



Giving Setup Guide

With the new Church Center software, what do I, as a donor, need to do?

- ❖ **Has my profile info transferred from Church Teams (old database) to Church Center (new database)?**
 - Yes, your profile should already exist in Church Center. Your primary email and/or cell phone used for Church Teams will be the primary login information used in Church Center. You have options to login using either your cell phone where you will be sent a one-time SMS login code or your email and password.
- ❖ **Should I give online through a web browser or through the Church Center app?**
 - Yes, either will work and both are user friendly. The web link is hcbellingham.churchcenter.com/giving or you may use the Church Center app and find Hillcrest Church. We review online gift notes to honor donor preferences where possible.
- ❖ **Do I need to link my payment info to Church Center, and is it easy to do?**
 - Yes, you need to link your payment info to Church Center. This is a one-time transition of our giving software to a software that will better serve our needs.
 - It can be very easy to do if you follow the prompts to link your bank account. However, please check that the last four digits of the account are correct because smaller or local banks may not link the correct account. If it doesn't link, then you will need to enter the information manually and wait for a couple of days when a penny will deposit and withdraw from your bank account. At that point, you must login in with the verification code that is shown on your bank transaction; **see the next page for pictures**. Feel free to call the Hillcrest Finance Dept. with questions during this setup; we want to make this a smooth transition.
 - We do not have access to your online payment information. This is handled securely by our third-party payment processor.
- ❖ **How much are the Merchant Fees when gifting online?**
 - Paying from a bank account incurs \$0.30 per transaction; this is an excellent rate compared to other payment methods. At the time of printing, our merchant fees for ACH (bank transfer) are \$0.30 per transfer compared to credit and debit cards which are 2.15% + \$0.30 per transaction. We encourage donors to consider giving directly from their bank account to reduce church costs.
- ❖ **Do I need to cancel my Church Teams recurring giving after I setup my Church Center recurring giving?**
 - Yes, you need to cancel any Church Teams recurring giving because the old and new software do not share info. You may either login to Church Teams (old software) and cancel the recurring giving, or, you may email bookkeeping@hcbellingham.com with your name and what you would like cancelled and we can cancel it for you. Also, you may want to delete any payment methods on file with Church Teams.
- ❖ **Can I give through the Services app?**
 - No, the Services app coordinates volunteer activities and schedules; however, your same profile is used for unison between the Church Center app and the Services app because they are connected to one software.

If you have questions, call us at 360-733-8400 or email bookkeeping@hcbellingham.com

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❖ Automatic (Stripe) Method - Linking Your Bank Account

Church Center offers a **fast and secure automatic option** for linking your bank account. This method uses **Stripe**, a nationally trusted payment processor that securely connects bank accounts with organizations and software platforms.

Stripe is widely used by banks, nonprofits, and major companies across the country. **Hillcrest Church does not see or store your bank login information**—all sensitive data is handled securely by Stripe.

How to Link Your Bank Automatically

Website: www.hcbellingham.churchcenter.com

Go to **My Profile & Settings → Payment Methods**

App:

Go to **My Giving → Manage Payment Methods**

1. Select **Add Bank Account**
2. Choose the option to **link your bank automatically**
3. Search for your bank and sign in using your bank's secure login
4. Select the correct account (checking or savings)
5. Confirm and save

Once completed, your bank account is **immediately verified**, and you are ready to give—no waiting period or verification codes required. If your bank does not support automatic linking, or if you prefer not to use this option, you can use the manual verification method below.

❖ Manual Method - To link Church Center with your bank:



- Website: Go to “Payment Methods” in My Profile and Settings (website)

Me > My profile and settings > Payment methods

- App: “Manage Payment Methods” in My Giving (app)

Manage payment methods

- Website or App: you will see an “Unverified” next to your payment method. Click on this or the message to verify your payment method.
- **Input your six-digit code** found on your bank activity. The verification code is in the name of the transaction (see the yellow highlight below)

Description	Amount
 Smrphc-hillcrest >	- \$0.01
 SMRPHC-HILLCREST - ACCTVERIFY ST-J5B5A4P8P4F6 >	+ \$0.01

- You will see a “Verified” next to your payment method **when the code is accepted**.

Verified

- You are now ready to give!


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❖ To donate online at www.hcbellingham.churchcenter.com

Mobile App

Web Browser

- 1 Select Give at the top of the page.
- 2 Enter the donation amount.
- 3 Choose a fund from the dropdown in the Fund section.
- 4 (Optional) Select *Give to another fund* to split your donation between multiple funds. Choose another fund and add an additional amount.
- 5 Choose the frequency of your donation in the Frequency section.
 - Choose *Once* to give a one-time donation.
 - To make your donation recurring, choose how often the donation should occur. Select the  edit icon and choose when the donation processes and the start date. Select *Okay* to save your changes.
- 6 If enabled for the fund you selected, check the *Add a memo* box to enter details about your donation.
- 7 If you are logged in, choose a [saved payment method](#) or add a new bank account or card.

If you are not logged in, select *Continue to give*. Enter your phone number or email, enter the code received, and choose an existing profile or create a new one. [Add a bank account or card](#) to continue your donation.
- 8 Check the bubble to cover the processing fee for the donation. This option will only appear if your church has made it available.
- 9 Select *Give [amount]*.
- 10 Select *View my giving* to see [your donation history, manage your recurring donations, and more](#), or select *View our website* to visit your church's website.