



FAQs for donors



## Making Donations Using Give+

### Where can I download the Give+ app?

Currently, Give+ is available through the App Store and is optimized for the iPhone.

### Is the Give+ app free to use?

Yes! The app is free to download from the App Store and you are not charged a fee to make donations using the app.

### What payment methods can I use to donate?

Give+ donations can be made with all major credit and debit cards currently accepted by your church.

### Will I receive a receipt?

If you are logged into your Give+ account or enter your email address when completing a guest donation, you will receive a receipt via email. When you are logged in, you will also be able to view transactions in your giving history.

### Will I have to search for my church every time I want to donate using Give+?

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 screen, then search for the church to which 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+ 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+ app!

## **When I make a donation, is my credit card information secure?**

Yes. Vanco Payment Solutions meets or exceeds all industry standards to safeguard your data. This includes leveraging technology to help ensure your data stays safe such as tokenizing card data and encrypting sensitive information for transmission and storage.

## **I made a mistake and donated the wrong amount. How can I get a refund?**

Contact the church and they will be able to credit the amount donated in error back to your account – just like when you return an item you bought at a store or online.



## **Can I set up recurring donations in Give+?**

Yes – if you are logged into your Give+ account. You can select the frequency of the transaction during the donation process. If you are giving to multiple funds, you can even set up different frequencies of recurring donations for each fund to which you are donating.

## **Can I delete or change a recurring donation?**

Yes – if you are logged into your Give+ account. You will only be able to view and edit recurring donations you set up while you were logged into the app. To make any changes to a recurring donation, simply delete the current donation and then set up a new recurring donation with the desired changes.

## **What donations are displayed in the Give+ giving history?**

When you choose to create a Give+ account, you can log into the app and view your giving history. This history will include electronic donations to all churches you made when logged into the Give+ app or made via the church's online giving page, when logged into an account associated with the same email address as your Give+ account. Any electronic donations made as a guest (without logging in) will not be visible in the app's giving history.



## Creating and Managing Your Give+ Account

### Do I need to create a Give+ account?

While you can make a one-time donation as a guest, creating an account allows you to access several convenient Give+ features. Once you create an account and log in, you can securely store your credit and/or debit card information to quickly make future donations. You can also set up recurring donations or review your giving history in the app. It's really simple to create an account and only takes a few minutes.

### How do I create a Give+ account?

To create a Give+ account, you will be asked to enter your email address and create a password. In addition, you will select whether you'd prefer to log in with your device's Touch ID or create a PIN. An email will be sent to you to verify your email address. Click on the link sent to you via email and you're finished!

### Is my login the same one I use for my church's online giving page?

No. You must create a new Give+ account using your email address and a password.

### I forgot my Give+ username or password. What do I do now?

Your username is the email address you used to create your Give+ 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 Give+ account with a new email address.



## How do I change my password?

Log into your Give+ account with your current password. Next, go to the sidebar menu, select *Account Profile* then click *Change Password* and follow the instructions.

## How do I reset my PIN?

When you create your Give+ 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?

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