How to Cancel Your Online Giving in ParishSoft

St. Bernard of Clairvaux Catholic Church

Important: Use this exact link (other links often cause login loops):
https://giving.myparishsoft.io/app/giving/FD-734

1. **Open the link**
   Go to: https://giving.myparishsoft.io/app/giving/FD-734
2. **Click "Sign in"**
   At the top of the page you'll see two tabs: **Give Now** and **Sign in**. Click the **Sign in** tab.
3. **Log in with your existing ParishSoft account**
   Enter the email address and password associated with your ParishSoft giving account.
   - If you don't remember your password, use the **Forgot Password** option. A reset link will be emailed to you.
4. **Go to the Recurring (or Scheduled) tab**
   Once logged in, look across the top of the page for the tabs. Click **Recurring** (sometimes labeled **Scheduled**).
5. **View your active recurring gifts**
   You should now see a list of your current recurring donations.
6. **Expand the gift details**
   Click the small **chevron / arrow** (▶ or ▼) next to the recurring gift you should delete/stop. This opens the full details.
7. **Delete / discontinue the gift**
   Click the **trash can icon** to delete/stop the recurring gift.
   - If the gift includes multiple funds (e.g., Offertory + another collection), you should delete the whole gift or edit it and remove all individual funds.
8. **Confirm the cancellation**
   Confirm when prompted. The gift should now show as stopped or disappear from the active list.
9. **Remove saved payment methods**
   Click your initials (or the profile icon) in the upper-right corner → **My Account** → **Payment Methods**. Use the trash can icon to remove any bank accounts or credit cards you should no longer store.
10. **Sign out and keep a record**
    Sign out when finished. We recommend taking a screenshot or printing a PDF of the empty Recurring/Scheduled page and noting the date you canceled, so you have confirmation.

Need help? If you run into any issues, call or email ParishSoft support and request a **hard cancel** on your account. A hard cancel closes the account, also request that all forms of payment be deleted.

- Email: **donorsupport@parishsoft.com**
- Phone: **(866) 930-4774**, Option 6 – (Monday–Friday, 8 AM – 5 PM CST)