

Chalkline FAQ

General FAQ

Q: How do I log in to Chalkline?

A: [Find our Reliant branded storefront here](#). Just create an account using your reliant email address and proceed with placing your order

Q: What is my username and password?

A: You will create an account using your reliant email address; you choose your password. The first time you create an account, you will receive an email to verify your email address. Click the "verify email address" button to do so.

Q: How do I verify my email address?

A: The first time you go to Chalkline and create an account, you will receive an email to verify your email address. Click the "verify email address" button in the received email.

 Make sure to add Chalkline as a trusted sender so you receive important message notifications regarding your order. Check your junk or spam folders, just in case.

Q: How does billing work on Chalkline?

A: Reliant covers some initial MTD items for you, like: We Are Reliant brochures, how to start giving brochures, offline giving brochures, your first order of ministry profile cards, the first order of your presentation photo book, and all envelopes. You are responsible for paying for all shipping charges for any item. You will not have to pay for this at checkout, but instead, this will be billed to your MTD account. All Reliant merch items are also billed to the ministry worker's MTD account.

Q: Who do I ask for help?

A: Chalkline has a team that can assist you with your order. You can send a message through the Chalkline system or email friends@chalkline.org or Reliant's communication department at communications@reliant.org.

 Make sure to add Chalkline as a trusted sender so you receive important message notifications regarding your order.

See [MTD Print Orders on Chalk Line](#) for specific information on how to place online orders.

Specific Issues FAQ

Q: I keep getting an error message when I try to upload a photo to my ministry profile card! Can you help?

A: You may need to crop or re-size it. For best results, choose a landscape photo (wider than it is tall). You may also email communications@reliant.org, and we will be happy to assist.

Q: Where do I upload my PDF for the MTD Presentation Album?

A: You can upload your PDF in the area that says "Attach files", then add the item to your cart.

Q: My logo looks tiny on my business card and/or ministry profile card. What should I do?

A: You may need to find a different format for your logo. Is your logo really wide and short? Maybe your ministry has an alternate logo that's stacked, making it more like a square. You may also email communications@reliant.org, and our designer would be happy to help!

Q: I don't know how to make my MTD Presentation Album! Help!

A: View the complete set of instructions for [MTD Printed Presentation](#).