



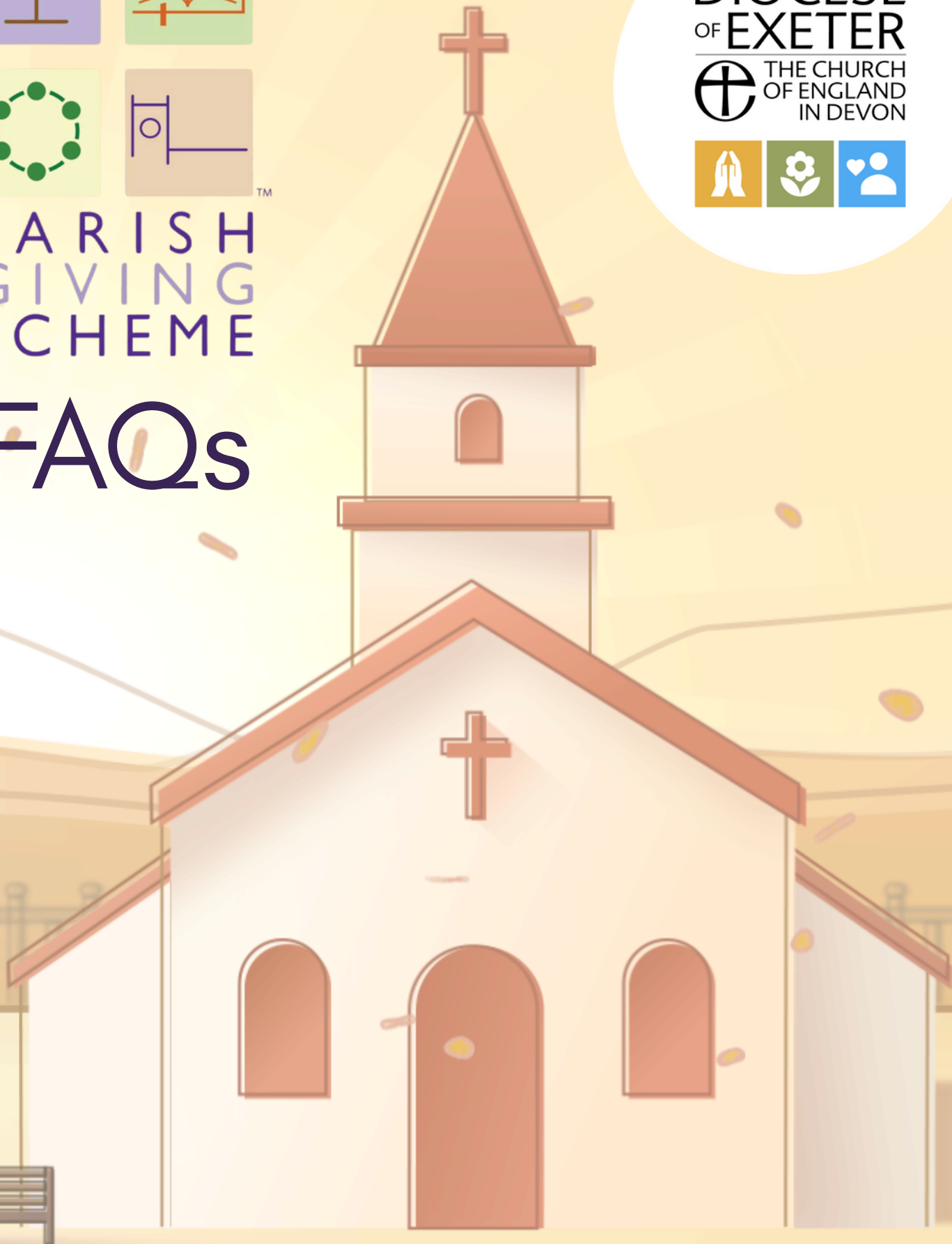
PARISH
GIVING
SCHEME

FAQs

DIOCESE
OF EXETER



THE CHURCH
OF ENGLAND
IN DEVON



For more information, please contact:

mission.resources@exeter.anglican.org



WEBINAR RECORDING



**Double click on the zoom
box above to access the
recording. Passcode:
J@1gh7BJ**

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IMPROVEMENTS

Improved login process

We've listened to your feedback and simplified the log in process. The 'Log In' button now clearly gives you the option to log in as a 'giver' or as a 'parish'.

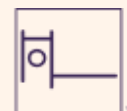
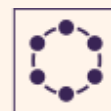
If you use the same account for both giving and accessing the parish portal, you can now switch between the two more easily.

Please note: If this is the first time you have accessed the website since the 30th October, your old password will no longer work. You'll need to follow the steps on the attached guide to set a new password for your account.

Phone lines and email response times

We understand that some of you have found it difficult to reach us by phone or have experienced delays of up to a week for email responses. We truly appreciate that your role as Statement Receiver is an act of service to your church, often in a voluntary capacity, and we understand that the delays to speak to a member of the PGS team can be an inconvenience.

We're working hard to respond to any outstanding questions; we're currently prioritising givers who need to update their details or increase their giving ahead of the December collection. We're sorry to those who haven't had our usual speedy replies in recent weeks, and we assure you that we're doing everything we can to return to our normal response times. Please bear with us as we navigate this major system upgrade that is designed to improve security, functionality, and scalability for thousands of parishes and givers. These changes will benefit everyone in the long term.





FAQS

How do I log in?

You can follow the guide attached to this email, which walks you through setting up your account for the first time and how to log in following the set up. This process is also explained in the webinar recording, so feel free to watch that for additional support.

