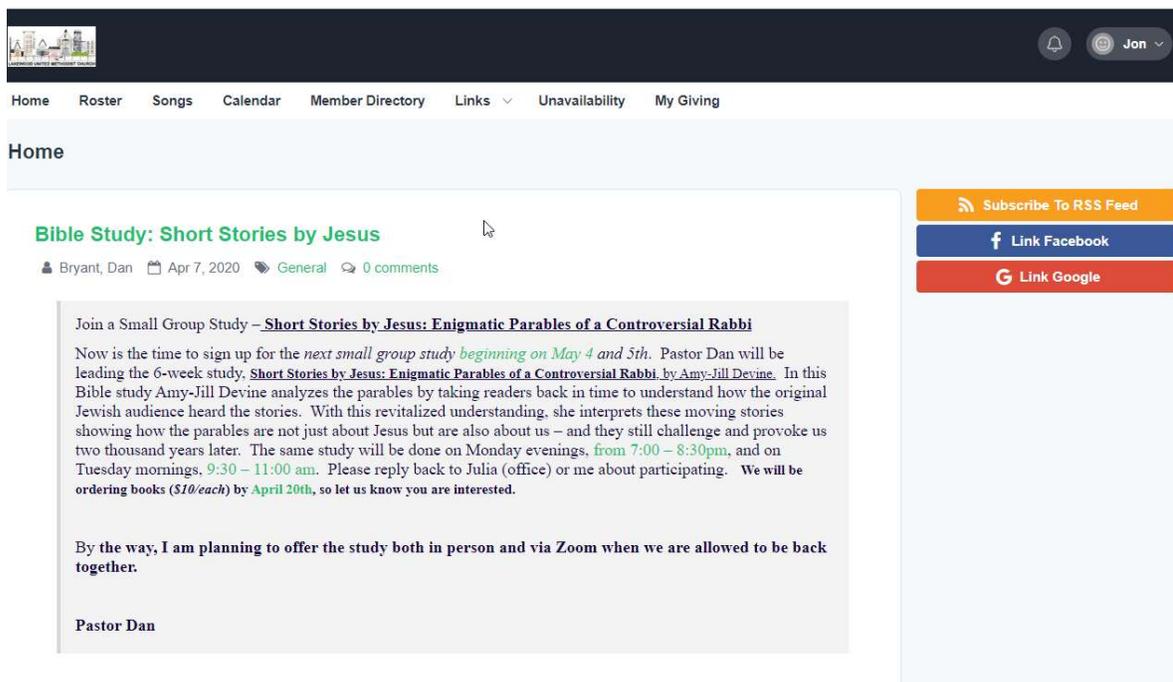


## Frequently Asked Questions

Lakewood United Methodist Church is using church software called “Tithe.ly”. Tithe.ly helps the church stay connected, track information and facilitates on-line giving. It can be used by Pastors, staff and members like you! Here are answers to some common questions.

### Q: What information is available on the Member Portal?

**A:** When you log in to the Member Portal you are sent to the Home screen. This has a short note about what is going on at LUMC. Across the top of the page is a list of navigation options: You can access the **Calendar** that has events going on at the church. You can access the **Member Directory** to look up addresses, phone numbers and emails of people in the directory. You can also go to **My Giving** which lists your recent transactions and has a link to give online. In the future you can see the events which you have volunteered for and list your unavailability.

