

## CT Profile & Online Giving FAQ's

### Q1. Do I have to create a CT Profile to give online?

A1: No, you can give without an account by clicking on the "Give" link and complete steps 1 through 3 with your gift information.

### Q2: Is there a benefit of creating a CT Profile Account?

A2: Yes, you have the ability to set up your online giving, view your giving history, download and print your Contribution Statement, modify you and your family's contact information, subscribe to the Cross Timbers emails that you would like to receive.

### Q3: How do I create a CT Profile?

A3: Go to "Login" on the left menu to create an account. Click on "Create Account." When creating an Account for the first time, you will be asked to provide your name, email and phone. Once you do this and click "create my account" one of the following things take place:

- You will be told your account has been created successfully and that an email containing your verification link has been sent.
- You will be told your email was found in the system and you need to use the "Reset Account" feature you have forgotten your username or password.

### Q4: I've created an account but I do not see my giving history, was my account set up properly?

A4: Yes, it was. Your user account will need to be linked to your giving record by the System Administrator. Please allow 24 hours during the business week for processing.

### Q5: Can I modify or cancel an existing recurring gift?

A5: Yes, if you have an account created, log in to your account, click on "My Giving History click on the recurring gift and cancel it. You can now set up a new recurring gift.  
(For security purposes Cross Timbers does not retain any of your financial information--- that is why you will need to set up a new gift.)

### Q6: How do I modify or cancel an existing recurring gift if I do not have an online account created?

A6: You will need to contact [finance@crostimberschurch.org](mailto:finance@crostimberschurch.org) for assistance or create an account to modify yourself.

### Q7: What if I've already created an account but can't remember my password?

A7: Click on the "Forgot Password" option on the Login page. This option will send an email with a temporary password. You have the option to change your password after you successfully log in.

### Q8: Who can I contact if I have issues with accessing my online account?

A8: You can contact [status@crostimberschurch.org](mailto:status@crostimberschurch.org) for assistance.