so any changes made one day will appear in your profile the next morning.

3. The information I'm putting into my Minister Profile boxes is not saving.

Remember to click the UPDATE button at the bottom of each of your profiles (Introduction; Education/Experience; Skills & Gifts) AND also click the UPDATE button at the bottom of the main My Profile page (the page with preferred hours, regional council availability, languages, etc.).

4. When I make a request to be made available to search for a call or appointment, I get a message asking me to complete my profile.

The system checks that all profile information has been completed before it allows the request to be made available. Ensure that for each of the profile boxes you have removed all the sample text and have copied/pasted your own text into the box. Also make sure that all boxes on the main My Profile page are completed.

5. I'm an applicant or candidate, but I don't see a Find a New Ministry tile on My Ministry page

Please contact your Office of Vocation minister to confirm that you have passed the required interview(s) to be able to begin to look for a position. If you have been approved and the button is missing, please send a message to ministry@united-church.ca so we can add the tile.

6. How do I connect with communities of faith that have an available position?

Each available position includes a search team e-mail address. Please send an e-mail to that address to express your interest in a position. You do not contact each other within ChurchHub.

General FAQs for Everyone

1. I/we have never received an invitation to ChurchHub.

Every ministry personnel and pastoral charge in The United Church of Canada was issued an invitation to ChurchHub in the first half of 2019. The only ones that did not receive an invitation were those that did not have a valid e-mail address on file for the invitation to be sent to. If you cannot find your invitation or suspect the e-mail on file is incorrect or missing, please contact [ministry@united-church.ca,](mailto:ministry@united-church.ca) and we can confirm what e-mail address we have.

2. Who do I call if I get error messages that say I don't have permission, or access denied?

Please contact Helpdesk@united-church.ca.

3. Who do I call if I'm having trouble with various forms/pages on ChurchHub?

Contact ministry@united-church.ca.

4. I am able to get into ChurchHub, but the forms aren't loading properly or are coming up blank.

Sometimes your device or browser may be outdated and thus incompatible with ChurchHub. One way to deal with this is to use the newest version of Google Chrome or Microsoft Edge as your browser.

5. Are there training resources to help me?

Several training videos and other resources are listed on the ChurchHub webpage at united-church.ca.