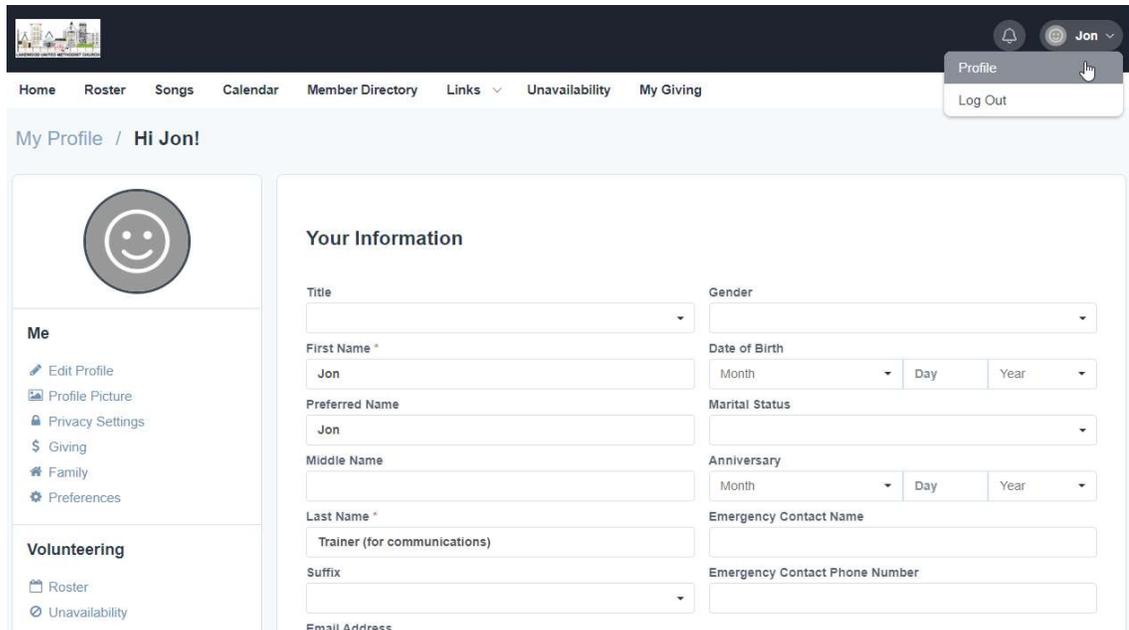


The screenshot shows the Tithe.ly Member Portal interface. At the top, there is a navigation bar with links for Home, Roster, Songs, Calendar, Member Directory, Links, Unavailability, and My Giving. Below the navigation bar, the main content area displays a post titled "Bible Study: Short Stories by Jesus" by Bryant, Dan, dated Apr 7, 2020. The post text reads: "Join a Small Group Study – Short Stories by Jesus: Enigmatic Parables of a Controversial Rabbi Now is the time to sign up for the next small group study beginning on May 4 and 5th. Pastor Dan will be leading the 6-week study, Short Stories by Jesus: Enigmatic Parables of a Controversial Rabbi by Amy-Jill Devine. In this Bible study Amy-Jill Devine analyzes the parables by taking readers back in time to understand how the original Jewish audience heard the stories. With this revitalized understanding, she interprets these moving stories showing how the parables are not just about Jesus but are also about us – and they still challenge and provoke us two thousand years later. The same study will be done on Monday evenings, from 7:00 – 8:30pm, and on Tuesday mornings, 9:30 – 11:00 am. Please reply back to Julia (office) or me about participating. We will be ordering books (\$10/each) by April 20th, so let us know you are interested. By the way, I am planning to offer the study both in person and via Zoom when we are allowed to be back together. Pastor Dan". To the right of the post, there are three buttons: "Subscribe To RSS Feed", "Link Facebook", and "Link Google".



## Q: What information can I change in my Profile?

**A:** In your profile you can add your date of birth, marital status and anniversary date, your home address, and an alternate mailing address if necessary. You can also add an email address and phone and mobile numbers. If you would like you can also list an emergency contact and phone number in case we need to reach a family member or close friend. If you want to add immediate family members, we ask that you contact the office with that information. See the “Is my member profile information confidential or seen by all?” question to know what information is available to others through the Member Portal.



