

ONLINE GIVING PLATFORM FAQs

Switching from SecureGive to Subsplash Giving

If I give by cash or check, will this change affect me? Not at all! Thank you for giving.

If I currently give online using SecureGive, do I need to cancel SecureGive? Yes please, our team is unable to do this step for you.

How can I cancel SecureGive? Go to fairoaks.church/give and click on button to [Cancel SecureGive](#) and follow steps to cancel. We also have a PDF step-by-step [guide](#).

How do I sign up to give online using the new platform? Easy! Go to fairoaks.church/give and click on button to [Set Up New Gift/Giving Page](#). Follow steps to sign up. Your giving history will be moved over from our new system in July.

Can I setup recurring giving on the new platform? Yes, Subsplash Giving has the option to setup recurring giving and designate which fund you want to give to. Just set amount and frequency to weekly, monthly, or other designated occurrence. The default setting for giving is one-time gift.

Can I turn off or adjust amounts for recurring gifts? Absolutely, you can sign in to Subsplash Giving anytime to adjust amounts, funds, and/or frequency of giving.

What is the benefit of recurring giving? Recurring giving can help people give consistently and faithfully by removing the practical barrier of having to remember each time. It also provides a simple, convenient way to make generosity a regular rhythm.

How does this impact ways I can give? You can give cash/check, ACH payments, or through Subsplash Giving online (via the [Give page](#) on the website or through the [FairOaks Church App](#)).

Why are we switching our online giving platform? Subsplash Giving is less expensive, more secure, easier to use, and helps streamline our internal church systems.

Why are we making this switch now? Making the transition sooner allows us to begin realizing cost savings right away (rather than waiting until fall). Since the fall season is already a busy time, we felt it was more strategic to make the change during the summer.

When will things switch over? Starting June 1 Subsplash Giving platform will be available online. (SecureGive will continue through the end of July to ensure enough time for everyone to switch over.)

What if I have more questions or need help? Please reach out to our team at bookkeepers@fopc.org.

