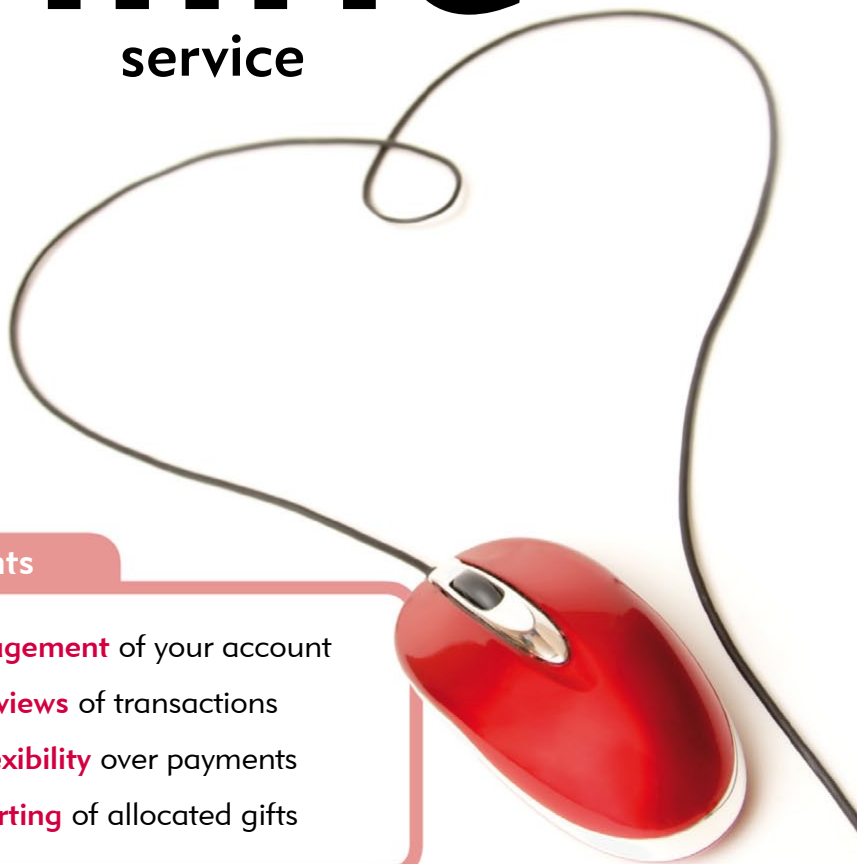


welcome to stewardship's

online

service



for recipients

- **Easy management** of your account
- **Real-time views** of transactions
- **Greater flexibility** over payments
- **Clear reporting** of allocated gifts

www.stewardship.org.uk/online

Login Now!



features include:

- Customise and export reports
- Arrange access for other users
- Highlight specific projects to supporters
- Combine allocated gifts into regular lump sum grant payments
- Request the frequency of grants distributed to you



welcome

We are delighted to offer you access to Stewardship's new online service. The grants you receive from Stewardship are handled through an account in your name. Approved gifts from supporters are allocated to your account. This is what you can now manage online.



understanding our language:

We have changed our terminology a little. You will see us referring to the following:

allocated gifts: supporters (givers) make gifts to Stewardship and can request amounts to be allocated to you using their account.

grants: once approved, Stewardship pays these amounts to you as a grant, either individually or grouped as one payment each week or month, according to your preferences.



getting started

1. **Look out for the email that contains your PIN** (the Username and Memorable Word can be found in the accompanying letter)
2. **Go to:** www.stewardship.org.uk/online
3. **Click Login and enter your login details**
4. **Set up your own login details**
5. **Answer a few brief questions and complete your profile information**



your profile

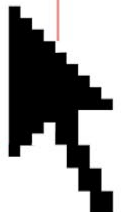
Our primary goal in moving online is to enable increased giving to better resource the Kingdom.

Your profile is what supporters will see when they search for you later in the year (providing you haven't opted-out of search results).

It is therefore important you provide some information about you and your work. Additionally, churches and charities may provide information about projects (such as campaigns or appeals) to draw attention to particular funding needs.

We suggest your profile includes:

- **Key contact details**
- **Description of your work**
- **Your website address**
- **Details of specific projects**
- **Address of your head office (where applicable)**






support

Help buttons



FAQs and Guidance

- Click this  icon for an explanation of the adjacent item.
- Clicking here will take you to the help and support site. This provides a raft of Frequently Asked Questions and detailed guidance both on the online service and how your account operates in general.

Email and secure message

- Send confidential information such as your account details using the **secure message link**. Otherwise email your message to: helpdesk@stewardship.org.uk.

Helpdesk

- If you still can't find what you're looking for please call our helpdesk on: 020 8502 1100 (Mon-Fri, 8:30am - 5:15pm)





checklist

Make the most of the service on offer and check that you have reviewed the following:

Completed?

Change login details

Prompted at first login

Go to: Account Details >> Login Details

Check contact and bank account details

Go to: Account Details >> Contact details and Bank Information

Add profile information

Prompted at first login or change later

Go to: Account Details >> Profile

Set up projects, like a current appeal or building fund (optional, for churches & charities only)

Go to: Account Details >> Projects

Change grant payment frequency (optional)

Go to: Account Details >> Bank Information

Set up additional users, like a colleague who can access this service (optional)

Go to: Account Details >> Add a user

Review the wide range of reports available

Go to: Reports



navigation

Home

Withdraw Funds

Reports

Account Details

Request grants between payment dates

This applies if you opt to group together your allocated gifts so that you receive them as one payment each week or month. If you need funds urgently between payment dates you can request a grant payment more quickly.

Analyse your allocated gifts and grants

Twelve reports and charts are available. These can be customised, filtered and downloaded to suit your requirements.

Manage your account

- Update your contact details
- Change your login details
- Change your profile
- Set up or remove a project
- Change the frequency that you receive your grants
- Add or remove a user who is able to access your account



security

In developing our system, security has been a high priority. Your online activity takes place in a completely secure environment.

Whilst we have moved most activities online, certain key actions, such as changing your name, address and bank account details will continue to be administered through our giving services team as an added protection against fraud.



what next?

Over 10,000 charities and churches in the UK will be given access to our online service in the coming months. Following this, supporters will be invited to manage their giving online. Further enhancements will be forthcoming including a 'Give Now' button to enable gifts to be made online using credit and debit cards. Comments and questions are most welcome.

t: 020 8502 1100

e: helpdesk@stewardship.org.uk