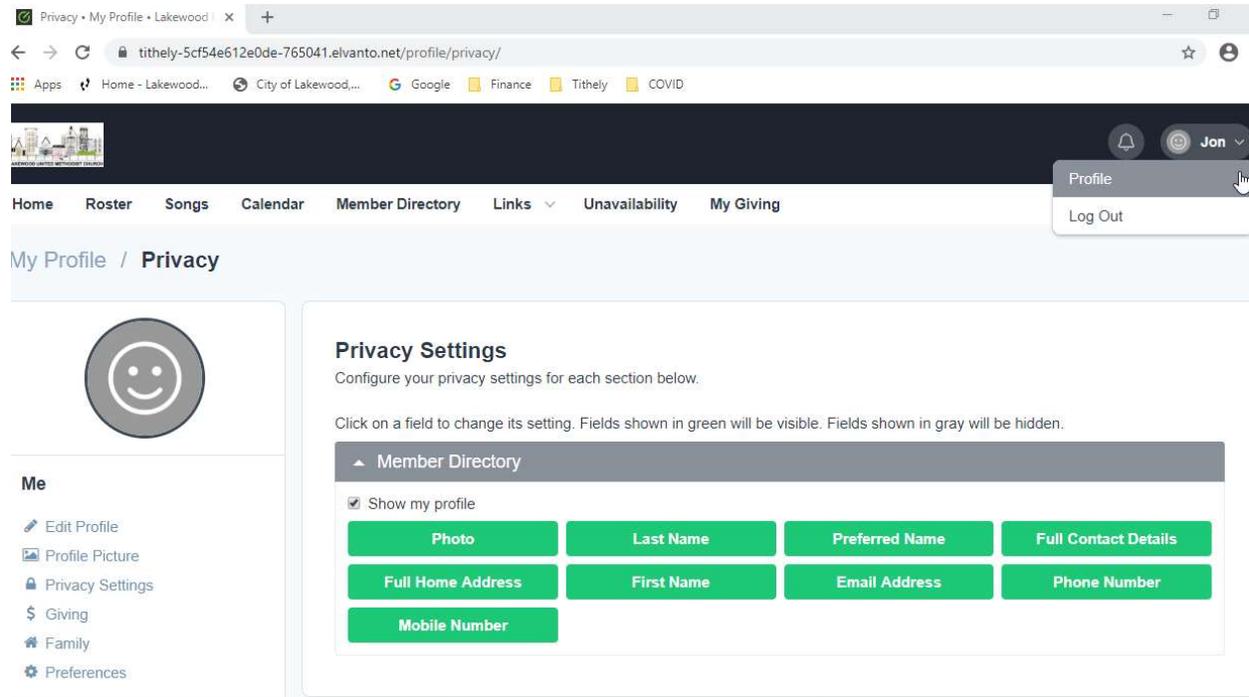
The screenshot shows a user interface for a member profile. At the top, there is a navigation bar with links: Home, Roster, Songs, Calendar, Member Directory, Links, Unavailability, and My Giving. A user menu in the top right shows a profile icon for 'Jon' and a 'Log Out' button. The main content area is titled 'My Profile / Hi Jon!' and features a profile picture placeholder (a smiley face). Below the picture are two sections: 'Me' and 'Volunteering'. The 'Me' section includes links for Edit Profile, Profile Picture, Privacy Settings, Giving, Family, and Preferences. The 'Volunteering' section includes links for Roster and Unavailability. The main part of the page is titled 'Your Information' and contains several form fields:

- Title (dropdown)
- Gender (dropdown)
- First Name \* (text input, value: Jon)
- Date of Birth (Month, Day, Year dropdowns)
- Preferred Name (text input, value: Jon)
- Marital Status (dropdown)
- Middle Name (text input)
- Anniversary (Month, Day, Year dropdowns)
- Last Name \* (text input, value: Trainer (for communications))
- Emergency Contact Name (text input)
- Suffix (dropdown)
- Emergency Contact Phone Number (text input)
- Email Address (text input)



## Q: Is my member profile information confidential or seen by all?

A: Profile information is automatically set up as available to all people who have access to the member portal. Below is the information that is available. You can “unselect” any information that you don’t want to be seen including the whole profile. To get here, log in to the member portal, under your name select Profile. On the left menu is Privacy Settings. Once that is selected, Privacy Settings are available.



The screenshot shows a web browser window with the URL `tithely-5cf54e612e0de-765041.elvanto.net/profile/privacy/`. The browser's address bar and tabs are visible. The page header includes a navigation menu with items: Home, Roster, Songs, Calendar, Member Directory, Links, Unavailability, and My Giving. A user profile dropdown menu is open, showing 'Profile' and 'Log Out' options. The main content area is titled 'My Profile / Privacy' and features a 'Privacy Settings' section. Below this section, there is a 'Member Directory' section with a checkbox for 'Show my profile' and several green buttons for selecting which fields to display: Photo, Last Name, Preferred Name, Full Contact Details, Full Home Address, First Name, Email Address, Phone Number, and Mobile Number.



**Q: Can the system be used for RSVP's to events and fund raisers?**

**A:** Yes, we will set this up when we start having events again. You will be able to RSVP to an event that is listed in the calendar.

