



## ONLINE RECURRING GIFTS - FAQ

**Online Giving is easier than ever!**

**Q: How do I set up a recurring gift to UCC?**

**A:** Visit [www.universitychristian.org/online-giving/](http://www.universitychristian.org/online-giving/). Click -

**MAKE A GIFT OR SCHEDULE A RECURRING GIFT HERE**

**Q: I need to change my credit card number or amount to an existing recurring gift?**

**A:** Visit [www.universitychristian.org/online-giving/](http://www.universitychristian.org/online-giving/), click "Make a Gift or Schedule a Recurring Gift Here" link to sign in to ShelbyGiving. All changes can be made to your giving account after signing in. You can also contact the Business Office for assistance.

**Q: I have a recurring gift already scheduled, will it run indefinitely?**

**A:** Only if you set it up that way. It will not renew automatically if an ending date was selected. Please call the Business Office to confirm what your schedule is set to or to renew your recurring gift.

**Q: I don't remember my password, what can I do?**

**A:** From the sign in page, ShelbyNext includes a "forgot password" link. Click that to have a new password emailed to you. The Business Office does not have access to passwords.

**Q: Can my gift come from my bank account instead of a credit card?**

**A:** Absolutely! You are given a choice of credit or debit card or bank account while setting up your recurring gift. You will need your bank routing and your bank account number.

**Q: Can the Business Office use my card on file to make a gift?**

**A:** The Business Office does not store cards on file. Your card information is stored with a safe and secure PCI Compliant merchant. You can call us and we'll be happy to make your gift online for you over the phone.

**Q: I don't like fussing with all this computer stuff, can I give the Business Office my information to set up my recurring gift?**

**A:** Absolutely! Please call us any time, we are happy to set everything up for you!

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