GRBC Online Giving Instructions

General Information:

>> For any Online Giving activity:
- Go to Gray Road Baptist website at   www.grayroad.com
  - then hover over the "**RESOURCES**" tab at the top,
  - then click the **"Give"** link.

   >> OR <<

- Go directly to the GRBC website Giving direct link
     www.grayroad.com/give

   >> OR <<

- Go directly to the GRBC Online Giving Portal at
     https://www.elexiogiving.com/app/giving/gray5500134

>> Only ACH bank transfers will be processed with GRBC's secure Online Giving Link.
   You will need your bank routing number and your personal bank account number.

>> You can give a one-time donation with or without registering for an Online Giving account,
   but to give a recurring donation you must have a Registered Online Giving Account.

To Make a One-Time Donation WITHOUT a Registered Online Giving Account:

- Click on "**GIVE NOW**" at the top of the **GRBC ONLINE GIVING** screen.
- Select "**General Fund**" from the FUND drop down box.
- Enter the "**AMOUNT"**.
- Enter your "**Payment Information**" (bank account information): name on account, type of account, account number and routing number.
- Enter your "**Billing Information**": street address, zip code and email address.
- Click "**SUBMIT!**"
- An email from "Elexio Giving" will be sent to you (at the email that you have provided) as a confirmation of receipt.

To Register for an Online Giving Account:

- Click the "**SIGN-IN**" button at the top of the **GRBC ONLINE GIVING** screen
- Click on "**REGISTER FOR AN ACCOUNT**"
- Enter the requested information to create your Elexio Giving account for giving to GRBC
     (all fields are required: name, address, email, and password.)
- Click "**REGISTER**"
- Check your email for the "Welcome" email from "Elexio Giving", which is your confirmation that your registration is complete.

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To Make a One-Time Donation with a Registered Online Giving Account:

- Click the "**SIGN-IN**" button at the top of the **GRBC ONLINE GIVING** screen
- Enter your "**EMAIL ADDRESS**" and "**PASSWORD**"
- Click "**SIGN IN**"
- Select "**General Fund**" from the FUND drop down box.
- Enter the "**AMOUNT**".
- If you already have one or more payment methods saved in your account, then in the "**I'd Like To Give By**" drop down box select the method that you want to use.
- If you wish to add another bank account, then select "**New Bank Account**" from the "**I'd Like To Give By**" drop down box then enter the required "**Payment information**" (name on account, type of account, account number, and routing number) and the required "**Billing information**" (street address, zip code, and email address). then click the "**Save Account**" box if you wish to save this payment method in your account.
- Click "**SUBMIT!**"
- Click on the circle with your initials inside that is at the top right of the screen.
- Click "**Sign Out**"
- An email from "Elexio Giving" will be sent to your registered email address as a confirmation of receipt.

To Set up a New Recurring Donation:

- Click the "**SIGN-IN**" button at the top of the **GRBC ONLINE GIVING** screen
- Enter your "**EMAIL ADDRESS**" and "**PASSWORD**"
- Click "**SIGN IN**"
- The default screen is "**GIVE NOW**".
- Select "**General Fund**" from the FUND drop down box.
- Enter the "**AMOUNT**".
- Click the "**MAKE THIS DONATION RECURRING**" box
- Enter the "**Recurring Gift Details**":
    - "**FREQUENCY**"
    - "**START DATE**"
    - "**HOW MANY GIFTS** *optional*" (if this is left blank then 'indefinite' is assumed)
- If you already have one or more payment methods saved in your account, then in the "**I'd Like To Give By**" drop down box select the method that you want to use.
- If you wish to add another bank account, then select "**New Bank Account**" from the "**I'd Like To Give By**" drop down box then enter the required "**Payment information**" (name on account, type of account, account number, and routing number) and the required "**Billing information**" (street address, zip code, and email address). then click the "**Save Account**" box if you wish to save this payment method in your account.
- Click "**SUBMIT!**"
- Click on the circle with your initials inside that is at the top right of the screen.
- Click "**Sign Out**"

