



## Potential Trouble Shooting Issues

When users, who you coach, have issues with navigating or questions about the website, you can send them the following trouble shooting solutions.

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# Account Issues

Why can't I log into my old Zúme account?

**ZÚME**

**Change password**

Welcome! If you created an account before July 6th 2017 and have not reset your password, you will need to do so by clicking [here](#). This is the result of a migration to a new platform and holds no risk to your account security.

Username or Email Address

Password

☐ Remember Me

Log In

Register

Lost your password?

[← Back to Zúme Project](#)

Some users have experienced issues with the log in process. If you're one of them, click this button, [Clear cookies](#) and then try to log in again. If you are still having problems, contact us at [info@zumeproject.com](mailto:info@zumeproject.com).

## How do I create a new Zúme account?



## I keep getting an error when trying to create a new account.

There has been a reported issue that when someone tries to create their account and they don't write the username using the correct formatting, an error pops up saying, "Match the requested format." This is supposed to inform them that the username needs to be all lowercase and at least four characters long. It has been reported and should be getting fixed soon.

## Account Details

Display Name (required)

Test

Username (required)

Match the requested format

Test dihfsk

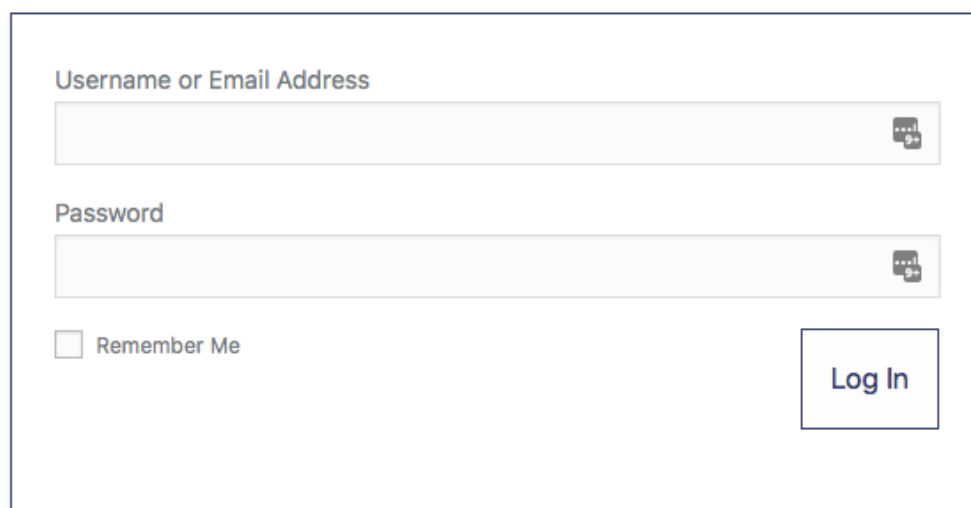
## What is the difference between a Display Name and a Username?

A Display Name can be your personal name or nickname (e.g. John Smith). A username must be all lowercase and at least four characters long. (e.g. smithy123)

## I am unable to login.

You will need to confirm your e-mail before you can begin using your Zúme account. Log into your e-mail account and find the confirmation e-mail Zúme sent you. If you do not find it right away, give it up to 5 minutes to send. You can also check your Spam, Updates, Promotions, etc folders to see if it got accidentally sent there.

If you have already confirmed your e-mail address and you still cannot log in then you could be experiencing an issue that others are facing.

A login form with two input fields: 'Username or Email Address' and 'Password'. Each field has a small icon on the right side. Below the password field is a checkbox labeled 'Remember Me'. To the right of the checkbox is a 'Log In' button.

Register

Lost your password?

← Back to Zúme Project

Some users have experienced issues with the log in process. If you're one of them, click this button, [Clear cookies](#) and then try to log in again. If you are still having problems, contact us at [info@zumeproject.com](mailto:info@zumeproject.com).

## I forgot my password.

If you forgot your password, you can reset it by clicking on "Lost your password?" Enter your e-mail address and then check your e-mail account for the reset password e-mail. After you reset your password, save it in a secure place so you don't forget it. Then log back into Zúme with your new password.



