

FAQ for Online Donations

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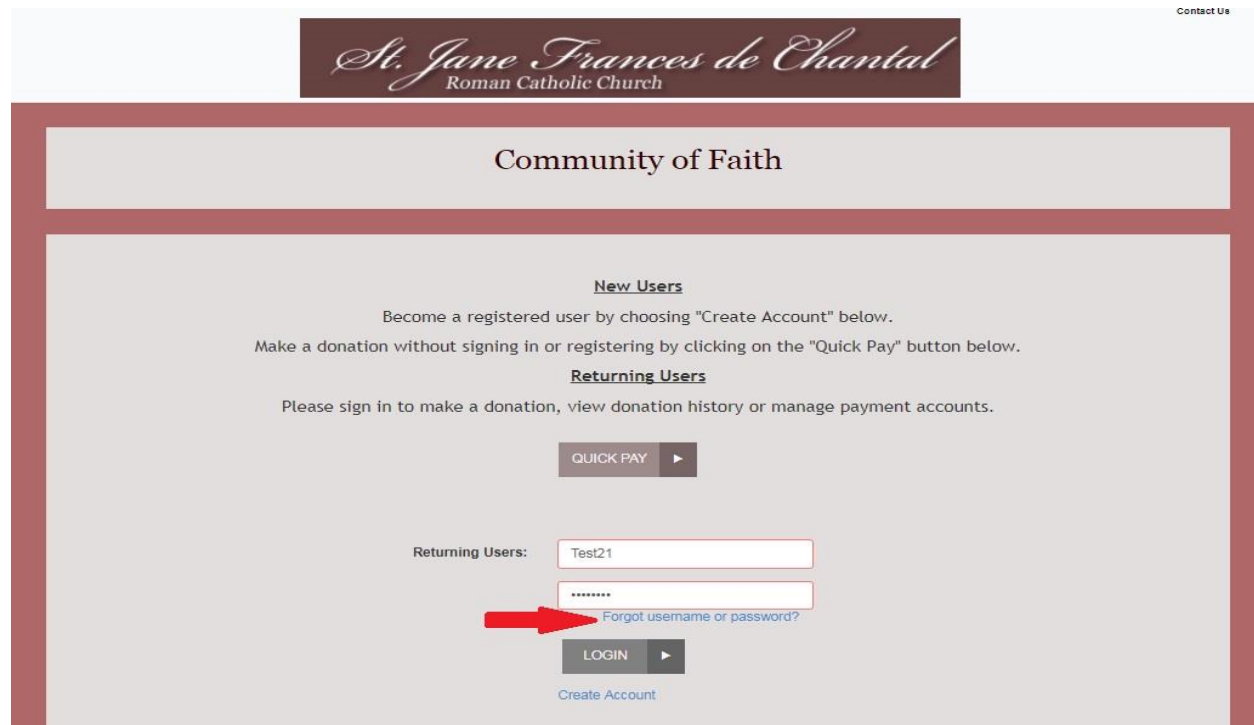
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Resetting Your Password

If you have forgotten your password to log in, but you are *not* locked out of the system, use the following steps to have a new temporary password sent to you via email. Upon logging in with the temporary password, you will need to update your password.

Navigate to the payment site and select the Forgot username or password? link.



St. Jane Frances de Chantal
Roman Catholic Church

Contact Us

Community of Faith

New Users
Become a registered user by choosing "Create Account" below.
Make a donation without signing in or registering by clicking on the "Quick Pay" button below.

Returning Users
Please sign in to make a donation, view donation history or manage payment accounts.

