

Frequently asked questions relating to the #LiveLent 2021 app.

### **Iâ€™ve forgotten my password**

You can click â€œForgot your password? Tap hereâ€œ. Then follow the steps to reset your password.

Please note your password needs to be at least 10 characters and contain at least:

- one capital letter
- one lower case letter
- one number
- one special character (eg. !, ?, @)

### **It doesnâ€™t accept my password**

Please note your password needs to be at least 10 characters and contain at least:

- one capital letter
- one lower case letter
- one number
- one special character (eg. !, ?, @)

### **My email address is not recognised**

If you have signed up to receive our emails, you will still need to create a new login to log into our app. However, if you have previously had logins to our previous apps such as #LiveLent and #FollowtheStar, please log in using the same details as previously.

### **My IP Address is blocked**

If your IP address is blocked this automatically lasts for 6 hours.

Once your IP address is active again try a password reset to avoid this problem reoccurring. Please look out for a reset email and follow the steps to reset your password.

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Please note your password needs to be at least 10 characters and contain at least:

- one capital letter

- one lower case letter
- one number
- one special character (eg. !, ?, @)

### Why do I need to give my data to the Archbishop's Council?

The **Archbishops' Council** is one of seven bodies that make up the **National Church Institutions**. These bodies undertake work on behalf of the Church of England at a national level and support the mission and ministries of the Church by working with those who serve in parishes, Dioceses, schools and other ministries.

As we are collecting data such as your email address and first name, we need to let you know the organisation that is responsible for looking after this data securely and in line with GDPR. In this case, the organisation is the Archbishop's Council and we need your consent before we can collect the data – which is why the checkbox is mandatory. We only require your email address and first name – all other fields are optional.

### I don't live in the UK, can I use the app?

Yes. At the moment some non-UK postcodes are not accepted but as this is not a mandatory field, you are still able to register.

### Is my device compatible?

#### **iOS – Devices running iOS 10 and above**

How to check what version you are running:

- Click on the "Settings" app
- Scroll down to and click "General"
- Click "About"
- In the second box down, besides "Software Version" it will display the version number

#### **Android – Devices running 4.4 and above**

How to check what version you are running:

- Click on the "Settings" app
- Search using the magnifying glass in the top right-hand corner for "Android version"
- Click on the highlighted blue "Android version"
- In the second box down under "Android version" it will display the version number

[My email address has changed, can I update it?](#)

Please [sign into the Church of England website](#) to edit your email address and update your profile.

If you're still having issues after trying these troubleshooting steps or your query isn't answered above, please use the form below.

Indicates required field

Name

Email Address

Phone number

Enquiry Topic?

Your query

By ticking this box, you confirm you are happy to share your data with the Archbishops' Council, Church Commissioners and Church of England Pensions Board.

We will not share this data with third parties.

[Read our full privacy notice here.](#)

The Archbishops' Council, Church Commissioners and Church of England Pensions Board are the three main operating bodies of the Church of England. The other [National Church Institutions can be found on our website.](#)

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