

Faith Direct Donor FAQs

Answers to help guide you through your parish's upgrade to ParishSOFT Online Giving.

Q: How do I know if my parish has transitioned to ParishSOFT Online Giving?

A: Your parish will communicate directly with you regarding the transition from Faith Direct to ParishSOFT Online Giving. You may also see a banner notice on your parish Donor login page with additional details.

Q: How do I find my parish's online giving link?

A: Each parish has its own unique giving URL. If your parish does not have a link posted on its website, please contact your parish office or administrator for assistance.

Q: How do I reset my password?

A: Click "Forgot Password" on the login page and follow the on-screen prompts. Be sure to use the same email address associated with your account, which can be found on your gift confirmation email.

Q: I'm receiving an error message that says "My account does not exist," but I received a two-factor authentication code. What should I do?

A: We're aware of this issue and are actively working on a resolution. If you encounter this message, please reach out to your parish administrator. They can send you a password reset link through the system to correct the issue.

Q: How do I change my recurring gifts?

A: After logging into your account, click on 'Scheduled' to view your recurring gifts. Select the pencil icon to edit your gift or the trash icon to end a recurring donation.

Q: How do I update my payment method?

A: Once logged in, click your initials in the upper-right corner and select 'My Account.' From the left-hand menu, choose 'Payment Method.' After adding your new payment information, update your scheduled gifts to use your new payment method.

Q: How do I change my email address?

A: Go to 'My Account' under your initials in the upper-right corner, then select 'Account Info' from the left-hand menu to update your email address.

For additional donor support:

Explore our Donor Resources for step-by-step guidance on managing your online giving. These tools are designed to make your transition to ParishSOFT Online Giving simple, helping you continue your faithful stewardship and support the mission of your parish community.

1. [Common Giver Questions](#)
2. [Creating or Editing Gifts](#)
3. [Managing Your Acc](#)