



**First Presbyterian Church
of Green Bay**

Inspiring All To Love And Serve With Christ

Online Giving Frequently Asked Questions

1. If I have an existing online giving account, do I need to set up a new one?

Yes. Because we'll be using a new financial system, you'll need to set up a new online giving account with the new system.

2. How much longer will donations be taken from my old online giving account?

The new online giving account became active on January 17th so no transactions will occur with your old online giving account after that date.

3. What happens to my old online giving account banking information?

When the old online giving account was terminated on January 17th, your banking information was purged from the system.

4. Will my prior year's online giving history be available with my new online giving account?

No. Nothing from the old online giving account will transfer over to your new online giving account. End of year statements for 2023 were mailed on January 17th but if you require additional information please contact Lori at finance@firstpregreenbay.org

5. Do I have to set up recurring gifts with my new online giving account?

No. You can make one-time gifts with your online giving account or you have the option of making recurring gifts as well.

6. I forgot what my online giving amount was set up as. Who can help me with confirming that?

If you've forgotten what your standing online giving amount has been, please contact Lori at finance@firstpregreenbay.org.

7. Is there anyone who will be able to help me set up my account?

Yes. At anytime you can contact Lori at finance@firstpregreenbay.org to set up a time when she can meet with you in person, virtually or over the phone to walk through the account set up.