Online Giving FAQs

Do I need a user name and password to donate on COTC Connect?
Yes everyone who signs in to **COTC Connect** needs a user name and password. When you sign in as a member, your on-line gift is automatically included in your giving records.

Do I need to be a member of the Chapel of the Cross to donate on COTC Connect?
No. There is an option for guests to create a user name and password but not become a part of the church's data base.

What kinds of credit cards do you accept?
We accept VISA, MasterCard, American Express and Discover. We do not accept PayPal.

Can you accept an electronic check directly from my bank account?
Yes. When you get to the payment method's screen, to the right of the credit card symbols you will see an image of a check. Select the button in front of the check image and the input screen will ask for the routing number of your bank and your account number

What funds can I donate to on line?
In addition to the general operating fund (annual fund), there will be opportunities to donate to other funds (Chapel Restoration Fund, Light on a Hill capital campaign, and Memorials Fund). You may use the **flower fund page** on the website to give flowers as a memorial or thanksgiving. (link)

Will these gifts be included on my contribution statement?
Yes. All gifts will be included on your contribution statements. You will not need to search through your credit card statements at tax time. You will also be able to see these contributions in your giving history on **COTC Connect** about a week after the gift is made.

Will I receive a confirmation after I make a gift?
You should receive an automated email from the church within 24 hours after you make your gift.

Is my credit card number safe?
Yes. ACS and its partner Vanco comply with Payment Card Industry (PCI) Data Security Standards. In addition, we follow the protocol required to meet Visa's Cardholder Information Security Program (CISP).