

## Transitioning Giving from Hope to King's Cross

As we transition not only to a new name for our church but also to a new church management software (ChurchTrac) several logistical changes will be necessary. The following information will guide you through the process of moving your online giving from the previous platform to the new one.

But first, some general information about giving at King's Cross.

If you currently give to the church by cash or check, nothing changes for you. All is well. If you give online but do so one gift at a time (you do not use a "recurring" method), you will not have to complete the first action which is cancelling the recurring giving on the old Hope website.

If you chose to give online, whether one-time giving or recurring giving, the church will be charged a processing fee for each transaction, as it was in the previous system. The transaction fee for giving via debit or credit card or using Google pay is 2.9% of the amount plus 30 cents. The fee for an ACH bank withdrawal is .8% of the amount. So, for someone giving \$100 a week consistently for the entire year using a card, the total transaction fee charged to the church would be \$166.40 for the year. The same giving using an ACH bank withdrawal will cost the church \$41.60 per year. **Regardless of the type of transaction, you will have the option of covering the transaction fee yourself rather than having the church charged for the transaction. If you choose this option, that \$100 weekly giving amount would then be charged \$103.20 for using a card or Google pay and \$100.80 for using an ACH bank transfer.** To summarize, the least cost-effective option for the church is to give using a card or Google pay and have the church pay the transaction fee. A better option would be to give using the ACH bank withdrawal and have the church pay the transaction fee. The best option would be for the giver to cover the transaction fee themselves regardless of payment method.

The following subjects are covered, in order, in this document:

- Cancelling Recurring Giving Through the Hope Website (page 2)
- Creating a Login on the King's Cross Website (page 7)
- Setting Up Your New Recurring Giving on the King's Cross Website (page 10)
  - Using an ACH bank transfer (page 13)
  - Using a credit or debit card (page 17)
- Completing a One-Time Gift on the King's Cross Website (page 18)

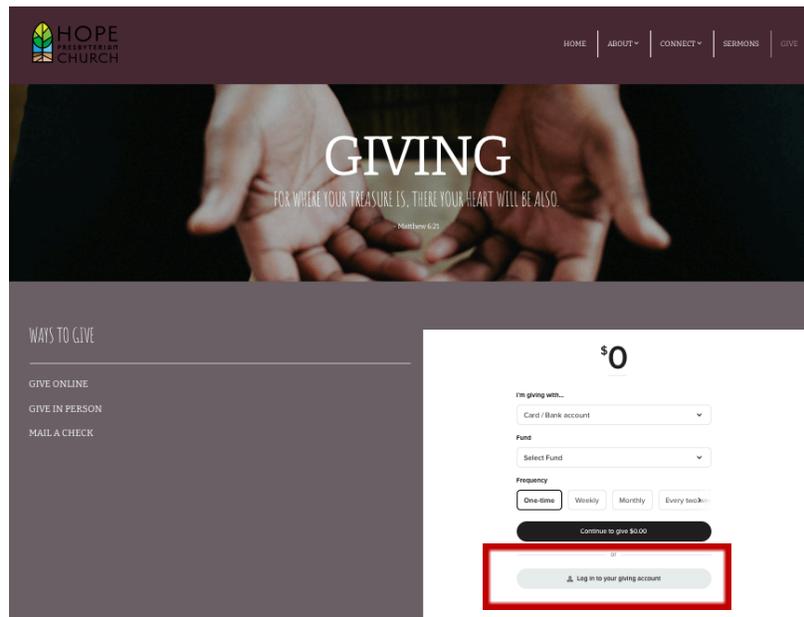
The following instructions were completed on a computer rather than a tablet or a phone. If you complete these steps on a tablet or your phone what you see will probably look different but following the same basic steps should get the task completed.

## Canceling Recurring Giving Through the Hope Website

If you give via a recurring transaction on the old Hope website, you will need to cancel that automatic transaction to avoid being charged both in the old system and the new one. Follow these steps to complete that process.



Go to the Hope website homepage. From the menu bar at the top of the page select “GIVE” to go to the giving page of the website (<https://hopebtown.org/give>).



