

## Welcome to the new website!

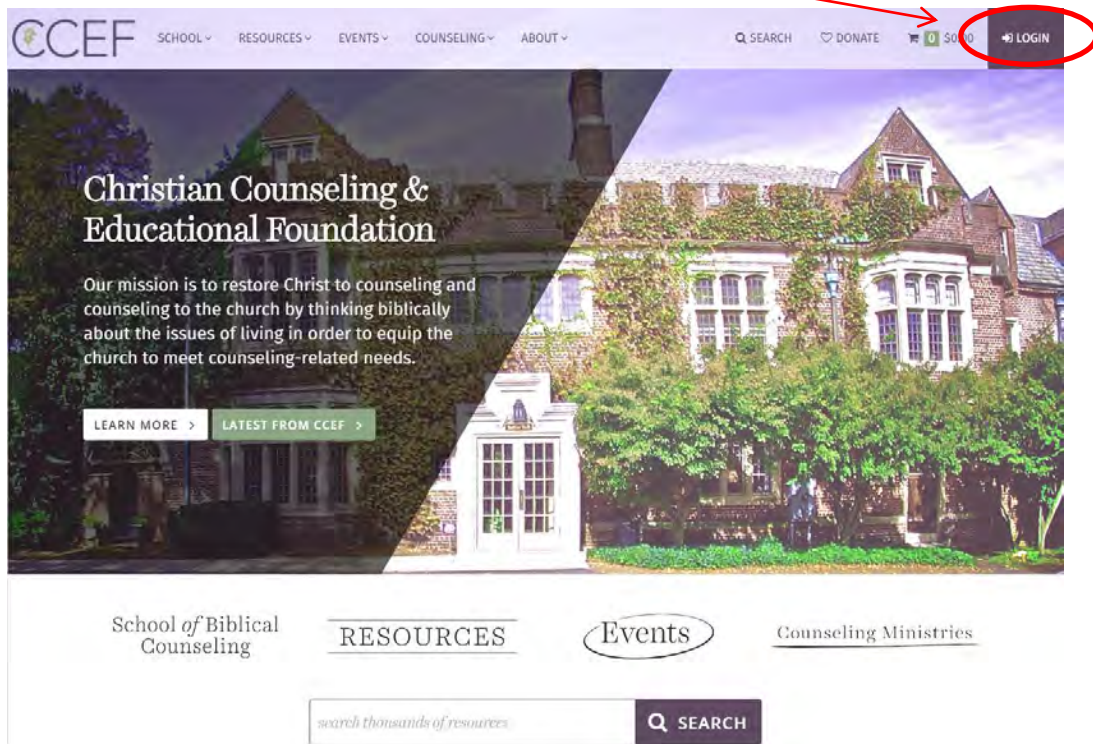
Our new website is finally here! We have put a lot of effort into making the website more user-friendly and easy to use.

In the transition from the old website, please be aware of the following:

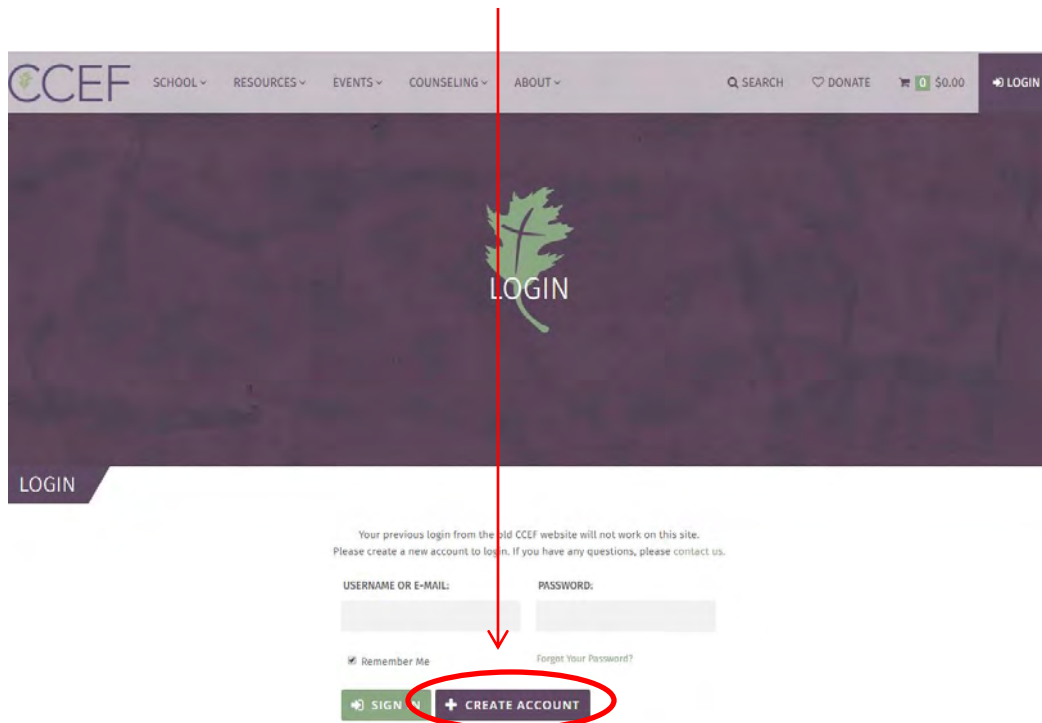
1. **Previously purchased digital content from your old user account did not transfer to your new account.** If for some unforeseen circumstances you lost access to your previously purchased digital media, **please contact us with the following:**
  - a. **A receipt** of previously purchased content (sent by e-mail when the purchase was made).
  - b. **A list** of items previously purchased that you wish to have the ability to download (please be specific as to what titles, Journal issues, etc. that were purchased as that will help us to expedite the process).
2. For monthly donors and *Journal of Biblical Counseling* subscribers, you should have received information on how to transfer giving or subscriptions to the new website. If for some reason you did not get this information, please contact us at [customerservice@ccef.org](mailto:customerservice@ccef.org).

