

Protect My Ministry & PushPay (Church Community Builder)

1. Before You Begin

To complete the PUSHPAY/CCB integration and begin ordering Background Checks through PUSHPAY/CCB, ensure the following:

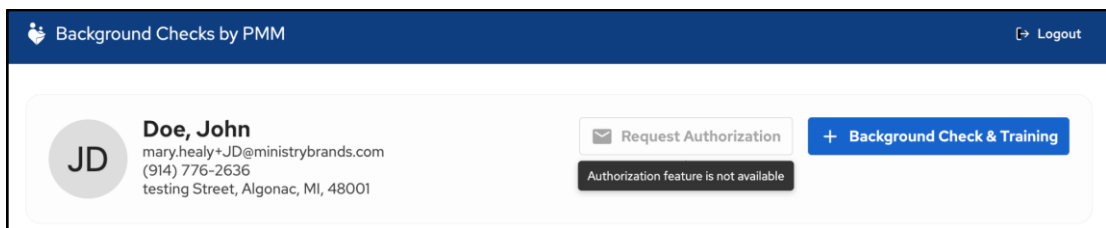
Requirements

- You must be a **PUSHPAY/CCB Admin**.
- You must have **Protect My Ministry login credentials**.
- You must have the ability to create **Custom Fields** in PUSHPAY/CCB.

Bundle-Based Features

Some features depend on your subscription bundle:

- **Request Authorization** is only available for **Bundles 2 - 4**.
- Request Authorization won't be available if it is not part of your bundle in Protect My Ministry.



What to Expect During Setup

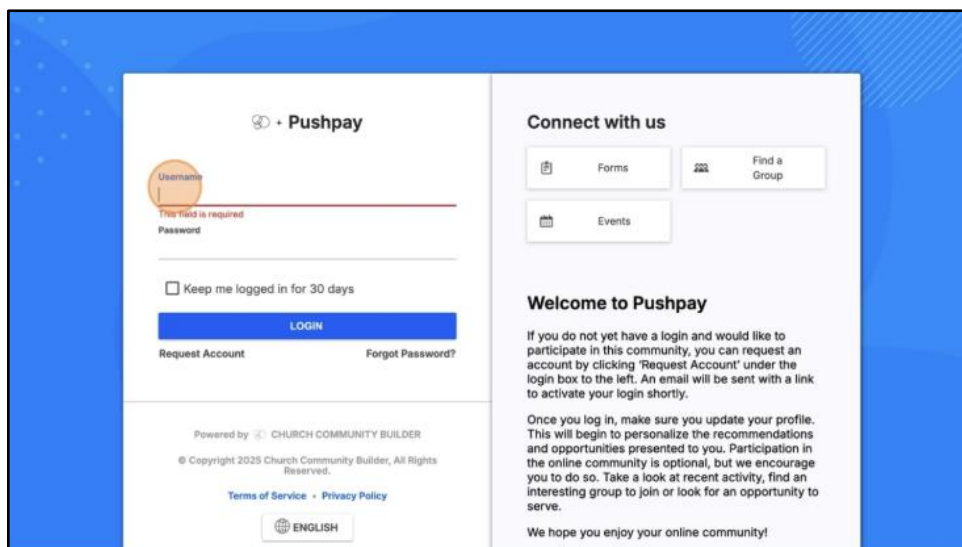
- You will create two required custom fields in PUSHPAY/CCB.
- You will authenticate with PUSHPAY/CCB via Protect My Ministry.

- Once authentication is complete, your member profiles in PUSHPAY/CCB will begin syncing with Protect My Ministry.
- You will receive an email notification once syncing has successfully completed.

2. PUSHPAY/CCB Setup - Creating Custom Fields

Before connecting your PUSHPAY/CCB account to Protect My Ministry, you must create two custom fields in PUSHPAY/CCB. More detailed information can be found here <https://support.pushpay.com/s/article/Getting-Started-Custom-Fields>.

2.1 Create Custom Field - PMM Background Check



Steps:

1. Log into your PUSHPAY/CCB account.
2. Navigate to **Settings > Custom Fields**.
3. Create a new **required** custom field:
 - **Label:** PMM Background Check
4. Save the field.