QUICK PAY ▶

Returning Users:

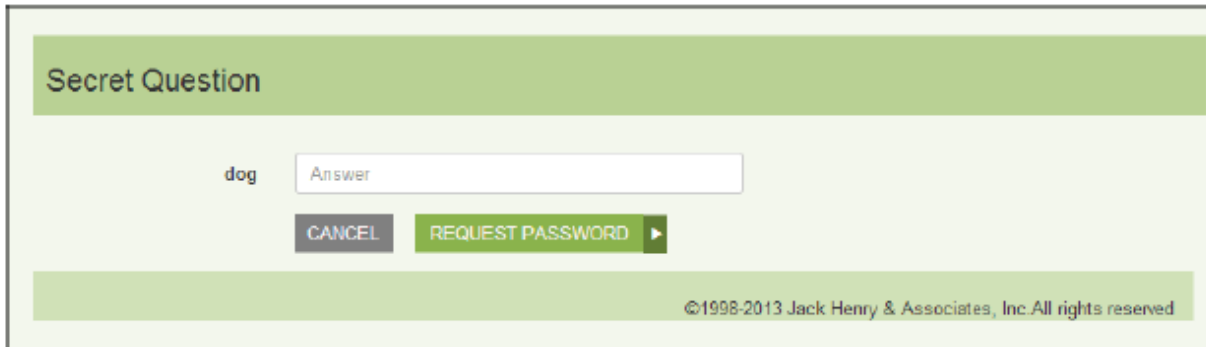
[Forgot username or password?](#)

LOGIN ▶

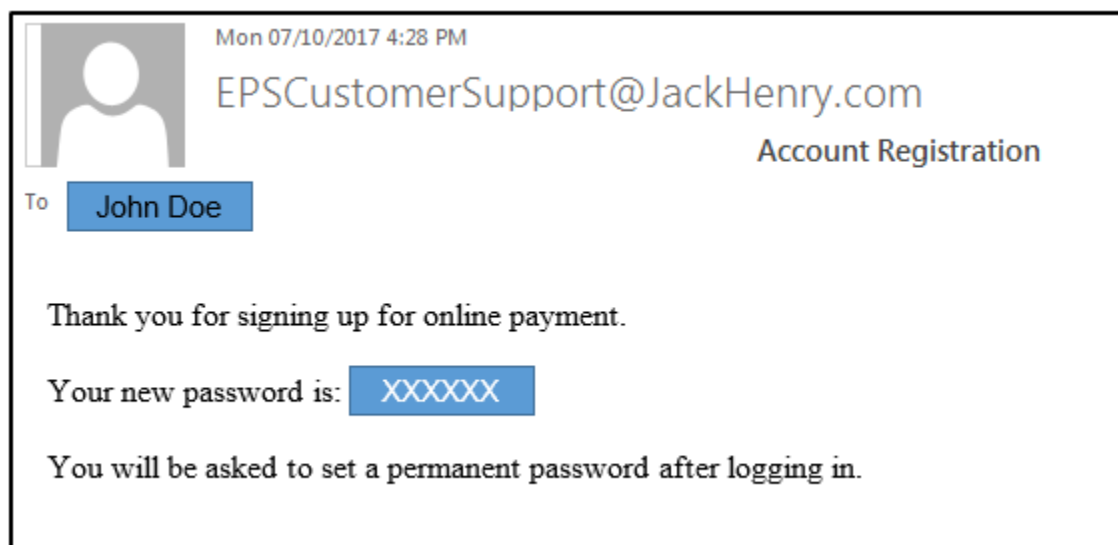
Create Account

The **Forgot Password** page appears. Enter the **User Name** associated with your profile.

The **Secret Question** page appears. Enter the answer to the secret question for this profile, and then click **Request Password**.



The **Forgot Password Confirmation** page appears. Select **OK**, and the system will send an email with a new temporary password for your use.



Return to the SmartPay Express URL page, and enter your username and new temporary password provided in the email. Select **Login**.



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Password Expired

Current Password:

New Password:

Confirm Password:

ⓘ Password must be at least eight characters long and contains upper and lower case characters as well as digits and must not contain your user name.

Your temporary password will expire immediately upon logging in. The **Password Expired** page appears. Enter Information in the **New Password** and **Confirm Password** fields provided, and select **Reset**.

The **Password Reset Confirmation** page appears. Select **OK**. Your password has been reset, and you may now log in with your new password.



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Password Reset Confirmation

Your password has been reset. Please login with your new password.

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Locked Out – Regaining

Access If You Are Locked Out

If you enter your user name and password incorrectly five times, the system will lock your account for security purposes. Once locked, you will not be able to retrieve a forgotten username or password with the **Forgot Username or Password?** The system will display either an *Invalid Login* or *Account Locked* prompt. To have your profile unlocked, contact St. Jane Church at 610-253-3553. Once your profile is unlocked, a new temporary password can be sent to you via email.

