

BUILDING MANAGEMENT PORTAL

FREQUENTLY ASKED QUESTIONS

WHAT IS THE BUILDING MANAGEMENT PORTAL?

The Building Management Portal is the Church of England's new national digital system for managing applications relating to works on churches, their contents, and churchyards.

WHAT IS HAPPENING TO THE ONLINE FACULTY SYSTEM?

The Building Management Portal is replacing the Online Faculty System. Existing and historic case information has been migrated into the new portal.

IS THE LEGAL PROCESS CHANGING?

No. The faculty, List A, and List B processes remain in place. The Building Management Portal provides a new digital route for managing those processes.

WILL I NEED A NEW LOGIN?

Users need to register to access the Building Management Portal through the CofE Portal. If you do not already have a CofE Portal account, you may need to create one.

WHY IS TWO-FACTOR AUTHENTICATION NEEDED?

Two-factor authentication in line with standard security practice. It helps protect user accounts, case records, and personal data.

WHAT IF I CANNOT SEE MY CHURCH?

This may mean your account has not yet been linked to the correct role, church, or diocese, or that your access is still awaiting approval. Contact the Church Buildings Team for help.

WHAT IF I CAN SEE TOO MANY CHURCHES?

This may mean your role has been assigned too broadly. Contact the Church Buildings Team for help.

WILL EXISTING CASES BE MOVED ACROSS?

Existing and historic cases from the Online Faculty System have been migrated into the Building Management Portal.

WHO SHOULD USERS CONTACT FOR HELP?

Contact the Church Buildings Team in the first instance. We have a route for raising issues nationally.

WILL TRAINING BE PROVIDED?

Yes. Video guidance is available on our website at <https://exeter.anglican.org/resources/church-buildings/building-management-portal/>.