Why are phone lines and email responses delayed?

Following the launch of the new system, our phone lines and inbox have been extremely busy.

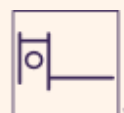
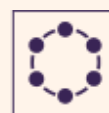
If you can't get through right away, please keep trying to call us, or email info@parishgiving.org.uk - a team member will respond as soon as possible. We sincerely apologise for the inconvenience and expect normal response times to resume very soon.

Why do I need to keep entering a verification code? Can I bypass this?

We have added additional layers of security to increase our protection against cybercrime. You'll need to use a verification code to confirm your identity every time you log in. This is to help protect our systems and your personal data.

Will Excel (CSV) and PDF reports still be available?

Yes, both formats will be available. PDF statements are available under the 'Parish statements' tab. The download button on the dashboard allows you to download a CSV file, which can be opened in Excel. We're continually working to enhance the new platform. We've noted your feedback about Excel not being a direct option and will add this to our development roadmap.





FAQS

What period does the monthly statement cover?

Regular giving by Direct Debit is collected on the first working day of the month. Statements show gifts collected on that day. One-off and contactless statements show gifts for the previous calendar month.

Can I separate first and last names in CSV files for sorting?

We're working with our developers to improve the CSV export and plan to include this enhancement very soon.

How do I download a CSV version of statements?

As shown in the webinar, go to the 'Parish dashboard', apply any filters you need, then select 'download'. You'll then have the option to download your data as a CSV file.

Will there be yearly totals for individuals for tax purposes?

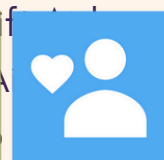
Givers can now access a tax year statement themselves through the new giver portal. Likewise, you can use the filter on the 'Parish dashboard' and view this information for each giver.

Can I use Google Authenticator instead of email for login codes?

Yes, Google Authenticator can supply codes to your mobile instead of receiving email verification codes.

Can I switch back to email authentication after using Google Authenticator?

Yes, you'll need to speak to our team to complete a security check before it resets.



Why does the Gift Aid statement look like before? For the first time, there is everything is correct. Going forward, the Gift Aid statement will be produced very soon after the 10th of the month.



FAQS

Why doesn't the statement show Gift Aid amounts like before?

Gift Aid will be shown on the Gift Aid statement. For the first run, there is additional quality control checks to ensure everything is correct. Going forward, the Gift Aid statement will be produced very soon after the 10th of the month.

How quickly will new sign-ups appear on the dashboard?

New regular gifts will appear on the dashboard once the first collection has been made. We're also working with our developers to introduce a report that lists givers who have joined or left.

How long does it take for one-off gifts to appear on the portal and in the bank account?

One off gifts should appear quickly after being made. Funds are then deposited monthly.

Can a parish have more than one statement receiver?

Yes, you'll need to request a 'change of/copy statement receiver request' form by contacting our team at info@parishgiving.org.uk

What are the fees for contactless gifts via PGS?

PGS does not charge additional fees to process GWD contactless stations. You can find out more from GWD at <https://gwd.team/parish-giving-scheme/>

Can contactless gifts skip Gift Aid collection?

This will depend on how you configure your contactless device. Any Gift Aided gifts made via a contactless device are processed by PGS.



Is Gift Aid calculated net of transaction fees?

For regular, one-off and contactless giving, Gift Aid is calculated based



FAQS

Can contactless gifts skip Gift Aid collection?

This will depend on how you configure your contactless device. Any Gift Aided gifts made via a contactless device are processed by PGS.

How do I link my Payaz machine to PGS?

PGS only supports 'GWD' devices currently.

Is Gift Aid calculated net of transaction fees?

For regular, one-off and contactless giving, Gift Aid is calculated based on the full amount given by the giver.

A bit more about contactless

With fewer people carrying cash, contactless devices are becoming an essential part of giving. Many churches are put off by the complexity, however, churches with a PGS account can make it simple by using a GWD Giving Station.

There's no need to open a separate merchant account or deal with banking paperwork; GWD integrates directly with PGS, so you can start accepting gifts immediately. This solution helps church treasurers to keep everything in one place and means there is virtually no additional admin for your contactless device.

GWD devices are designed for churches, work offline, and feed gifts straight into PGS with Gift Aid reclaims automated as normal. Contact GWD to find out more: <https://gwd.team/parish-giving-scheme/>





FAQS

Can I access previous statements on the new website?

Previous statements aren't available in the new system, but you still have access to historic data via the dashboard – this can be downloaded as a CSV. If you require a PDF statement from the archive, please get in touch by email and the team will make this available to you directly.

I look after more than one church account; how do I see the other churches?

In the Parish Portal, click the menu icon in the top right corner (three horizontal lines). This will open the settings menu, where you can select and switch between your other churches.

Can a giver give to more than one church?

Yes, a giver can give to multiple churches within the Scheme.

How can a giver change their gift amount?

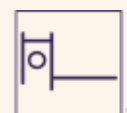
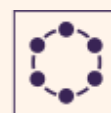
They can log in to their online account and make changes themselves, call 0333 002 1260, or email info@parishgiving.org.uk.

Why was my gift form returned as out of date?

Due to a change in Direct Debit processor, old forms are no longer valid. Please use the new version, available via your Diocesan Giving Advisor

How do I find my Diocesan Giving Advisor?

Contact your diocese or email info@parishgiving.org.uk for details.



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THANK YOU

Every gift is a devotion
of faith to our ministry
and mission.



PARISHGIVINGScheme

