

HOPEnet **FAQs**

Common questions and answers

Why are we changing HopeNet?

Our new version of HopeNet is easier for you to use and makes more information about your giving to the church available to you online. It is part of an improvement to the database and accounting system that makes it easier for us to serve the congregation from the 'back office'. Finally, these improvements come at a lower monthly cost to the church.

Is HopeNet Safe?

Online giving on HopeNet meets the highest banking-level security standards set forth by the Payment Card Industry (PCI) to ensure safe and confidential transactions. In fact, your banking information is encrypted in the system and is not accessible to any users or administrators of HopeNet system. When you manage your own account information, your church never needs to handle checks or worry about locking up documents containing your account information. And you'll always be certain that your gifts are direct-deposited into your church's account.

What are the advantages of using HopeNet?

It makes it easy to give, even when you are unable to attend church. You never have to bring cash or checks to church. Giving electronically also helps the church save money and plan its budget!

How are my contributions automatically deducted from my account?

Once you complete the online registration form, the contribution amount you specify will automatically be transferred from your bank account to the church's bank account.

When will my contribution be deducted from my account?

Your electronic contribution will be debited on the date you specify on the "My Gifts" page of HopeNet.

If I do not write checks, how do I keep my checkbook balance straight?

Since your contribution is made at a pre-established time, you simply record it in your check register on the appropriate date. HopeNet contributions are recorded for you on your bank statement as well as your online reports.

Without a canceled check, how can I prove I made my contribution?

Your bank statement and the HopeNet system both provide reports that document your electronic transactions.

Can I put different amounts in funds such as Being the Hope and Stewardship and have all of them withdrawn at different times?

You can contribute to different funds at different times; however, you will have to do each one separately. You will receive a receipt for each one.

What if I change bank accounts?

Log in and update your account information in the My Payment Schedule window. Each checking/savings/credit card can be changed using the edit button, deleted completely, or new accounts can be added on the right side of the screen.

How much does Online Giving cost?

It costs you absolutely nothing!

What if I try Online Giving and don't like it?

You can cancel your authorization by deleting your accounts and donation dates at any time.

How do I sign up for the new HopeNet?

1. Visit our church website at www.beingthehope.com
2. Click on the **HopeNet** link
3. Complete the registration form

It's that simple!

For additional information or help setting up your account please contact the church office at 651-738-0305 and a church staff member will be happy to assist you.