Click on “Log in to your giving account”.



### Log in or sign up

Mobile phone number

+1 (XXX) XXX-XXXX

We'll text you to confirm your number.

Continue

or

Continue with Email

Continue with Google

Continue with Apple

By continuing you agree to Subsplash's [Terms of Use](#) and [Privacy Policy](#).

Use your preferred method to log in to your giving account. You will be taken to your account page.

### Account

#### Profile

David Ball  
Edit your profile information

#### Giving

- Scheduled gifts  
Next gift on January 31 - \$103.39
- Gift history  
View past gift receipts
- Payment methods  
Add or edit payment methods

Select the scheduled gift.

Account > Scheduled gifts

**+** Make a gift  
Set up a one-time or repeating gift >

**↻** \$103.39 • Weekly  
Jan 31, 2026 • General >

Select the scheduled gift (again).

---

**Edit gift**

\$ 100

General

**+** Add another fund

**Frequency**

One-time   **Weekly**   Monthly   Every two weeks   Twice a month

**Next Transaction**

01/31/2026

**Payment**

•••• 6798

Add a note

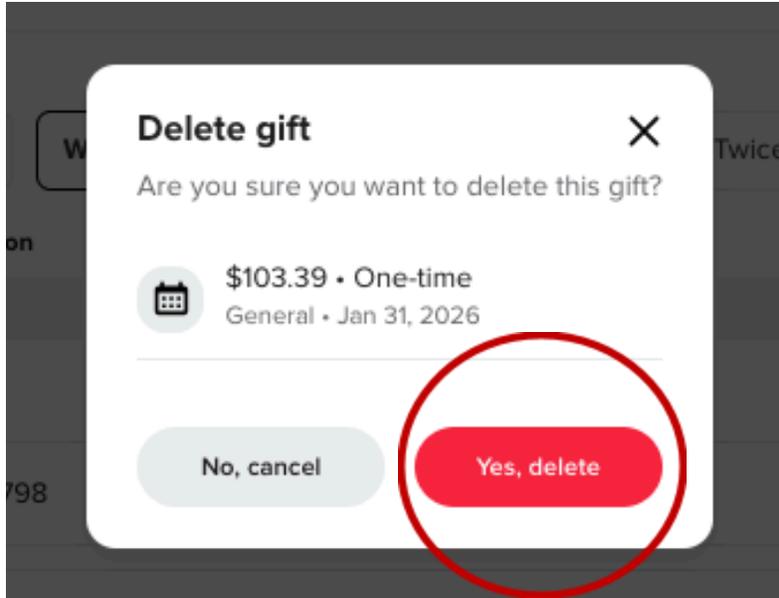
Cover processing fee (\$3.39)

