Church Center App Instructions

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# Church Center App Download and Directory Setup Instructions

We have a new app! **Church Center** is the new Faith Baptist app, and it just may become your new best friend! In Church Center, you can browse our church directory and calendar of events, access recent sermons, pre-check in your children, manage your giving, and eventually register for events! There's so much more too.   We are asking our families to download the Church Center app, and opt-in to the directory.

Share Information with People in the Directory

A directory is a private place for the people in your church to share their contact information. *If you've been invited to your church's directory, you can see the directory and share your information* as well as the information of your household members.

(If you haven't received an email inviting you to the new directory, and would like access to it, please contact Heather at heather@faithcrossroads.org. You can still download the app and take advantage of many of its features, but will not have access to the directory until you have accepted an invitation.)
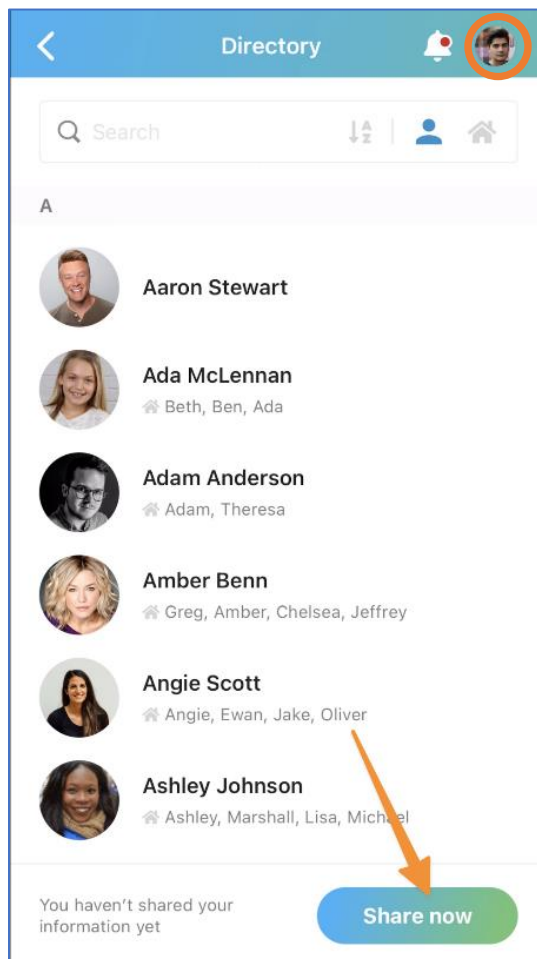
Sharing Information

Once you have accepted the invitation to the directory:

1. Log into Church Center using the email address the invite was sent to.

2. Select the directory icon at the bottom of the app

3. On the directory page, you'll see a banner requesting that you share your information.

4. Click **Share Now.**

5. Check the box next to each person in your household you'd like to have listed in the directory. (Scroll down for other household members.)

(continued on next page)

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My information

Select the information you want to share with other members of the directory.

☑ Faith Rexford

☑ Include profile photo

☑ Include birthday (May 4)

☑ 11 Glenridge Rd

CONTACT INFORMATION

○ Hide my contact info

☑ Allow others to contact me
Directory users will be able to send you an email through Church Center, but will not see your email address until you reply.

● Show selected contact info

☑ (518) 399-2220

☑ faith@faithrexford.com

☑ faith54@gmail.com

6. Check the box for any information you want to appear in the directory.

7. Select **Update**, and your information will be accessible in the app to others with access.

Cancel   **My Directory Profile**   **Update**

Rexford Household

You will appear in the directory in this household. You can set a household photo and select the details you want to share about others in your household.

HOUSEHOLD PHOTO

✕ Remove photo   ✎ Edit photo

ADULTS

☑ Joe Rexford

☑ Include profile photo
☑ Include birthday (January 29)
☐ 11 Glenridge Rd.
Glenville, NY 12302
United States

CONTACT INFORMATION
○ Hide contact info
☐ Allow contact through app
Directory users will be able to send Joe email through Church Center, but will not see Joe's email address until Ian replies.
● Show selected contact info
☑ (518) 399-2220
☐ joe.rexford@gmail.com

CHILDREN

☑ Bobby Rexford

☑ Include profile photo
☑ Include birthday (November 28)
☐ 91 Saratoga Rd
Glenville, NY 12302
United States

CONTACT INFORMATION
○ Hide contact info
☐ Allow contact through app
Directory users will be able to send Bobby email through Church Center, but will not see Bobby's email address until Shane replies.
● Show selected contact info
☐ (518) 399-2220
☐ bobbyr@gmail.com

To remove an individual from the directory, uncheck them in the list--or used the button below to remove everyone.

Remove all

To remove an individual in your household from the directory, simply uncheck the box next to their profile picture.

To remove everyone in your household from the directory, click on the **Remove all** button in order to remove yourself and your household from the directory.

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Changing Shared Information
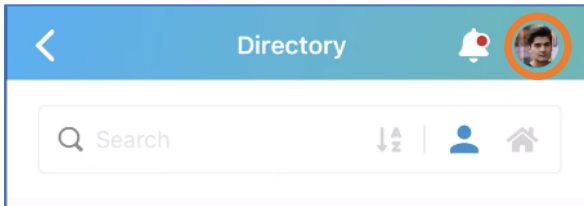
Changes to any of the information for you or anyone in your household, can be made from your profile page.