**Q: Where do I sign up to volunteer?**

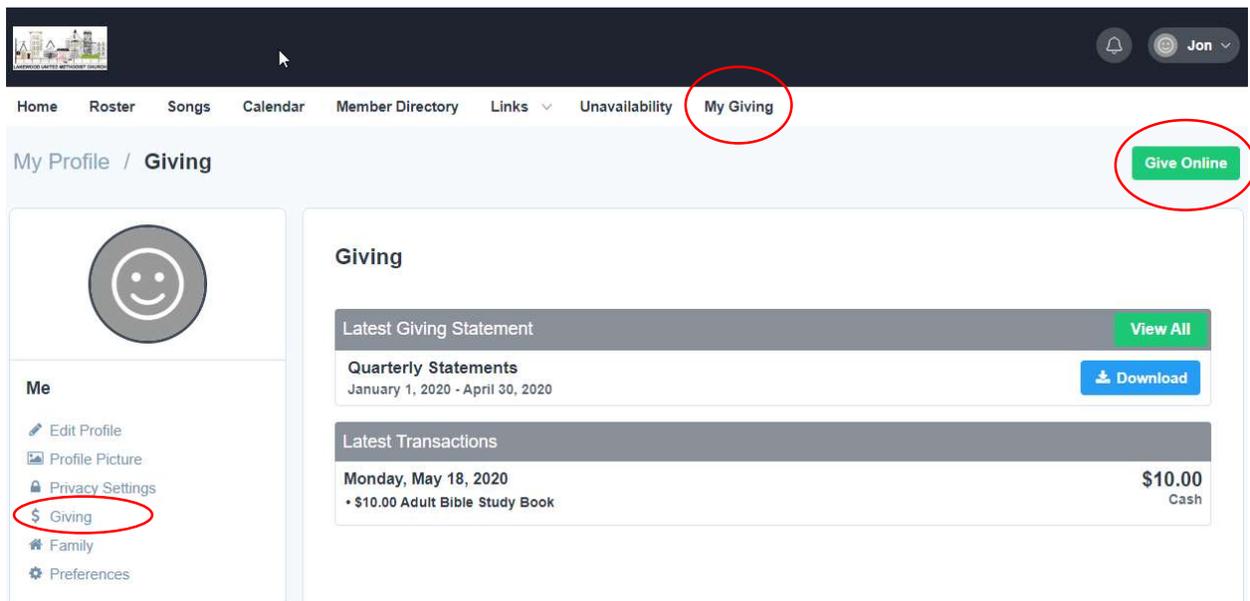
**A:** We love that you want to volunteer. Once you find an event in calendar, there will be an option to volunteer for that event. We will set this up when we start having events again.

**Q: Is my contribution information confidential?**

**A:** Only you and the Finance Manager has access to contribution information.

**Q: Can I track my donations throughout the year?**

**A:** Yes, Donations can be tracked through the Giving area. It can be accessed through MY Giving on the main menu bar or Giving in the My Profile Menu. Statements that have been published by the LUMC Finance Manager are also available. You can also give online on this page



Home Roster Songs Calendar Member Directory Links Unavailability **My Giving**

My Profile / Giving **Give Online**

**Giving**

Latest Giving Statement [View All](#)

Quarterly Statements  
January 1, 2020 - April 30, 2020 [Download](#)

Latest Transactions

Monday, May 18, 2020 **\$10.00**  
• \$10.00 Adult Bible Study Book Cash

**Q: Is there a way to mark that I do not need to have a financial statement sent, but will use the system for my needs?**

**A:** Eventually we will limit mailing statements to only those who do not have email addresses. You cannot specifically say do not mail my statement.



