

## Online Giving Tips

**Problem: I am being sent an email asking me to change my email and include a symbol (\*, &, etc.), but I didn't want to change my password or include symbols.**

If you did not request a password reset, due to forgetting your password or wanting to change it, you may have accidentally clicked on the bolded word "password" underneath the blank space provided to enter your password. If you click on it, it will ask you to enter your email address twice and then you will be sent a link to reset your password. It is a lot of unnecessary work. If you accidentally click on it, just cancel out of it; do not provide your email address. Go back to the home page and enter your password in the appropriate space just below your User ID. **You do not have to have symbols in your password.**

**Problem: I forgot my password and clicked on "forgot password" on main page of Online Giving. I was then sent an email asking me to click on a link provided and follow the directions for resetting password. I tried to click on the link, but nothing happened. It was not highlighted or a live link.**

If you try to reset your password and receive the email without a "live" link, you can copy and paste the address into your internet browser and access it that way. If you have problems, call Penny Weiss at St. Catherine's business office at 314-843-3245, ext. 300.

**Problem: My donations are all occurring on the same day even though I want them to come out according to the suggested date provided in the description of the fund.**

One important thing to remember when you are selecting the funds you want to donate to is that if you are selecting a "recurring" gift. (one that you will give repeatedly), you will select the dollar amount, the frequency of the gift (how often you want to give - weekly, monthly, biyearly or yearly), and when you want the gift to start. **It is important to change the date by clicking on the drop down arrow next to the date space provided and selecting the date of your choice. Otherwise, the donations will be withdrawn from or charged to your account that same day. The default is set to the current day's date.**

**Problem: I want to give to Christmas, Thanksgiving and Easter, but I don't want it to come out of my account every month like my offertory, just on the month the holiday occurs in. Do I select one-time?**

Selecting **One-Time** means that the donation will only occur once on the date you designate. It will not occur once a year. Therefore, you will need to select those funds every year or every time you wish to make a donation to that fund. If you are trying to choose once a year, you will select "recurring" on the "select gift type" drop down menu, then select "**annual**" on the drop down, which defaults to "weekly". Choosing recurring annually will make a specialty fund donation every year on the date you designate.

**Problem: I chose my funds that I wanted to give to, but they are not listed on my Online Giving History. Will they still come out of my account?**

After you select the funds you wish to contribute to, scroll to the bottom of the page and click on **next**. The system will show your choices made, then click on **submit only one time**, followed by **finish** to complete the process. **It is important to click on next and submit in order to complete your choices.**

**Problem: I want to see what I selected on one of my donations, but I can't get it back. What do I do? or: I want to make a change to my donations. or: I want to cancel a donation.**

In order to check on or change a fund you have already established, click on **"My Active Online Giving"**. It is the last choice on your home page. Then click on the Gift Name (the fund you are checking on), or the pencil to the right of the gift name (both will bring you to the same screen). The system will then bring up the specifics for that fund (dollar amount, frequency, account, first payment date, and next payment date). You will then make changes to any of these fields. Don't forget to click on **"submit"** to save the changes. You can cancel a gift completely by clicking on "Cancel gift" or you can suspend a gift temporarily, by clicking on the box marked "suspend". **IMPORTANT: Do not go back into "Give a New Gift" to enter a new donation amount or change of any kind. This will only create an additional donation to the same fund.**

**Problem: How do I know when a specialty fund should be paid?**

If you scroll your mouse over the information button (the "i" icon) located next to the name of the fund on the list of "Give a New Gift", a description of the fund will appear, including a suggested month of giving, if one is provided.

**Problem: I received an email that my donation rejected due to incorrect account number/format. After I went back into my Online Giving account everything looked fine. Why did it reject and what do I do to correct the problem?**

When you originally established your Online Giving Account and you chose your bank account or credit card number, a space(s) or a dash must have been entered into the account number; which causes an ACH rejection. In order to correct this error, log into your Online Giving account, select "my payment method", click on the tab "my bank account", then click on edit. It will only show the last four digits of your account number for security purposes. Delete what is in there and reenter your account number with no spaces or dashes. Then retype account number in the "confirm account number" line. You will also have to enter the bank routing number and reenter it again on the "confirm routing number" line. Then click submit. This should take care of the problem. The system does not like spaces or dashes-just numbers.

**Problem: I have been trying to log into my account, but it keeps saying, "invalid account or login failed". I tried to change my password, but that doesn't help.**

After you first register your account, you will be sent an email message requesting that you click on the provided link and log into your account. This is important to do because it activates your account with Online Giving. You must login **through the link provided** in the message in order for it to work the first time. After the first time of logging in this way, your account becomes activated. Then for future logins, you can enter your Online Giving account via the [www.sclparish.org](http://www.sclparish.org) website by clicking on the green Online Giving icon on the left side of the page. If you do not receive the activation email within 24 hours, please call or email.

**Problem: I want to do the Online Giving program, but I don't have an email. OR I want to do Online Giving, but I don't really have the time to set everything up like it used to be with the old system.**

If you want to participate in Online Giving, I will be happy to set up your account for you based on your personal preferences. All you need to do is call (314) 843-3245, ext. 300 or email me at [pweiss@sclparish.org](mailto:pweiss@sclparish.org) and I will be happy to help. Once you provide me with your account information (bank account or credit card number), and fund preferences (dollar amount, frequency of payment, start date and fund name), I will sign you up! It's that easy.