1. Selecting your profile circle in the upper right-hand corner of any page will bring you to your *Me* page.

2. Select *My Profile & Settings* directly below your name

3. Contact information (name, address, phone number) can be changed by clicking on Contact & profile information.

4. To change what contact info is shared with others in the directory, select **Directory Profile**.

5. Uncheck any info that you want hidden.
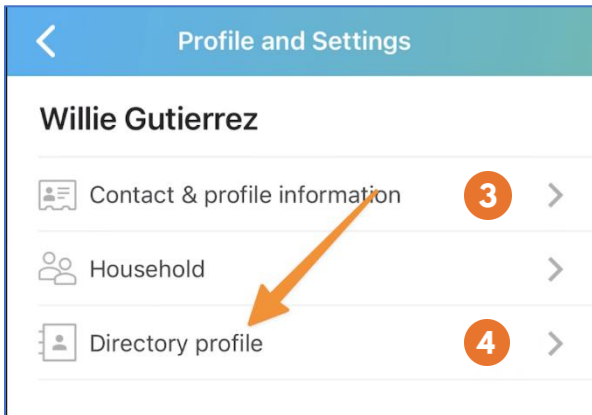
Contacting Other Members

Reach out to other people in our directory by:

1. Searching for their name in the directory search box.

2. Selecting their name from the list of results.

3. When their profile page comes up, tap on their email address (or contact button, if available) or phone number.

4. If sending an email, click **Send Email,** and type the message you'd like to send.

5. If calling or texting, click **Phone Call** or **Text message**

If you don't see a way to contact the individual, they may not have shared their contact information. The message is sent to their primary email address, and any replies will go to your primary mail address.
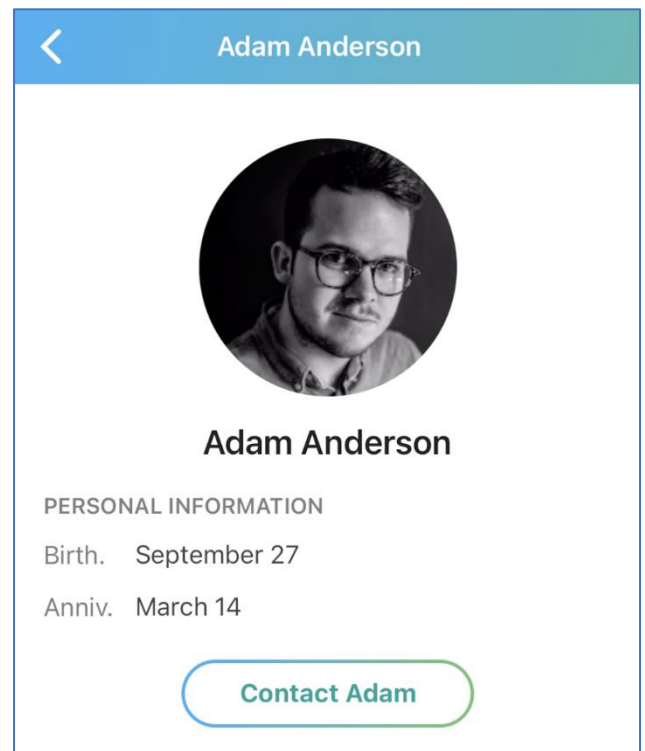
If you want an alternative to emails for scheduling requests, group RSVPs, or announcements from your church, you can receive notifications directly from Church Center! If you have push notifications enabled on your device, you'll see them directly on your device.
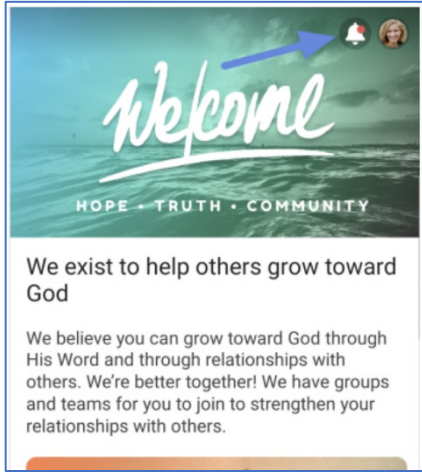
Notification Preferences

If you want an alternative to emails for scheduling requests, group RSVPs, or announcements from your church, you can receive notifications directly from Church Center! If you have push notifications enabled on your device, you'll see them directly on your device.
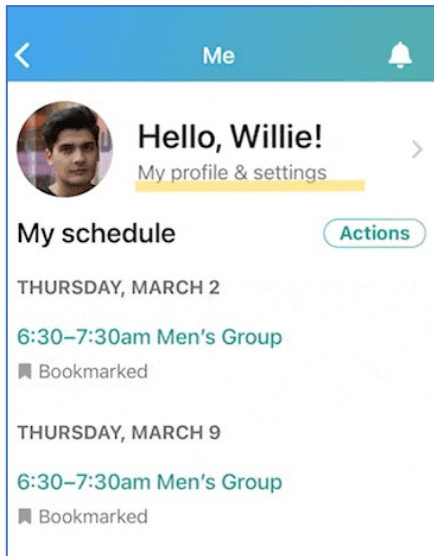
Set Notification Preferences

You can set preferences for Services, Giving, and Group notifications from your Church Center profile.

To access your notification preferences, tap your profile picture or initials in the upper right corner and select *My profile & settings*. Scroll down and select *Notifications*.

In Notification Preferences, you can manage various types of notifications.
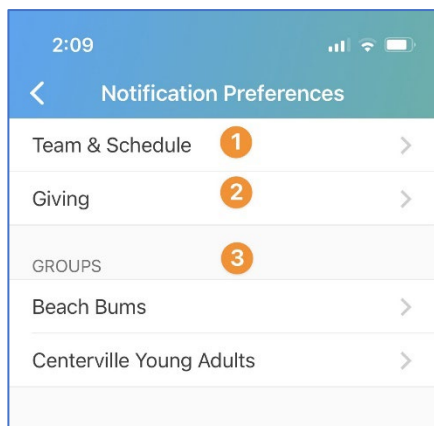
1. Set your Services notifications to Church Center or the Services mobile app.

