



# Vanco Mobile Faith Engagement

## “Vanco Mobile” User Guide

Topics covered in this guide:

### Getting Started:

- Download and install **Vanco Mobile Faith Engagement**
- Join an organization –

St Stephen the Martyr Lutheran Church E.L.C.A.

*Note that there is no period after “St” – this makes a difference with the search*

### Giving via Vanco Mobile:

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- View transaction history
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- View payment methods
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## Getting Started:

### Download and install Vanco Mobile Faith Engagement:

1. In your App or Play store, search for **Vanco Mobile Faith Engagement** .
2. Tap the app, Get, or Install.
3. Follow the screen prompts to complete the install.

### Join an organization:

1. On the Welcome screen, tap *Find your organization*.
2. On the Search Organizations screen, enter your organization's name.

Our name is **St Stephen the Martyr Lutheran Church E.L.C.A**

*Note that there is no period after "St" – this makes a difference with the search*

3. In the search results, tap our organization's name. There are multiple St Stephen's (with & without the period after St), but currently we are the only St Stephen the Martyr. You will see our picture and address on the screen.

4. The first time you sign on you will be asked to *Sign Up for an account*.

- If you were previously enrolled in Give+, you can log into Vanco Mobile with the same login credentials you set up in Give+
- If you are new to the Vanco apps, the information required to sign up is:

Your name

Your email

Create a password

Then tap on *create an account*.

An email will be sent to your email account with a confirmation code. Type the code in the boxes and tap on *Confirm Email*. That's it – you should be in the app!

Tap on *Give* and you are ready to make your donation or payment to SSM

# Giving via Vanco Mobile:

## Donate

Tap on the *Give* button or on the Donate icon



1. Enter the dollar amount
2. Tap *Give to* and select the description from the dropdown box
3. Tap *Frequency* and select the desired option
4. If your donation is for a future date, or you are donating on a recurring basis, tap the *Starting {date}* field and select the applicable date.
5. Tap *Enter payment method* and select your *Payment method*. Or, if you have a stored payment method, tap *Payment method*, and make your selection.
6. Enter the payment information. NOTE: If you are making a scheduled or recurring payment, you must select *Save this payment method*.
7. Tap *Use this card* or *Use this account*.
8. If you wish to help cover processing fees attached to payment processing, toggle *Cover processing fees* on. (3% on Credit & Debit cards)
9. Tap *Give*
10. To complete the process, tap *Submit*.

## View scheduled transactions

1. From any screen within Vanco Mobile, tap the bar menu 
2. Tap *Transactions*.
3. Under the *Scheduled* tab, Vanco Mobile displays a listing of your scheduled transactions.

## Cancel a scheduled transaction

1. From any screen within Vanco Mobile, tap the bar menu 
2. Tap *Transactions*.
3. Under the *Scheduled* tab, locate the transaction and tap *Cancel*.
4. Confirm your action by tapping *Yes, cancel*.

## View transaction history

1. From any screen within Vanco Mobile, tap the bar menu 
2. Tap *Transactions*.
3. Tap the *History* tab.

## Save a payment method

If you are creating a scheduled or recurring transaction, Vanco Mobile requires that you save a payment method. This is done as you are creating the transaction.

1. Tap on the *Give* button or on the *Donate* icon
2. Enter the dollar amount. 
3. Tap *Give to* and select the fund.
4. Tap *Frequency* and select the desired option.
5. Tap *Enter payment method* and select your *Payment method*.
6. Enter the payment information.
7. Select *Save this payment method*.
8. Tap *Use this card* or *Use this account*.
9. Complete your transaction.

## View payment methods

1. From any screen within Vanco Mobile, tap the bar menu 
2. Tap *Payment methods*.

## Delete a payment method

You can delete a payment method if there are no scheduled or recurring transactions using that payment method.

1. From any screen within Vanco Mobile, tap the bar menu 
2. Tap *Payment* methods.
3. Tap the **x** next to the applicable payment method.
4. Confirm your action by tapping *Remove*