

Givelify FAQs

How do I set up recurring donations on iOS?

Setting up recurring donations with Givelify is quick and easy.

1. If you do not have automatic updates enabled, visit the App Store on your iPhone or iPad and update your Givelify app to the latest version.
2. Visit your organization's profile as you normally would, then select your donation amount.
3. You will see a new option to schedule a recurring donation. Tap **Set Recurring**.
4. Select how often you want to make this donation: daily, weekly, every two weeks, twice a month, or monthly.
5. You will see a confirmation screen verifying your recurring donation. Tap **Continue with Donation**.
6. Tap **Give Now**, and your chosen amount will be automatically donated at the frequency you chose.

Keep in mind that a one-time donation for your chosen amount will be processed immediately. Recurring donations begin on the chosen date.

Your receipt screen will show that this is a recurring donation, with the next scheduled donation date.

You can check and edit your recurring donations by tapping on **Me**, then on **Recurring**.

How do I set up recurring donations on Android?

Setting up recurring donations with Givelify is quick and easy.

1. If you do not have automatic updates enabled, visit the Google Play Store and update your Givelify app to the latest version.
2. Visit your organization's profile as you normally would, then select your donation amount.
3. You will see a new option to schedule a recurring donation. Tap **Set Recurring**.
4. Select how often you want to make this donation: daily, weekly, every two weeks, twice a month, or monthly.
5. You will see a confirmation screen verifying your recurring donation. Tap **Continue with Donation**.
6. Tap **Give Now**, and your chosen amount will be automatically donated at the frequency you chose.

Keep in mind that a one-time donation for your chosen amount will be processed immediately. Recurring donations begin on the chosen date.

Your receipt screen will show that this is a recurring donation, with the next scheduled donation date.

I received a new credit or debit card with a chip. How do I save it to my giving account?

If you have received a new credit or debit card with a chip, you must delete your previous card from the app in order to update your card information.

In the Givelify app, login to your donor account. Then follow these steps:

1. If you are using an iOS device, tap **Me** in the bottom left corner of your screen.
2. For Android users, tap the three horizontal bars at the top left corner of your screen.
3. Select **My Wallet**.
4. Next to your previous card, tap **Delete**.

You can add your new chip credit or debit card information by beginning the donation process. As you donate, you will be prompted to add card information before completing the donation. This new card will then be saved under **My Wallet**.

I want to give to my favorite place of worship or nonprofit, but I am not affiliated with the organization. How can I invite them to sign up?

If the organization you would like to donate to is not already registered with Givelify, you can use in-app prompts to send them an invitation.

Open the Givelify app on your mobile device and follow these steps:

1. On the unregistered organization's app profile, tap the green **Give** button.
2. Select an amount.
3. Select a donation envelope.
4. Tap **Give Now**.
5. On the popup message, tap Invite. On the following page, tap Next.
6. Enter contact information for the organization you would like to invite and then tap Continue.
7. On the following page, verify the information you have entered and then tap Finish.

Why are some of my donations not appearing correctly in my donation history?

This occasionally happens after users update their phones. To correct the issue, please uninstall and reinstall the app.

Can my spouse and I share a Givelify account?

You and your spouse may share a donor account in the Givelify app. You both can log into the Givelify app from different phones using the same login information.

If you each wish to use different credit or debit cards, you will need to add each card individually. (see how to update or change my debit or credit card information) You will also need to make sure the name on your Givelify account reflects that it is for two people so your church or nonprofit knows it is a shared account.

For security purposes, to add your spouse's name to your account, **you must submit a support request with Givelify to update the name.**

<http://support.givelify.com/contact/>

If you currently have separate accounts and would like to combine them, submit a support request including the names and email addresses on the accounts you want merge.

Keep in mind that donation receipts will only be sent to the one email address on file with your account, and your donation histories will be combined.

How do I update or change my credit or debit card information?

You can add or update your credit or debit card information by beginning the donation process. After you select your donation amount and you reach the "1-Tap Give Now" screen, tap **Use Different Payment** at the bottom right corner of your screen.