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Updating Your Profile

You can update any of your user information in your profile, including your password. Use the following steps to log in and make changes or update the information for your profile. From the top navigational bar, select the **Edit Profile** option to make any changes to your registered profile.



The screenshot shows the user interface of the St. Jane Frances de Chantal Roman Catholic Church website. At the top, there is a dark red header with the church's name in a cursive font. Below this is a light gray navigation bar with the text "Community of Faith" and a "Contact Us" link. A red arrow points to the "EDIT PROFILE" button in the top right corner of the main content area. The main content area is divided into sections: "Welcome, Test" with a "Logout" link, "Scheduled Transactions" (with a table showing "No records found"), and "Transaction History" (with a table showing "No records found"). A "FULL TRANSACTION HISTORY" button is located at the bottom right of the main content area. The footer contains the copyright notice: "©1998-2017 Jack Henry & Associates, Inc. All rights reserved."

St. Jane Frances de Chantal
Roman Catholic Church

Contact Us Logout

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Welcome, Test [Not You?](#) [Logout](#)

MAKE SINGLE OR RECURRING PAYMENT EDIT PAYMENT OPTIONS **EDIT PROFILE**

Scheduled Transactions

Next Payment Date	Amount	Location
No records found		

Transaction History

Transaction D...	Amount	Payment Type	Status	Location	Description
No records found					

FULL TRANSACTION HISTORY

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Welcome, Test [Not You?](#) [Logout](#)

Personal Information

Individual Business

Email Address:

ⓘ Email address is required

First Name:

Last Name:

Address:

Suite/APT#:

City:

State/Region:

Postal Code:

Country:

Phone:

ⓘ Phone number should be in format ###-###-####.

Church Envelope Number:

UPDATE PERSONAL INFO 

Select **Update Personal Info** to save changes to the personal information for this profile.

The second section is **Password information** for the profile. When you have finished entering information, select **Update Password** at the bottom of this section before moving on to the next section. You can also update your security question.


Password

Current Password:

New Password:

Confirm Password:

ⓘ Password must be at least eight characters long and contains upper and lower case characters as well as digits and must not contain your user name.

UPDATE PASSWORD 

Security Question

Enter Password:

Type a Secret Question:

Type a Secret Answer:

Confirm Secret Answer:

UPDATE QUESTION 

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Adding a Payment Option

Log in to the payment site, and select the Edit Payment Options. The system will navigate you to the Payment Options section of your user profile.



St. Jane Frances de Chantal
Roman Catholic Church

Contact Us Logout »

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Welcome, Test [Not You?](#) [Logout »](#)

[MAKE SINGLE OR RECURRING PAYMENT](#) [EDIT PAYMENT OPTIONS](#) [EDIT PROFILE](#)

Scheduled Transactions

Next Payment Date	Amount	Location
No records found		

Transaction History

Transaction D...	Amount	Payment Type	Status	Location	Description
No records found					

[FULL TRANSACTION HISTORY](#)

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From the Payment Options section, select the **Add Payment Option** banner. A new section will expand, with fields available for you to enter new payment information. Enter information for all the required fields. An **Account Nick Name** field is available as a reference when you make future payments and can be named, “My Checking”, or another appropriate term.

To have the payment address mirror your profile address, mark the check box next to **Same as profile**.

Payment Options

+ Add Payment Option

Same as profile

Payment Type:

Account Type:

Name On Account:

Routing Number:

Account Number:

Account Nick Name:

Address:

City:

State/Region:

Zip:

Country:

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Select the **Add Payment Option** at the bottom of the page.

You may return to **Payment Options** and make any changes to a payment option as needed. Select the **Update** option at the bottom of the section to save changes.

