



# Giving via PushPay

## Getting Started & FAQ

Updated: 4/10/20

### It's Easy to Give:

- **Online:** <https://pushpay.com/g/vineyardcolumbus>
- **On Your Phone:**
  - **Text** the campus you identify with (available keywords: **vcooper, vsawmill, vlane, veast, vlavina**) to **77977** and then follow the prompts. A link for the VC/PushPay interface will be texted back. Click on the link received, follow the prompts and then complete/select all pertinent fields.
  - Download the PushPay **app** through either Google Play or the App Store and open. Enter your mobile number and confirmation code, identify your campus, and then complete/select all pertinent fields.

### What You Need:

- ✓ Mobile number
- ✓ Payment method:
  - ACH: You will need your bank account number, account type and bank routing number.
  - Credit/Debit Card: Card number, card type, expiration date, CVV

### IMPORTANT:

- If you already have a regularly scheduled tithe or offering with us, please remember to cancel your former recurring gift profile here: <https://www.vineyardcolumbus.org/manage-giving-schedules>. Once logged in, select the existing Giving Schedule and then "Delete Profile".

NOTE: If you don't delete/cancel your existing giving schedule, you'll give twice.

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### FAQs:

- Where can I go to understand PushPay functionality?  
*Visit: <https://help.pushpay.com/s/>*
- How long does it take to establish giving through PushPay?  
*A few minutes if you have all the elements listed in the "What You Need" section above ready available during setup.*
- Can one transactional gift be split between multiple funds?  
*No, a gift needs to be established for each fund. PushPay does not allow splits, which affords better management.*
- Is Campaign 2019: *The Story Continues* available on PushPay?  
*Yes, you can give to *The Story Continues* through PushPay.*





- Do I need to make any changes to my schedule giving plan for the The Story Continues giving campaign?  
*Yes, if you have a giving profile schedule set up on the old platform, please set up a new giving schedule and delete your existing Giving Profile. Please set up recurring gifts for both your regular giving and The Story Continues campaign separately using PushPay.*
- Will I get my quarterly and annual giving statements from PushPay?  
*Not at this time. PushPay will only track gifts processed through PushPay. However, you will still receive statements from Vineyard Columbus summarizing all giving activity regardless of platform or giving method.*
- Is text-to-give available through PushPay?  
*Yes, text your campus keyword (noted above) and your amount to 77977 (e.g., vcooper 50). Please note you will be required to set up a payment profile for each fund.*
- Can I still give electronically through the old platform?  
*At this time, yes. Visit our give page at [www.vineyardcolumbus.org/give](http://www.vineyardcolumbus.org/give). The old platform will be available for a limited time – please start using our new giving platform now*

#### **CONTACT:**

- If you have any questions or need help while getting your PushPay account set up or deleting your old giving schedule, you can reach our Finance team via email at [Vineyard.Finance@vineyardcolumbus.org](mailto:Vineyard.Finance@vineyardcolumbus.org) or by phone at (614) 259 – 5443.