You will see the cards associated with your Givelify account. Tap **New Credit Card** and add the credit or debit card number, expiration date, and security code.

If you want the new card to be your default card, go to **My Wallet**. All of the cards associated with your account will be listed. From here you can delete any cards you no longer wish to use by tapping **Delete**, or set your preferred card by tapping **Prefer**.

Does the app store my credit card information on my phone?

Givelify never stores card data on your phone. Furthermore, Givelify has partnered with Vantiv, the industry leaders in security and payment processing, to deliver state-of-the-art, PCI Data Security Standard (PCI-DSS)-Compliant payment processing.

Leveraging the Vantiv partnership, Givelify is able to deliver the same level of security that protects customer payment information for nine of the top 50 financial institutions, and 1,350 other financial institutions in the nation.

Is it safe and secure to donate through Givelify?

Givelify goes above and beyond to safeguard all personal and payment information.

We use industry-reviewed, military-grade encryption standards to protect all confidential and sensitive data at point of collection, during transmission and while at rest.

Data transmission to and from Givelify servers is protected via sophisticated cryptographic methods including SSL.

I want to make a donation and I forgot my password for the mobile giving app. How do I reset it?

To reset your password for making donations:

1. Open the Givelify app on your phone.
2. From the sign in screen, tap Forgot Password.
3. On the Forgot Password screen, enter your email address and tap Send Instructions.

You will receive an email with a link to reset your password.

How do I change my email address in the app?

In the Givelify app, login to your donor account. Then follow these steps:

1. If you are using an iOS device, tap Me in the bottom left corner of your screen.
 1. For Android users, tap the three horizontal bars at the top left corner of your screen.
2. Tap My Profile and tap on your e-mail address.
3. Delete your previous address and enter the e-mail address you would like to use.
4. Tap Done.

An activation link will be sent to your new e-mail address to complete the change.

I have more than one account for making donations. How do I merge them into one account?

Submit a support request.

You will need to tell us which account you would like to maintain as your giving account. Also, please provide the names and/or e-mail addresses you used for all of the separate accounts.

Givelify will merge all accounts, including your donation history, into one account.

How do I save a church or religious organization as my place of worship?

In the Givelify app, login to your donor account. On the organization's app profile, tap **My Place of Worship**.

When you open the app, it will now default to this organization.

You can also add other organizations as favorites by tapping **Favorite**.

Can I save places of worship and nonprofits as favorites so I can find them easily?

Yes. In the Givelify app, login to your donor account. On the organization's app profile, tap **Add to Favorites**.

To set a place of worship as your home church, tap **Make Home Church**.

How do I search for places of worship and nonprofits in the app?

In the Givelify app, login to your donor account. Then follow these steps:

1. Tap the Search tab at the top of your screen.
2. Select whether the organization is a church or a nonprofit.
3. Enter the organization's name, city, and state into the spaces provided.
4. Tap Search.

Find the organization in the list of results and tap Give To.

How do I make a donation?

First, download the free Givelify mobile donation app from the App Store or Google Play.

Then open the app and follow these step-by-step instructions to make your very first Givelify donation:

1. Locate the organization you wish to donate to.
 - If you are within a 2 mile radius, you can use the Nearby tab and find the organization on the GPS map.
 - Tap on the icon that represents the correct organization and then tap Give To.
 - Note: To use the Nearby feature, your device must have location services turned on. Also make sure that the Givelify app has permission to access your location.
 - To search for an organization:
 - Tap the Search tab at the top of your screen.
 - Select whether the organization is a church or a nonprofit.
 - Enter the organization's name, city, and state into the spaces provided.
 - Tap Search.
 - Find the organization in the list of results and tap Give To.
2. On the organization's app profile, tap the green Give button.
3. Select the amount you would like to donate, or tap Other to enter a different amount.
4. Select a donation envelope.
5. Tap Give Now.

