

Donor Account Center

Revised on 12/12/2019

“Webconnex” provides online form services called “GivingFuel” (donation), “RegFox” (registration) and “TicketSpice” (ticketing).

This document explains how to access your payment history and manage your recurring payments through “Donor Account Center.”

Note:

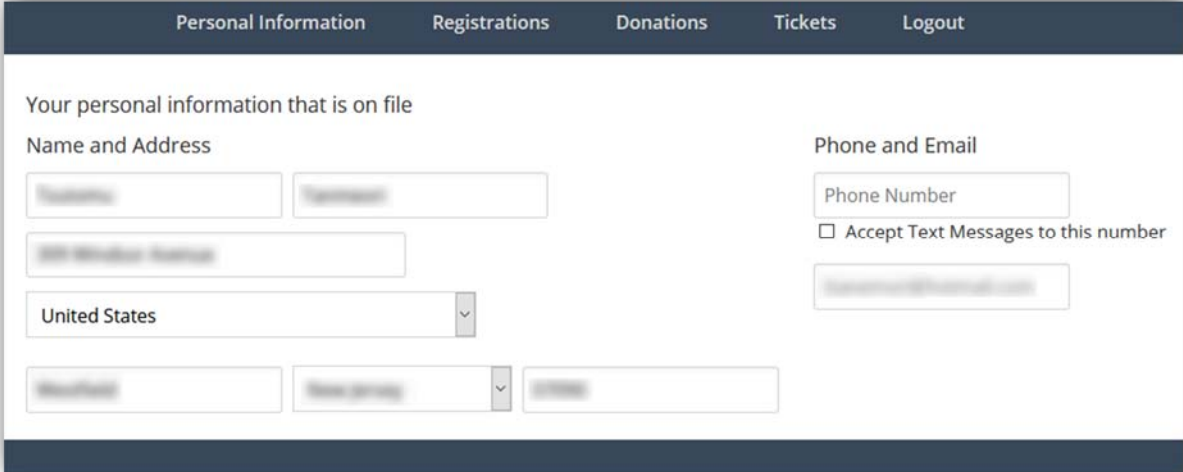
- *"Donor Account Center" is still beta feature by Webconnex. All payments are recorded by e-mail address. Webconnex is currently unable to merge two accounts into one. Please choose your e-mail address carefully when you make donations or payments.*
- *If your recurring donations are associated with your old e-mail address, and if you did not claim your account while your e-mail address was valid, you cannot manage your recurring donations by yourself. Please contact the Finance Office at HQ or the bookkeeper of your local church community for help.*

1. Visit <https://hsa.account.webconnex.com/>

<h3>Claim your account</h3> <p>If you have recently made a payment, you have an account with us. To Manage your information and view your history, you need to claim your account and set a password.</p> <p>Claim My Account</p>	<h3>View and Manage Your Information</h3> <p>Email Address <input type="text"/></p> <p>Password <input type="password"/></p> <p>Forgot Password</p> <p>Log In</p>
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If you have not set up your account yet, click on "Claim My Account." Valid e-mail address is required. If you have already claimed your account, login to your account with your email address and password.

2. After you login, click on the service name you want to access. Because HQ and local churches are under the same Webconnex account, you may see all transactions despite where you pay to.



The screenshot shows a user profile page with a dark blue header containing navigation links: Personal Information, Registrations, Donations, Tickets, and Logout. The main content area is titled "Your personal information that is on file" and is divided into two sections: "Name and Address" and "Phone and Email".

Name and Address




- First Name: [Text Input]
- Last Name: [Text Input]
- Address: [Text Input]
- City/State/Zip: [Text Input]
- Country: [Dropdown Menu] (Currently set to United States)
- Phone Number: [Text Input]
- Country Code: [Dropdown Menu]
- Zip Code: [Text Input]

Phone and Email

- Phone Number: [Text Input]
- Accept Text Messages to this number
- Email Address: [Text Input]

Registration – RegFox
Donations – GivingFuel
Tickets – TicketSpice

3. Now, this is how to edit your recurring donations. After you click on "Donations" at the top menu, you see your past records like this.

Personal Information Registrations Donations Tickets Logout				
View Year End Statements				
Recurring	Date	Name	Billed Amount	
	7/22/2019	National Victory Fund	\$1.00	View Details
	7/19/2019	Test2	\$1.00	View Details
	7/12/2019	Test1	\$280.00	View Details
	5/7/2019	PSWM Benefit Concert 2019	\$100.00	View Details
	5/7/2019	PSWM Benefit Concert 2019	\$100.00	View Details
	4/19/2019	Accommodations Form for BFM Leadership Retreat	\$100.00	View Details
	11/26/2018	Marriage Blessing	\$1.00	View Details
	11/15/2018	Marriage Blessing	\$1,000.00	View Details
	11/15/2018	Marriage Blessing	\$100.00	View Details
	11/15/2018	Marriage Blessing	\$100.00	View Details

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The transaction with arrows indicates recurring. Click on "View Details." If you cannot find the recurring donation that you would like to update, please navigate another page because this page shows the transactions of one-time donations or the first transaction of the recurring donations. If you set up your recurring donation long time ago, it may not be listed on the first page.

4. Click on the green Edit button or “edit” link next to Frequency.

Donation Summary Print Resend Email

test \$1.00

Recurring Donation Details Edit

Donation Amount \$1.00
Donation Status Paused
Frequency Fridays edit
Fund Test
Number of Payments Left Unlimited
Card on File [REDACTED]
Expiration [REDACTED]

Linked Transactions

Date	Type	Amount	Method	Status
8/2/2019	Refund	\$1.00	Card - [REDACTED]	Completed
8/2/2019	Refund	\$1.00	Card - [REDACTED]	Completed
8/2/2019	Refund	\$1.00	Card - [REDACTED]	Completed
8/2/2019	Charge	\$1.00	Card - [REDACTED]	Completed
7/26/2019	Charge	\$1.00	Card - [REDACTED]	Completed

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Billing Information

5. On “Edit Subscription” page, you can edit your recurring donation.

The screenshot shows the 'Edit Subscription' page with a dark navigation bar at the top containing 'Personal Information', 'Registrations', 'Donations', 'Tickets', and 'Logout'. The main content area is titled 'Edit Subscription' and contains the following fields:

- Amount:** A text input field containing the number '1'.
- Enabled:** A checkbox that is currently unchecked.
- Schedule:** A text input field containing 'Fridays' and a green link labeled 'Change Schedule'.
- Next Date:** A text input field containing 'Invalid date'.
- Payments Left:** A dropdown menu currently set to 'Unlimited'.
- Funds:** A dropdown menu currently set to 'test'.
- First Name:** A text input field with a blurred value.
- Last Name:** A text input field with a blurred value.
- Payment Method:** A radio button labeled 'Card' is selected.
- Card On File:** A text input field with a blurred card number and a green button labeled 'Update Card'.
- Expiration Date:** Two dropdown menus for the month and year of the card's expiration.

- **Amount** - You can increase or decrease your amount.
- **Enable** - Uncheck if you want to stop it.
- **Schedule** - You can change the frequency and billing date.
- **Payments Left** – You can update the number of payments remaining.
- **Card on file** - To change the credit card, click on "Update Card." Then, enter your new card number and expiration date.

6. After you finish updating your settings, please do not forget to save your changes. Click on Save button at the bottom of the page.

Payment Method Card

Card On File [Update Card](#)

Expiration Date

Address

Country

City

State

Zip Code

[Save](#) [Cancel](#)