



Frequently Asked Questions

Adapted from materials offered by General Board of Higher Education and Ministry

Basic Questions

How do I update my personal information?

1. Click on your name and role in the gray Main Menu bar at the top of the Home page.
2. Select the Edit hyperlink in the teal table header on the Profile page.
3. When the table opens, update the needed information.
4. When finished, click Save.

How do I reset my password?

1. Click the Forgot Password hyperlink on the UMCARES login page.
2. Enter the email address that you use to log in to the system.
3. Check your email.
4. Click on the link included in the email.
5. Enter and confirm the new password.
6. Log in to UMCARES.

How do I change my password?

1. Click on your name and role on the gray menu bar at the top of the Home page.
2. Go to Profile Sections > Login.
3. Select Reset Password.
4. Enter and confirm the new password.
5. Click Change.

How do I find my track?

1. Log in to UMCARES.
2. Select the desired track listed under the Active Tracks side panel on the Home page.

OR

1. Log in to UMCARES.
2. Click on your name and role on the gray menu bar at the top of the Home page.
3. Go to Profile Sections > Mentors & Tracks.
4. Click the Open button on the desired track row.

How do I mark a step as complete?

1. Click the Open button on the desired track row.
2. When the Tasks page opens, scroll down to the step and click the bold step title.
3. Click Sign to mark that you agree that the instructions for the step have been completed.
4. Click Profile to exit the track.

OR

1. Select a step from the Responsible Steps side panel on the Home page.
2. Click Sign to mark that you agree that the instructions for the step have been completed.
3. Click Profile to exit the track.

Searching for a user by name or for a group of users

How do I search for a user?

Simple Search

Clicking Search on the Main Menu bar opens the Simple Search feature, allowing the user to search all users in the denomination by name for a specific person. A user might not be able to access all of the returned results due to security settings.

1. Click the Search hyperlink on the Main Menu bar.
2. Enter the person's name, then click Search.
The fewer characters you enter the more results are returned. Searching for "Mar Sm" will return Mary Smith as well as Martin Smoot. Searching for "Thomas Coke" will not return Tom Coke.
3. Review the search results.

What do the colors mean?

A grey shaded record means the user is inactive.

An orange shaded record means the user is active but has not yet registered their account.

A blue/teal shaded record means that the user is both active and registered.

Advanced Personal Search

Advanced Search allows the user to search UMCARES using specific information, assigned tracks, or a user's role in the system. The results can also be filtered by conference, role, or track.

1. Click Search on the gray Main Menu bar.
2. Click Advanced.
3. Select the tab for track or role.
4. Select the role you wish to view from the drop-down menu.
5. Select the conference and district.
6. Click Search.

How do I access a user's track and list of steps?

1. From the search results, click Tracks on the desired person's row.
2. Click the Open button on the desired track row.

How do I mark a step as complete?

1. Click the Open button on the desired track row.
2. When the Tasks page opens, scroll down to the step and click the bold step title.
3. Click Sign to mark that you agree that the instructions for the step have been completed.
4. Click Profile to exit the track.

OR

1. Select a step from the Responsible Steps side panel on the Home page.
2. Click Sign to mark that you agree that the instructions for the step have been completed.
3. Click Profile to exit the track.

DCOM Registrar and Chair Questions

How do I re-invite a user?

1. Log in to UMCARES.
2. Click the Search button on the main menu bar.
3. Enter the person's name, then click Search.
4. Click the Profile button on the user's row.
5. Go to Profile Sections > Login.
6. If the login email is not correct, click Clear Registration. Go to Profile Sections > Personal Information and edit the user's email. Click Save, then close. Return to the Login section.
7. If the login email is correct, click Re-Invite
8. Select the appropriate email test and Invite.

How do I change a candidate's mentor?

1. Use Search or an available distribution list to find the candidate.
2. Open the candidate's profile page.
3. Go to Profile Sections > Mentors & Tracks.
4. Click Assign Mentor.
5. Select the desired location, mentor, and mentor type from the Mentor and Type window.
6. Click Add.
7. Click Unassign on the previous mentor's row.

How do I change a user's district or conference?

1. Search for the user.
2. Select the Profile button on the Search Results table.
3. Go to Profile Sections > Location Information.
4. Select Add Location.
5. Select the desired location from the drop-down menu.
6. Click Add.