**Delete gift**

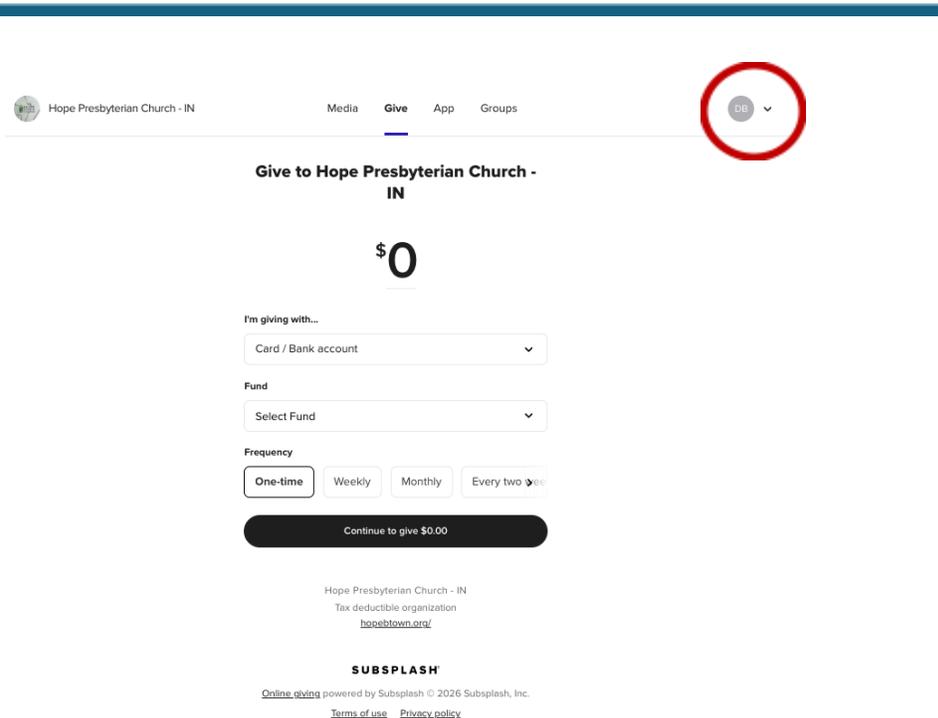
Cancel   Update \$103.39 gift

Select “Delete gift” in red type. You may have to scroll down in the entry box to see this option.

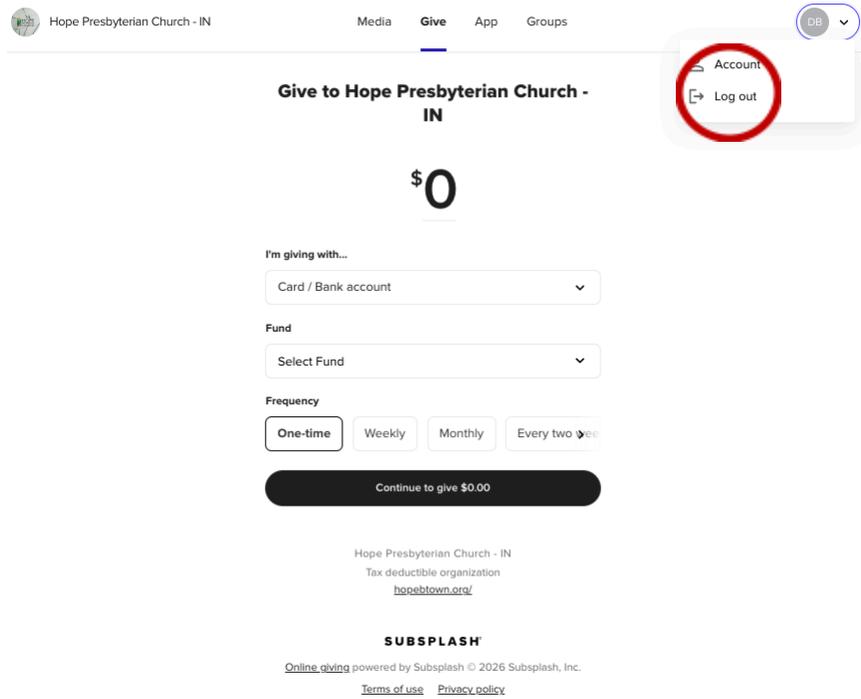
---



You will be asked to confirm your desire to delete the recurring gift. Select “Yes, delete”. Your recurring gift is now cancelled.



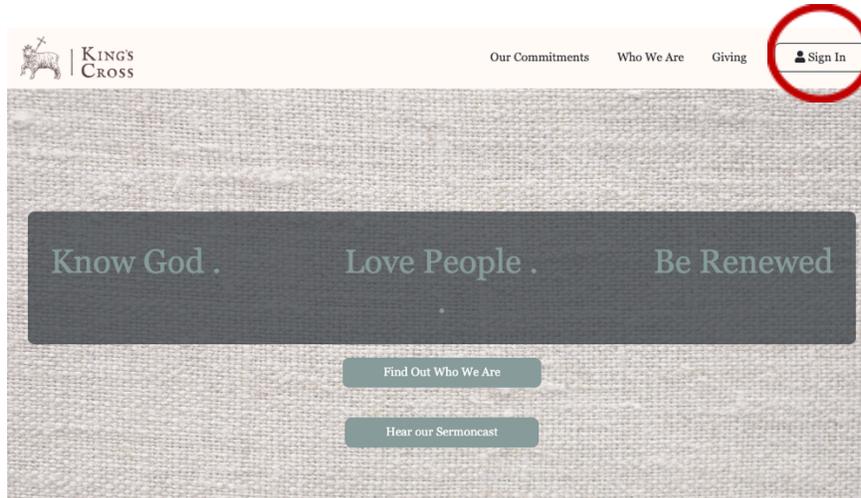
At this point you will return to the main giving form. Select the down arrow from the upper right-hand corner.



