

## **Creekwood – Instructions for Contribution via website viewed on a computer or a larger mobile device**

Creekwood has partnered with Vanco Payment Solutions to accept contributions electronically.

We have several guides detailing the instructions for making your contribution using various devices and applications.

The options are:

- Contribution using the Creekwood website from a computer or a larger mobile device  
This would be devices such as a desktop or laptop computer or a larger tablet device.
- Contribution using the Creekwood website from a smaller mobile device  
This would be devices such as a phone or a smaller tablet device that displays the mobile version of a website.
- Contribution using the Vanco GivePlus app from a mobile device
- Contribution using text messages

**This guide details the instructions for making your contribution from the Creekwood website while using a computer or a larger mobile device.**

The Creekwood website now has a link to a Contribution page.

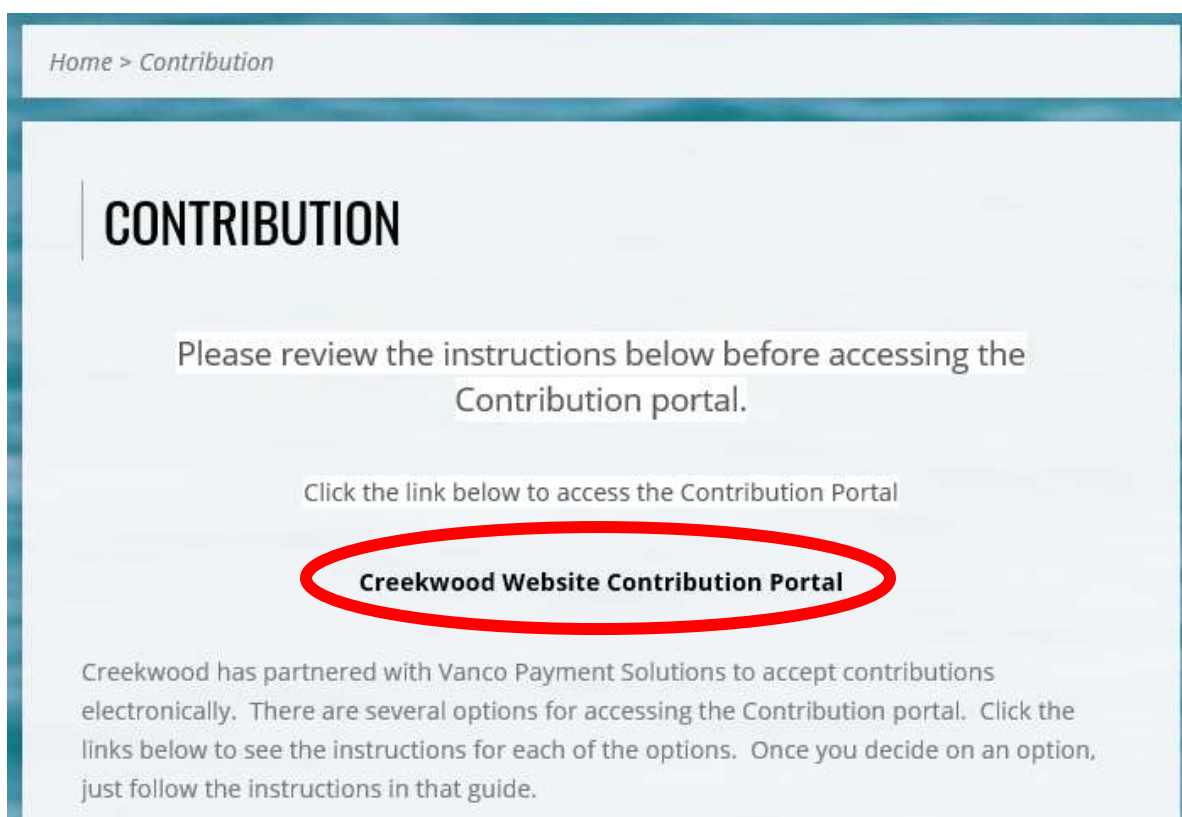
From this page, you can view instructions for various methods of contributing on-line. Also there is a link to the portal webpage created by Vanco for managing your contributions.

That page can be accessed by visiting the Creekwood website ([www.creekwoodcc.org](http://www.creekwoodcc.org)).

The header menu will look like this:



Press the Contribution link and the below page will be displayed:



Press the Creekwood Website Contribution Portal link and the below page will be displayed:

# THE CHURCH OF CHRIST at Creekwood

**Online Donation**

[View Mobile Site](#) [Return to our Home Page](#)

### Donations

If you've already created a profile, please "Log In" on the right, otherwise continue.