2.2 Create Custom Field – PMM Safety Training

Only required if you have CST (Child Safety Training) enabled on your PMM account.

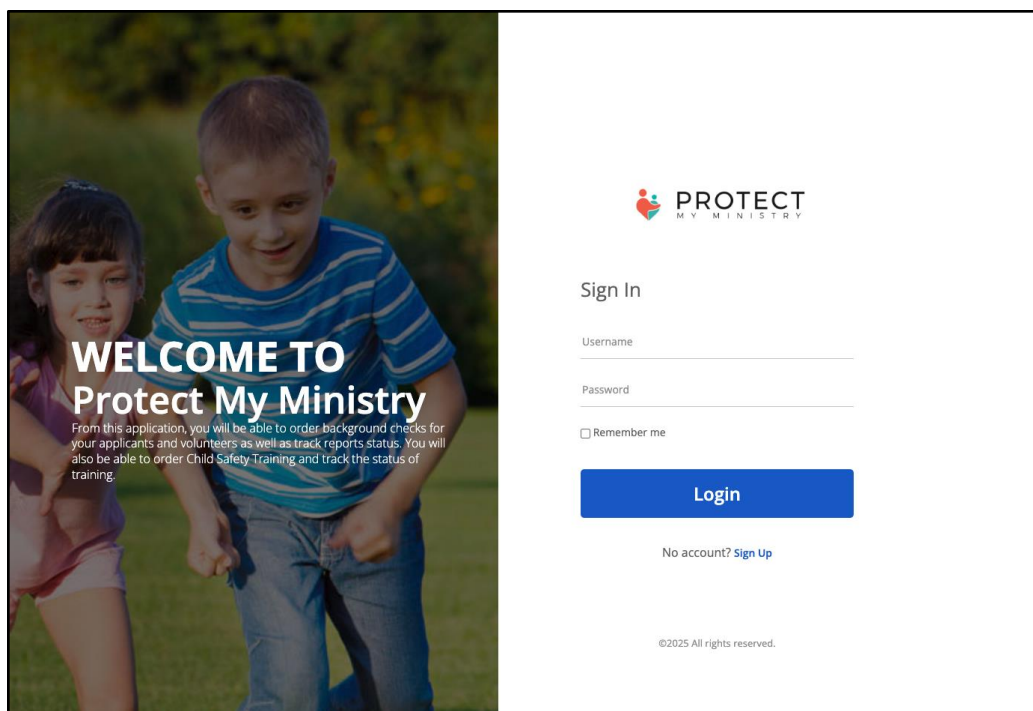
Steps:

1. Create a second **optional** custom field:
 - **Label:** PMM Safety Training”
2. Save the field.

3. Authenticate Your PUSHPAY/CCB Account with Protect My Ministry

3.1 Access the PUSHPAY/CCB Onboarding Link

This link is provided during your onboarding process. It will direct you to the Protect My Ministry login page.



Steps:

1. Enter your **Protect My Ministry** username and password.
2. Click **Sign In**.

3.2 Complete the PUSHPAY/CCB Authorization Page

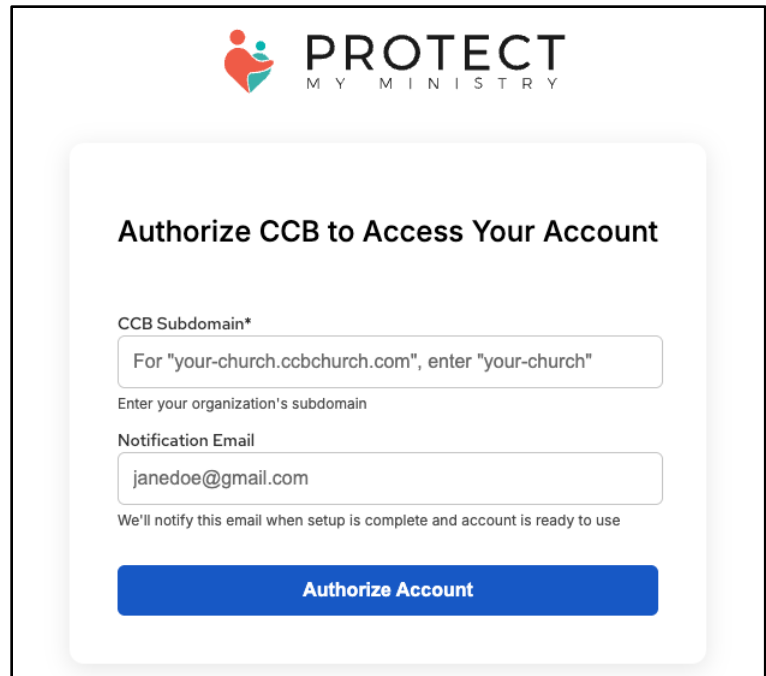
After logging in, you will land on the **PUSHPAY/CCB Authorize Page**.

