

**WELCOME TO BISHOP'S APPEAL
ON-LINE GIVING Frequently-Asked Question (FAQ)!**

Q: Who should give online?

A: Anyone who is looking for a simpler way to assure their giving or would like to give on either a one-time or on a recurring basis.

Q: Is online giving secure?

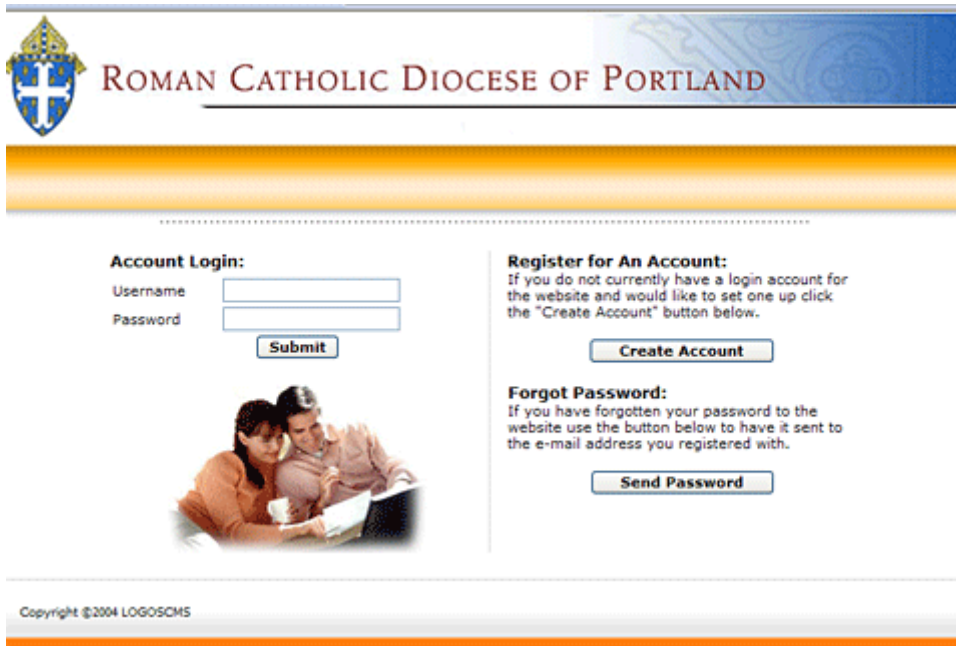
A: Yes, it is! On-Line Giving uses industry-standard SSL-encryption to protect data transmissions of financial and certain other information. Financial information is stored in encrypted form on computers that are not publicly accessible via the Internet.

Q: What is the process for making a gift?

Step 1: Set up your account by clicking on the button below.

Setup or Manage Your Account Here

In the window that opens, click on Create Account. Then follow the prompts to complete your Account Profile.



The screenshot shows the website header for the Roman Catholic Diocese of Portland, featuring a blue and gold banner with the diocese's logo and name. Below the banner is a yellow gradient bar. The main content area is divided into two columns. The left column is titled "Account Login:" and contains two input fields for "Username" and "Password", with a "Submit" button below them. The right column is titled "Register for An Account:" and contains a paragraph of text, a "Create Account" button, and a "Forgot Password:" section with a "Send Password" button. At the bottom of the page, there is a small image of a man and a woman looking at a laptop, and a copyright notice for 2004 LOGOSCMS.

Here is the next window:

Create Account

Please complete the form below to create your account on the website. Required fields are noted with in **bold**.

Note: If you already have an account for this website please do not create a new account. You can login with your current account. If you need a reminder of your password please use our **password reminder page**.

Organization Roman Catholic Diocese of Portland
510 Ocean Avenue
Portland, ME 04104
207-773-6471




First Name	Mary
Last Name	Doe
Email	<input type="text"/>
Address	987 Main Street
City	Middletown
State	ME
Zip	04000
Phone	207-555-6789
Work Phone	<input type="text"/>
User Name	<input type="text"/>

- I have read and agree to the terms stated in the [Privacy Policy](#).
- I have read and agree to the terms stated in the [Terms of Use](#).

Register

When you click "Register," you will shortly thereafter receive an e-mail assigning you a password. The e-mail also includes a link that allows you to change the password to something you want if you choose. Once you have your password, log in. This window will open:

Welcome Mary Doe

	Edit My Profile
	Make A Contribution
	View My Giving History

Giving Summary

User Information	
Name:	Mary Doe
Email:	<input type="text"/>
Contributions	
Y-T-D Given:	\$0.00
Recurring Contributions edit	
Account:	
Frequency:	
Funds	Amount
Bishops Appeal 2006	

Click on "Edit My Profile. The following window will open:

My Profile

- To update your profile, simply replace the information that is incorrect with your current information and click the [Update Profile](#) button.
- To edit your bank and/or credit card accounts, used to make donations, click the [My Accounts](#) button.

First Name	Mary
Middle Name	
Last Name	Doe
Suffix	
Address	987 Main Street
City	Middletown
State	ME
Zip	04000
Phone	207-555-6789
Work Phone	
Envelope #	
Email	
Username	

[Update User](#)

[My Accounts](#)

On this screen, please enter your 11-digit Account Number in the block marked "Envelope #". You will find your account number on the Gift Form you received, just above your name. Enter the number without dashes. If you can not find your account number, call the Appeal Office 207-773-6471 Ext.7830.