2. By default, you'll receive an emailed receipt each time you donate. You can turn this setting off.

   o If you want to receive donation receipts at an email address that isn't listed, add it to your profile.

3. Select a group and set your notification preferences for that group.

Giving Online – Church Center

You can donate from a web browser, the Church Center app, or Text2Give if your church has these features enabled!
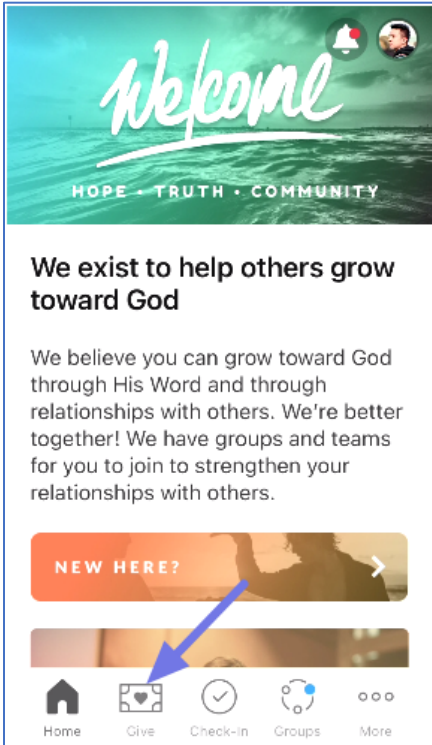

Making a Donation

You can donate without logging in if you are giving from your church's website or a direct link they provided you with.

If you give via the mobile app, you'll need to log in to Church Center, then tap the **Give** button to access the donation form. If you don't see the **Give** button at the bottom, tap on the **More** button.

You can give a one-time gift or set up a recurring donation on the Giving page. Type the amount you want to donate and then select *Next*.
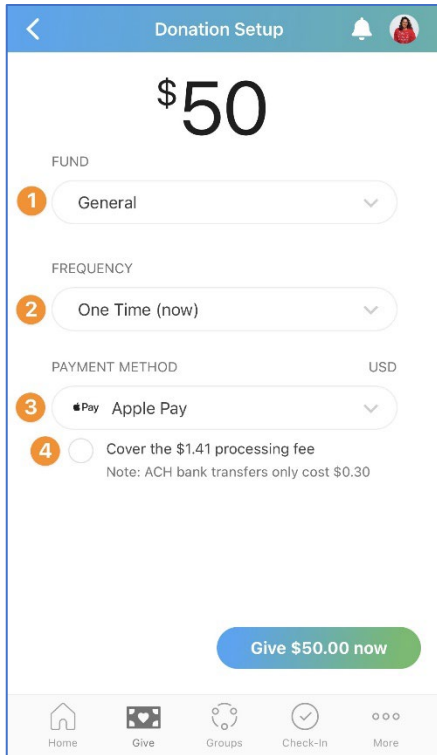
Next, set up your donation based on the desired fund, frequency, and payment method.

1. Choose the fund you want to give to in the Church Center app or split your donation between multiple funds on Church Center web.

2. To set up a recurring donation, choose the frequency of the donation and the date that the recurring donation starts.

3. Choose payment methods you've saved in the past, or add a new bank account or debit/credit card to complete your donation.

4. Check the box if you want to cover the processing fee for the donation.

Update Your Giving Information

Church Center automatically creates a donor profile for you after you donate to your church for the first time.

You can log in to your donor profile to update payment methods or recurring payments, view your donation history, access tax statements, and set communication preferences from the *My Giving* tab.

This tab can also be accessed from the *Give* page.

If you need to change the payment method used for Text2Give, you can do so from the *Text2Give* tab on the web.

Available Payment Methods
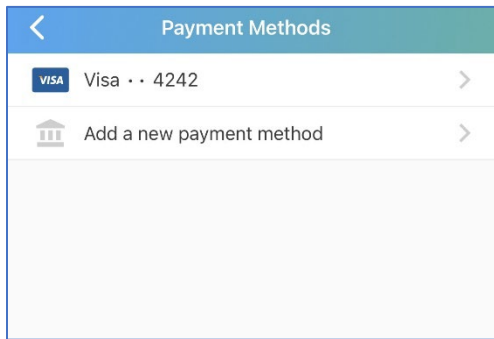
While donating, you can use one of the several payment methods available.

Choose from a previously saved payment method by logging into Church Center.

If you are not using a saved payment method for your donation, you can add a new bank account or add a debit/credit card.

Give with Bank Account

Donors can verify and save their bank account to use when donating. The processing fees for donations given with a bank account are lower than those with a credit card; however, the funds will take four business days to get to your church.

When giving with a bank account for the first time, you must verify that you own the bank account. Your account will be saved to your donor profile, so you won't have to verify account ownership every time you give.
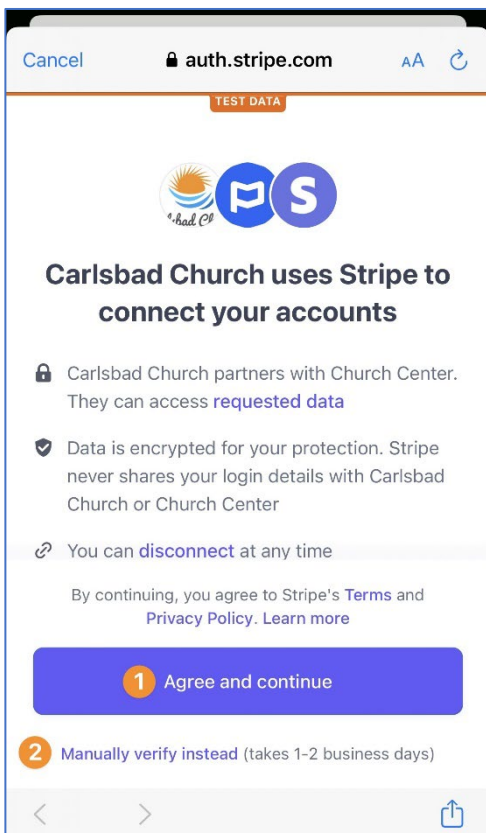
Select **Add a new payment method**, select US Bank Account, and select **Agree and continue**. Then, choose your desired verification method.

