

# Common questions about giving

*Our office staff people often field questions about online giving. They are glad to help. With the instructions that follow, however, you may be able to access important information when the office is closed or on your own. If you encounter any issues, please contact Joy Hansen, [joyh@plymouth.org](mailto:joyh@plymouth.org), 612/977-1265.*

## **Click any of these questions to get more information:**

**How do I update my giving for 2017?**

**How do I log into my account?**

**I forgot my password: What do I do?**

**How do I create an account?**

**How do I view my current pledge or my giving so far?**

**How do I make a one-time gift?**

**How do I set up a recurring gift?**

**Can I change my payment method on a recurring gift?**

**How do I delete a recurring gift?**

**How do I update my credit card expiration date?**

**What if I want to use a different credit card or my card number has changed?**

### **Update giving for 2017:**

*Please note that if you simply change your giving amount or end date on an existing recurring gift, that gift will be applied to the wrong fund. **To change the fund to the current year, you must delete the ongoing gift and set up a new one.***

- On your overview page, in the “My Giving Summary” section, click the “Manage Scheduled Giving” link.
- Delete the outdated scheduled giving.
- Click “Add New Gift” and follow the instructions to “Set up a recurring gift,” below.

### **Log into your account:**

- Please go to the Plymouth website (<http://www.plymouth.org>).
- Scroll to the bottom of the page and click on the “Member Login” link under “Quick Links.”
- On the page that opens, enter your email or user name and your password.
- You’ll be taken to your overview page.

### **Forgot your password?**

- Please go to the Plymouth website (<http://www.plymouth.org>).
- Scroll to the bottom of the page and click on the “Member Login” link under “Quick Links.”
- On the page that opens, click the word “password” in the line “Forgot your password or user name?”
- Enter your email or user name and click “Send E-mail.”
- Go to your email. You should get an auto-generated email from Plymouth with a link to set up your password.
- Click the link in the email, and in the web page that opens, enter a new password **twice** (at least 6 characters with a mix of letters and numbers), and click “Change Password.”
- You’ll be taken to your overview page.

### **Create an account:**

- Please go to the Plymouth website (<http://www.plymouth.org>).
- Scroll to the bottom of the page and click on the “Member Login” link under “Quick Links.”
- On the page that opens, next to “Need a Login?” click the “Click here” link.
- Enter your email and name and click “Find Me.”
- Follow the instructions to create your account.

### **View your pledge or giving:**

- From your overview page, find the “My Giving Summary” section.
- Click the “My Giving History” or “My Pledge History” link.

### **Set up a one-time gift:**

- On your overview page, in the “My Giving Summary” section, click on the “Give Now” button.
- Enter the amount you want to give
- Click the button next to “One Time.”
- Enter the date of your gift.
- Click “Continue.”
- On the Funds page, tell us how much of your gift you want to go to various church funds. If you want it all to go to General 2017, just put your full amount in that box.
- Click “Continue.”
- On the next page, you’ll be asked to enter your payment information.
- Click “Continue.”
- If everything is good on the “Review and Process” page, you can click “Schedule Gift.”

### **Set up a recurring gift:**

- On your overview page, in the “My Giving Summary” section, click on the “Give Now” button.
- Make sure you enter the amount you want to give each period, ***not your total for the year. If you want to give \$600 for the year, for example, yet wish to give monthly, enter \$50.***
- Click the button next to “Recurring,” and fill in the information as requested.
- Click “Continue.”
- On the Funds page, tell us how much of your monthly or weekly gift you want to go to various church funds. If you want it all to go to General 2017, just put your full monthly or weekly amount in that box.
- Click “Continue.”
- On the next page, you’ll be asked to enter your payment information.
- Click “Continue.”
- If everything is good on the “Review and Process” page, you can click “Schedule Gift.”

### **Change payment method on a recurring gift:**

- On your overview page, in the “My Giving Summary” section, click the “Manage Scheduled Giving” link.
- Click the pencil icon next to the recurring gift you wish to edit.
- In the “Payment Details” section, select the appropriate payment method from the “Account” drop-down menu.
- Click “Schedule Gift.”

### **Delete a recurring gift:**

- On your overview page, in the “My Giving Summary” section, click the “Manage Scheduled Giving” link.
- Click the red circle with an “X” in it next to the recurring gift you wish to delete.

### **Update credit card expiration date:**

- On your overview page, in the “My Giving Summary” section, click the “Manage Scheduled Giving” link.
- On this next page, click the “Manage Payment Methods” link over to the right.
- Then click “edit” next to your credit card, and you’ll be able to update the expiration date.

### **Update credit card number, or set up new payment method:**

- On your overview page, in the “My Giving Summary” section, click the “Manage Scheduled Giving” link.
- On this next page, click the “Manage Payment Methods” link over to the right.
- Click “Add New Payment Method” and follow the instructions.
- Feel free to delete your outdated card in the “Manage Payment Methods” section.
- Click on “Home” to go back to your overview.
- On your overview page, in the “My Giving Summary” section, click the “Manage Scheduled Giving” link.
- Click the pencil icon next to the recurring gift you wish to edit.
- In the “Payment Details” section, select your new payment method from the “Account” drop-down menu.
- Click “Schedule Gift.”