Enter the following:

- **PUSHPAY/CCB Subdomain**
(must match your church's URL and do not enter **.PushPay/CCBchurch.com**)
- **Contact Email** (used for sync notifications)

Click **Authorize Account**.

You will be redirected to PUSHPAY/CCB to confirm your login and grant access.



PROTECT MY MINISTRY

Authorize CCB to Access Your Account

CCB Subdomain*

For "your-church.ccbchurch.com", enter "your-church"

Enter your organization's subdomain

Notification Email

janedoe@gmail.com

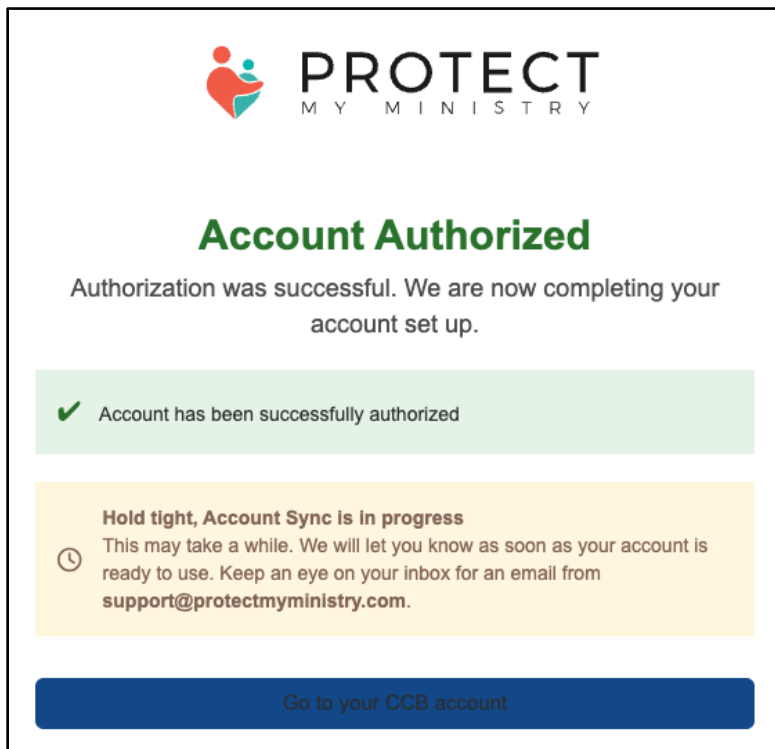
We'll notify this email when setup is complete and account is ready to use

Authorize Account

3.3 Successful Authentication

After granting access in PUSHPAY/CCB:

You will return to Protect My Ministry and see a confirmation message that the connection is successful.



3.4 Profile

Syncing Begins Automatically

Once authenticated:

- Your PUSHPAY/CCB member profiles will begin syncing into Protect My Ministry.
- You will receive an email once the sync completes.