1. Initiate instant verification, which allows you to donate that same day. Accounts with most major banks can be verified instantly.

2. If your bank account is unavailable for instant verification, you must manually verify the account. Manual verification uses micro-deposits to verify your account and might take a few days to complete.

   With manual micro-deposit verification, the bank deposits $0.01 into your account. Attached to the deposit is a six-character SM-code that must be entered into the *Payment Methods* tab of your Church Center profile to complete the verification process.

If you're having trouble verifying your savings account, try using your checking account instead.

Once your bank account is verified, you can donate using that payment method.

Give with Debit/Credit Card

You can give using most major debit/credit cards, though your church has the option to disable credit card giving. If credit cards are disabled, you can still give using a debit or pre-paid card.

Select **Add a new payment method**, select card, and enter your card number, expiration date, CVC code, and billing address.

In the Church Center app, your card information will be automatically saved. On the web, you'll have the option to save your card to your donor profile.

Check the box if you want to cover the processing fee, and then select **Give now**.

Manage Your Giving Information

Church Center is the hub for giving to your church! You can access the last time you donated, the credit cards you've saved, and your donation schedule anytime, all in one place.
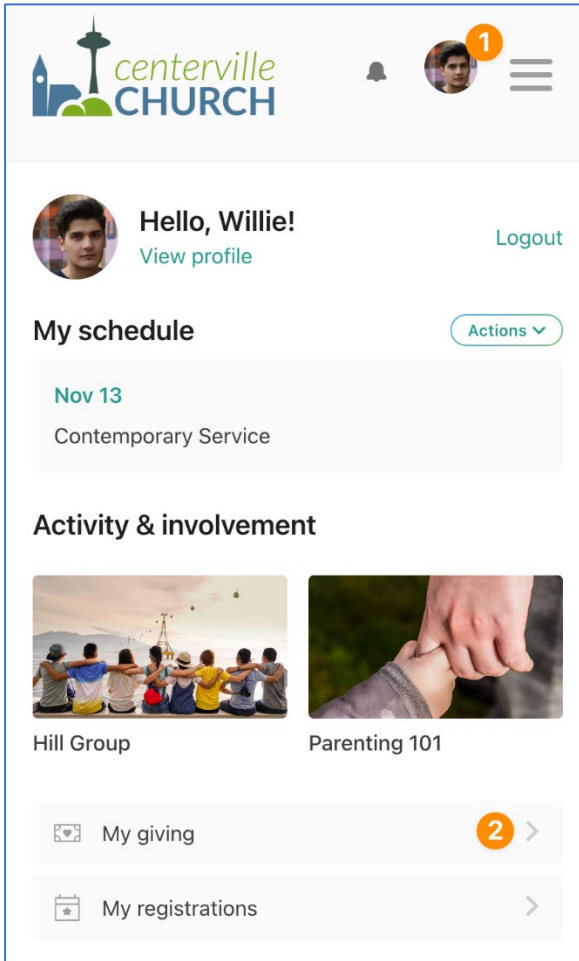
In the Church Center App, select your photo or initials in the top right corner of the page.

1. Under *Activity & involvement*, select **My giving**.
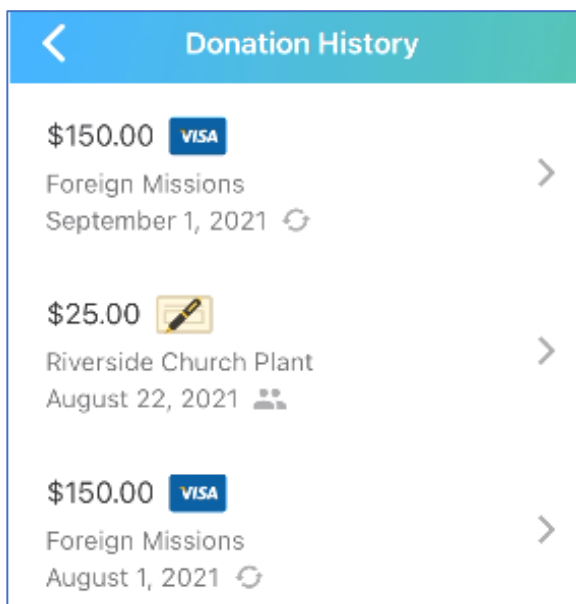
2. The My Giving page provides the following options:
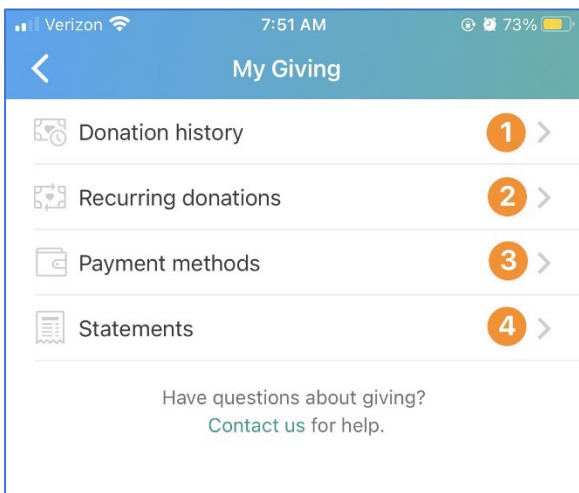
The **My Giving** page provides the following options:

