



Church Center FAQs



What is Church Center?

Church Center is a church management platform that we will be utilizing instead of The Current going forward. Church Center is the name of the congregation facing app where church members can explore, engage, and connect throughout the week. All of the information found on the app is also available on our church's website.

Why are we moving to Church Center, and in what ways can I use Church Center?

Church Center is a user-friendly app, and we hope to encourage more engagement by using it. Additionally, it is a more efficient church management system at a lower cost. Church Center allows you to manage your profile information, make donations, register for events, attend/lead a group, among other options. You can also view the church's calendar and submit forms directly from the Church Center app. Again, all of the information found on the app is also available on our church's website.

When and how can I download the app on my mobile device?

Right now! First, visit your mobile device's App Store/Play Store.

- 1) Type in "Church Center." Click install. Once installation is complete, click "open" and "get started."
- 2) Click "search manually" (or enable location if physically at MCCC). Type in "Marsh Creek" and "19341" in the line below for our zip code.
- 3) Click on Marsh Creek Community Church/our logo, and click "this is my church."
- 4) Enter your cell phone number. Church Center will send your phone a one-time 6-digit code to enter on the screen.
- 5) Click "log in as" and select your first and last name profile.

*You just need to do this initial set up once. If you do not see your name profile, please email Alyssa at office@marshcreek.org.

Please note that MCCC Staff will be assisting those who would like guidance in downloading the app and using it following the Sunday services on March 12th, March 19th, and March 26th.

When will MCCC transition from The Current to Planning Center? How will this transition impact me?

April 1st. However, we will still have access to The Current until the end of May to ensure a seamless transition between both platforms. We anticipate that the personal impact to you will be minimal. You can

still register for events and submit prayer requests through the church's website with the added benefit of engaging on the go using the app.

I give online. How can I give on Church Center?

- 1) On the Church Center app, you will find a button entitled "Give" at the bottom of the dashboard. Click on "Give" and enter the amount that you'd like to give and click "next." Ensure that "Marsh Creek Community Church" is in the Fund line.
- 2) Below that line, you can choose the frequency you'd like to give (e.g., one time [now], weekly, monthly, etc.).
- 3) Under the Payment Method, select "Add bank account" or "Add debit/credit card." You will only need to enter this information once as it will save the method(s) for future use.
- 4) Once you either add a bank account or debit/credit card, press the "Give \$ now" button towards the bottom of the screen. You will receive an e-mail from no-reply@churchcenter.com confirming that a donation has been made. We encourage everyone to download a copy of their giving statement from The Current in April and May. Giving statements covering the first quarter of 2023 will be available starting April 15th.
- 5) Have a recurring donation in The Current? You should have already received an email from office@marshcreek.org with instructions on how to cancel it. If you did not receive it or need more assistance, email office@marshcreek.org or ask a staff member.

Will I be charged fees for giving?

No. Similar to the current system, there are no visible fees to the person giving the donation. However, the preferred method is to give using a direct bank/ACH transaction as it would save the church on transaction fees on the back end (recurring or one-time gifts).

If I give an ACH /bank donation through Church Center, how long will it take for the funds to be transferred from my bank account?

After donating, you will receive 3 emails from no-reply@churchcenter.com. The first email will notify you that a bank transfer has been scheduled. You will receive another email when the bank transfer begins. This process takes about 3-5 business days, depending on your bank. Finally, you will receive a third email when the transaction is complete.

Additional Information:

Helpful Resource to Give Online -> <https://pcochurchcenter.zendesk.com/hc/en-us/articles/7992153947547-Give-Online>

Helpful Resource to Manage Your Giving Information -> <https://pcochurchcenter.zendesk.com/hc/en-us/articles/12684422571803-Manage-Your-Giving-Information>