CHURCH OF THE
GOOD SHEPHERD
UNITED CHURCH OF CHRIST

DONOR SUPPORT – ONLINE GIVING

"How To" videos for Donors https://vimeo.com/user43075866

Online Instruction Links:

Directions for Donor on changing account information.
https://givinghelpdesk.com/2019/05/28/donor-how-to-changing-account-details/

Step-by-step Donor Online Giving Instructions
https://givinghelpdesk.com/2018/11/21/online-giving-with-new-giving-portal/

Video: Text Giving Instruction
https://givinghelpdesk.com/2018/11/21/text-giving-with-new-giving-portal/

Step-by-step instructions How to Use Text Giving
https://givinghelpdesk.com/2019/02/07/how-to-instructions-for-givers-new-text-giving-portal/

Setting up a Recurring Gift
https://givinghelpdesk.com/2019/05/28/setting-up-a-recurring-gift/

FAQ's

Q: Do I have to log in again after I click SAVE PAYMENT on my initial registration?

A: To text a donation after the one-time registration, you can give immediately without have to re-enter any of your information. Simply text the designed amount and the fund keyword to COGS text giving number. Ex: 250 tithe for $250 to the Tithe fund.

Other TEXT COMMANDS:
EDIT – Make changes to your giving account and update contact information and/or update payment information.
REFUND – Refund your last gift. You must text "REFUND" within 15 minutes to refund the gift. If you realized the mistake after 15 minutes, contact the church or organization you are giving to for a refund.
KEYWORD – See a list of active keywords. Keywords are the fund names that the church/organization has set up.

https://my.e360giving.com/App/Form/16845db6-80ae-4057-bc18-06c07d1360bc

Q: What forms of online donations do you accept?

A: We accept Credit/Debit cards and ACH/eCheck

About Security

PCI Compliance
Our online giving system handles compliance to the highest standards.

PCI DSS Compliance & Security
As required by the [PCI Security Council](#) and all processing banks, our company is a Level 1 Certified PCI Compliant Service Provider. This means we conform to the highest set of security standards in the payment card industry. Your account managers, end users, and our employees will never have access to the type of sensitive information that might lead to an unauthorized transaction.

SSL Transaction Security
Our giving portals use 256 Bit SSL technology for data transactions. All personal, credit card, & bank information is submitted using 256-bit encryption. There is no stronger form of protection than this encryption and by doing this, we eliminate the possibility that someone might "tap" the line and extract your personal data from it. 256-bit SSL encryption has never been broken and according to RSL Labs, it would take a "trillion-trillion years" to crack the code using today's technology.

The Datacenter
Our datacenter upholds security measures to rigorous standards. Proximity card entry, camera-recorded server room access, and a perimeter security system all protect the datacenter facilities. These security components ensure only employed certified Server Engineers have direct access to the datacenter and individual servers. This restricted access ensures maximum security when maintaining, upgrading, and troubleshooting servers in the racks.