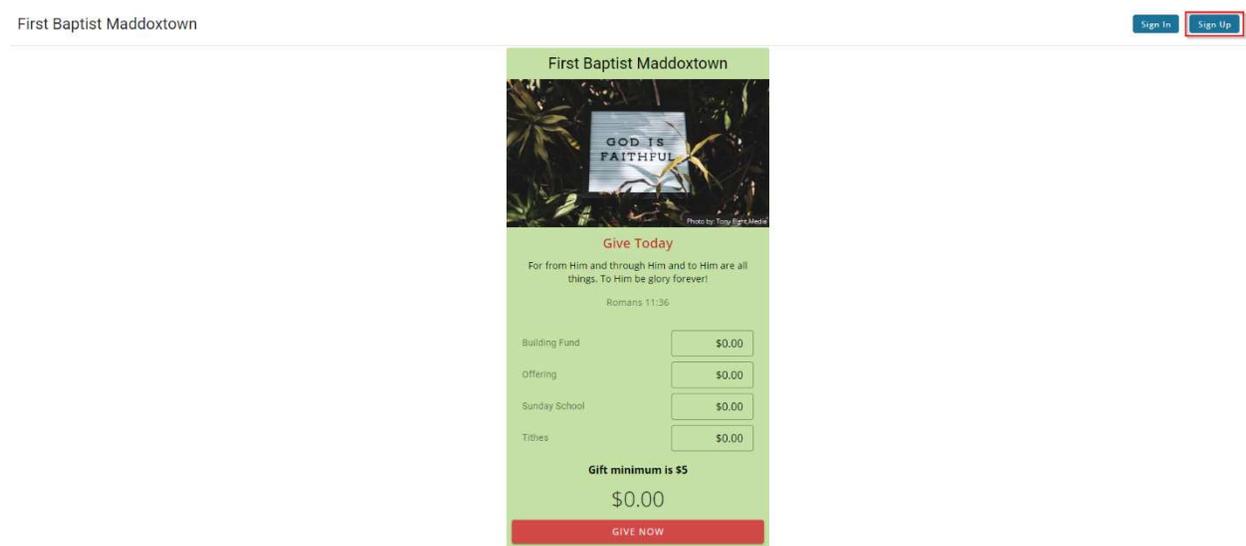


Setting up your Online Giving Account

Welcome to Giving powered by Servant Keeper!

This help sheet will show you how to sign up for your Giving account and get logged in for the first time.

You may use the [Give Online Now](#) button from our website giving page at fbc-mlex.org/give or paste this URL into your browser giving.servantkeeper.com/mbc-lexington-ky. When you first arrive at the giving portal you will be brought to a login page that looks like this.



1. First, you will click on the 'sign up' button in the top-right corner of this screen. This will take you to a screen where you are asked to input the email you would like to sign up with. Faithlife users **must** enter the same email used with Faithlife giving. Click Search.

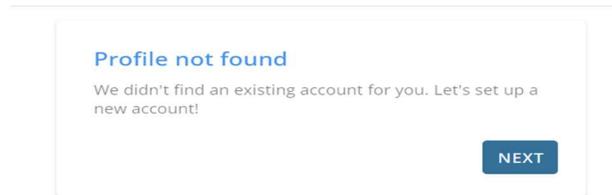
Enter your email

Please enter the email address associated with your giving account to find your profile.

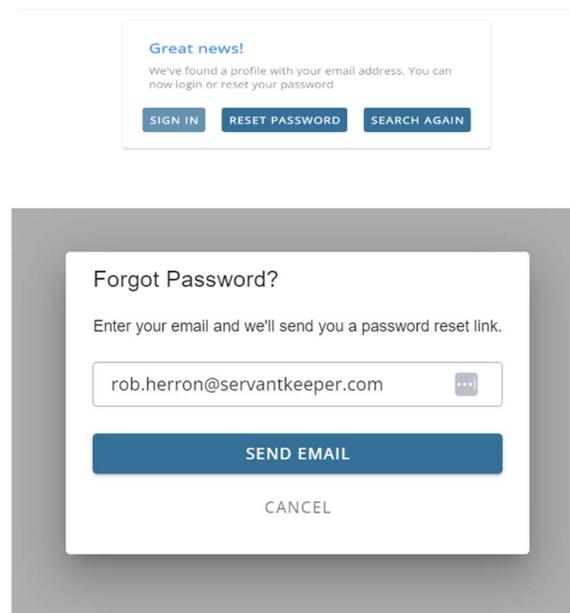
If you were previously a Faithlife Giving user, you will need to reset your password.

Email is required.

2. First time online givers will see the Profile not found screen. Click next and you will be prompted to fill out a brief form asking for your Name, Address, and Phone Number, and to create a password for your account. Once filled out, you will click 'Create Profile" and you'll be ready to sign in and start giving.



3. If you previously had a Faithlife Giving account, Servant Keeper will detect your email and prompt you to create a new password for your account. Click the 'Reset Password" button. You will be taken to the Forgot Password? Screen. Enter your email address and you will be sent a unique password reset link.



4. The link in the email you receive will bring you to a password reset form where you can enter your new password. Passwords must be at least 8 characters and contain 1 uppercase, 1 lowercase, 1 number, and 1 symbol (such as !@#\$* _)

5. Once you've reset your password, you will be brought back to the sign-in screen and will be able to sign-in with your email and newly created password!

First Baptist Madoxtown

Reset Password

Hello [blank], please enter your new password.

Sign Up

Password

password must be at least 8 characters

Retype Password

RESET PASSWORD

What's Next?

Servant Keeper is working daily to get everything properly installed and migrated. When you first set up your Servant Keeper account, you will only see your profile and payment method information. These details should match what you have set up in your Faithlife account. Review this and make sure it is correct.

To prevent duplicate or missed records, your giving history in Faithlife won't appear in your Servant Keeper account until after Faithlife closes June 30th. Until then, please review historical giving in your Faithlife Giving account.

Now that your account is set up, please note

1. Faithlife Giving discontinued June 30th and has been migrated to the Servant Keeper platform. Please report any issues to fbcmgiving@gmail.com.
2. If you have a scheduled, recurring gift, it has been saved and will continue on Faithlife as it has previously through June 26th. After that, it will automatically be switched over to Servant Keeper. You should not have to do anything.
3. Text giving will not be immediately available. Servant Keeper is working to implement this feature. You will be notified when it's ready for use.

Please contact Mary Talbert at (859) 492-9761 or send an email to our giving mailbox at fbcmgiving@gmail.com if you see any errors in your account information or have any questions or problems.