FIRST PRESBYTERIAN CHURCH

SAN LUIS OBISPO

ONLINE GIVING

Q's and A's for Donors

HOW DO I MAKE AN ONLINE DONATION TO FIRST PRESBYTERIAN CHURCH-SAN LUIS OBISPO?

There are **THREE** ways to make an online donation to FPCSLO:

1) Go to the church website, FPCSLO.ORG and select   Online Giving from the top menu, or

2) Use your Quick Response, QR, reader to scan this **QR code,** or

3) Download and use the **GIVE + Church app**.

IS ONLINE GIVING FREE TO USE?

YES. You are not charged a fee to make a donation. FPCSLO pays a 2% fee on all
online donations. While making an online donation you will be offered the opportunity to help offset the 2% fee to your donation.

DO I HAVE TO CREATE AN FPCSLO ONLINE GIVING OR GIVE+ CHURCH ACCOUNT?

NO. It is **not required** to create an account; you may donate as a guest. Creating an account allows you to access several convenient account features. While logged onto your account you can securely store your debit/credit card or checking/savings account information to more quickly make future donations. You can also set up and manage recurring donations or review your giving history. Creating an account is easy and takes only a few minutes.

HOW DO I CREATE AN FPCSLO ONLINE GIVING OR GIVE+ CHURCH ACCOUNT?

When you go to the *FPCSLO online giving website* you will have the opportunity to create an account. You will be asked to enter your email address and create a password. An email will be sent to you to verify your email address. Click on the link sent to you by email and you're finished.

IS MY LOGIN INFORMATION THE SAME FOR BOTH GIVE+ CHURCH AND MY CHURCH'S ONLINE GIVING FORM?

Once you've set up an account for either Give+ Church FPCSLO Giving Page you can use the same credentials to log into either one. With the Give+ Church app, you can also choose to securely and easily log into the app using your device's Touch ID/Fingerprint or a PIN.

WHAT PAYMENT METHODS CAN I USE TO DONATE?

Online donations can be made using VISA, MASTERCARD, or AMERICAN EXPRESS **debit/credit cards**. Please manually enter your card information. You can also give or pay using you **checking or savings** account.

WILL I RECEIVE A RECEIPT?

If you are logged onto your online giving or Give+ Church account for First Presbyterian Church San Luis Obispo you will receive a receipt via email and you will be able to view transactions in your giving history. Finally, if you are as member or regular donor to this church, your online giving will be included on your quarterly and annual GIVING STATEMENTS.

WHEN I USE ONLINE GIVING IS MY DEBIT/CREDIT CARD OR BANK ACCOUNT INFORMATION SECURE?

YES. The PCUSA Foundation in partnership with Vanco Payment Solutions, meets or exceeds all industry standards to safeguard your data. To help ensure your data stays safe, enhanced data storage and transmission technology such as encryption and tokenizing are used. At the Church only the Church Treasurer and assistants who handle contributions will have access to online donations, always confidentially.

IF I MAKE A MISTAKE SUCH AS DONATE THE WRONG AMOUT, CAN I GET A REFUND?

Yes. If you contact the **PCUSA FOUNDATION at 1-844-299-4011,** a credit for the amount in error can be put back on your account, just like returning an item to a store.

CAN I SET UP RECURRING DONATIONS?

YES. If you logged onto your FPCSLO online giving or Give+ Church account you can select the frequency of the transaction as one of the donation steps. If you are giving to multiple funds you can even set up different frequencies of recurring donations for each fund to which you donating.

CAN I DELETE OR CHANGE A RECURRING DONATION?

YES. If you are logged into your FPCSLO online giving account on which the recurring donation was set up. To edit or delete the recurring transaction and if desired, set up a new one with the correct amount, log on to your online giving account.

CAN I SELECT A START DATE FOR MY RECURRING OR ONE-TIME DONATIONS?

YES, when you are logged onto your FPCSLO online giving or Give+ Church account. One of the donation set up steps prompts you to select donation start date.

WHEN I SELECT *E-GIVING OTHER* HOW DO I SPECIFY HOW MY DONATION IS TO BE USED?

One of the steps in the donation set up process allows you to leave a **note**. There you can specify how your donation is to be used, even if is to be split between multiple funds. *Please state what your donation is for.*

CAN I LOOK AT MY FPCSLO ONLINE DONATION HISTORY?

YES. When logged on to your account there is a button to view you donation history.

What donations are displayed in the app giving history?

You must first log in with your FPCSLO donation or Give+ Church credentials for donations to appear in your giving history. The history will then include electronic donations from either the Give+ app or FPCSLO Online donation account. Any electronic donations made as a guest (without logging in) will not be visible in the app's giving

WHERE CAN I DOWNLOAD A QR CODE READER?

Your smart phone may include a QR code reader app. If not, you may download a FREE QR reader at the Google Play or App Store.

WHERE CAN I DOWNLOAD THE GIVE + CHURCH APP?

Give + Church App is a free download from the App Store or Google Play. Simply **search for Give+ Church** .

How do I find my church in the app?

When you open the Give+ Church app for the first time, you will be prompted to enter the name of the church you want to give to. You can enter as much of your church name as you know, and then select your church from the list. Or, use the *Find Churches Near Me* feature to search for churches in your area. Use ZIP code 93401. If you cannot access this feature, go to your phone's Settings > Applications >Give+ Church and allow the app to access your location.

Will I have to search for my church every time I want to donate?

No. After you select a church, it automatically becomes your "home" or "default" church. The next time you open the app, the church you last selected will already be displayed

Can I donate to another church?

Yes. If you would like to donate to another church, click the *Change Church* link at the bottom of the sign-in screen or from the sidebar menu when you're logged in. Then you can search for the church to you'd like to

donate. Next time you open the app, simply click *Change Church* again to reset your "home" or "default" church back to your regular church

Why can't I find the church I'd like to donate to?

If you can't find a church, the church you are searching for may not use Vanco Payment Solutions to receive electronic donations or may not have Give+ Church set up with Vanco. If the church you wish to give to is not listed, let the church know you would like to give electronically using the Give+ Church app!

IF I FORGET MY PASSWORD, WHAT DO I DO?

Your user name is the email address you used to create your account. If you can't remember your password click the ***Forgot Password*** link and follow the instructions to create a new one. If you can't remember your email address, contact the Church Treasurer for an account lookup or create a new *FPCSLO online giving account* using a new email address.

I forgot my FPCSLO donation or Give+ Church username or password. What do I do now?

Your username is the email address you used to create your Give+ Church account. If you can't remember your password, click the *Forgot Password?* link and follow the instructions to create a new one. If you can't remember your email address, contact your church for an account lookup or create a new account with a new email address

HOW DO I CHANGE MY PASSWORD?

Log onto *your FPCSLO online giving Give+ Church account* using your current password. Next go to the side bar menu, select ***Account Profile*** click ***Change Password*** and follow instructions.

How do I reset my PIN?

When you create your Give+ Church account, you may choose to log in with a PIN instead of a password. If you forget your PIN, select *Forgot PIN* from the login screen and then log in with your password. Next, go to the sidebar menu, select *Account Profile* then click *Personal Information* and create a new PIN.

How do I reset my Touch ID/Fingerprint?

When you create your Give+ Church account, you may choose to log in with the Touch ID/Fingerprint associated with your device. If you would like to reset your Touch ID/Fingerprint, go to your device's *Settings* and make the desired changes.

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