Regular Contribution:

Donation Frequency:  [\(About recurring donations\)](#)

Donation Start Date:  mm/dd/yy

Donation End Date: (optional)  mm/dd/yy

### Log In help

Email Address:

Password:

[Forgot your Email Address or Password?](#)

### Create Your Online Profile

The first time you visit the page, you would create your Online Profile by pressing the Create Profile button.

**Note:** If you create a Profile on one device, that same Profile can be used if you decide to use a different device. For example, you might create your Profile while using a laptop. If you later decide to use your phone to access on-line Contribution, you don't have to create a new Profile on that device. On your phone, you would simply login with the Userid and password you used when creating the Profile on your laptop.

## Steps to create Online Profile. (One time only)

- 1) The following page will be displayed. Key your Email Address into both boxes and press the Continue button.

### Online Donation

[Return to our Home Page](#)

#### Create Profile

Enter a valid email address below.  
This will be used as your User ID.

Email Address:

Confirm Email Address:

#### Privacy Notice

You are on a secure webpage hosted by Vanco Services, LLC, an industry leader that processes transactions for thousands of clients. Vanco was chosen by Creekwood Church of Christ to process your online transactions.

The information Vanco receives from you will only be used to process your transactions and will never be shared with any other party, except as required by law. Your information will be safeguarded in strict compliance with federal standards for nonpublic personal information.

The password you select is also important in protecting your information; keep it secure and follow the best practices suggested [here](#). View Vanco's Privacy and Security Policy by clicking [here](#).

- 2) The following screen will be displayed. Key all of the information requested including your password and press the Create Profile button.

### Profile

First Name: (required)

Last Name: (required)

Address 1: (required)

Address 2:

City: (required)

State / Zip: (required)

Phone Number:

Email Address: (required)

Confirm Email Address: (required)

Enter Password: (required)

Re-Enter Password: (required)

**Password requirements:**

- Must be at least eight characters
- Must include at least one letter and one number
- Cannot be identical to your first name, last name or email address
- Cannot be reused
- Passwords are case sensitive
- Your password can consist of the following characters: upper and lower case letters, numbers, and special characters other than \* " or >

**Note:** Your password must follow all of the rules listed under the Password requirements shown on the screen.

3) The below screen will be displayed:

The screenshot shows a web interface for an online donation profile. At the top right, there are navigation tabs for 'Summary', 'Profile', and 'Log Off'. The user's name, 'Chris Presley', is displayed in the top right corner. The main heading is 'Online Donation'. Below this, there are two buttons: 'Add Transaction' and 'Edit Account'. A link 'Return to our Home Page' is located in the top right of the main content area. The page is divided into two main sections: 'My Scheduled Transactions' and 'My Transaction History'. The 'My Scheduled Transactions' section contains the text 'You do not have any transactions scheduled.' The 'My Transaction History' section includes a search interface with a 'Date Range' field set to '03/10/20' to '04/14/20', a 'Fund' dropdown menu set to 'All Funds', and a 'Search' button. Below the search fields, it states 'No donations were found for this Date Range and Fund selection.'

4) This indicates that you have successfully created your Online Profile. You should also receive an email from Vanco indicating that your Online Profile was created successfully.

5) Press the Log Off button.

Once you have created your Online Profile, from now on, you would follow the below instructions in the “**Steps to schedule donations using your Online Profile**” section to make a donation using your profile.