4. Using Protect My Ministry from PUSHPAY/CCB (Client Workflow)

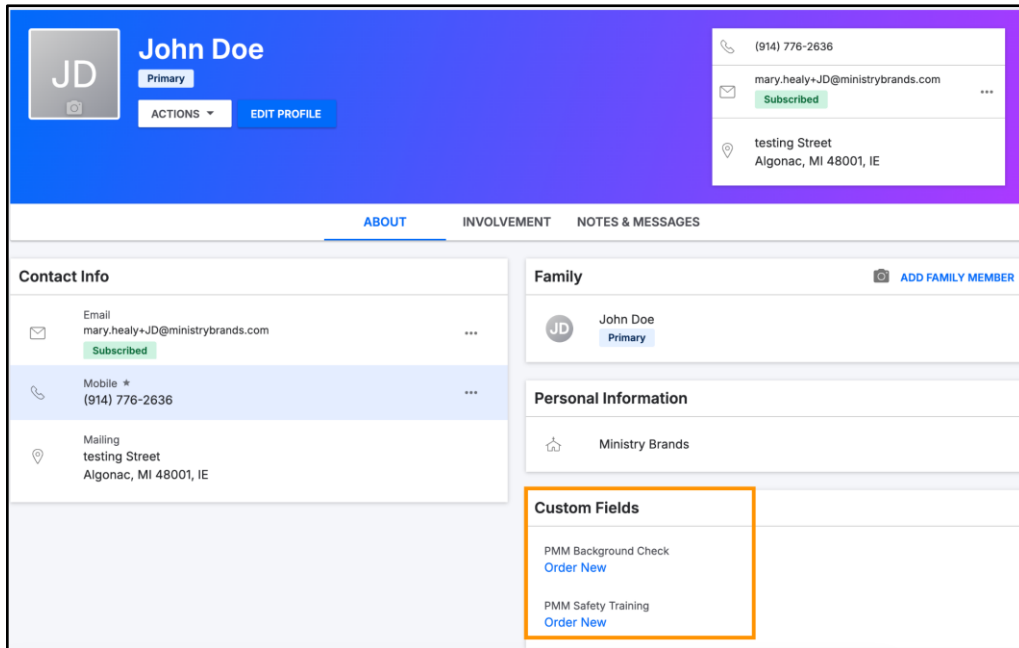
Once fully authenticated and synced, you can begin ordering background checks from within PUSHPAY/CCB.

4.1 Accessing Protect My Ministry from a PUSHPAY/CCB Profile

On a PUSHPAY/CCB member profile, you will see:

February 2026

- **PMM Background Check** button
- **PMM Safety Training** button (if CST is enabled)



Depending on status, the button will show one of the following:

- **Order New**
- **Awaiting** (Authorization sent)
- **Pending** (Background Check ordered)
- **Order New | View Report** (Completed)

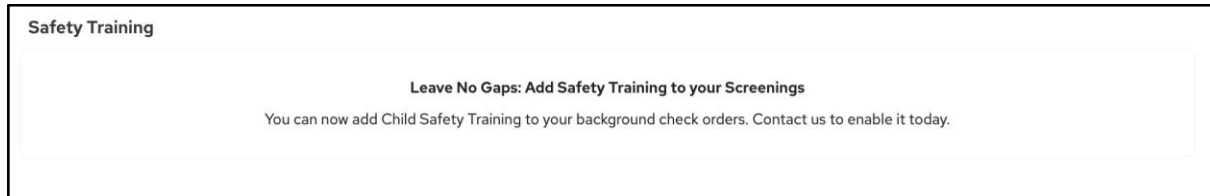
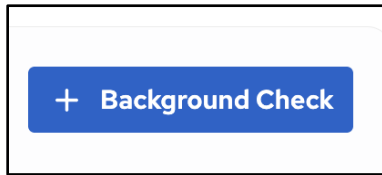
5. Protect My Ministry Profile Overview

CST Availability Notice

If **Child Safety Training (CST)** is **not enabled** for your organization, the following differences will appear in MM Lite:

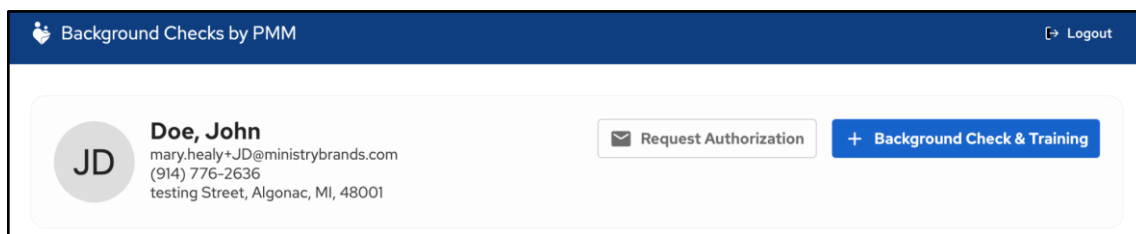
- The action button shows “**+ Background Check**” instead of “**+ Background Check & Training**”

- The **Safety Training** section also displays an informational message rather than training options (see screenshots below)



After selecting **Order New** from PUSHPAY/CCB, you will be directed to Protect My Ministry.