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To Change the Payment Method of a Recurring Donation:

- Click the "**SIGN-IN**" button at the top of the **GRBC ONLINE GIVING** screen
- Enter your "**EMAIL ADDRESS**" and "**PASSWORD**"
- Click "**SIGN IN**"
- Click on "**SCHEDULED**" at the top of the screen.
- Click on the down arrow to the right of the recurring donation to view the details.
- Click on the pencil on the right to change the payment method or add a new payment method.
- If you already have more than one payment method entered, then select the payment method that you want to change this recurring donation to (select from the drop down menu).
- Otherwise, click on "**+ ADD PAYMENT METHOD**" and enter the payment information.
- Click "**SAVE PAYMENT METHOD**"
- Click on the circle with your initials inside that is at the top right of the screen.
- Click "**Sign Out**"

To Change the amount, frequency, or duration of a Recurring Donation:

- These fields cannot be changed on a recurring gift/donation, so you will have to first delete the current recurring donation and then add the new recurring donation.

To Delete a Recurring Donation:

- Click the "**SIGN-IN**" button at the top of the **GRBC ONLINE GIVING** screen
- Enter your "**EMAIL ADDRESS**" and "**PASSWORD**"
- Click "**SIGN IN**"
- Click on "**SCHEDULED**" at the top of the screen.
- Click on the down arrow on the right to open the details of the recurring donation, if it is not already open by default.
- Click on the trash can icon to delete this donation.
- Continue to other tasks, or
- Click on the circle with your initials inside that is at the top right of the screen.
- Click **"Sign Out"**

To Modify the Account Information for an Online Giving Account:

- Click the "**SIGN-IN**" button at the top of the **GRBC ONLINE GIVING** screen
- Enter your "**EMAIL ADDRESS**" and "**PASSWORD**"
- Click "**SIGN IN**"
- Click on the circle at the top right that has your initials inside.
- Click on "**My Account**"

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- There are 3 areas on the left where you can modify your information:
  - **PERSONAL INFO**: where you can view or change your name and address
  - **PAYMENT METHODS**: where you can view, change or add your payment methods
    - To add a new payment method, click on the "**+ ADD PAYMENT METHOD**"
    - Click on "**BANK ACCOUNT**"
      (While the "CREDIT" option is available, this method will not be processed.)
    - Enter the name on bank account & the bank account information:
      account type, account number and routing number
    - Enter your billing information.
      - The first time that you enter a payment method, it is considered the default. If you enter additional payment methods, then you will have to select "**SET AS DEFAULT PAYMENT METHOD**" for your choice on the default method.
    - Click "**SAVE**"
  - **ACCOUNT INFO:** where you can view or change your email address or your password
- When finished with your changes, click on the circle with your initials inside that is at the top right of the screen.
- Click "**Sign Out**"

If you Forget Your Password:

- From the **SIGN IN** option,
- Enter your **EMAIL ADDRESS.**
- Click on "**Forgot Password?**"
- "**FORGOT PASSWORD**" box will pop up**.**
- Click **"RESET"**
- A message will appear in the box: "Got it! Please check your email for reset password instructions"
- Click "**OK**"
- A temporary password will be emailed from "Elexio Giving" to your email address.
- When you have received that email, click the "**SIGN-IN**" button at the top of the **GRBC ONLINE GIVING** screen
- Enter your "**EMAIL ADDRESS**" and "**PASSWORD**" using the temporary password that was emailed to you
- Click "**SIGN IN**"
- Once you have signed in with the temporary password, click on the circle at the top right that has your initials inside.
- Click "**My account**"
- Click "**Account Info**" on the left
- Enter your temporary password as "**CURRENT PASSWORD**"
- Then enter your new password in "**NEW PASSWORD**" and "**CONFIRM NEW PASSWORD**"
- If this has been done correctly, this message will be displayed: "Your Password was updated successfully".
- Continue to other tasks or click on the circle with your initials inside that is at the top right of the screen.
- Click "**Sign Out**"