Step 2: Click on the Make a Contribution button. That will produce the window shown here:

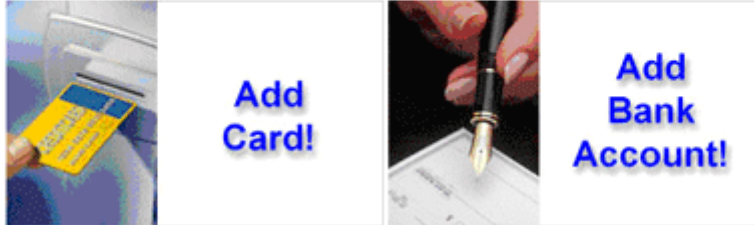
The screenshot shows the website for the Roman Catholic Diocese of Portland. At the top is the diocese logo and name. Below is a navigation bar with links for HOME, PROFILE, CONTRIBUTE, GIVING, and LOGOUT. The main content area is titled "Make A Contribution" and features two buttons: "Contribute Now!" and "Automate Your Giving". Below these buttons are instructions: "Click 'Contribute Now' to make a one-time contribution." and "Click 'Automate Your Giving' to setup recurring contributions." At the bottom is a footer with copyright information and links for Home, Profile, Contribute, Giving, Privacy, Terms of Use, Giving FAQ, and Logout.

Step 3: Click on "Contribute Now!" to make a one-time gift, or "Automate Your Giving" to pledge a gift for payment over time. In either case, the following window will open:

Accounts

You have not specified your billing accounts. Please specify your accounts below.

Add Account



If you wish to make your gift by credit card, click "Add Card." If you prefer to have payments deducted from your bank account, click "Add Bank Account." (You may do both.) Enter the required information in the window that opens.

You may make your gift either by credit card or by electronic funds transfer from your bank account. As you choose your method, please keep these things in mind:

When you spread payments over time, please calculate your payment schedule so that the last payment is in April 2007. Our Appeal year ends on April 30.

The fee we pay for credit card gifts is 3.3% of the gift. This compares to 45 cents for an electronic fund transfer gift, regardless of size. Please keep these costs in mind as you make your gift.

If you wish to make a one-time gift, follow the prompts in the "Contribute Now!" window.

If you wish to make a gift payable over time, click on Automate Your Giving. The following window opens:

Automate Your Giving -

Payment Method
Bank - XXXX5075

Giving Method
Frequency: Monthly on the 1st

Starting Date: July 1 2006

Ending Date: April 1 2007

Account	Amount
Bishops Appeal 2006	\$ 100.00
Total	\$ 100.00

- **Make Contributions** will activate your recurring contributions
- **Stop Contributions** will clear and stop recurring contributions

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[Home](#) [Profile](#) [Users](#) [Giving](#) [Funds](#) [Payments](#) [Activity](#) [Privacy](#) [Terms of Use](#)
[Giving FAQ](#) [Logout](#)

a. Select the starting date and ending date for your pledge payments. The example above would be for ten payments. (NOTE: Although you may begin a pledge at any time, the Ending Date should be April 1 or earlier.)

b. Decide on the amount of your total gift. (NOTE: *there is no place on the screen to enter the total.*) Then divide that amount by the number of payments you selected in the first step. Enter the result in the "Amount" box. In the example above, under "Giving Method," the donor chose "Monthly" for 10 months, July through April. Under "Giving Amounts," the donor entered \$100, meaning \$100 per month for 10 months. (Ignore the "Total" box.)

To be assured your total gift is what you intend, multiply the Amount of your Monthly Payment by the number of payments you selected.

c. Click the "Make Contribution" button. If you made a mistake, click "Stop Contributions."

If you have difficulties, call us at 207-773-6471 Ext. 7830.

Q: Can I change or cancel my gift?

Yes. Click <here> to reach the Set Up Or Manage Your Account Page. Click "Contribute." In the next window, click on Automate Your Giving. At the bottom of that window, click "Stop Contribution."

We would appreciate it if you would call 207-773-6471 Ext. 7830 to let us know you are changing your gift.

Q: When are contributions processed?

A: All contributions are processed immediately upon confirming the contribution.

Q: If I don't write checks, how do I keep my checkbook balance straight?

A: Your contribution is made on a the date that you make your contribution or on a pre-established day, for recurring contributions, so you can deduct it from your checkbook then.

Q: How do I get a statement for tax purposes?

A: Online giving is a simple and expeditious way for you to give. All givers receive a contribution statement electronically, assuming we have all of the correct email contact information. You will also receive a hard copy at the beginning of the year from the organization you are supporting that will be sent to the address you have provided.

Q: What if I want to cancel or change my online giving?

A: No problem. Log back into our secure system, click on "Make a Contribution," then select "Automate Your Giving" then edit the frequency and/or amounts of your contribution and click "Make Contribution". Click "Stop Contributions" to cancel recurring contributions.

Q: Will my online gifts be included on my Statement of Contributions?

A: Yes, they will be included.

Q: Can I view my past giving history online?

A: Yes, once you have set up a profile, you can then access your giving history as well as make other changes to your giving profile.

Q: How can I get a receipt of my online gift?

A: You may print out your confirmation screen as your receipt, or you may also print out the confirmation email, which is sent to you. Either is considered a valid receipt. But remember, your contribution will also appear on your regular statement of contributions.