

Blackhawk Online Giving FAQs

1) Q: How will I know that gift was set up correctly?

A: You will receive a confirmation email (make sure to check your spam/junk mail filter in case it was blocked). Also, you can log into the portal and click *My Giving* to view past giving and future scheduled gifts.

2) Q: What payment methods can I use to give online?

A: You may give using e-check, debit or credit cards. **(Please note: Blackhawk pays a 2-4% surcharge when you use debit or credit cards. We do not encourage incurring credit card debt to give.)**

3) Q: Can I give to a purpose that does not appear?

A: We are sorry, but only the purposes currently appearing are accepted (General, Building, etc.). Any memos added when submitting your gift will NOT change the designation. For more information about what purposes are available and what they support, visit www.blackhawkchurch.org/giving.

4) Q: How do I give towards an internship?

A: From the portal navigation bar, select the *Intern Program / GO Team Trip Giving*. Please use the participant drop down to indicate the intern who contacted you. Gifts given towards the Intern Program go to support the ongoing Intern Program as a whole.

5) Q: How do I give towards a mission's trip?

A: From the portal navigation bar, select the *Intern Program / GO Team Trip Giving*. Please select the trip you would like to give toward and the individual who contacted you. By giving to a GO Team Trip, you release the funds to the complete discretion and control of Blackhawk's Impact Ministry for local and global initiatives.

6) Q: How will I know that a change or cancelation worked?

A: When a recurring gift is changed or canceled, you will receive a confirmation email (make sure to check your spam/junk mail filter in case it was blocked).

7) Q: If I add a new gift, will it cancel out other scheduled gifts?

A: No, adding a new gift, even on the same date and/or frequency, will NOT override other recurring gifts. Having multiple scheduled gifts at once is possible. To overwrite past scheduled gifts, gifts must be canceled.

8) Q: Can I change or edit an existing gift?

A: No, an existing gift cannot be changed or edited, it can only be canceled. See the instructions for changing a recurring gift. A new gift would then need to be created, see the instructions for setting up an online gift.

9) Q: Will I still receive a paper or email giving summary from the church?

A: Your giving summary is available at any time by logging into the portal and selecting the *My Contribution Statement*. Calendar year end giving summaries are still processed and sent by mail or email. Check the bulletin in December for information. Giving summaries are sent no later than January 31st of the following year.

10) Q: Does My Giving show what I have given online as well as what I have put in the offering box?

A: Yes, *My Giving* shows both online and offering box gifts. However, offering box gifts can take up to two weeks to appear online.

11) Q: What else can I do on the portal?

A: On the Blackhawk Portal, you can also update your personal information, view the event calendar and register for events.

12) Q: I am still having trouble. What should I do?

A: If you are still having trouble, contact Accounting at 608.828.4200 or accounting@blackhawkchurch.org.