# **Parish and Donor Support Articles: Quick Reference Guide**

To support your parish staff and donors during the transition from Faith Direct to ParishSOFT Giving, below are helpful support articles and contact information. These resources cover common questions, account setup, gift management, and donor support processes.

## **For Donors**

**Common Giver Questions**
FAQs about logging in, managing recurring gifts, and account settings.
[Read Article](https://help.ministrybrands.com/hc/en-us/articles/10876518371739-Common-Giver-Questions)

**Creating and Editing Recurring Gifts**
Step-by-step guide to start, change, or cancel recurring donations.
[Read Article](https://help.ministrybrands.com/hc/en-us/articles/10876531962779-Creating-and-Editing-Recurring-Gifts)

**Managing My Giving Account**
Instructions for updating personal information, payment methods, and viewing giving history.
[Read Article](https://help.ministrybrands.com/hc/en-us/articles/10876530796699-Managing-My-Giving-Account)

**Refund Requests**
Refunds requests can be processed by the parish or Donor Support as just as they were with Faith Direct. You can reach Donor Support by emailing donorsupport@parishsoft.com or 866-507-8757 (Monday–Friday, 8 AM–5 PM CST)

## **For Parish Staff**

**Managing Refunds**
Step-by-step instructions for processing donor refunds.
[Read Article](https://help.ministrybrands.com/hc/en-us/articles/10876531702939-Managing-Refunds)

**Merging Donor Profiles**
Instructions for reviewing and consolidating duplicate donor records.
[Read Article](https://help.ministrybrands.com/hc/en-us/articles/10876418766747-Merge-Donor-Profiles)

**Managing and Modifying Recurring Gifts**
How to view, edit, and manage donor recurring gift schedules.
 [Read Article](https://help.ministrybrands.com/hc/en-us/articles/10876376974107-Recurring-Gifts-How-to-Manage-Modify)

**Generating Contribution Statements**
Instructions for creating and emailing donor tax statements.
[Read Article](https://help.ministrybrands.com/hc/en-us/articles/14118013157787-How-to-Generate-Email-Contribution-Statements)

**Need Help?**

**Donor Support**
donorsupport@parishsoft.com
866-507-8757 (Monday–Friday, 8 AM–5 PM CST)