1. Donation History

2. Edit Recurring Donations

3. Manage Payment Methods

4. Statements

Give

$50

1	2	3
4	5	6
7	8	9
.	0	<

My giving

Next

| Home | Give | Groups | Check-In | More |
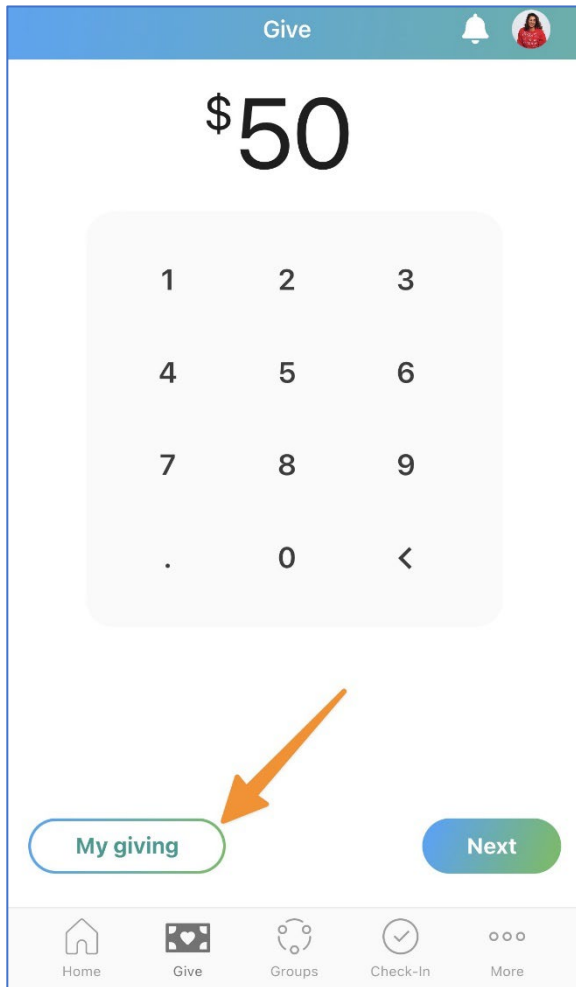
You can also access the **My Giving** page from the *Give* page by selecting the *My Giving* button at the bottom of the page.

Donation History

$150.00 **VISA**
Foreign Missions
September 1, 2021

$25.00
Riverside Church Plant
August 22, 2021

$150.00 **VISA**
Foreign Missions
August 1, 2021

1. Donation History

From the *Donation History* tab, you can view your entire donor history. **(Please note information from Realm giving has not been transferred yet.)**

You can download a CSV of each year's giving history from Church Center web.
(https://faithrexford.churchcenter.com/giving)
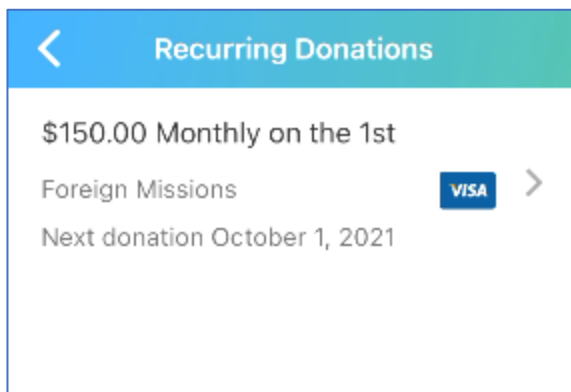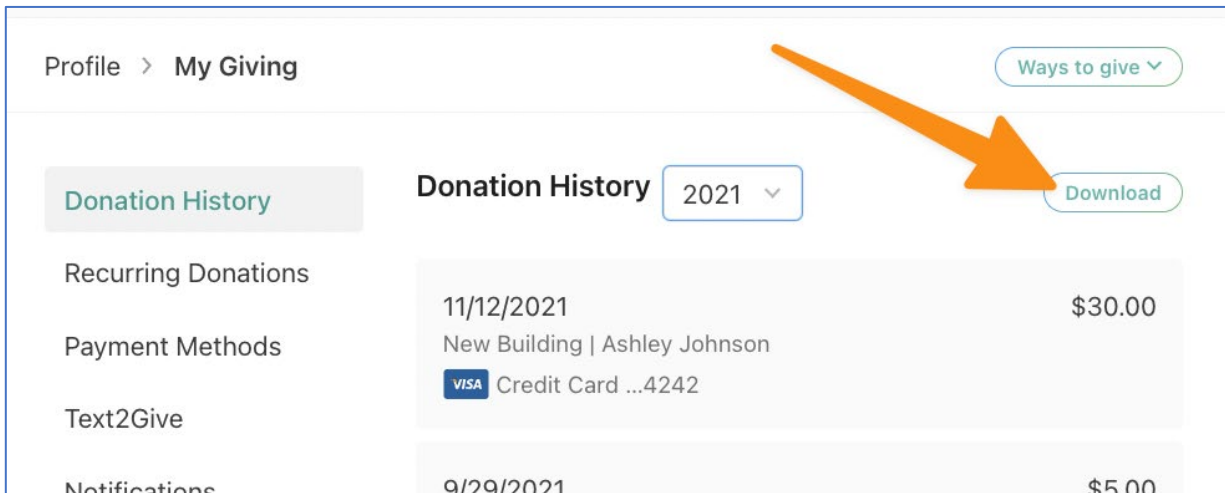
2. Edit Recurring Donations

On the mobile app, you can select a recurring donation to edit it.