### Creating a user account

1. Go to [www.ccef.org](http://www.ccef.org) and click on the “**LOGIN**” button located on the upper right side of the screen.

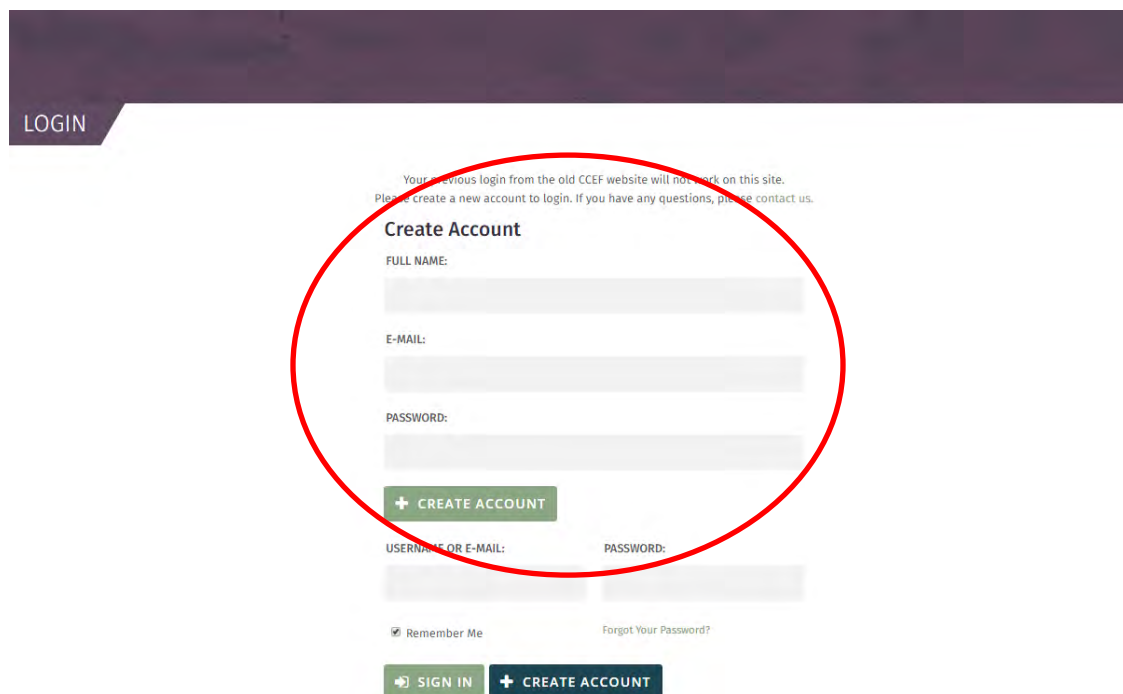


2. On the Login page, select the “Create Account” button:



**\*Please note:** Once your account is created, the Login page is also where you will enter in your username/e-mail and password to access your account.

3. Enter in your **full name, e-mail, and a password** and then click on “Create Account”:



4. Once the account is created, you will see the following:

Check the boxes of any **mailing lists** you wish to be a part of (email, snail mail or both, and select "update preferences")

**Active subscriptions** will be listed in this area

\*Please note, if you have an active *JBC* subscription, it may not automatically show up in this section during the transition period to the new website.

At the **Edit Profile** screen, you can enter in your contact information, upload a picture and tell us more about how you learned of CCEF.

At the **Edit Address** screen, you can update your billing and shipping addresses. Be sure to click **Save Address** when completed!

