

# ACCOUNT ACTIVATION INSTRUCTIONS



FOR PGS STATEMENT RECEIVERS

9 July 2020

Dear PGS statement receiver

This is a reminder that, **if you have not already done so**, you will need to activate your account on our new website, in order to view monthly statements for your parish. Any username or password details from our old website are no longer valid.

Please read and follow the instructions below carefully.

The process comprises six steps:

1. Go to the 'My PGS' page
2. Confirm email address
3. Match parish details
4. Activate account
5. Create new password
6. Log in to your account

You will need the following information to hand:

- Your statement receiver email address
- Your PGS parish code (usually 9 alphanumeric characters in length) \*

*\*Parishes in the Diocese of Gloucester may have a 4-character code. You can find this code at the top of each monthly statement, next to the words "Parish reference".*

The process should take approximately ten minutes to complete. You will only need to go through it once; afterwards, you may log in and view your statements as normal.

If you experience any issues during this process, please refer to the FAQs section at the end of the instructions.

Please note that the new website is still under development, and we are not yet able to process regular or one-off gifts from individual donors through the site. This functionality will be made available at a later date (to be confirmed).

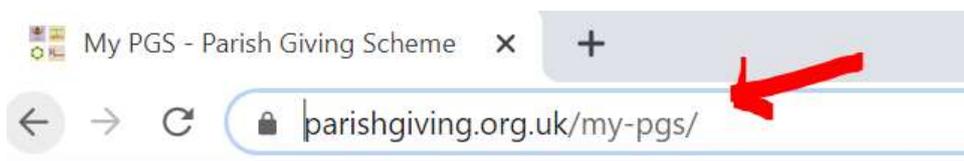
Kind regards,

The PGS team

# Instructions for NEW PGS website

1. Go to the 'My PGS' page [www.parishgiving.org.uk/my-pgs](http://www.parishgiving.org.uk/my-pgs)

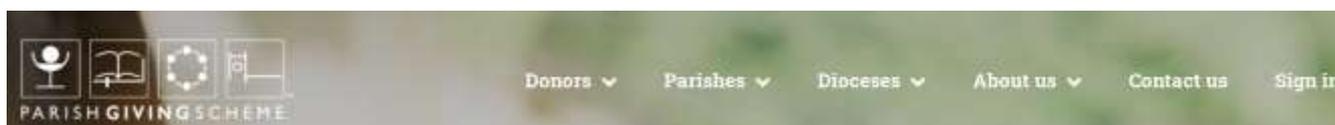
Open a blank web page and type in [parishgiving.org.uk/my-pgs](http://parishgiving.org.uk/my-pgs) into the address bar at the top of the page, then click 'Enter'.



**Alternatively**, you can find it by opening a blank web page and typing "Parish Giving Scheme" into the search box, then clicking 'Enter'.



This will take you to our new home page.



Click on the 'Sign in' menu option (top right of the screen).



This will take you to the 'My PGS' page:



If you have ALREADY activated your account on the new website, please use your email address and password to log in and view your statements.



Email address \*

Password \*

However, if you have NOT YET activated your account on the new website, please follow the instructions below.

NOTE: your PGS username and password for the old website **will not work**.

## 2. Confirm your email address

Click on the pale mauve button entitled 'Activate Account'.



Type in your email address in both the 'Email' and 'Confirm email' boxes – then click 'Next'.

A screenshot of the email confirmation form. On the left, a light purple box contains 'Account log in' and 'Use your email address and password' with a 'Login' button. On the right, a dark purple box contains 'Activate Account' and 'First time users, please set up your online account'. Below these are two input fields: 'Email \*' and 'Confirm email \*'. At the bottom left is a 'Next' button.

[Note: This should be the email address that we hold on file for the statement receiver in your parish. If these details have changed, please refer to the FAQs section at the end of these notes.]

### 3. Match parish details

Type in your PGS parish code, followed by your first name and last name – then click ‘Submit’.

[NOTE: In order for the activation process to be successful, the details must be an **exact match** to our records. For example, if our records show first name as Anthony, shortening it to ‘Tony’ will not work.]