Welcome! If you created an account before July 6th 2017 and have not reset your password, you will need to do so by clicking [here](#). This is the result of a migration to a new platform and holds no risk to your account security.

Username or Email Address

Password

☐ Remember Me

Log In

Register

Lost your password?

← Back to Zúme Project

## How do I change my profile picture?

1. Click "Settings" then "Profile Settings"
2. Click "Profile"
3. Click "Change Profile Photo"
4. Click "Select your File" or use your Gravatar account
5. Choose your desired photo from your files
6. Arrange your picture in the box and then click "Crop Image"
7. \*Note: There is a bug currently where the photo is not saving correctly

# Group Issues

## **I can't find my old Zúme group?**

Due to the migration from the old site to the new site, there could have been an issue with moving all of the correct user data over as well. We apologize for this inconvenience. If you were the creator/leader of your last group, just create the group again and invite the same people. If you were not the creator/leader of the group, contact that person to see if their Zúme data was carried over correctly and ask them to invite you to the group again.

## **Why has my group been reverted back to Session 1?**

During the migration from the old site to the new site, we were not able to import the groups at their most recently completed session. Just click through the sessions and mark them as complete until you arrive to the correct session.

## **Why are some members of my group missing?**

Due to the migration from the old site to the new site, there could have been an issue with moving all of the correct user data over as well. We apologize for this inconvenience. If you notice anyone in your group is missing, send them an invitation to your group.

## **What is a "census tract"?**

Zúme Project's initial goal is for there to be a training group of four to twelve people in each census tract in the country. Each of these training groups will start two first-generation churches which will then begin to reproduce. There are about 75,000 census tracts in the U.S.. We ask for your census tract to monitor how well Zúme is doing with reaching this goal. You can visit the "About" page to learn more about the mission and vision of Zúme Project.

## How do I ensure my group will see my group post?

**Test Group 1**  
Test Group 1

Home Members (4) Map Invite Your Friends Manage Start Next Session

What's new in Test Group 1, testing?

@Test

Testing

Post Update

Testing posted an update in the group Test Group 1 3 minutes ago

We are going to start our first session next Wednesday at my house. Print out your own guidebook before you come!

Comment (0) Favorite Delete

**Leaders**

**If you want to ensure your update will be seen by your group, you must type "@" followed by a first name (e.g. @John). This will trigger an email to those you @ mention.**

**If you don't @ mention anyone personally, then your notification will show up in your group but won't trigger any email notifications.**

## Can I private message people in my group?

You can private message someone in your group by clicking on their name. This will take you to their personal profile. There is a "Private Message" button that you can click next to their profile picture. After you send your message, this will trigger an e-mail to inform them of their new message. It will also appear here on their Zúme dashboard:

**Group**

Invite Start Session 10

Start New Group

**Your Coach**

Private Message CoachTest for groups:

**Messages**

View Messages

You have 2 unread messages.



## What is the difference between a Leader and a Member?

A leader will see a "Manage" tab appear in their Group settings. The leader is by default the creator of the group. They will have the permission to do the following:

- Change the Group Details
  - Group Name
  - Group Description
  - Census Tract for where the group meets
- Promote users to leaders and demote leaders to users
- Remove users from the group
- Accept or decline membership requests to the group
- Delete the group

### Test Group 1

Test Group 1

Leaders



Home Members (4) Map Invite Your Friends **Manage** Start Next Session

Details Members Requests Delete

Group Name (required)

Test Group 1

Group Description (required)

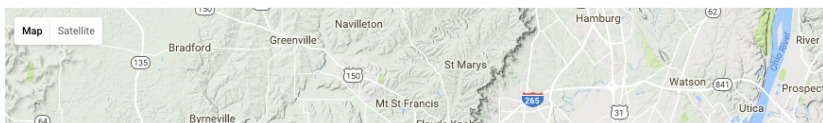
Test Group 1

☐ Notify group members of these changes via email

Search for a new tract to connect with your group.

1501 W. Mineral Ave, Littleton, CO 80120

Search



**Will only appear for  
"Leaders" of a group.  
This by default is the  
creator of the group.**

[Support](#)