The amount and fund for the recurring donation can be updated from the app but not from the web. To edit the amount and fund from the web, delete the recurring donation and initiate a new donation with the updated information.
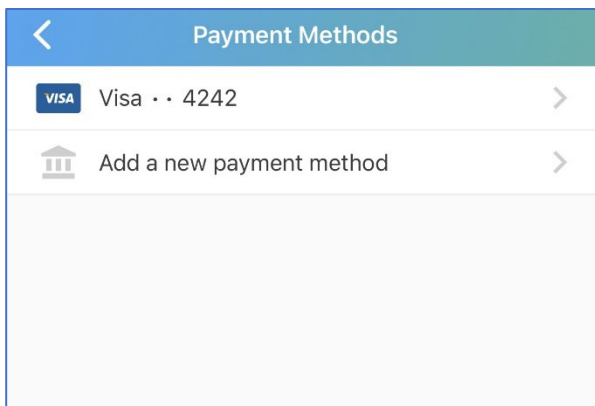
3. Manage Payment Methods

Select an existing payment method to delete it. Add a new payment method by selecting **Add a new payment method**, choosing a method, and following the instructions.

If you remove a payment method used for a recurring donation, the next recurring donation will fail unless you update your recurring donation with a different saved payment method.

4. Giving Statements

From the *Statements* tab, you can access your previous tax statements. <mark>(Please note information from Realm giving has not been transferred yet.)</mark>

Tax statements are only available if your church's administrator has generated them.

If you'd like to receive a receipt when you give, enable receipts in the **Notification Preferences**.
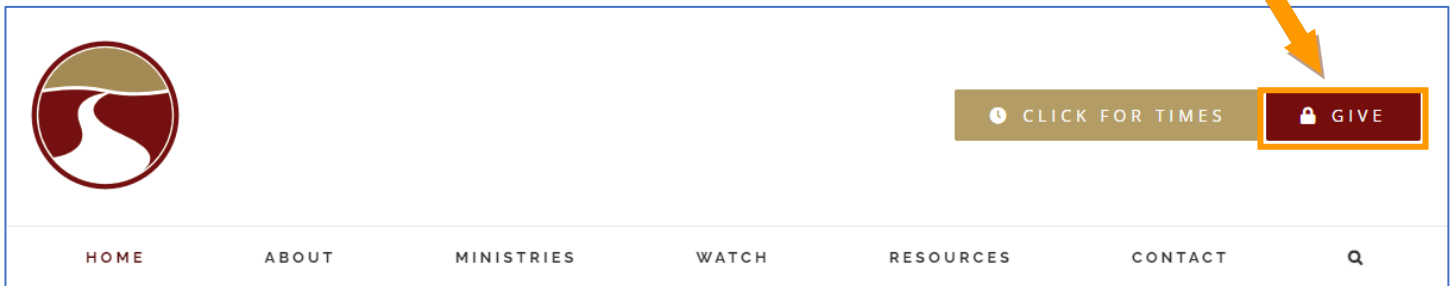
Recurring Donations
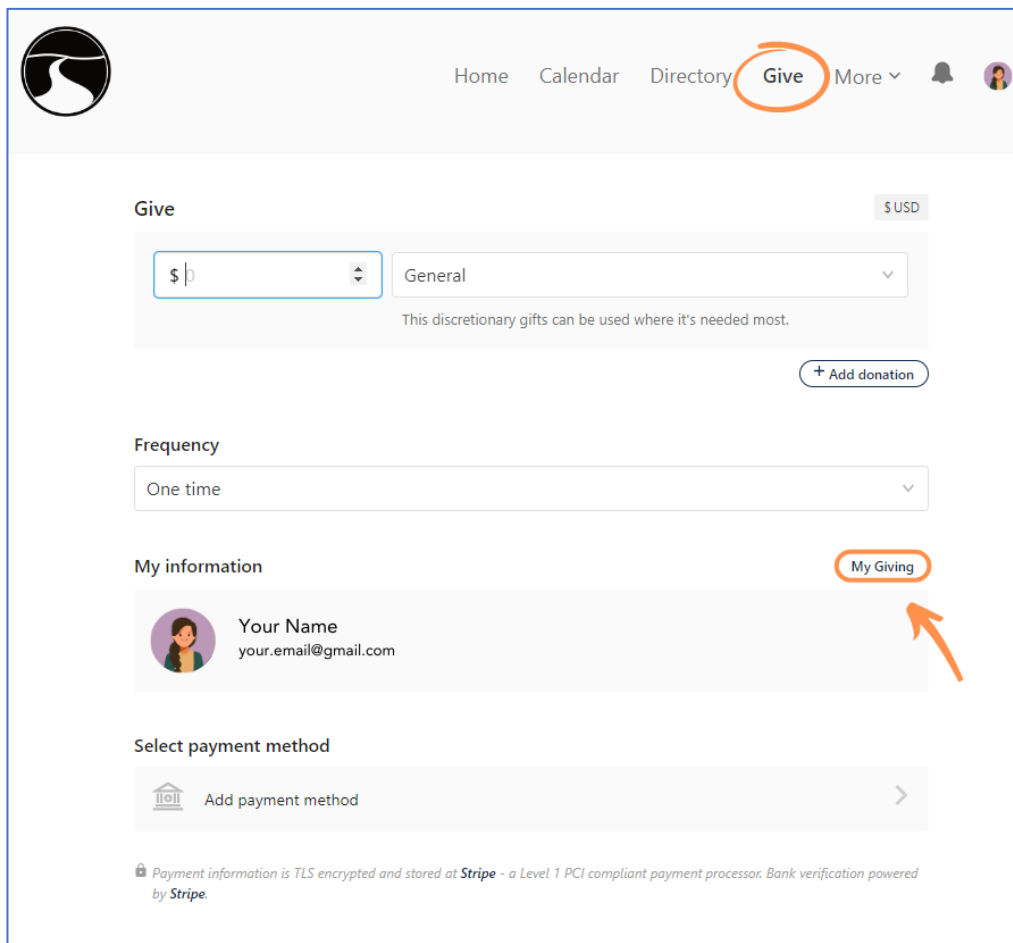
Setting up Recurring Donations via the Faith Website

A donor can set up a recurring donation when they give!