Security Question

Enter Password:


Type a Secret Question:

Type a Secret Answer:

Confirm Secret Answer:

Payment Options

+ Add Payment Option

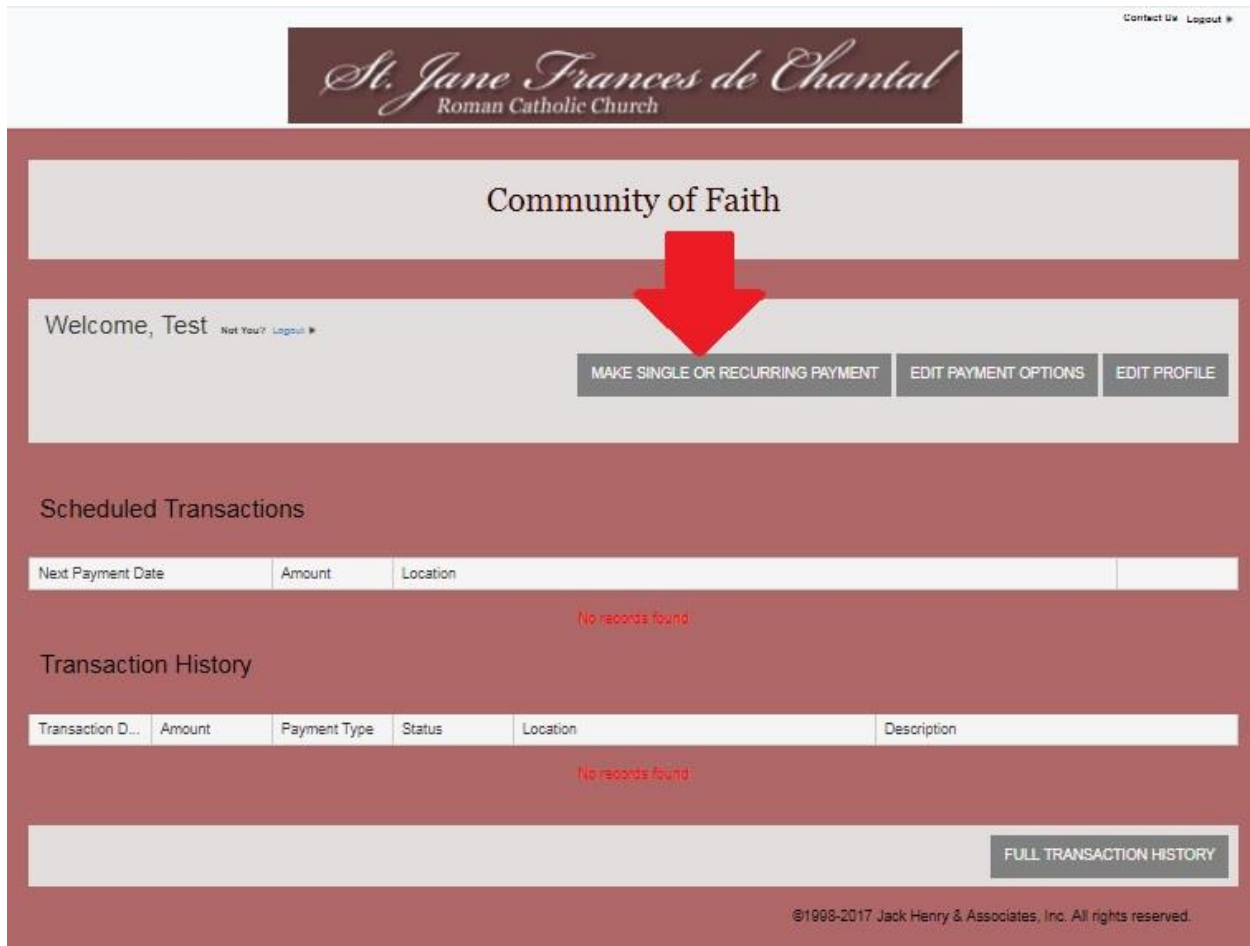


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Making a Single Payment

Payments can be created individually or set up to reoccur at periodic intervals. They can be charged to either a credit card or taken from a checking or savings account. For any single payments dated for today's date, you have the option to set up a recurring payment at periodic intervals.