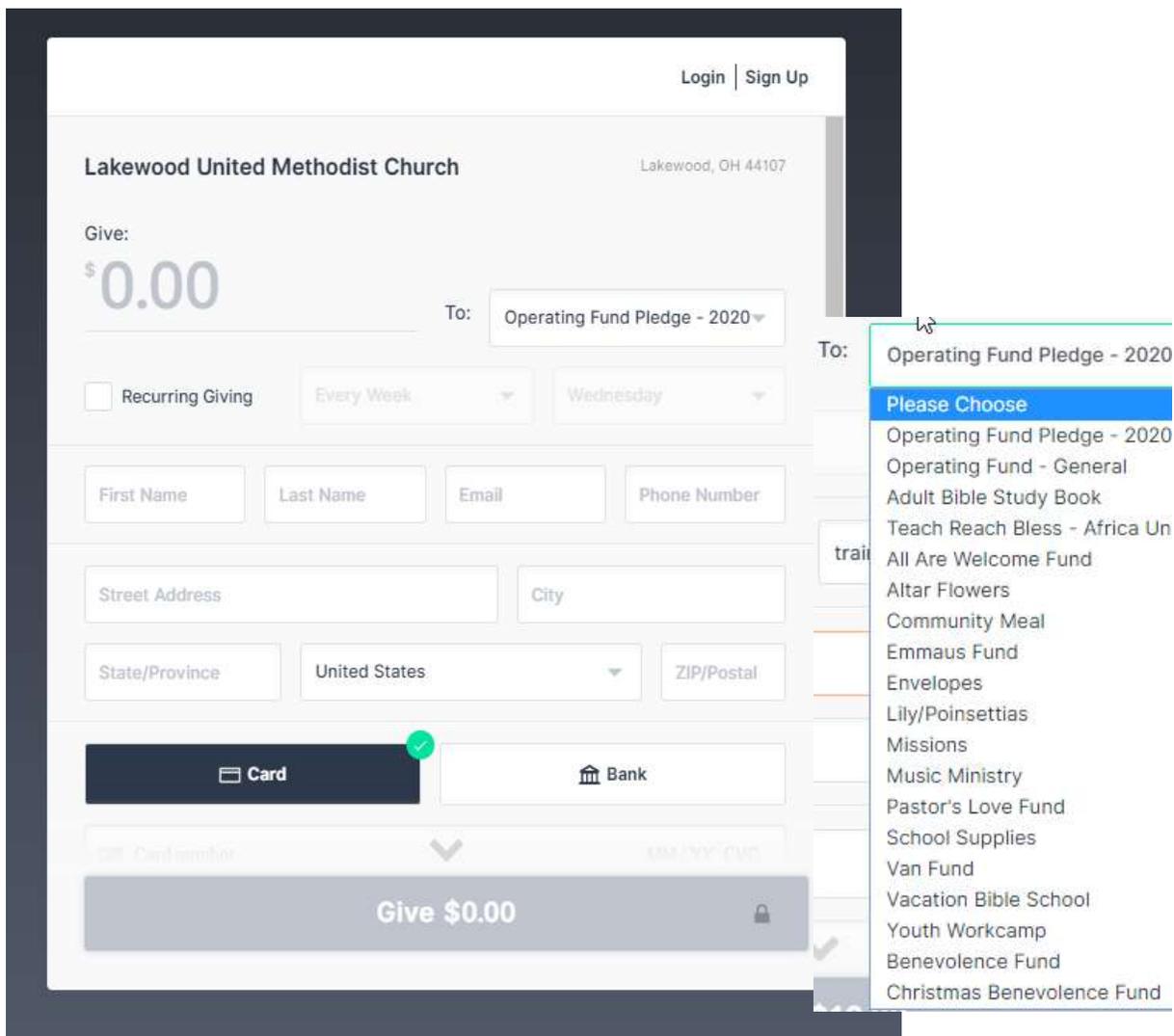
**Q: Is text to pay available?**

**A:** No, text pay is not available because of the additional fees charged.

**Q: How can I give online?**

**A:** You can give online multiple ways. You can go to the LUMC website and give there. You can log in to the Member Portal and give through My Giving there. Once you select the giving button, you can either log in to your account, sign up for an account that stores your banking information, or do a one-time gift. You can select where you want your money to go and make it a recurring gift.

LUMC is charged a per transaction fee and a percentage of the amount which is typical for all credit card transactions. If you would like, after you enter your credit card information, you can check the box next to Cover Fees to help us offset that cost.



The screenshot shows the online giving interface for Lakewood United Methodist Church. At the top right, there are links for 'Login' and 'Sign Up'. The church name 'Lakewood United Methodist Church' and address 'Lakewood, OH 44107' are displayed. The 'Give:' amount is set to '\$0.00'. A dropdown menu for 'To:' is open, showing a list of fund options: Operating Fund Pledge - 2020, Please Choose, Operating Fund Pledge - 2020, Operating Fund - General, Adult Bible Study Book, Teach Reach Bless - Africa Un, All Are Welcome Fund, Altar Flowers, Community Meal, Emmaus Fund, Envelopes, Lily/Poinsettias, Missions, Music Ministry, Pastor's Love Fund, School Supplies, Van Fund, Vacation Bible School, Youth Workcamp, Benevolence Fund, and Christmas Benevolence Fund. The form also includes fields for 'Recurring Giving' (Every Week, Wednesday), 'First Name', 'Last Name', 'Email', 'Phone Number', 'Street Address', 'City', 'State/Province' (United States), and 'ZIP/Postal'. There are buttons for 'Card' and 'Bank' payment methods, and a 'Give \$0.00' button at the bottom.