## Accessing your digital content

- Once you have made a purchase, you can access your files through your user account at the “My Profile” page. There you will see **hyperlinks** to download your digital content

The screenshot displays the CCEF Customer Service user profile page. At the top, there is a navigation bar with links for SCHOOL, RESOURCES, EVENTS, COUNSELING, and ABOUT. A search bar, a DONATE button, and a shopping cart icon showing \$0.00 are also present. Below the navigation bar are buttons for EDIT PROFILE, EDIT ADDRESS, and SIGN OUT. The main content area is divided into several sections:

- Mailing Lists:** Includes sections for SNAIL MAIL (CCEF NOW Magazine, Promotional Mailings, Ministry Updates & Letters) and ELECTRONIC MAIL (CCEF eNews, Ministry Updates & Letters). An UPDATE PREFERENCES button is located below.
- Available Downloads:** This section is circled in red and contains three items, each with a download icon and a '5 downloads remaining' status:
  - The Counselor's Guide to the Brain and its Disorders - The\_Counselors\_Guide.pdf
  - Anxiety Conference Audio Set - Anxiety\_Conference.zip
  - JBC Volume 30:1 PDF - JBC30N1-PDF
- My Subscriptions:** A message states, "You have no active subscriptions. Find your first subscription in the store."
- Recent Orders:** A table with columns for Order, Date, Status, and Total. One order is listed:
 

Order	Date	Status	Total
#237	May 9, 2016	Completed	\$0.00 for 0 items

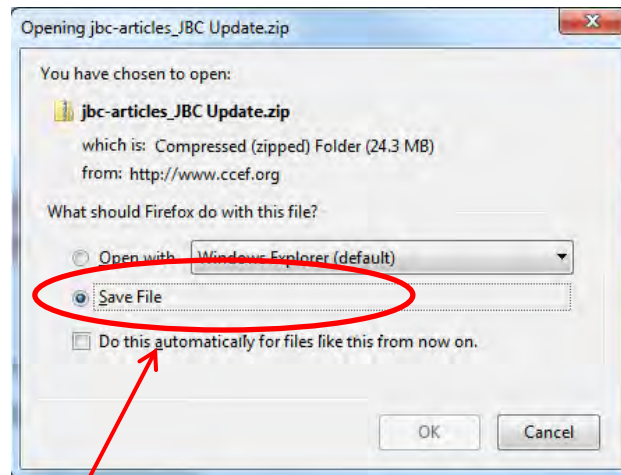
At the bottom of the page, there is a 'STAY INFORMED' section with an envelope icon and a sign-up prompt, and social media icons for Facebook, Twitter, and YouTube.

**\*Note: Each product is limited to 5 downloads.**

Please make sure to download all content to a local device (i.e., your computer, a flash drive, etc.) as your user account is not intended to be a long-term storage device for your products.

If you encounter difficulties accessing digital content, please feel free to contact us.

- When you click on the hyperlink, you will have the option to “Open with” or “Save File”



- If you select “**Save File**,” the default location for your file will most likely be the “Downloads” folder on your computer.
- Several products that include more than one file in the download (such as conference audio sets, JBC bundle packs, etc.) may require you to “unzip” the file before accessing it. Due to differences in computer setup, you might need assistance doing this. If so, there are several websites that offer helpful instructions on “unzipping” files that can be found through a simple Google search (e.g.: Use the search term “How to unzip files”).

## Managing subscriptions

- To view current subscriptions, login to your user account. At the main user account page, you will see active recurring charges under “**My Subscriptions.**”

Journal of Biblical Counseling (Digital Subscription)

IBC Volume 30:01

**My Subscriptions**

Subscription	Status	Next Payment	Total	
#339	Active	May 13, 2017 via MasterCard card ending in	\$12.00 / year	<a href="#">View</a>

By clicking “View,” you can adjust the settings of your recurring subscription by:

- Change payment information
- Canceling the recurring subscription

**SUBSCRIPTION**

Status	Active
Start Date	2 hours ago
Last Payment Date	2 hours ago
Next Payment Date	May 13, 2017
Actions	<a href="#">Cancel</a> <a href="#">Change Payment</a>

**Subscription Totals**

Product	Total
IBC Individual Digital Subscription * 1	
Subscription Duration: 1 Year with Auto Renewal	\$12.00 / year
<b>Subtotal:</b>	<b>\$12.00</b>
Payment Method:	Credit Card
<b>Total:</b>	<b>\$12.00 / year</b>

**Related Orders**

Order	Date	Status	Total	
#339	May 13, 2016	Completed	\$12.00 for 1 item	<a href="#">View</a> <a href="#">View invoice</a>

**Customer details**

Email	customerservice@ccef.org
Tel	1-800-818-2186

**BILLING ADDRESS**

Customer Service  
1803 E Willow Grove Ave  
Glenside, PA 19038

We hope you find this resource to be helpful, please feel free to contact customer service at [customerservice@ccef.org](mailto:customerservice@ccef.org)