



**Pushpay**<sup>®</sup>



**WESTVIEW  
Baptist Church**

## FAQ's:

While we understand that electronic & online giving may be normal to some, for others it's still a new world to navigate. We have compiled this FAQ sheet to help you better understand PushPay and how their system works.

### **Q: What is Pushpay?**

A: PushPay is a brand new method of giving at Westview Baptist Church. Using text, our website, and our brand new Westview Baptist Church App you can now give anytime from anywhere. PushPay is a reputable company that we have partnered with to add these new methods of giving.

### **Q: Is Pushpay Safe?**

A: Yes. We do not store any credit card information on our servers. The security setup we have used is the same as many banks and is Level 1 PCI DSS compliant. For this reason, Pushpay is considered significantly more secure than many current offerings including actually having a credit card physically present.

### **Q: Do I Have To Switch From My Old Giving Method?**

A: We are excited about PushPay at Westview because it allows us to remove barriers to giving. However, we are not planning to eliminate our other methods of giving like offering envelopes or our giving time with offering plates in our services. However, we believe that using PushPay is easier, more convenient, and gives you more control over your giving. If you would like to switch to using PushPay we are happy to help you, just contact our office.

### **Q: Can you use the same email or mobile for multiple Pushpay accounts?**

A: No. Each giver using Pushpay must use a unique mobile number or email address.

### **Q: Can I use PushPay with my bank account?**

A: In Canada PushPay currently works by using Visa, MasterCard, American Express & Discover. This means that when you make a one time or recurring gift using your PushPay account it will come from the credit card that you provide a number for. If you bank with one of the major banks [Royal Bank, CIBC, TD, Scotia Bank] you can ask your bank for a VisaDebit card. This card functions as a Visa for online purchases but funds come from your bank account.

### **Q: I want to set up automatic recurring giving. How do I do that?**

A: You can easily do this through PushPay. In PushPay you have complete control over recurring giving when you setup an account. If you need any assistance with this please contact our church office.

### **Q: How do I download the Westview Baptist Church App?**

A: We now have a custom church app you can download to stay connected with everything here at Westview Baptist Church! As we continue to develop it you will be able to access sermons, events, connect with us, sign up to serve, and give, right through our app. Just go to your phone's app store [both iOS or Android], search for Westview Baptist - Calgary, and download. For help with our App please contact our church office.

### **Q: Other Questions?**

We are so grateful for the generosity of those who support the gospel work we do together. Your financial faithfulness is greatly appreciated. If you have any questions you can contact Tyler by phone at 403-239-1114 or by email at [tyler@westviewbaptistchurch.ca](mailto:tyler@westviewbaptistchurch.ca)