

## FAQs About Pushpay

### How do I get access to Pushpay after I set up my first gift?

Whenever you need to login to Pushpay again, simply go to our giving page and click on “Your Account.” It will ask your mobile number and text you a code. Enter the code and you’ll be logged in. While logged in, you can also enter an email and set up for traditional password access.

### Will I receive confirmation emails that my donation was received?

Yes, once you add an email to your profile you will receive confirmation emails.

### How do I give to multiple causes in Pushpay?

If you want to give to specific causes beyond just Sunday tithing (such as St. Vincent de Paul), simply set up your gift for Sunday and then set up separate gifts for the other causes. Simply go to our giving page and use the drop-down feature under "Fund." Each gift takes less than 15 seconds to set up!

### How can I get help from a staff member for my Pushpay account?

You can always call, email, or stop by our office between 8:00 am and 4:00 pm Monday through Friday. Contact our Administrative Assistant, Jaline Fadul, at 253-838-5924 or [Jaline.fadul@sttheresafw.org](mailto:Jaline.fadul@sttheresafw.org).

### Will I be double charged by Pushpay and Vanco?

We are being very rapid in canceling your Vanco giving, but there is a small chance of a duplicate charge coming through. If this happens, please don’t hesitate to contact us and we will refund the duplicate charge immediately.

### How is my privacy for financial records protected with this new system?

When using Pushpay, you can be confident that your payment information is secure. Pushpay engages with a third-party assessor annually to validate that their systems are implemented securely and comply with the PCI Data Security Standard. Components of this program include third-party penetration tests, vulnerability scanning, patching, security incident management, daily log review, alerts for critical events, and much more.

[Learn more from Pushpay.](#)

### Who will have access to my financial records?

Only yourself, your spouse, and members of the parish and Archdiocesan staff with access to privileged financial information will be able to see your financial records. In addition, if you give to multiple parishes in the diocese, the administrators of those parishes will only be able to see your giving to their parish.

### Can I still use my Sunday envelopes for giving donations by check or cash?

Online giving is easier for you and better for us, so we’d love it if you set up a recurring online gift. However, we understand that not everyone wishes to do financial stewardship

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this way, so you will always be able to donate with check or cash, and we will continue to provide donation envelopes as a giving option.