The screenshot shows the website interface for St. Jane Frances de Chantal Roman Catholic Church. At the top, the church's name is displayed in a dark banner. Below this, the main navigation area features the heading "Community of Faith" and a welcome message "Welcome, Test" with links for "Not You?" and "Logout". A prominent red arrow points to a button labeled "MAKE SINGLE OR RECURRING PAYMENT". Other buttons for "EDIT PAYMENT OPTIONS" and "EDIT PROFILE" are also visible. Below the navigation, there are two sections: "Scheduled Transactions" and "Transaction History", both of which currently show "No records found". A "FULL TRANSACTION HISTORY" button is located at the bottom right of the page. The footer contains the copyright notice: "©1998-2017 Jack Henry & Associates, Inc. All rights reserved."

The **Make a Payment** page appears. Enter the appropriate information in all the required fields outlined in red.

Make Single OR Recurring Payment

Pay This Amount:

Pay To: Remember this selection

Pay From Account:

Business Contact (if applicable)

Church Envelope Number

Payment Date:

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Pay this Amount –

The **Make a Payment** page appears. Enter the appropriate information in all the required fields outlined in red.

- **Pay this Amount** – Enter the amount to be paid as a numerical value with two decimal places. For example, XX.XX.
- **Pay to** – There is only one location to pay: St. Jane Frances de Chantal Church (general church account).
- **Pay from Account** – Select a payment option you have where funds will be drawn. Expired accounts will not be listed. Please refer to the **Edit Payment Options** feature on the site to maintain your account information regularly.
- **Payment Date** – Select the day of payment. *Please note – to make a recurring payment, you must use the current date.

(Optional) Click here to enter recurring payment criteria – Additional fields for the **recurring payment** process appear. Select values for the **Frequency** (once a month, every two weeks, etc.) of the recurring payment and the **Payment Day** (numerical calendar date) on which the funds will be drawn.

***Note: the payment date section must be the current day or you can't set up a recurring payment.**

Make Single OR Recurring Payment

Pay This Amount: Required ←

Pay To: Remember this selection →

Pay From Account: From Account selection is required ←

Business Contact (if applicable)

Church Envelope Number

Payment Date: *To make a recurring payment, the payment date must be the current date. You can choose the day in recurring payment criteria.

Click here to enter recurring payment criteria →

Frequency: ←

Payment Day: ←

Start Date: ←

Of Payments: ←

Next Payment Date:

Infinite Payment:

Include a Single Payment Now:

Enter the **Start Date** of the first recurrence in MM/DD/YYYY format, or use the calendar option to specify a date.

Indicate the **# Of Payments** that will occur. Alternatively, you can mark the check box next to **Infinite Payment**, which will set payments indefinitely until you decide to change the payment settings. The **Next Payment Date** field will display the day when the next payment will be taken.

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Maintaining Recurring Payments

When you log in to the payments site, you can view recurring payments you have set up in the system. These can be adjusted as needed.

- To enable or disable a recurring transaction, log in and select the payment from the **Recurring Transactions** section on the home page.
- Alter the details of the payment as needed, including amount, frequency of payment, and so on. Ensure that the check box next to the **Enabled** field is selected or deselected, depending on whether you wish to activate the payment at this time.

Scheduled Transactions			
Next Payment Date	Amount	Location	
In 26 Days	\$10.00	St Jane Frances De Chantal Church	Enabled

* Click on the transaction to make any changes.

Drop down screen:

Scheduled Transactions			
Next Payment Date	Amount	Location	
In 26 Days	\$10.00	St Jane Frances De Chantal Church	Enabled

Amount:	<input type="text" value="Amount is required"/>	Pay To:	<input type="text" value="St Jane Frances De Chantal..."/>	Select Account:	<input type="text" value="-- Select --"/>
	<small>① Required</small>				<small>① From Account selection is required</small>
Frequency:	<input type="text" value="Once a Month"/>	Payment Day:	<input type="text" value="Last Day"/>	Start Date:	<input type="text" value="12/31/2017"/>
# Of Payments:	<input type="text" value="12"/>	# Payments Made:	<input type="text" value="0"/>	Next Recurrence:	<input type="text" value="12/31/2017"/>
<input type="checkbox"/> Infinite Payment	<input checked="" type="checkbox"/> Enabled	<input type="checkbox"/> Delete Payment			
		<input type="button" value="CANCEL"/>	<input type="button" value="SUBMIT"/>		

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