



Launch: Digital Giving Instructions



The following information should serve as a basic instruction sheet that you can have ready and available for your givers. There are some instructions that are specific to backoffice administration, but you'll find that most are for all givers. Your staff can use this to answer questions. It can also be easily mailed, e-mailed, or viewable on your website Giving page.

Text Giving Instructions

Long Code - The term "long code" refers to a unique 10-digit phone number. If you have purchased a 10-digit phone number, users will simply text "Give" and the amount they wish to give to the 10-digit number. Once they have completed this step, they will receive a reply with additional instructions.

Short Code - The term "short code" refers to the use of the 5-digit number 52014. Church members can text "@yourkeyword" and an amount to the 5-digit short code. This feature does not cost any extra and is simple to use. Once they have completed this step, they will receive a reply with additional instruction.

App Giving Instructions

iOS Version:

First-Time Users:

1. Download the Generosity by LifeWay App.
2. Open the App and select "Get Started".
3. Find your church. You can simply type in the church's name to the search bar and a list of organizations will appear.
4. Select your church.
5. Create an account by using either Facebook, Google, or e-mail.
6. After you create an account, you will receive an email with a verification code. Put in the verification code and select continue.
7. Fill out your payment information.
8. Once your profile is complete, select the "Give Now" button next to your church's name.
9. Enter the amount that you would like to give and then select the blue "Give" button. From here you'll be taken to a confirmation page.

Returning Users:

1. Open the Generosity by LifeWay App and select your church.
2. Sign in using the username and password you created.
3. Once signed in, you will enter your payment information (for security reasons, your credit card number is not stored in the system).
4. Select the "Give Now" button next to your church's name and proceed to make a gift.

Android Version:

Coming Soon!

Online Giving Instructions

Your church can place a giving embed anywhere within your church website. We recommend considering using different embeds throughout your church's site. Each embed can be unique to your specifications. You have plenty of freedom to make this embed your own.

Online Cash Giving Instructions:

1. Visit our church's website and giving embed at (*yourchurchwebsite.com*).
2. Choose the format in which you wish to give (noncash, credit/debit card, PayPal, etc.).
3. Fill out the form associated with the format of your gift (for credit, debit card, or Paypal, simply put in the amount you want to give and click on the associated credit card or PayPal buttons).
4. Click the "Give" button.
5. First time visitors to the giving embed will need to fill out a short form that includes entering their name and address. The next time you visit the embed your information will be saved in the form using your browser's cookies.
6. Put in your credit, debit card, or PayPal information and click "Give".
7. Don't forget to print out your receipt! Thank you so much for giving!

Noncash Instructions:

1. Visit the giving embed on our church website, and select the category that describes your noncash gift.
2. Fill out the following form with the proper information about your gift and simply click the "Give" button.
3. You will receive a "Thank You" note.
4. You will receive a phone call from one of our Liquidation Specialists.
5. If the gift is large (such as a vehicle, bail of hay, or livestock) the specialist will arrange for transport of the gift. If the gift is small (such as jewelry) instructions will be given on how to send the gift to our office.
6. The gift will be liquidated for the highest possible value and the funds will be transferred to your church's account.
7. You will receive a receipt showing the amount received for the gift.

Designated Gift for the Platform Administrator:

Your church has the option to create a giving embed with as many, or as few, designation options as you'd like. To make giving as simple as possible for the church member, we recommend creating multiple embeds on multiple pages within your website. For example, if you choose to place a giving

embed on the Missions webpage of your site, you can create an embed that has only one designation associated with it. This makes it easy for your generous church member to give to Missions at the moment of inspiration without having to worry about where their gift is going.

That said, we would still recommend that you have a page on the website associated with generosity in general. When placing a more general giving embed here, you'll want to create one that is associated to any and all designations. Setting up different designations is simple.

Designation Setup Instructions:

1. Set up all designations in the backoffice under "Organization".
2. You'll see an option titled "Designated Funds." Click the "New Designation" button and give the designation a name and a fund value for your internal reporting.

Designation Giving Instructions:

1. Go to the giving embed and click the box that reads "Choose Your Designation".
2. Select the designation from a drop-down menu.
3. Complete your gift. Simple!

Recurring Gift Setup Instructions:

Within the backoffice, you have the ability to choose how often a church member can give toward any particular campaign or ministry. You have the option to make one-time, weekly, monthly, quarterly, semi-annual, and annual recurring gifts available. If you're raising money for a specific event, you can also choose an end date when all recurring giving will cease.

Once you have setup the options for your church members, they will see a box titled "How often will you give?" The church member will click in this box to see a drop-down menu showing the options he/she may choose from. Once chosen, the church member will follow the rest of the giving steps as usual.

Bank Draft Setup Instructions:

1. If you have setup your gift to be recurring, then the gift will automatically be drafted from the card of your choice. To have the funds automatically drafted directly from your bank account, be sure to use the "Debit Card" option.
2. Upon completing your first gift, you will receive a "Thank You" message from your church with a "Get Started" button at the bottom. Clicking this button will allow you to set up an account within Generosity by LifeWay.
3. With an account setup, you will be able to access your donations online anytime quickly and easily. This will also help you to keep track of your previous donations and simplify your future giving. It only takes a minute. No additional information will be required.