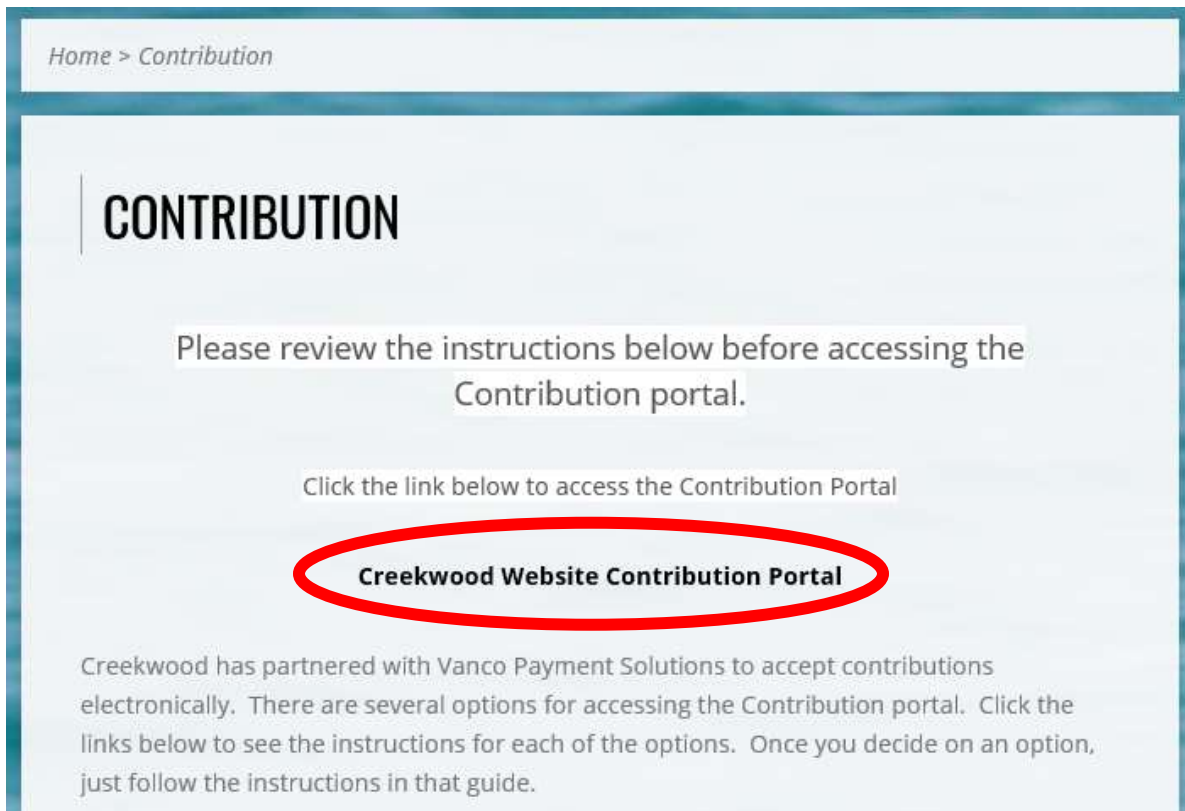
## Steps to schedule donations using your Online Profile

Visit the Creekwood website ([www.creekwoodcc.org](http://www.creekwoodcc.org)).

The header menu will look like this:



Press the Contribution link. The below page will be displayed:



This page has a link to the Creekwood Website Contribution Portal.

Press the Creekwood Website Contribution Portal link and the below page will be displayed. You will need to login.

# THE CHURCH OF CHRIST at Creekwood

**Online Donation**

[View Mobile Site](#) [Return to our Home Page](#)

### Donations

If you've already created a profile, please "Log In" on the right, otherwise continue.

Regular Contribution:

Donation Frequency:  (About recurring donations)

Donation Start Date:  mm/dd/yy

Donation End Date: (optional)  mm/dd/yy

### Log In [help](#)

Email Address:

Password:

[Forgot your Email Address or Password?](#)

### Create Your Online Profile

1) In the Log In box, key your email address and your password. Then, press the Log In button.

2) The following screen will be displayed.

**Note:** The My Scheduled Transactions/My Scheduled Payments section will show any upcoming donations that you have scheduled. The My Transaction History/My Payment History section will show any donations you have made in the past.

[Summary](#) [Profile](#) [Log Off](#)

Chris Presley

**Online Donation**

[Return to our Home Page](#)

### My Scheduled Transactions

You do not have any transactions scheduled.

### My Transaction History

Date Range:  to

Fund:

No donations were found for this Date Range and Fund selection.

- 3) To schedule a donation, press the Add Transaction button. The following page will be displayed.

The screenshot shows a web interface for scheduling a donation. At the top right, there are navigation links for 'Summary', 'Profile', and 'Log Off', and the user's name 'Chris Presley'. The main heading is 'Online Donation' with a 'Return to our Home Page' link. The 'Donations' section contains the following fields: 'Regular Contribution' with a text box containing '0.00'; 'Donation Frequency' with a dropdown menu set to 'Choose One' and a link '(About recurring donations)'; 'Donation Start Date' with a text box containing '04/10/20' and a calendar icon; and 'Donation End Date' with '(optional)' in red, a text box, and a calendar icon. At the bottom of the form are 'Back' and 'Continue' buttons.

- 4) Enter the amount you want to donate in the first box.
- 5) Donation Frequency. Choose the frequency of your donation. The options are:
- One Time
  - Weekly (Once per week)
  - Biweekly (Once every two weeks)
  - Monthly (Once per month)
  - Semi-Monthly (Twice per month on the 1<sup>st</sup> and the 15<sup>th</sup> day of the month)

**Note:** If you choose One Time, then your donation will be made one and only one time.

If you choose another option for frequency, the donation amount you enter will be continually made based on the schedule you choose starting on the Donation Start Date and ending on the Donation End Date.

