

Parishioners are contacting me with problems about accessing their online giving so I want to attempt to clarify a somewhat confusing situation. Here are the details in question/answer format.

- **Do we have two online systems?** Yes, a second online system was added in the Spring.
- **Why do we have two systems?** The parish staff was interested in presenting forms to the parish that could be filled out online and returned along with the ability to make online payments for items such as tuition. ParishSoft, our church management software, could provide us that ability but had it embedded in their updated online giving software. We couldn't receive one without the other. I purchased the updated online giving to provide the parish staff with the tools they needed.
- **Why not eliminated the "old" online giving system and simply use the "new" online giving system?** There are enough parishioners who are not comfortable with altering their online giving software. When we made the switch from Logos to ParishSoft online giving, because we had to, we lost several families as online givers for quite a while and it impacted our parish contributions for well over a year. With our capital campaign underway I did not want to create a negative impact on our Offertory collections by forcing parishioners to make a change that they might not be comfortable with. In addition, we didn't need to change online giving software because the "old" system was not being eliminated and we can continue to use it.
- **Do we need to switch to the "new" online giving system?** No, you can continue using the same online giving system you are currently using.
- **Why would we switch to the "new" online giving system?** Eventually the "old" online system will be eliminated and a switch will be necessary, but that might be several years away. When you change payment methods, update a credit card, etc. you may want to update to the "new" system to be most current. Others simply prefer to use the most current software systems that are available and prefer to make the switch.

- **Why can't I access my "old" online giving account?** Some parishioners accessed their login page (where you enter your user name and password) to the "old" online giving system through the link on our parish website (stjudedewitt.com) as opposed to saving it to their desktop or bookmarking it on their computer. About 1 month ago I had the link on our parish website to the online giving system, changed to direct parishioners to the "new" online giving system. I wrote about this in our September 10 bulletin but I realize that not all online givers saw or even read the article. So... if you are using the "old" online giving system and have only gained access through the parish website, you will be taken to a different login page and your current user name and password will not work there. In order to access the login page for the "old" system if you used the parish website link, you will need to paste in this URL on the banner of your browser (Internet Explorer, Mozilla, Firefox, etc.) <https://www.myowngiving.com/Default.aspx?cid=1386> to get to the correct login page. There your current user name and password will work.
- **Why did you switch the parish website link to access the "new" online giving system?** We have had several new families move into the parish and I wanted them to use our "new" online giving system that eventually everyone will use and to gradually move current online giving users to the "new" system without creating a forced, immediate transition, possibly losing parishioners currently using the "old" system.

Having shared this with you, I would prefer you contact me if you are having any problems so that I can assist you instead of you becoming frustrated with the process. Online giving has become an important part of our parish support and will continue to grow in our future. Transitions can many times be challenging but I would like to make this as comfortable as possible. Thank you.

Rob Strouse