

Frequently Asked Questions – OKC Online Member Accounts

Updating Information – Important: SAVE Changes

The system does not automatically update accounts or files. Any changes need to be **SAVED** in each section. The update information button is in the bottom right corner of the screen.

Login and Password Info

How do I log into my account?

Only Ohr Kodesh Congregation Members and OKC Community Members (ECC, ABRS, Teen *Beit Midrash* and *Tzohar* Families) have online accounts.

If you are in one of these categories, you should have received an email with a link to log into the OKC online system. If you did not receive a message or link, please send an email to OKCWebsite@ohrkodesh.org and a member of the OKC staff or OKC Website Committee will follow up with you.

I tried to log in, but I get an error message.

Refresh your page. Clear any cookies or cache on your computer. Try to log in again or try to reset your password.

If neither process is successful, please send an email to OKCWebsite@ohrkodesh.org with the email address you used for the login and a member of the OKC staff will follow up with you.

I forgot my password or my password is not working.

Go to the top of the page and in the upper right corner, click on “Log in” and select “Forgot Password”. Enter your email address and a new link will be sent to reset your password.

We received two login messages with links. Why?

The new OKC system allows two individual adult listings per account. Each member has separate personal information listed on the account. A separate email and login password should be activated for each person.

Do not use duplicate information for multiple people (same email address or phone number).

If you don't want to list individual info, please keep the field blank.

Data Security

How secure is my OKC online account?

Our website, which resides in ShulCloud, follows fundamental security requirements. On ShulCloud, HTTPS/TLS is always used for all login attempts, online payments, member's "my account" section and administrative functions. To learn more about ShulCloud security protocols click [HERE](#)

Account Details and Changes

My personal information is not accurate. How do I edit my information?

Log into your account. Select the "My Profile" box.

The "View and Edit Your Profile" button is in the bottom right corner.

Please review all 5 Tabs (Personal, Contact Info, Business, Lifecycles and Other).

Click "**Save Changes to Person**" at the bottom right corner.

Why is there a Primary and Secondary Account listed? Is there a difference?

The system allows two adult member listings per account. Both the Primary and Secondary listings have individual information and independent access to the account. The Primary listing has the ability to "set" the level of editing permissions for all members on the account.

How do I change the primary adult listing?

There is a "switch" button listed just above the boxes for the primary and secondary listings and it will "swap" the order on the account.

Can I use the same information for multiple people in my family?

Duplicates cause system errors in the reporting function. Each person on the account should be listed with his/her/other's separate email address and phone number. If you don't want to list individual info, please keep the field blank, do not list the same details for multiple people.

I changed my information, but the new details are not listed.

The system does not automatically update accounts or files. **Any changes need to be SAVED in each section.** The update information button is in the bottom right corner of the screen.

Membership Directory

Who is listed in the Membership Directory?

Only Ohr Kodesh Congregation Members and OKC Community Members (ECC, ABRS, Teen *Beit Midrash*, and *Tzohar* Families) are listed in the Membership Directory.

The directory is viewable to anyone logged into their OCK online account. Children's names are hidden, unless an adult on the account "selects" the box, to include their names.

Where is the Membership Directory?

The Membership Directory Box is at the bottom of the Member Account Page. You can search by alphabet or by using the search box and listing the name.

Additional Assistance

Still need help?

Send a message to OKCWebsite@OhrKodesh.org and a member of the OKC staff will follow up with you.