5.1 Updated Protect My Ministry UI



You will see:

- Applicant Name & Avatar
- Contact Information
- Address
- Buttons:
 - **Request Authorization** (Bundles 2–4 only)
 - **+ Background Check**

5.2 Screening & Training History

This section provides a consolidated view of:

- **Background Checks** (packages, status, completed date, View Report)

- **Documents** (authorization forms)
- **Safety Training** (training type, status, certificates)

Background Checks by PMM Logout

Doe, John
mary.healy+JD@ministrybrands.com
(914) 776-2636
testing Street, Algonac, MI, 48001

Request Authorization + Background Check & Training

Screening & Training History

Background Checks
No Background checks ordered

Documents
No documents submitted yet

Safety Training
Available in combination with Background Checks only
Child Safety Training can be included in your background check orders, but cannot be ordered separately.

6. Request Authorization (Bundles 2–4 only)

If your bundle supports this feature, the **Request Authorization** button appears at the top of the Protect My Ministry profile.

6.1 Sending an Authorization Request

The screenshot shows a user profile for John Doe. The profile information includes the name 'Doe, John', email 'mary.healy+JD@ministrybrands.com', phone '(914) 776-2636', and address 'testing Street, Algonac, MI, 48001'. A 'Request Authorization' button is highlighted with an orange box. Below the profile is a 'Screening & Training History' section. A modal window titled 'Request Authorization' is open, containing the following fields:

- Send Authorization & Consent Request**
Applicants will receive an authorization & consent form via email. On this form, they will need to provide all necessary details and consent to a background check via e-signature.
- First Name***: John
- Last Name***: Doe
- Email***: mary.healy+JD@ministrybrands.com
- Position***: Select Position (dropdown menu)

At the bottom of the modal are two buttons: 'Cancel' and 'Send Authorization Request'.

Steps:

1. Click **Request Authorization**.
2. The Request Authorization Form opens.
3. Mandatory fields:
 - First Name
 - Last Name
 - Email
 - Position
4. Some details will pre-fill based on the PUSHPAY/CCB profile.
5. The **Send Authorization Request** button activates once all required fields are complete.

6.2 Success Confirmation

After sending:

- A success screen appears.
- Click **Done** to return to the Profile page.
- The form appears in the **Documents** section.

Validation messages appear in **red** for clarity.

Position Field Options (Based on Bundle Level)

The **Position** dropdown will show different options depending on your subscription bundle:

- **Bundles 2 - 3:** Only one option appears - **Standard**
- **Bundle 4:** You may see **multiple custom position options**, which are managed within your MM account.

Note: Position is always a required field, regardless of bundle.

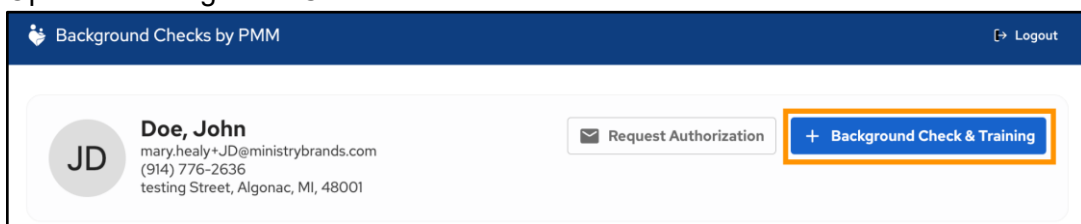
7. Ordering a Background Check

7.1 Starting the Background Check Flow

Click **+ Background Check**.