Select “Log out” to complete the process and exit out of the giving application.

## Creating a Login on the King's Cross Website

You do not need a login for your gift to successfully update Churchtrac. However, you must have a login and be logged into the King's Cross website to have access to the ACH bank withdrawal option for payment. There will be other reasons you will want to establish a login. Our website will interact with Churchtrac in number of ways as we get both systems up and running. Follow these steps to establish a login on the King's Cross website:



Go to the King's Cross website (<https://www.kingscross.life/>). Select the "Sign In" option in the upper right-hand corner.

---

A screenshot of the King's Cross website login page. The page has a light gray background. At the top, it says "Welcome to King's Cross" and "First time here? **Create an account.**". The "Create an account." link is highlighted with a red box. Below this is the heading "Please sign in:" followed by "English | Español". There are two input fields: "Your Email Address:" and "Your Password:". Below the password field are links for "Forgot your Password?" and "Need help?". At the bottom, there is a "Log me in automatically" checkbox and a "Continue" button.

Select "Create an account".

---

Your Email Address:

 VERIFY THAT YOU ARE HU...

Continue

Enter your email address and then click on “VERIFY THAT YOU ARE HUMAN”.

Your Email Address:

Select the image that is not like the others

Continue

Complete the “are you human” challenge.

Your Email Address:

 **VERIFICATION COMPLETE.**

Continue

If successful, and we hope that you are, you will be informed that you are verified human. Congratulations. Click on “Continue”.

---

✔ **We just sent you a temporary password.**  
Check your email and enter your temporary password below.

Welcome to King's Cross  
First time here? [Create an account](#).

Please sign in:

English | Español

Your Email Address:  
davidball8591@gmail.com

Your Password:  
Your Password

[Forgot your Password?](#) [Need help?](#)

Log me in automatically ⓘ

Continue

A temporary password will be sent to the email you have entered. Retrieve that password from your email (it will be six numbers) and enter it into the “Your Password” field. Click “Continue”.

---

Please change your password:

① Your new password should contain upper and lowercase letters, numbers and symbols, and must be a minimum of 8 characters.

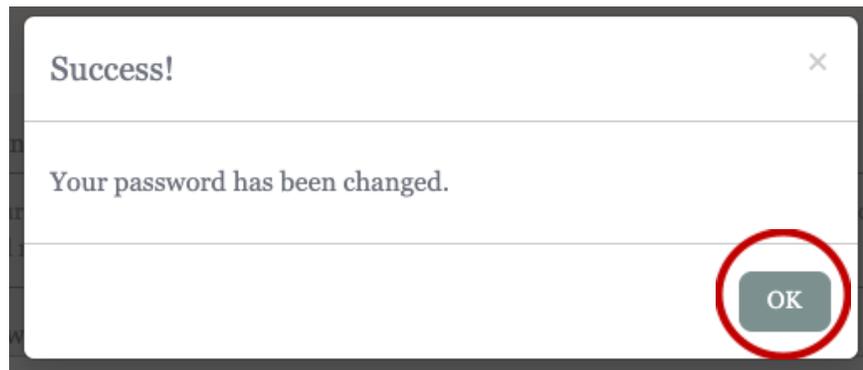
Type a New Password:  
Type your new password

Re-Type your New Password:  
Re-type your new password

Submit

You will then be prompted to establish your own password. Type and then re-type in your new password. Click on “Submit”.

