# A Simple Guide to Online Donations for Returning Users
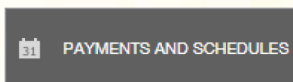
## HOW DO I RESET MY PASSWORD?

Click the Login button located in the top-right corner of the site. Then select the Forgot Password link and a temporary link to reset your password will be emailed to you.

If you remember your password but would like to change it, log in and then select the My Settings button. Here you can update your password, along with any of your contact information.
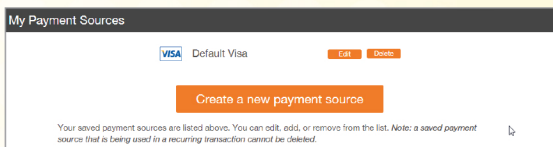
## HOW CAN I UPDATE MY CREDIT CARD OR BANKING INFORMATION?

**1** Login to your WeShare user account.

**2** Once you are logged in, click on the **Payments & Schedules** button.

> 📅 PAYMENTS AND SCHEDULES

**3** Scroll down to the **My Payment Sources** menu.

> My Payment Sources
>
> VISA  Default Visa    Edit  Delete
>
> Create a new payment source
>
> Your saved payment sources are listed above. You can edit, add, or remove from the list. *Note: a saved payment source that is being used in a recurring transaction cannot be deleted.*

**4** Click the **Edit** button to edit the current expiration date. If you have a new credit card you would like to attach to an existing donation, follow **steps 1-8**. Only click the Delete button once you have completed **step 8**.

**5** Click the **Create a New Payment Source** button and select the payment type.

**6** Enter the payment information for your new payment source and click **Create**.

**7** Scroll to find the **My Recurring Transactions** menu and click **Edit** next to the the recurring donation you want to attach the new payment source to.

> My Recurring Transactions
>
> | Collection | Next Transaction Date | Payment Source | Amount | | |
> |---|---|---|---|---|---|
> | General Collection | Sunday May 29th, 2016 | Default Visa | $15.00 | Edit | Delete |
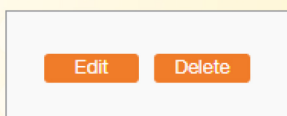
**8** Select the new source from the drop down menu and click the **Apply Change of Payment Source** button.

> Apply Change of Payment Source

## HOW DO I CHANGE MY RECURRING DONATION AMOUNT?

**1** Login to the site and click the **Payments & Schedules** button.

**2** Click **Edit** next to the recurring donation or payment you wish to change.

> Edit  Delete

**3** Type the new donation amount in the **Enter an Amount** box.

> Enter an amount
>
> $15.00

**4** Click the **Apply Changes to Recurring Transaction** button to save your change.

Need more help?
Contact onlinegiving@stanne-tomball.org or call the church office at 281-351-8106