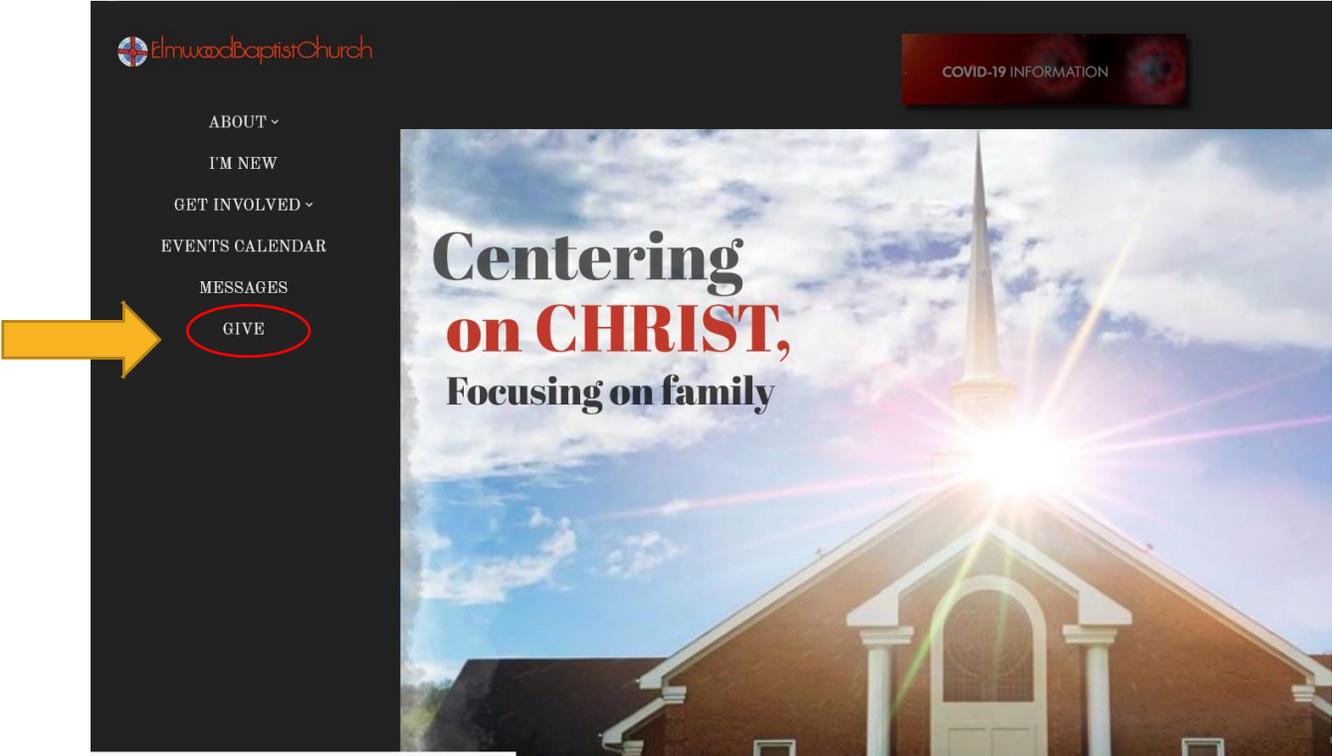


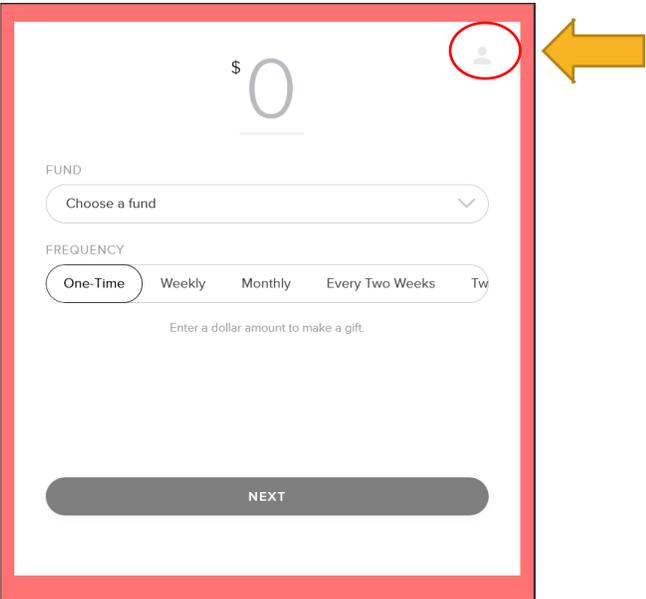
# ELMWOOD BAPTIST CHURCH ONLINE GIVING INSTRUCTIONAL GUIDE

8/4/2020

1. Log into website and go to giving link



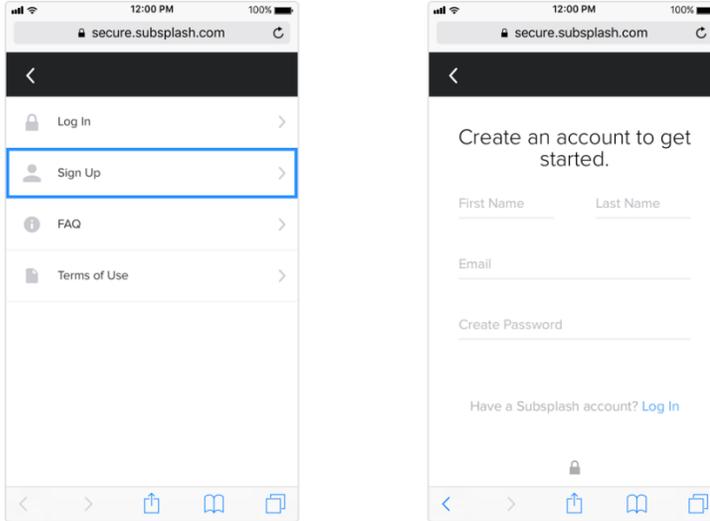
2. Click on the silhouette symbol at top of giving link if this is your first time giving



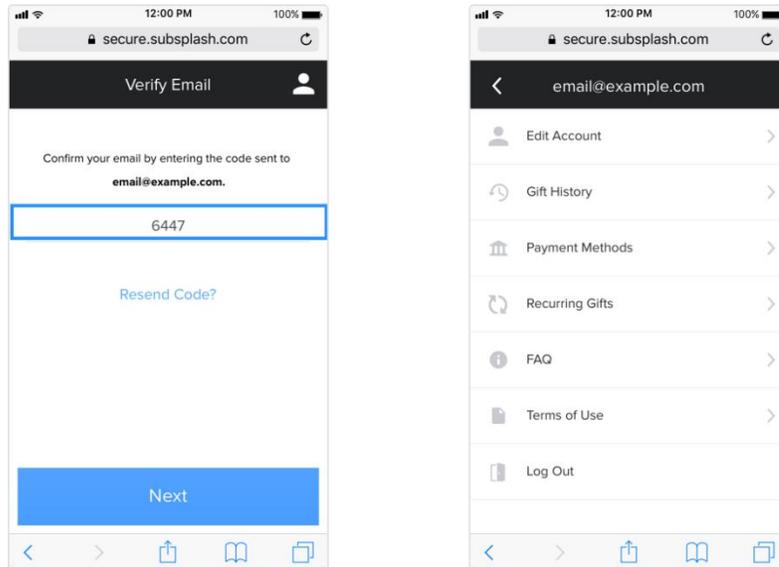
# ELMWOOD BAPTIST CHURCH ONLINE GIVING INSTRUCTIONAL GUIDE

8/4/2020

## 3. Setup Account



## 4. Once the account is created, a verification code will be emailed to you.



## 5. Before you can donate with Subsplash Giving, you'll need to link a payment type. You can link a [debit or credit card](#), or your bank account. To link a bank account, you must complete the bank account verification process. (**Note:** Subsplash can only link to checking accounts and not savings accounts.)