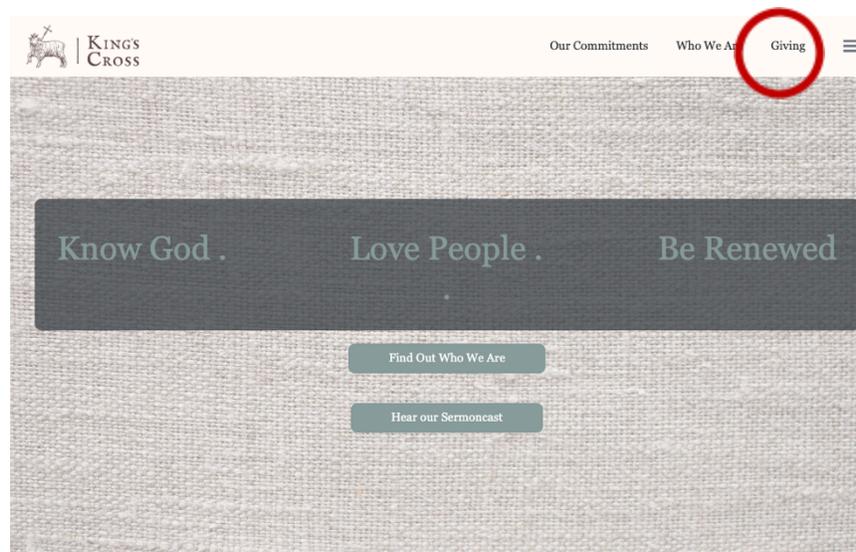
---



This message will appear upon successful completion of creating a new password. Click on "OK" and you will be returned to the King's Cross home page and the login creation process will be complete.

---

### Setting Up Your New Recurring Giving on the King's Cross Website



Go to the King's Cross website (<https://www.kingscross.life/>) and login. Select the "Giving" option in the upper right-hand corner.

---

I would like to give:

100.00 USD General Offerings

Give Once General Offerings

Weekly

Biweekly

Monthly

Choose a Payment Source:

Enter a New Payment Source

Add 3.30 to help cover the card

Enter the recurring amount in the first field. Then click on the “Repeat” drop down menu. Select the frequency of your giving.

I would like to give:

100.00 USD General Offerings

Give Once Weekly

Choose a Payment Source:

Enter a New Payment Source

Add 3.30 to help cover the card processing fee

You have the option at this time to cover the processing fee by turning on the indicated switch located in the lower left corner of the entry form.

Next, and this is important, click on the calendar icon. Select the date that you would like your recurring gift to begin. If you do not select a date, your gift will revert to a “Give Once” gift on the current date.

I would like to give:

100.00 USD General Offerings

Give Once Weekly

Schedule this gift to charge/start on:

January 2026						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Choose a Payment Source:

Enter a New Payment Source

Add 3.30 to help cover the card processing fee

Next, click on “Enter a New Payment Source” and then ...

I would like to give:

100.00 USD General Offerings

Give Once Weekly

Schedule this gift to charge/start on:

January 2026						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Choose a Payment Source:

Enter a New Payment Source

Add 3.30 to help cover the card processing fee

Enter Payment Details

... click on “Enter Payment Details”.

The screenshot shows a payment form with three main options at the top: 'Card', 'US bank account', and 'Google Pay'. The 'US bank account' option is highlighted with a red box. Below these options are fields for 'Card number' (1234 1234 1234 1234), 'Expiration date' (MM / YY), 'Security code' (CVC), 'Country' (United States), and 'ZIP code' (12345). A disclaimer states: 'By providing your card information, you allow King's Cross PCA to charge your card for future payments in accordance with their terms.' At the bottom is a button labeled 'Charge 100.00 USD'.

We'll start by using an ACH bank withdrawal (instructions for using a card are below). Click on "US bank account". Note: to use the ACH option, you will have to have a login to your bank's internet interface which you use to access your account online.

