

KofC.org Redesign FAQs

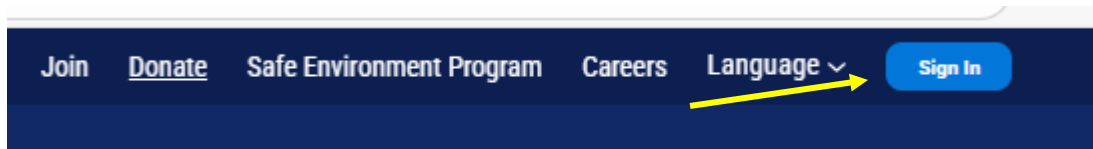
Note: All of these answers are written with the assumption that most fraternal leaders and agents will likely be using a laptop or desktop computer to access resources.

1. Will anything be disrupted with the shift to the new website?

Yes, but only on the day of the website launch. That morning, we anticipate a downtime of approximately 6 hours when users of the Officers Online and Agent Portal platforms will not be able to launch applications within those platforms. Additionally web features such as forms and online join will be unavailable.

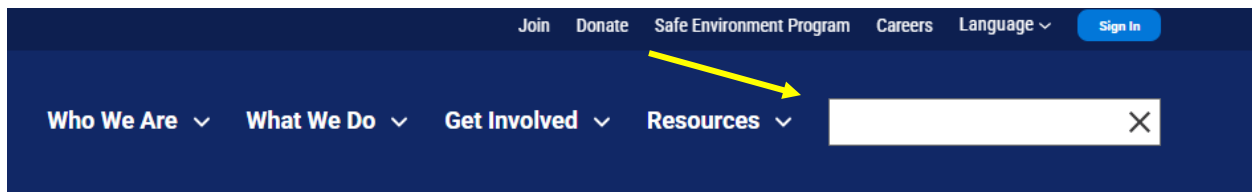
2. How do I access Officers Online or the Agent Portal?

Click on the blue Sign In button, which on desktop is always in the top righthand corner of every page within kofc.org, including the homepage.

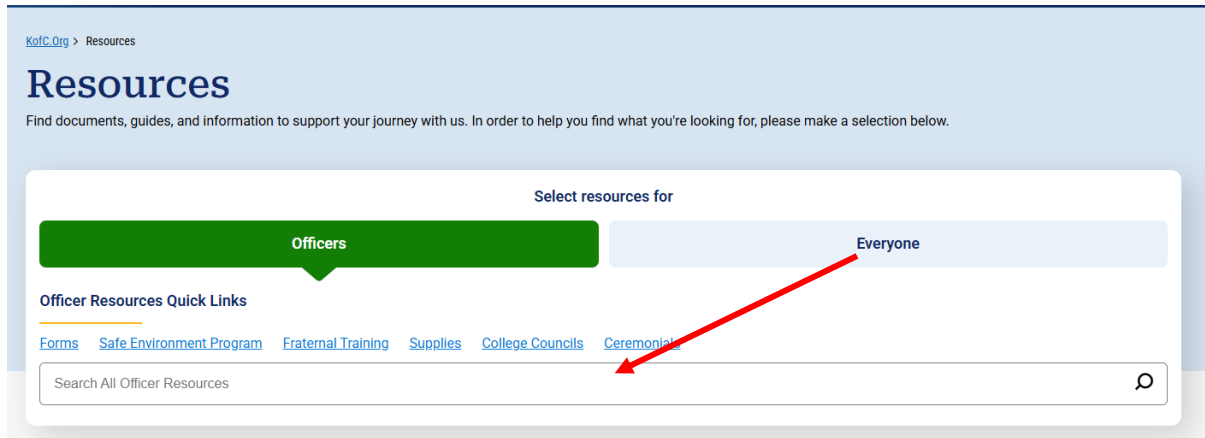


3. How do I find a specific form/resource/etc.?

Note: there are two separate search bars on kofc.org. The first is in the top header section of every page, next to the main navigation menu. Results from this search bar will pull from the entire website, not just the Resources section.



The second search option is within the Resources section (www.kofc.org/resources, or found by clicking Overview under the Resources label in the main navigation bar). These results are more refined and are specific to resources for either Knights of Columbus officers (reporting forms, program guides, etc.) or a more general audience (financial education articles, faith formation guides, etc.)



If a site visitor is searching within the Resource section:

- Your first step should be using the search bar found at the top of the Resources section (see the Note above):
 - Select which audience filter (Officers or Everyone) to search under.
 - Type in your search term. If you don't see what you're looking for, try searching under the other audience filter.
- All of the resources for officers and other fraternal leaders that were hosted in various areas of the old kofc.org are now organized into five categories, all accessible from the Resources section under the Officers filter:
 - Operations & Administration
 - Recruitment & Engagement
 - Safe Environment Program
 - College Councils
 - Forms

You can expand those accordion tabs to see what subcategories they include.

Operations & Administration	>
Recruitment & Engagement	∨
Cor Leadership Faith in Action Programs Membership Growth Member Engagement Council Revitalization New Council Resources	
Safe Environment Program	>
College Councils	>
Forms	>

4. Do aliases still work?

Assuming a campaign is still active in our Marketing and Communications department, aliases such as kofc.org/cor and kofc.org/join will still work and redirect to their appropriate page on the new kofc.org.

5. Do bookmarks still work?

Unlike aliases, bookmarks to frequently visited pages will likely not redirect. In the case that a bookmarked link is now broken, you can find the new page and resave your bookmark. If you are having difficulty finding the desired page, please describe the page you're looking for to a Customer Service representative, and they can forward your question to the appropriate source..

6. Why was the website updated?

The Knights of Columbus is committed to providing a premier digital experience to our members, customers and prospects. This includes enhancing our technologies, such as our website and digital resources, so we can best serve those audiences.

7. When will the website be updated in other languages?

We are currently in the process of updating the website into Spanish, French and Polish versions. In the meanwhile, the old versions of those websites will still be available in those languages.