This will:

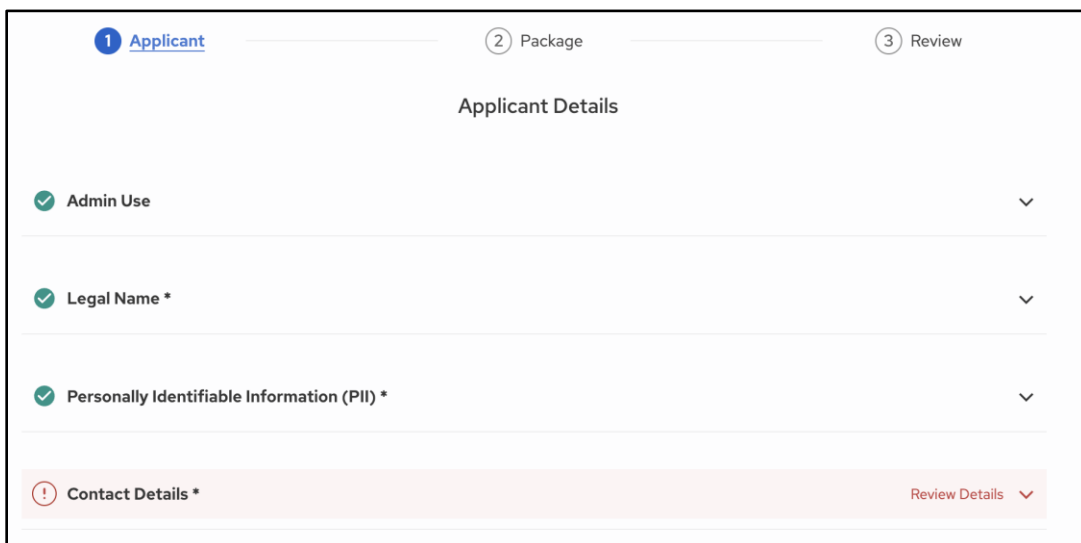
- Collapse Screening & Training History
- Disable Request Authorization
- Open the Background Check accordion form



7.2 Applicant Details (Accordion Form)

Sections include:

- Legal Name
- PII (Personal Identifiable Information)
- Contact Details
- Address History
- Driver's License
- Admin Use (renamed from "Other")



The screenshot shows a web interface with three main sections: 1 Applicant, 2 Package, and 3 Review. The 'Applicant' section is active and displays 'Applicant Details'. It contains four accordion items: 'Admin Use' (checked), 'Legal Name *' (checked), 'Personally Identifiable Information (PII) *' (checked), and 'Contact Details *' (unchecked). The 'Contact Details *' item is highlighted in red and has a 'Review Details' link with a dropdown arrow.

Missing fields or errors show a red “**Review details**” indicator.

7.3 Adding Aliases

- Click **+ Add Alias** to enter additional names.
- Aliases appear in a table and can be removed.
- More than 5 aliases will make the table scrollable.

7.4 Package Selection

After completing Applicant Details:

- Select a Background Check package
- Optional A La Carte services
- CST (if enabled)

Order Background Check

1 Applicant — 2 **Package** — 3 Review

Package Details

Background Check* Package Options by State

PLUS

Would you like to run searches on all aliases? *(Additional charges apply)**

Yes

No

Child Safety Training

Select Training

Back Next

7.5 Criminal Search Options

Users may choose:

- Statewide Criminal Search
- County Criminal Search

Additional search screens will appear depending on selection.

1 Applicant 2 **Package** 3 Review

Package Details
Criminal Search Details

+ Select Criminal Search Type
Your package includes a Criminal Search. Choose whether to search at the state level or in a specific county.

Statewide Criminal Search Not available in some states

County Criminal Search

? Statewide vs County Criminal Search: What's the difference?

- Statewide:** Searches databases across the whole state. Helpful if an applicant has moved around within a state.
- County:** Searches detailed records from a specific county court. Helpful when you know the specific location the applicant lived/worked.
- Some users base their choice on where the applicant currently lives or has lived.

Not all states offer a comprehensive enough database to support a statewide search. You can [View search availability and limitations by state](#) to help determine what's supported in your state.

Back Next

7.6 Review Order

You will be shown:

- Applicant summary
- Package summary
- Certification statement

The **Next** button activates after checking the certification box.

