

Silverdale Lutheran Church is transitioning from Subsplash to Servant Keeper to bring our website, app, livestreaming, communication, giving, and member information into one unified system (and to help reduce the church budget). This transition has multiple moving parts, including a new online giving portal, a new member directory (where you can update your own pictures and information), updated communication tools (website and app), and changes to how we manage information behind the scenes. These pieces will be rolled out throughout the summer, and our goal is to have the full system in place and running smoothly by Engage Sunday in September.

WHAT SHOULD YOU DO DURING THIS TRANSITION?



Step 1: Create Your New Giving Profile (Online Giving)

<https://giving.servantkeeper.com/silverdalelutheran/member/login>

1. To set up your new giving account:
 2. Go to our new SLC Giving Portal (link above)
 3. Select Create Account.
 4. Enter the same email address you use with the church office.
 5. Check your email and reset your password.
 6. Add your preferred payment method (bank account or card).
 7. If you had recurring giving in Subsplash, set up your new recurring gift here.
 8. Once confirmed, cancel your old recurring gift in Subsplash.
- (Call the office if you need help)**

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- Go to your church's Subsplash Giving link.
- In the upper-right corner, click Log in or Sign up.
- Click the Donor Icon (top right) and select Account.
- Click Recurring Gifts.
- Select the recurring gift you want to cancel.
- Scroll to the bottom and click Delete gift.
- Click Update to confirm.
- Subsplash also confirms that you can cancel recurring gifts from either the web giving page or the mobile app, as long as you are logged into your donor account.

Step 2: Create Your Member

Directory Profile (Member Portal)

The Servant Keeper Member Portal is where you will update your contact information, upload a family photo, view your giving statements and access the church directory.

<https://office.servantkeeper.com/member-portal/silverdalelutheran/login>



To set up your Member Portal account:

1. Go to the link above or Watch for an invitation email from Silverdale Lutheran Church. The email will go to the "Head of Household".
2. Click the link in the email to create your login.
3. Use the same email address you used for your giving profile.
4. Set your password.
5. Log in and review your household information.
6. Upload a photo if you wish.
7. Choose what information you want visible to other members.



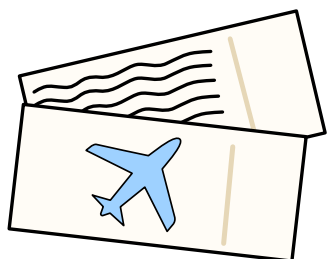
If you receive an error message reach out to the church office. We will double check the "Head of Household" Email and make sure it is correct.

Note: The Member Portal and Giving Portal are separate systems. You may use the same email and password, but they do not sync automatically.



If you have questions or would like help please reach out to the church office. Kathleen Johnson (Office Manager / Financial Secretary) can assist you.

REMINDER: There is NO RUSH to change. Our Servant Keeper upgrade will be rolled out throughout the summer, and our goal is to have the full system in place and running smoothly by Engage Sunday in September.



I will be on vacation June 26 through July 7. If you are unsure of the process and/or can't delete your re-occurring donation with Subsplash just wait until my return on July 8th and I can do it for you. Remember this is not a rush! Kathleen

