

Online Giving Frequently Asked Questions

How do I get a login and password?

The first time you use the system you must create one for yourself. Click on the bottom right-hand corner of the page where it says "Don't have an account? Sign up!" You will be asked for your first and last name, email address, and a password. Please create a secure password for yourself. From this point on, your login will be your email address, and your password will be the one you just created.

I forgot my login and/or password. How do I recover it?

Your login is your primary email address. On the website, next to the word Password, click the link "Forgot?" You will be asked to enter your email address, and the system will email a link to that address to help you reset your password.

Which account do I choose?

When you give online, you will always have the option to give to the fund titled "Pledges and Contributions." This is FPC's operating budget, and you can make a donation to this fund regardless of whether you have a pledge with FPC.

There may occasionally be other funds listed online; these funds will be "designated," meaning your gift will only go to that ministry, not to the church's larger operating budget. For example, if a fund for one of FPC's missions is available, any gifts to that fund will go solely to that mission or outreach.

How long will it take for the transaction to post to my account?

You will immediately be able to see your gift appear on your Contribution Records page after your donation. Your account or card should be debited for the amount you selected within 3 business days.

Can I schedule reoccurring donations?

Yes, you can specify whether you want your contribution made one time, weekly, every two weeks, twice monthly or monthly. You can set up multiple schedules as well, meaning you could have both a monthly gift and a weekly one.

Will I still receive a contribution statement?

Yes, we will mail you three quarterly and one year-end giving statements to your home address. However, you can also see your giving history and download a statement anytime from the website.

What if I change credit cards or want to adjust the date or amount of a scheduled, reoccurring donation?

You can schedule new contributions at any time and can modify or cancel those contributions at any time prior to the date they are scheduled. Once the contribution has been processed, however, it cannot be cancelled. If you have any problems or questions related to this, please contact us at 757-625-1697.

Is online giving secure?

We've taken steps to ensure that the giving process is safe and secure from beginning to end. All of your giving data is secured by SSL encryption. SSL is an acronym for "Secure Socket Layer," a security protocol that provides communications privacy over the internet. It is the same technology used by banks and e-commerce companies such as Amazon.com to keep your information safe and secure during transactions.

What happens to my personal information?

Your information is held securely by the Fellowship One system. This information will remain private and will never be given away to third parties, other than to process your scheduled contributions.

Is there a cost to the church for online giving?

The cost to the church for an electronic check is negligible. The cost to the church for debit and credit cards is approximately 2.15% per transaction (actual percentage fees will vary with card types).

I have questions that are not addressed here.

Please contact Ken Miller, our Minister of Administration, with any additional questions. His email is ken@fpcnorfolk.org and his number is 757-625-1697 ext 319.