When a donor gives from Faith's giving page on the website, or the Church Center app, they have the option to set up a recurring donation.

On the website, click the Give button at the top of the homepage.

This brings you to our Church Center Give page (pictured below).

From here, you can select to give one time, or another type of frequency.

You can also use the **My Giving** button to edit, or set up recurring giving, check the status of your giving, and view statements.

Using the left hand "tabs" on the **My Giving** page, click on **Recurring Donations**.
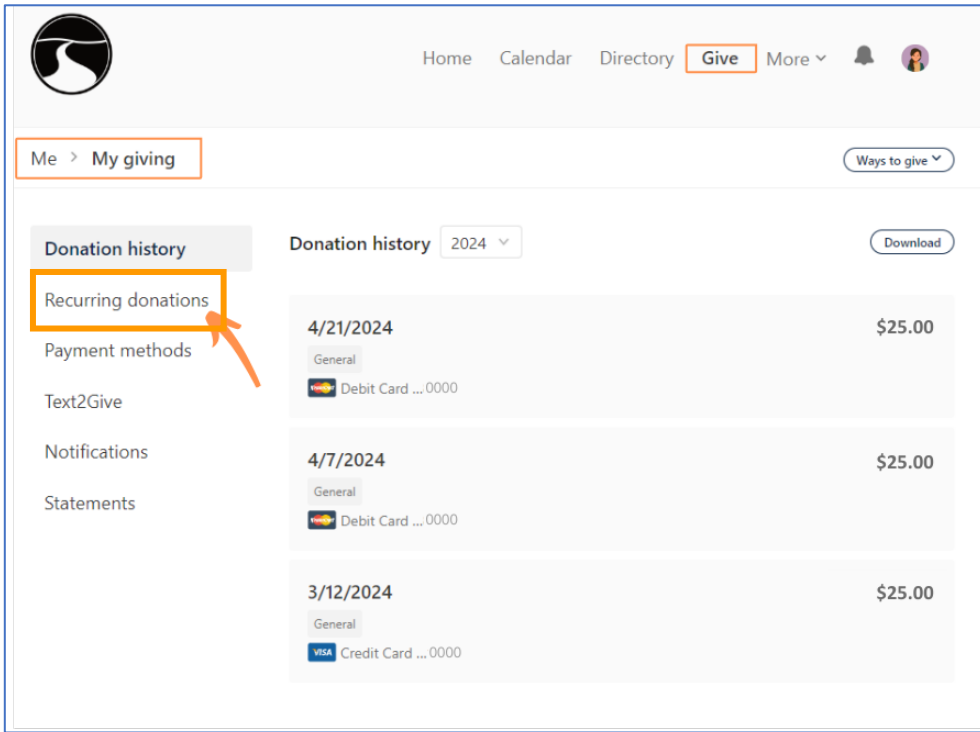
Click on the **Add recurring donation** button.
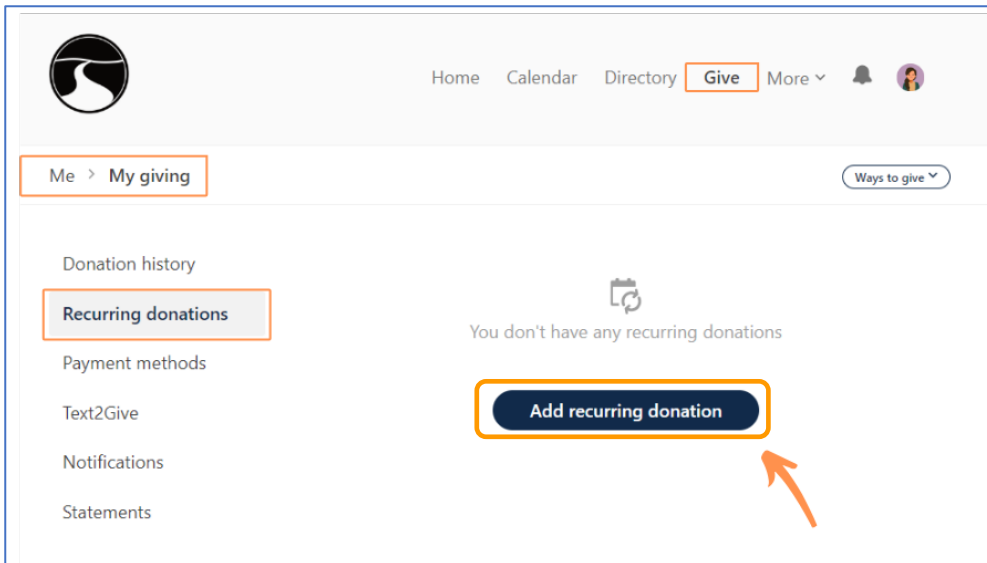
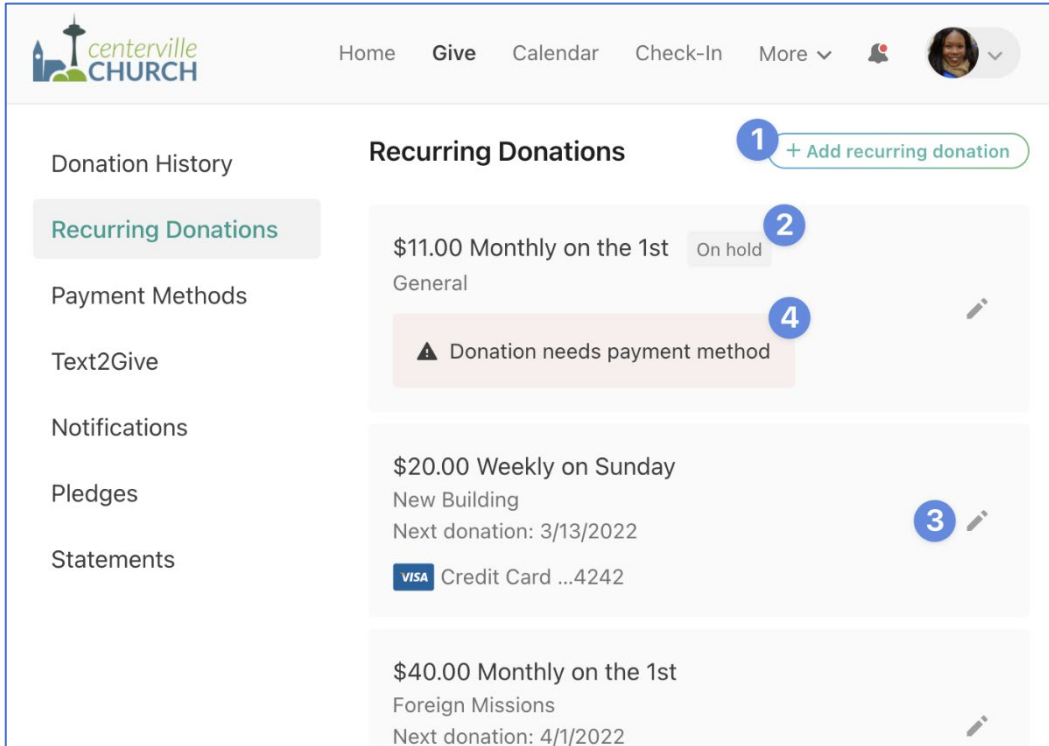From this page, you can add a recurring payment