---

The screenshot shows a payment form for ACH bank withdrawal. At the top, there are three options: 'Secure payment input frame', 'US bank account', and 'Google Pay'. The 'US bank account' option is highlighted with a blue box. Below these options are three input fields, each highlighted with a red box: 'Email' (you@example.com), 'Full name' (First and last name), and a search field labeled 'Search for your bank'. Below the search field is a grid of bank logos including Chase, Chime, PNC Bank, Fifth Third Bank, Huntington Bank, Bank of America, Capital One, Wells Fargo, Old National Bank, Navy Federal Cred..., US Bank, and USAA Bank. At the bottom is a button labeled 'Charge 100.00 USD'.

Enter your email address and your first and last name. Then, if your bank is listed, click on its icon. If not, begin to type in the name of your bank in the "Search for your bank" field until your bank name appears.

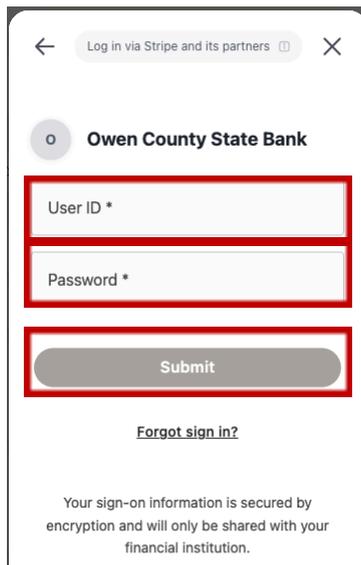
---

The screenshot shows a mobile payment interface with three payment methods at the top: Card, US bank account (highlighted with a blue border), and Google Pay. Below these are input fields for Email (davidball8591@gmail.com) and Full name (David Ball). A search bar contains the text 'Owen'. Below the search bar is a list of banks, with 'Owen County State Bank' (ocsbank.com) highlighted by a red rectangular box. Other banks listed include Georgia's Own Credit Union, Open Bank, Onity, Huntington Bank, Bank of America, Capital One, Wells Fargo, Old National Bank, Navy Federal Cred..., US Bank, and USAA Bank. At the bottom, there is a button labeled 'Charge 100.00 USD' and a link to 'Enter bank details manually (may take 1-2 business days)'.

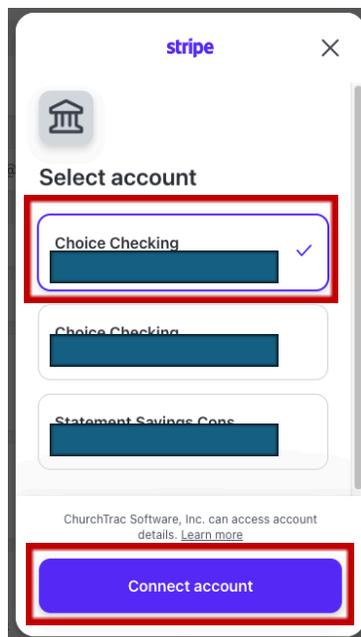
Click on your bank's name when it appears.

The screenshot shows a Stripe login screen for Owen County State Bank. The screen has a white background with a blue header containing the Stripe logo and a close button. Below the header is a bank icon and the text 'Log in with Owen County State Bank'. There are two sections of text: one with a link icon stating 'King's Cross PCA uses Stripe to connect your accounts. Connection is fast and simple.' and another with a lock icon stating 'Data is encrypted. King's Cross PCA partners with ChurchTrac Software, Inc.. Stripe will allow access to only the data requested.' Below this is a line of text: 'By connecting via Stripe, you agree to the Terms and Privacy Policy'. At the bottom, there is a blue button with white text that says 'Agree and continue', which is highlighted with a red rectangular box. Below the button is a small link: 'Manually verify instead (may take 1-2 business days)'.

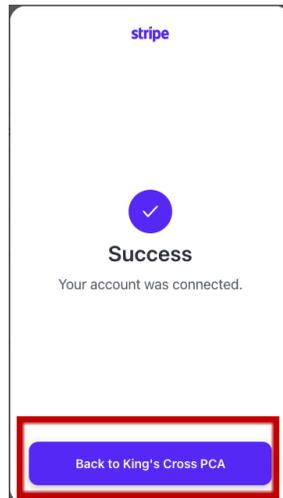
You will need to agree to the terms and privacy policy of Stripe, our online payment processor. Click on "Agree and continue".



