

## **FAQ - GIVING VIA YOUR PHONE - TEXT AND APP**

**There are two ways to give: Via text messaging or by downloading an app called "Pushpay".**

### **How do I give via text message?**

1. It's easy. The initial setup requires a few steps, but afterward, you can give in as little as 10 seconds! Simply text message to 77977 and write:
  - a. **rpcbp** – if you attend our Bearspaw site
  - b. **rpcbr** – if you attend our Bowridge site
  - c. **rpcwh** – if you attend our Westhills site
2. You will receive a response to your text. Click the link in that response.
3. Enter the dollar amount you wish to give.
4. Select the fund you wish to give to (e.g. "Ministry Fund", Missions Fund, etc.)
5. Choose to either give one time or make an automatic recurring gift. (Your selection will be highlighted in orange.)
6. Click "Give."
7. Submit your mobile phone number. After doing so, you will receive a text message with a one-time confirmation code that helps protect your security.
8. Enter that confirmation code and submit.
9. Enter your credit/debit card or bank account information and click "Give." That's it!

### **What is Pushpay?**

Pushpay enables you to give safely and quickly. It is a free application that you can download, register, and give to RockPointe. It is available from the App Store™ for Apple® iOS and from Google Play for Android.

### **How do I get the Pushpay app and give via the app?**

1. Visit Apple or Android to download the Pushpay app
2. Setup an account by following the directions.
3. Choose "RockPointe Church" from the list of nearby churches (if it doesn't show up, you can search for it).
4. Choose your payment method.
5. Set how much you would like to give and what area you would like to give to.
6. Press give and put in your four-digit pin you created in step 2.

### **Is this safe?**

Yes! No credit card details are held on your phone. Credit card details are tokenized and are stored on industrial grade servers where this information is then encrypted. The security setup we have used is the same as many banks and is PCI DSS compliant. For this reason, Pushpay is considered significantly more secure than many current offerings including actually having a credit card physically present. If your phone is lost, no transactions can be made without your passcode, as opposed to current credit card theft.

### **What credit cards can you use?**

Pushpay works with any credit or debit card displaying Visa or MasterCard compatibility.

### **How do I give a recurring gift?**

Once you have accessed the Pushpay app either by texting via your smart phone or online using [www.rockpointe.ca](http://www.rockpointe.ca) and selecting “give”, you can then follow the instructions below:

1. Open the Pushpay app.
2. If this is the first time entering the Pushpay app
  - a) Select the amount
  - b) Select “Recurring” (versus the “One-time” option)
  - c) Select the frequency of payment
  - d) Select the fund, enter your email address and mailing address
  - e) Choose your payment method and you are done
3. If you have already set up an account, then
  - a) Select “Recurring” at the bottom of your screen (Phone)
  - b) Select the amount
  - c) Select the frequency of payment
  - d) Select the fund
  - e) Choose your payment method and you are done

### **How do I update my personal information, payment methods, or recurring payments?**

Visit [Pushpay.com](http://Pushpay.com) and login (top right corner) to access your account.

### **Do I get charged anything beyond my gift?**

No. However RockPointe incurs a transaction fee of \$0.30 plus 2.3% of your total gift.

### **What if I lose my phone?**

If your phone is lost, even if you are logged into Pushpay no transactions can be made without your passcode. You can also freeze your account by logging into Pushpay.com with your registered email or phone number and password, then choosing the “Freeze My Account” option.

### **What if I forget my login password?**

You can reset your account password by going to the reset password.

### **What if I forget my security passcode?**

Log out of the Pushpay app and log back in to create a new passcode.

If you have any questions, please direct them to the church staff after the service or call our **Financial Administrator at (403) 851-0011**. We’re excited about this new easy way to give, and we think you’ll love it too!