



Online Giving FAQ

for the River Oaks Church Community Builder system

Q. What is online giving?

A: Online giving is the ability to give a donation or schedule a series of donations using your bank's checking account, debit card, or credit card, through a secure website portal designed for receiving online donations.

Q: How do I set up online giving?

A: It's so simple! Go to <http://riveroakschurch.ccbchurch.com>. Log in with your username (email address) and password (or request a login by clicking on "Sign Up"). Once you've done this you will notice there is a "Give" tab in the menu on the left side of the page...click it and then you are ready to fill in the necessary information.

Q: What is Church Community Builder?

A: CCB (Church Community Builder) is the internal, web-based church management software we use at River Oaks Community Church. **ROClink** serves as our online portal into the CCB system, providing access to the church directory, communications, online giving and event registration.

Q: Is online giving secure?

A: Yes it is! Every piece of financial information you enter in **ROClink** is encrypted in the same manner as all online financial institutions. However, because Church Community Builder is not a payment processor, **ROClink** (CCB) does not store your checking, debit/credit card information. In fact, it does not even pass through their servers as that data bypasses CCB and goes directly to BluePay (our merchant account), which serves as our payment processor.

Bluepay's servers are behind hardware and software firewalls, which serve to protect your data and ensure safe and secure transactions. They also follow all the guidelines for PCI Compliance, which is an industry-mandated security standard that applies to all organizations that handle, process or store debit/credit card information.

Q: When are gifts processed?

A: All gifts are processed per your directions when you set up this process.

Q: Can I make a one-time contribution or set up a recurring gift?

A: Absolutely. The system allows the option of making a one-time payment or setting up a recurring contribution that is scheduled to come out of whichever type of account you designate on the dates and frequencies specified by you. If, however, you set up a one-time gift and click the submit button the transaction is completed IMMEDIATELY. Thus, if you are not ready to contribute a one-time gift at that moment please do not click the submit button.

Q. When is the automatic contribution charged to my account?

A: You choose: one time, weekly, every two weeks, monthly, quarterly or annually. Contributions scheduled on Friday through Sunday may not show up on your bank account or statement until early the following week.

Q: When I set up my CCB profile will anyone else have access to my banking information?

A: NO! Your information is secure and seen only by you. Our finance administration staff only have the ability to see your giving history and stewardship pledge, but NO ONE else has access to your private financial information (i.e. routing number, credit card or debit card number, etc.). Again, this information is kept secure and seen only by you.

Q: Will my online gifts be included on my Statement of Contributions?

A: Yes. However, when you set up your customized profile in **ROClink**, you will be able to see your own giving record, stewardship pledges, giving history, and even print your own giving statement for tax purposes at any time.

Q: What if I want to cancel or change my online giving?

A: No problem. You can change or cancel your contribution at any time before the date of your next contribution.

Q: I still have questions, now what?

A: If it pertains to **ROClink**, please email Tim Dixon, our CCB Administrator, at tim@riveroakschurch.org. If it's finance related please contact Shay Heckard, our Business Administrator, at shay@riveroakschurch.org.