

FREQUENTLY ASKED QUESTIONS ABOUT ONLINE GIVING

What is Online Giving?

Online Giving is similar to the online banking or online bill paying that many parishioners already enjoy. Parishioners set up an account, enter their bank or credit card information, and choose the donation schedule and fund(s) that work best for them. It is an easy way to "set it and forget it." Never worry about writing another check or remembering to bring an envelope to church.

How do I get started?

To set up your Online Giving account, go to <https://www.myowngiving.com/Default.aspx?cid=177> and click [Sign up for a new account](#).

Is Online Giving secure?

Yes! Our Online Giving site has received the VeriSign seal for safety and security in transactions. All information is encrypted for your safety.

Why won't my password work?

If you are having trouble setting up a password, it may be because you did not use a number (all passwords must contain a number) or because you did not use one of the required symbols (! @ & *). (All passwords must use one of those four symbols.) If you cannot remember a password you already set, you can click on the link that says Forgot your password to follow the steps you need to recover your password.

Is there a fee for Online Giving?

No. There is no charge for setting up online giving. The parish does pay a convenience fee of 3% to process all credit card transactions, so if you wish to pay via credit card (to earn miles, points, etc.), you may wish to assist the church in offsetting this fee.

What forms of payment are accepted?

We accept direct debits from a bank account, Mastercard or VISA.

How are my contributions deducted from or charged to my account?

After you complete the registration process, you will set a contribution amount and the date on which it will be debited/charged. On that date, your bank account will automatically be debited, or your credit card will automatically be charged the amount you selected.

When are contributions deducted or charged?

You decide the best time for you. This gives you the flexibility to work around your paycheck schedule and other financial commitments you may have. You can set your contribution to be charged any day of the month.

Can I set up a recurring donation?

Absolutely! You can set up a donation on a weekly, monthly, quarterly or annual basis. You can even set up different funds to have different billing times. For example, you might choose to contribute weekly or monthly to the Sunday offering, but then set up a one-time donation to recur every Christmas. You decide which funds to support and how often to support them.

I want regular contributions automatically debited or charged, but I don't want to set up an account or manage anything on the computer. What can I do?

With your authorization, the parish can manage an Online Giving account on your behalf. To set that up, all you need to do is complete and return the Managed Online Giving Form. Email Grace Pellerito, Director of Finance and Administration (grace.pellerito@abecket.org) to request the form.

Can I donate anonymously?

There is a check box to indicate that you wish to make an anonymous donation; however, this donation is truly anonymous. It will not show up on your end of year contribution statement for tax purposes and there is no way for church staff to confirm that an anonymous donation is connected to a particular person. It is completely anonymous.

Without my canceled check, how can I prove I made a donation?

Each Online Giving account has a running total of donations made, as well as a detailed history available to view. Additionally, St. Thomas a'Becket imports all donations made into our church tracking software, so donations made online will be listed in your annual contribution statement, unless you chose to donate anonymously.

What if I change bank accounts or get a new credit card?

Simply log in to your Online Giving account and update your information. You can change it as often as needed.

Can I adjust the amount I contribute?

Yes! You can adjust the amount and frequency as often as you like. Just log in to your account and make the changes.

Can I stop receiving envelopes after I set up Online Giving?

Yes. In fact, if you find that you are not using your envelopes after you have set up your Online Giving, it actually saves the church time and money to eliminate envelopes that will not be used. To stop receiving envelopes, please contact Cathy Hulett at (734) 981-1333, x18 or email her at cathy.hulett@abecket.org and ask to be removed from the envelopes mailing list.

Do I have to stop receiving envelopes after I set up Online Giving?

No. You may continue to receive envelopes if you wish. You will remain on our envelope mailing list unless you **contact Cathy Hulett** to request that you be removed from the envelope mailing list.

How do I participate in the offertory collection?

By participating in Online Giving, you ARE participating in the offering. However, if you would like something to drop in the basket, please free to download our printable "I've donated online" cards to drop in the basket.

Do you have a question about Online Giving that was not answered in our FAQ? Email our webmaster at webmaster@abecket.org and we can find the answer for you!