To complete your first donation, you will need to create an account. Follow these steps:

1. On the popup, tap Sign Up.
2. Choose Sign-in with Facebook or Sign Me Up by E-Mail.

Signing up by e-mail:

1. Enter your name, e-mail address, and password into the spaces provided.
2. Tap the green Sign Me Up button.
3. An e-mail will be sent to the address you provided with an activation link. To activate your account, click the link in the email.

- i. Note: You can complete your first donation before clicking the activation link.
4. In the app, tap Continue.

Now that you have created an account, you will be able to complete your donation. Follow these steps:

1. Tap the green Give Now button.
2. When prompted with a reminder about your activation e-mail, tap Cancel.
3. Securely enter your payment information in the spaces provided.
4. Complete your donation.

Can I give from my computer or tablet?

Givelify simplifies giving on the go. Donations can be made from your Android, iPhone, or iPad device. Follow these steps to make your first donation on your phone or tablet.

Note: For the iPad, download the app as an iPhone app.

In order to use Givelify on your computer, the organization you wish to donate to must have a Givelify online giving button on their website. They may also share an online giving link via email, social media, or other electronic communications. Click the "Give Now with Givelify" button on the organization's website (or the link they shared on social media) and then follow these step-by-step instructions to make your very first online Givelify donation:

1. Click the amount you would like to donate, or click on Other to type a different amount.
2. Click on a donation envelope.
3. Click on the green GIVE NOW button.

To complete your first online donation, you will need to create an account. Follow these steps:

1. On the popup, click Sign Me Up.
2. If you would like to sign up using your Facebook account, click Login with Facebook. To sign up by e-mail, follow these steps:
 - a. Enter your name, e-mail address, and password into the spaces provided.
 - b. Tap the blue Sign Me Up button.
 - c. An e-mail will be sent to the address you provided with an activation link. To activate your account, click the link in the email.

Now that you have created an account, you will be able to complete your donation. Follow these steps:

1. Tap the green GIVE NOW button.
2. Securely enter your payment information in the spaces provided.
3. Complete your donation.

Note: For future donations, you can simply log in to your Givelify giving account and quickly make a donation without manually entering your payment information.

What is the cost to make donations using Givelify?

The app is free for donors to download and use.

A transaction fee of 2.9% + 30 cents is charged per donation. This small percentage is removed before the funds are disbursed to the organization.

All bank charges are included in the 2.9%. Givelify has no signup or monthly fees. There is no cost for you to download and use the mobile giving app for nonprofit donations and church giving. There are no monthly fees or maintenance costs for organizations to accept donations.

What brands of credit and debit cards do you accept?

We accept Visa, MasterCard, and Discover credit and debit cards.

How does my charity or place of worship receive my donations?

Givelify disburses donations by next business day electronic deposit.

How long do donations take to process?

Monday-Friday

Donations made before 5:00 PM Eastern are disbursed to your church or nonprofit the next business day

Donations made after 5:00 PM Eastern are disbursed to your church or nonprofit within two (2) business days

Weekends and Holidays

Donations made on weekends and holidays are disbursed to your church or nonprofit within two (2) business days

How do I get a report of all the donations I've made?

In the Givelify app, login to your donor account. Then follow these steps:

For iPhone/iOS:

1. Tap Me in the bottom left corner of your screen
2. Tap My History
3. Tap the PDF icon at the top right corner of your screen
4. Tap Send Summary to have an itemized report sent to your email inbox

For Android:

1. Tap the menu drawer (the three horizontal lines) at the top left corner of your screen
2. Tap My History
3. Tap the PDF icon at the top right corner of your screen
4. Tap Send Summary to have an itemized report sent to your email inbox

I accidentally donated more money than I intended or made duplicate donations. Can I get a refund?

If you have made an error in your donation amount or made duplicate donations, submit a support request or call 317-663-3088 as soon as possible.

Givelify can usually cancel the transaction before your card is debited and the donation is disbursed to the church or nonprofit.

If your card has already been charged, please be aware that it can take 1-3 business days for your bank or credit card issuer to process the refund into your account.