

BUGB Annual Returns FAQs



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*Or any other role listed

Do we have to complete the Return online?

The simple answer is 'No' but we do encourage churches to use this route if possible as it is usually much quicker than completing a paper form. Returns submitted online are also a lot easier for us to process than 'paper forms'.

If you really don't want to use the online system please download a blank form from the website www.baptist.org.uk/annualreturns which you can then complete and email or post back to us.

How do I access the online system?

Use the link on the Annual Returns page on our website (www.baptist.org.uk/annualreturns) to access our online system. This will take you to our login page where you need to enter your church's username and password.

If for any reason the above link doesn't work go to our website (www.baptist.org.uk), put 'Annual Returns' in the search box and then click on this link.

[Annual Returns](#)
[Introduction to Annual Returns](#)

What are my login details?

The church's login details have been sent to the email address we have as the main contact email address for the church – normally that for the Church Secretary. If this email has been mislaid please email annualreturns@baptist.org.uk giving the name and location of your church and we will send you your login details.

My login details are not working – what should I do?

1. The usual reason that login details don't work is that they have been entered incorrectly! Whilst it may sound very obvious please check you have copied the details correctly, not included any spaces or accidentally had caps lock on (the password is case-sensitive) – as one of these is usually the cause of people being unable to access the system.
2. If the system is still not letting you in you might like to try adding a space at the end of the email address as very occasionally a stray space has crept into the email address in the system.
3. If that doesn't work you might like to try using a different web-browser or even a different computer (maybe asking someone else in the church to try logging in on their computer) – as this has been known to work for some people.
4. If you are still having problems please email annualreturns@baptist.org.uk giving the name and location of your church and we will look to see if we can find a reason why they don't work. If all else fails you will need to download a blank form from the website which you can then complete and either email or post back to us.

DO NOT USE the 'email me with my login details' link

What am I supposed to do once I have logged in?

The best thing to do is read our 'Guide to completing your online Annual Return' which explains everything! This can be downloaded from the website at www.baptist.org.uk/annualreturns. However, we do recognise that not everyone wants to read such a comprehensive so we also have a 'Quick Guide' available on the website.

Here is a very quick summary of the process:

1. Click 'Annual Return' from the menu on the right-hand side of the page
2. Go to each of the four sections in turn – General Information – People – Statistics – Attendance – and check/add/amend information as appropriate. Make sure you click 'Save' once you have completed a section even if you haven't made any changes. [You should also click 'Save Section' when you have completed the People Section.]
3. Once you have 'saved' all four sections you need to submit the form to us. This is an important step which many people miss out. [See '[How do I submit my completed form?](#)']
4. Once the form has been submitted a confirmation email will be sent to the address you have given as the main contact email address.

Site Navigation:

Home
Events
Annual Return
Change Password
Log out

Do I have to complete the return in one go?

No - you can save what you have entered and come back another day to complete the form. Please make sure you have saved every section where changes have been made before you log out. However, we do recommend you try and complete the form in one session – simply to avoid you having to remember to come back and complete the form another day!

How do I notify you that our Church Secretary (or someone in any other role) has changed?

DO NOT try and use the [Check/Edit details](#) option to notify us of this change as this is only to be used for changing someone's contact details not the person themselves.

Instead you should use this two-stage process.

1. Use the [No longer in this role](#) button next to their name to let us know they have finished in this role. You will be asked to let us know the date (which can be an approximate date) when they ended and then asked to confirm or cancel that notification.
2. Use the [Add New Role/Contact](#) button at the bottom of the page and choose the relevant role from the drop-down list. You then have the choice of whether this is someone already listed on this page or a completely new person. If the new person in this role is on your list choose them and you will be presented with their name and contact details

Why won't the system allow me to change the name of our Church Treasurer (or someone in any other role)?

The [Check/Edit details](#) option should only be used to change someone's contact details not the person themselves. To try and avoid people using this option incorrectly (which causes us a lot of extra work) we are preventing you from changing their name.

If you want to notify us that someone's name has actually changed or is shown incorrectly please add the correct information in the 'Notes' field.

If you want to notify us that someone different is now in this role please see the above FAQ about notifying us of a change of personnel

We don't have any Ministers but we do have an Elder – how do I add them to the form?

We don't normally keep details of Elders (or Deacons) in our database so you don't need to tell us about them. If, however, you have someone who is acting as a Minister or Pastor you can add them in one of those roles which will mean they will be included in all mailings sent to Church Ministers.

Why can't I tell you who our BMS rep is?

We do not need to know who your BMS rep is as BMS World Mission have their own database where they record this information. You should contact them direct with this change. Email info@bmsworldmission.org or ring 01235 517700

How do I know which roles you need to know about?

The dropdown list you see when you click the [Add New Role/Contact](#) button gives you the complete list. If a role is not on this list we don't need to know about it!

The roles are also listed on page 3 of the 'Guide to completing your online Annual Return' which can be downloaded from www.baptist.org.uk/annualreturns. This also gives an explanation of what we mean by each of these roles.

I have completed all the sections on the online Annual Return Form - what do I do now?

You now need to take the final step of submitting the form to us. If you don't do that we won't receive the information you have provided. Each year we have to spend a lot of time having to log in and submit completed (or sometimes incomplete) forms on behalf of churches which haven't taken this step. The answer to the next FAQ will tell you what you need to do to do this.

How do I submit my completed form?

Once you have completed (and Saved) all four sections (and are happy with the changes you have made) then you need to submit the form to us. Note that until you have saved all four sections* this option will not be available but once it is you will see this message at the top of each page

All four sections have been saved. If you have completed your Annual Return please [CLICK HERE](#) to Review and Submit

When you [CLICK HERE](#) you will be presented with a summary of your annual return. You should read this through to check you haven't made any mistakes.

At the end of the summary you have two options – 'submit' and 'back'. If you are happy with the information you have provided click the 'submit' button. If you have further changes to make, click 'back', make the necessary amendments and repeat the process.

Once the form has been submitted you will be told that this has happened and a confirmation email containing all the information you have provided will be sent automatically to your email address. You should print this and/or save it as a record of your Annual Return.

*To check which sections have been saved and which still need to be completed Click on 'Annual Return' in the Navigation Menu. This will take you back to the Home Page for Annual Returns. This will list all four sections with green ticks next to the sections which have been saved.

I've submitted my online form but I don't appear to have received a confirmation email.

The confirmation email will be sent to the email address you have given as the main contact email address for the church. If this was changed as part of completing your return the email will have been sent to this new email address.

If you don't appear to have received it then please check your Junk email folder. If the email isn't there then it may have been blocked by your spam filter.

As we also receive a copy of your confirmation email we can forward this to you on request. To ask for this please email annualreturns@baptist.org.uk giving the name and location of your church and asking us to send you a copy of the confirmation email.

I have submitted our online Annual Return Form and received a confirmation email, but I realise I made a mistake – or need to make another change. What should I do?

Once your return has been submitted you won't be able to make any more changes via the online system. You will therefore need to email annualreturns@baptist.org.uk giving the name and location of your church and explaining what changes need to be made. We can then make the changes at our end.

I have a question not answered by the FAQ's, how can I contact you?

Please email annualreturns@baptist.org.uk

With over 2000 churches being asked to complete an Annual Return this is an extremely busy time for the two people who deal with Annual Returns. We would therefore be very grateful if people just emailed us and did NOT phone Baptist House to speak to us.

Emails sent to this email address are normally responded to within 5 days – often less than that. If however you flag up your email as 'Urgent' then we will try to respond the same day.