Enter your login and password to your bank's internet interface and click "Submit". It may take a minute or two to connect to your bank.

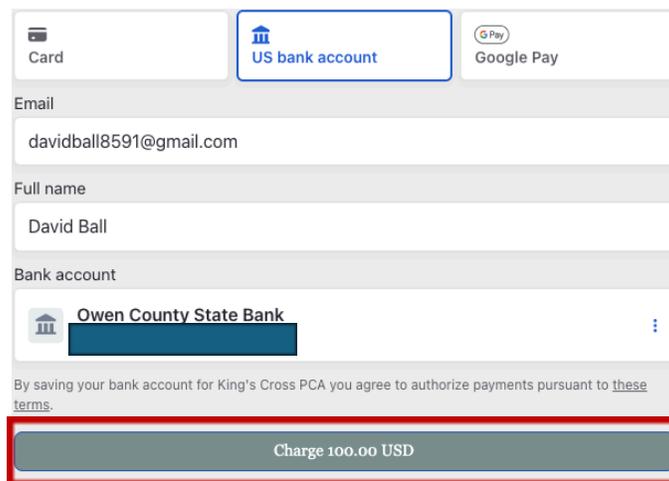


Once connected to your bank, a list of your accounts will appear. Select the account from which you want payments made and the click on "Connect account".



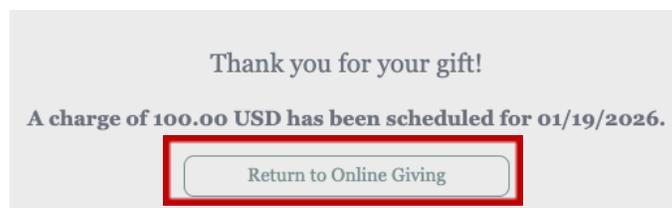
You will be notified that the process was a success. Click on “Back to King’s Cross PCA”.

---



Click on “Charge 100.00 USD”.

---



A confirmation will complete the online giving process. Click on “Return to Online Giving”.

---

I would like to give:

0.00 USD General Offerings

Give Once Repeat

Choose a Payment Source:

Checking account ending in 1788

Enter a New Payment Source

Help cover the card processing fee

At the end of the process, you will be returned to the initial giving page. If at any time you want to change or cancel your recurring gift, click on the gear icon. To change the amount of your recurring gift or any of the other options connected to it, you will first cancel the existing gift and then repeat the process of setting up a new gift.

---

I would like to give:

0.00 USD General Offerings

Give Once Repeat

Choose a Payment Source:

Checking account ending in 1788

Enter a New Payment Source

Help cover the card processing fee

If you wish to use a credit or debit card as your payment source rather than an ACH bank withdrawal, select “Enter a New Payment Source” on the main giving page.

The screenshot shows a payment form with three main options: Card, US bank account, and Google Pay. The Card option is selected and highlighted with a blue border. Below the options are input fields for Card number (1234 1234 1234 1234), Expiration date (MM / YY), Security code (CVC), Country (United States), and ZIP code (12345). A red box highlights the Card number, Expiration date, Security code, and ZIP code fields. Below the form is a button labeled "Charge 100.00 USD".

The “Card” option will be highlighted as the default. Enter your card number, expiration date, the security code on the back of the card, and your zip code. Click on “Charge 100.00 USD”.

---



A confirmation will complete the online giving process. Click on “Return to Online Giving”.

---

### Completing a One-Time Gift on the King’s Cross Website

In the form on the main giving page . . .

1. Enter the amount of the gift.
2. Ensure that the “Give Once” option is selected.
3. Select the Payment Source from which you want the funds to be withdrawn. If you have not previously entered a payment source, select “Enter a New Payment Source” and follow the directions beginning on page # above.
4. Click on the “Charge (dollar amount) USD”