

My St. Paul's FAQ's

Site Security

Is my contact information freely available on the internet?

No, your contact information is available only to other church members who have logged into *My St. Paul's*.

Is my giving information private?

Absolutely. Only you can see your giving history and only when you have logged in. The server is tested daily to make sure that it is safe from hackers and is protected by 128-bit encryption.

What information can other church members see about me?

Members can only see your name, home address, preferred phone number and email address.

Logging in trouble

Why am I unable to sign up for an account?

St. Paul's must have your correct email address in our database. Please contact Gail in the church office at gemmet@stpauls-church.org or 216-932-5815 and update your records or Pam O'Halloran at pohalloran@stpauls-church.org or 216-932-5815 for assistance with logging in.

What if I forget my password?

If you forget your password, there is a link on the sign-in page for assistance. If this does not work, please contact Pam O'Halloran (see above) and we can give you a temporary password.

Do I need my 'User Name'?

No. You can use your email address to log in.

Making gift payments

For additional help with how to make an online gift, please click on the link for '**Online gift instructions**'.

Can my gift be applied toward my pledge?

Yes. If you have a current pledge, annual fund or capital campaign, and would like to make a payment toward that pledge, please choose that fund and proceed with your payment. It will take approximately 5 business days for your gift to be processed and for your statement and pledge balance to reflect your gift.

How can I control or make a change to my contributions?

You can specify whether your gift is intended as a recurring or one-time contribution. You can determine the amount, frequency and duration of your gifts and you can adjust or cancel them at any time. Your offerings can go to different contribution funds. Several options are available including the annual and capital campaign funds, special offerings like Easter or Christmas, the Flower Fund and memorial funds. If you need to make a change to a recurring gift, please select "Manage Scheduled Giving" under the Giving tab.

How can I make a Memorial or Blessings Fund gift?

On the "Funds" page, choose the appropriate fund. Enter the gift amount and then under "Optional Memo", enter the name of the person for whose memory or honor the gift is offered. Appropriate acknowledgements will be sent.

Why don't my contributions look right in My Giving History?

Contributions from Sunday are typically available by Thursday of any given week. If you are missing recent gifts, they most likely have not yet been posted. If you have other questions, please contact Brenda Burton, Controller, at bburton@stpauls-church.org, 216-932-5815 x217, or Pam O'Halloran, Director of Congregational Development, at pohalloran@stpauls-church.org, 216-932-5815 x208.

Updating my profile

How do I update my information or make a change to the information listed?

By clicking on "My Complete Profile" you can make a change to your contact information or update or correct your personal information. Click on the pencil icon to make the appropriate change and then click *Submit*. A change request will be processed and the updated information will appear the next business day.