1. Under Frequency, select Regularly.
2. Select an interval of giving (Weekly, Every other week, Monthly or Twice-Monthly).
3. Select a day.
4. Select the date for recurring giving to begin.
5. Select or add a payment method.
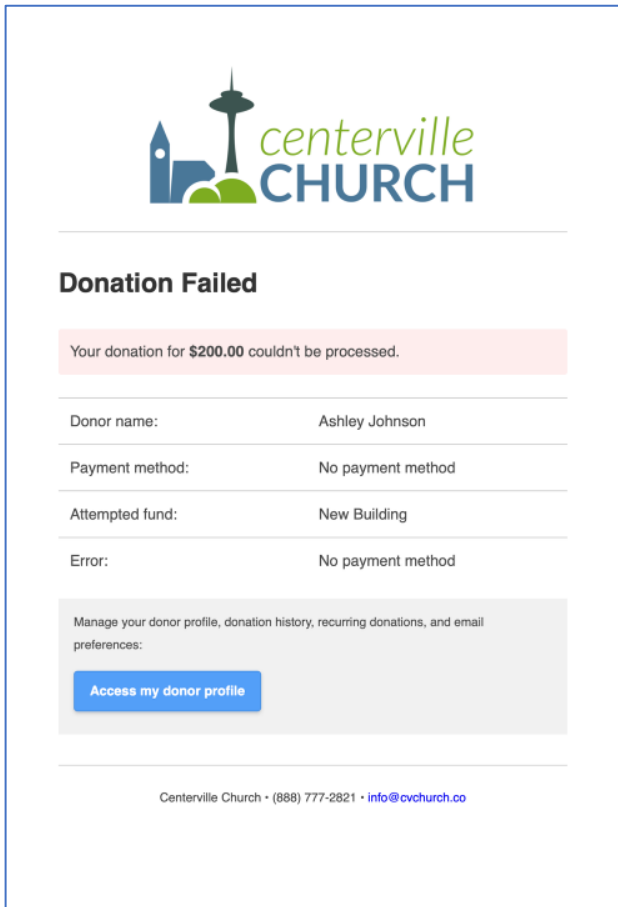
Editing Recurring Donations

Donors can edit recurring donations from **My Giving** page, by clicking on the **Recurring Donations** tab. You will need to log into your donor profile on Church Center, if you were not automatically logged in.

From the **Recurring Donations** page, you can:

1. Add new recurring donations.

2. View the status of existing donations.

3. Edit a recurring donation's payment method or frequency. Donors can also put recurring donations on hold temporarily, permanently, or delete them altogether.

4. See notifications about issues with a recurring donation.

5. The donor can only update the recurring *amount* from the Church Center mobile app, but more options are available by going to the Giving page on our website.

Recurring Donation Failures

A recurring donation may fail for a number of reasons, such as:

- The account has insufficient funds.

- The card is invalid.

- The payment method was removed.

- The donor's own bank rejects the transaction.

If there's a problem processing a donation, a notification will be sent to the donor. Any Administrators who have those notifications enabled in their profile will also be alerted.

The system *will not* automatically retry the donation for the date it failed. It *will*, however, attempt the same donation on the next scheduled date.

After receiving a failure message, donors can click the link in the failure message to log into their profile and do any of the following:

- Fix the issue (which usually means updating the payment method).
- Put the donation on hold.
- Delete the recurring donation.

If a donor fixes the issue and they'd like to recover a failed donation, they can create a one-time donation for that month.