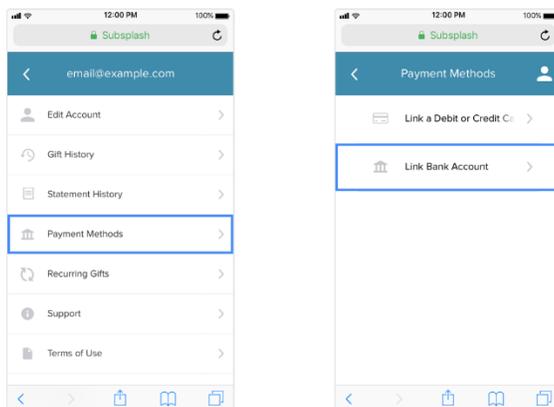
- a. The attached video tutorial should help:

<https://subsplash.com/+c5bh/embed/mi/+hczkws9?video>

# ELMWOOD BAPTIST CHURCH ONLINE GIVING INSTRUCTIONAL GUIDE

8/4/2020

6. Select **Link Bank Account** and enter your bank account and routing information. Your account will now be listed as “unverified.”



7. To verify your account, Subsplash Giving will transfer two deposits of less than \$1.00 each to your account (these deposits are commonly referred to as micro deposits). It can take 1-3 business days for the micro-deposits to appear in the account. On your bank statement, look for two deposits named “**Subsplash**”.

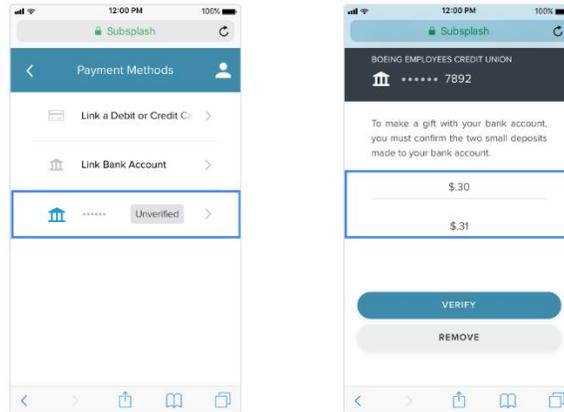
**Note!** These deposits may also show up as **Subsplash** on mobile.

8. We'll send you 2 reminder emails so you remember to check your account for the micro-deposits with the subject **Bank account ready to verify**. The sender domain will be **@secure.subsplash.com**. If you don't see the emails in your inbox, try searching by the subject line or sender domain and checking your spam folder, you can also go back to your church's giving page and navigate to the "Donation Methods" page. Learn more here: [Managing Your Giving Account](#)
- If you do not receive micro-deposits within 4 business days of the day you linked the bank account, it is very likely the account information you entered was incorrect. You will need to remove the current bank account and link your account again.
  - To [remove the linked bank account](#), simply select the item in the Payment Methods section of your Subsplash Giving account.
  - If you experience this issue after multiple attempts to link your account, please give your bank a call to verify your account information.
  - After 3 or more business days, the micro-deposits will be withdrawn from your account, regardless of whether you have successfully linked your bank account.
  - If you do not verify your bank account, it will remain in an “unverified” state indefinitely.

# ELMWOOD BAPTIST CHURCH ONLINE GIVING INSTRUCTIONAL GUIDE

8/4/2020

9. Once you have received the two micro-deposits in your account, enter the amounts in your Subsplash Giving account to verify your bank account. Go to your Giving Account, click **Payment Methods**, select the unverified account, and enter the amounts of the micro-deposits.



10. Once your bank account is successfully linked and verified, you may begin using your bank account as a payment method for your gifts!