7.7 Success Screen

After ordering:

- You will see an **Order Submitted** screen.
 - Click **Done** to return to the Profile page.
 - The newly ordered background check appears under **Background Checks**.
-

8. Understanding Background Check and Training Statuses

8.1 Background Check Statuses shown in PUSHPAY/CCB

Status	Meaning
Order New	No BGC ordered yet
Pending	BGC ordered and in progress
Order New View Report	BGC has been ordered and a report is available. Can view or Order new BGC.

8.2 Safety Training Statuses

Status	Meaning
Order New	No CST ordered
Invite Sent	Training email sent
Pending	Training started
Order New View Certificate	Training Completed, and Cert is available. Can view or Order another training.

End of User Guide for CCB

Supplemental information for CCB users wanting to modify users, email templates, disclosures etc. Through the PMM portal.

User Permissions

*The following Settings will all have to be accessed through Ministry Mobilizer
<https://www.mobilizemyministry.com/login/Account/Login>.

You will be using the credentials that were provided to you in your signup email or that you created. These are the same credentials you use to access ordering from Protect My Ministry in Pushpay.

***Remember you are only accessing Ministry Mobilizer to adjust settings, create users, view invoices etc- not to place background checks. If you need to order background checks or training, only do so if the applicant was synced from CCB and not added as a new applicant, or their results will not return to CCB.**

Some features are only available to certain Bundles.

Create, Delete and Edit Users

First, click the Settings icon in the top right. Next, click User Admin. You can either select Edit or Delete, next to an existing user, or select New to add a new user.

Notifications are sent to users using the email address in the users' setup menu. Users are notified when:

- An application has been submitted.
- The background report has completed.
- Child safety training has completed.
- The applicant is under 18 years of age.

Notification emails come from message@mobilizemyministry.com, please whitelist this email address with your email provider. This will keep your notifications from ending up in your junk or spam email folders.

Set permissions for the user by checking and unchecking the boxes.

To deactivate a user, uncheck the Active box or if the user will never need access to the system again, simply delete the user by clicking **Delete** next to their name and confirming when prompted that you wish to remove them from the system.

****The only permissions that apply to the Pushpay integration are:**

- Allow to View Background Reports
- Allow to Request Background Reports
- Allow to Edit SSN
- Allow to Order Training
- Active

All other permissions levels apply to Ministry Mobilizer usage only and features such as departments will not apply to the integration but are necessary when creating positions in Bundle 4 and email notifications will still be sent if created on the Positions.

User Admin

Username

Password

A link will be sent to the user's email address to set their password.

First Name

Last Name

Email

Email Notifications

- Background Check Completed
- Child Safety Training Completed
- Application Submitted
- Application Submitted by Minor
- Applicant Declined Background Check Authorization

[View Invoices](#)

To view invoices, click your initials in the top right and select 'My Org' from the drop down. Next, select Invoice History and use the filters to search.

[Customization \(bundles 2 and higher\)](#)

From the Settings, select Portal Customization

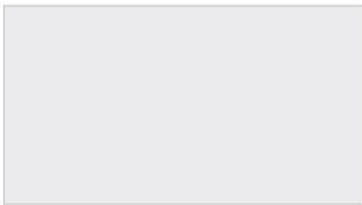
Portal Customization

Homepage URL

Index.aspx

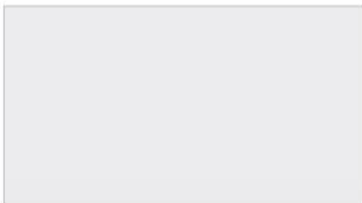
Introduction

Logo Image



 Upload

Banner Image



 Upload

Logo Image: 2 3 4

Upload your logo to the size of 300-pixel width. This works best in JPEG format.

Banner Image: 2 3 4

Upload a banner image, recommended size is 720 x 150.

Creating and Editing Forms 2,3,4

The purpose of the 'Forms' is to allow you to create different applications for individual positions/opportunities within your organization. These different 'forms' can have questions specific to that position/opportunity and can be assigned to different departments so that they are reviewed by the individual responsible for that department. Multiple forms is only available to bundle 4

From Settings, Select
Forms >Edit:

The screenshot shows the 'Edit Form' interface. On the left is a sidebar with navigation options: Announcements, Positions, Departments, Forms (selected), Stages, Stock Questions, User Administration, Billing References, Additional Settings, Training Email Settings, and Consent Form Email Settings. The main content area is titled 'Edit Form' and includes a 'Form Name' input field, a checked 'Authorization Required' checkbox, a red warning message, and a rich text editor for 'English Disclosure Text'. The rich text editor contains a sample disclosure text about a consumer report.

