

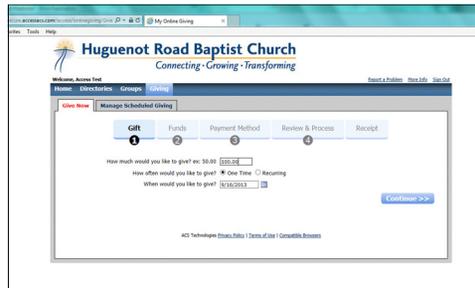
# Online Giving FAQs



Give  
Here



Or  
Here



Here are a few frequently asked questions to get you started...

## *How do I get to it?*

Follow the link on the giving page of our church web site: <http://hrbcrichmond.org/give>. You will find a detailed step-by-step guide there about how to give. If you have provided us with your email address, use that as your log in, and it will link directly to your contributions. This secure access keeps your information safe and is backed by our provider.

## *What method can I use to give?*

The site allows for credit, debit, and bank account transfers. You can enter this information once, and it will be saved if you wish to use it for future contributions.

## *How long before it posts to my contributions?*

The money will be removed from your account immediately, but please allow one week for it to post to your contribution statement.

## *Who gets notification of my gift?*

Our financial secretary is the only one with access to your online gift. You will also receive a confirmation when you have completed a giving transaction.

## *Can I view my contribution history?*

Yes! Once you log in to our new system, you can view your gifts for the last year.

## *What accounts can I give to?*

You can contribute to the budget, the It's Time campaign, and any other special offerings we have throughout the year.

## *Can I set up a recurring payment?*

Yes! You can direct how often and how much goes to each account.

## *Can I register for events?*

Yes! For various events (retreats, mission projects, and more) we will have a direct link for you to register for those events. You can also access those from the screen after you log in.

## *Is there any cost to me?*

No. Please remember, however, that the church incurs a charge on these transactions. You can help us by using the bank account option instead of the credit card option. The credit option is significantly more costly to us.

## *Where's the help desk?*

If you need help at any time, please contact the church office.

*Remember, your offering is an act of worship. Please prayerfully consider how you and your family might use this tool as an expression of worship to God. May God find us to be good stewards through whatever methods we choose to give.*