- 6) Donation Start Date. Enter the date on which the donation should start.
- Note:** If you choose Semi-Monthly as the frequency, the date you entered must be on the 1<sup>st</sup> or 15<sup>th</sup> day of the month.
- 7) Donation End Date. Enter the end date of your donations. This will be the last date on which money will be donated.
- Note:** If you choose One Time in the Frequency, any date you place in the End Date will be ignored. Only the Start Date will matter.



**Note:** If you choose a frequency other than One Time, and you do not enter an End Date, the donation will continue to occur indefinitely based on your chosen frequency.

8) Press the Continue button.

**Example:**

If you key the following information:

Regular Contribution:       \$100.00  
Donation Frequency:       Weekly  
Donation Start Date:       1/3/2021  
Donation End Date:       12/26/2021

The result would be that \$100.00 would be contributed from your account 52 times.

It would occur one time per week starting on 1/3/2021 and ending on 12/26/2021.

9) Press the Continue button. The following page will be displayed:

**Online Donation**

[Return to our Home Page](#)

**Donation Information**

Account: Choose One

I'm not a robot

reCAPTCHA  
Privacy - Terms

**Note:** Please review the information you entered carefully. Once you click the Process button your donation will be submitted.

Cancel Process

**Donation Summary**

Regular Contribution	1.00
<b>Total One Time Donation:</b>	<b>\$1.00</b>
Donation Frequency:	One Time
Donation Start Date:	04/10/20

Edit

10) Press the drop-down box beside the word Account. The following options will be presented: Credit/Debit Card, Checking, Savings

**Donation Information**

Account: Choose One

- Credit/Debit Card
- New Account - Credit/Debit Card
- Checking
- New Account - Checking
- Savings
- New Account - Savings

I'm not a robot

reCAPTCHA  
Privacy - Terms




- 11) If this is the first time you are making a donation using this process, you will need to set up your payment details.

Choose one of the three Account options as mentioned below:

- a. If you choose to pay with a debit or credit card, press “New Account – Credit/Debit Card” to enter your card details. The following page will be displayed:

Account Type

Credit/Debit Card    Checking    Savings

Card Number:

Expiration Date:  /

Name Of Cardholder:

**Optional:** - Give additional 2.75% to help offset the processing fee

Use Same Address As Above

Billing Address 1:

Billing Address 2:

Billing City:

Billing State / Zip:  /

- b. If you choose to pay with your checking account, press “New Account – Checking” to enter your checking account Routing Number and Account Number. The following page will be displayed:

Account Type

Credit/Debit Card    Checking    Savings

Routing Number:

Account Number:



Bank      Bank      Check Number (Do not use)  
Routing Number   Account Number

- c. If you choose to pay with your savings account, press “New Account – Savings” to enter your savings account Routing Number and Account Number. The following page will be displayed:

Account Type

Credit/Debit Card     Checking     Savings

Routing Number: \*

Account Number:

**\* Routing Number:** Contact your financial institution for Routing Number.

- 12) Press the checkbox to the left of the words “I’m not a robot”. This helps the webpage ensure this is not a fraudulent transaction.

Before checking the box:

I'm not a robot

reCAPTCHA  
Privacy - Terms

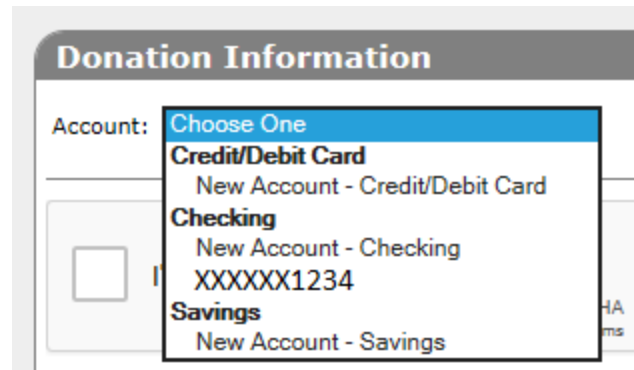
After checking the box:

I'm not a robot

reCAPTCHA  
Privacy - Terms

- 13) Press the Process button at the bottom of the page. Your donation will then be processed.

**Note:** The next time you visit the Donation Information page, your payment details will be saved from the prior session and you will not have to enter them again. For example, if on the first time you visit the page, you save your checking account payment details, the next time you visit this page, you would see something similar to the following in the Account drop-down box:



There would be a line listed under Checking that shows several “X” characters followed by the last four digits of your account number.

To use the same Checking Account again, you would just press that line to select it.

In the example above, you would press the line “XXXXXXXX1234”.

Then, you would press the “I’m not a robot” checkbox and the Process button.