1. Assign a name to the form (Named 'Standard' by default). You can name the form for the position it correlates to (teacher, minister, bus driver etc.) or you can name the form for a type (volunteer, employee, administrator) which allows the form to be used for multiple positions or opportunities. Think through your organization's processes before you begin to save time later! I suggest mapping out your departments, positions etc. and your workflow process to make the system function most efficiently for you. (Departments and Positions are only available to Bundle 4)
2. Check the box "Authorization Required" if you want the applicant to be required to submit an authorization to submit their application. This is extremely important if you are not collecting a separate paper authorization for ordered background checks.
3. You can edit the "Disclosure Text" and "Authorization Text", or you can use our default text. Consult with your legal counsel. Be sure to check the local, state, and federal laws if you are unsure of the requirements.
4. By checking the "Require Driver's License" box, applicants will be required to submit their DL info on their application. You may choose to require this if your organization plans to run an MVR search.
5. Stock Questions (bundles 3 and 4) are questions we have prepared for different areas of the application. Only check the boxes for those types of questions you feel are necessary for the position the applicant is applying to or information you feel necessary to have on file. To see the specific custom questions for each area, you can click on the 'Preview Questions' link before requiring them on your application. *Note-there is an option in this section called 'Ask Custom Stock Questions' ^{3,4}- check this box if you plan to add your own custom designed questions for your application such as "Do you have any special talents that could be useful to the position you are applying to?" These custom questions can be created once you hit the "Save" button for your form or at any time by going back

to the Forms section of Settings. You will have the option to create dropdown, yes/no, short or long answer type questions as well as provide instruction only statements with no expected response.

6. If there are questions you will use in multiple forms, or multiple times in one form, we suggest adding Stock Questions (in the Settings Menu), to simplify the process of creating your application questions. Bundle 4.

8. If you are going to add your own custom questions to your form, click Save and then enter those. Custom questions will appear in the order in which they are created. To re-order the questions, use the Place Before option. You can also make the questions required by checking the box next to “*Required?*” at the bottom. You can also hide questions when you no longer want the question to appear on your form (deleting is not an option

9. Once your Form for your position is complete, you may preview the form by clicking on the “*Preview*” tab at the top of the Form page. After reviewing your form and making any necessary changes, you can go to the ‘*Positions*’ section in Settings and choose the position that this form belongs to. Select the form from the dropdown choices (Bundle 4).

Consent Form Email Settings (Bundles 2, 3, 4)

You can edit the email that is sent out to your applicants when you “Send Link to Applicant.”

When editing the Email Body, be sure to include the proper tags.

If you want to change the where the email comes from, be sure that your email server is set to allow relaying or emails will not go through. PMM does not support DMARC and changing the ‘from’ email could result in a higher bounce rate.

For any assistance or questions about your account, please contact Client Services at 800-319-5581 or email.support@protectmyministry.com.

Our support team will need the following to assist you:

Account Name, Billing Address and Phone Number

Admin person on the account we are authorized to speak to regarding this issue. If you are not an admin on the account but an active user, we can speak with you. If you are not an active user, the administrator will need to submit the ticket and give us permission to discuss the issue with you.

The CCB URL for your church that you use to log into Pushpay

Example <https://multisite.ccbchurch.com/goto/login>

Applicant Name (if there is an issue with an applicant)

Applicant CCB ID (this can be found when viewing an applicant profile and recording the numbers at the end of the URL – Example <https://multisite.ccbchurch.com/goto/individuals/23905> 23905 is the CCB ID

Ministry Mobilizer Applicant ID –to locate this ID:

- Go to the applicant profile in Pushpay.

- Click on Edit.
- Click on the Admin tab.
- Scroll down to the custom fields and look at the URL for the PMM Report field.
- You can copy and paste the entire URL Example `Completed`
(the Ministry Mobilizer ID is the number after aid=)

Description of the problem you are having as well as any error messages or screenshots you can provide to help explain the issue.