Parish code \*

First name \*

Last name \*

Submit

If the details are correctly submitted, the following message will be displayed:

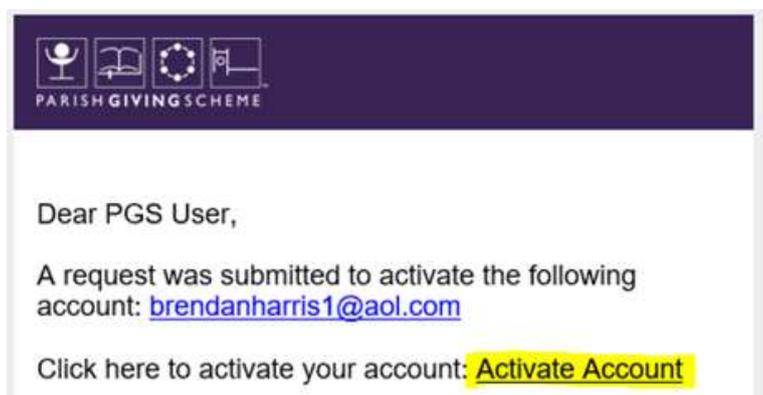


Please follow the link in the email we sent you to set up your password and complete the account activation process.

### 4. Activate account

Wait a few minutes, then check your email inbox for an email from [info@parishgiving.org.uk](mailto:info@parishgiving.org.uk) entitled “Parish Giving Scheme Account Activation”.

Open the email and click on the ‘Activate Account’ link embedded in it (see example highlighted below). This will take you back to the website to create a new password.



[NOTE: if the email does not appear in your inbox, check your junk mail folder. If you haven’t received the email within 15 minutes, please contact [website@parishgiving.org.uk](mailto:website@parishgiving.org.uk) ]

### 5. Create new password

You will need to create a new password, as your password from the old website **will not work**.

In order to meet security requirements, your new password must:

- Be a **minimum** of 10 characters in length
- Contain at least ONE uppercase letter,
- ONE number, and
- ONE of the following special characters: @\$!%\*?&#

## Please create a password for your account

New password \*

Password strength: Good

Confirm new password \*

Password strength: Good

Submit

Type in your new password and confirm it, then click on 'Submit'.

The following message should then be displayed:



## Account activation successful

Your account has been activated, you can now log in to [My PGS](#).

Click on the [My PGS](#) link to log in to your new account.

### 6. Account log in

Type in your email address and the new password you've just created – then click the 'Login' button.

### Account log in

Use your email address and password

### Activate Account

First time users, please set up your online account

Activate account

Email address \*

Password \*

Login

On the 'Parish Data Acceptance' screen, tick the box to acknowledge that you are responsible for the safekeeping of parish data downloaded from our website – then click 'Accept and continue.'

## My PGS

When logging in for the first time, please confirm that you accept the data privacy and security requirements associated with being a representative for your parish.

I acknowledge that I am responsible for any Parish data once it is downloaded from the PGS website \*

This completes the account activation and log in process.

### How to view statements

Once you have logged in to your 'My PGS' account, click on the 'Parish statements' menu option on the left hand side of the screen.

If you are the statement receiver for multiple parishes, they should all appear in this section.

The screenshot shows the 'My PGS' account interface. On the left, there is a 'Welcome' section with 'P Test' and 'PGS Contact ID 87422'. Below it is a 'My Parish' section with a 'Parish statements' menu option circled in red. On the right, there is a table of statements for June 2020 with 'PDF' and 'EXCEL' download options. A 'Print' button is also visible.

Date	Download
June 2020	<input type="button" value="PDF"/> <input type="button" value="EXCEL"/>

Click on the format you wish to view your statement in (either a PDF document or an MS Excel spreadsheet).

Check that the statement detail is correct – if you have any queries, telephone 0333 002 1260.

### Check parish details

You may also view details of your parish – such as the parish address. If any of these details are incorrect, please notify us via email [website@parishgiving.org.uk](mailto:website@parishgiving.org.uk)

### Log out

To log out of the website, click on 'My PGS' in the top right-hand corner and select 'Log out'.

The screenshot shows the website footer with the 'PARISH GIVING SCHEME' logo and navigation links: 'Donors', 'Parishes', 'Dioceses', 'About us', 'Contact us', and 'My PGS'. The 'My PGS' link is circled in red.

# Frequently Asked Questions

## 1. I can't remember my PGS parish code. How do I find out what it is?

The code appears on the "Welcome new statement receiver" email we sent to confirm your parish registration. The code is also shown on your monthly statement – next to "Parish reference".

PARISH GIVING SCHEME	
Parish name:	Parish name here
Diocese:	Diocese
Parish reference:	123456789
Date of donation:	1 <sup>st</sup> July 2020

## 2. On Step 2 (Confirm email address), I've typed in my email address and clicked 'Next' and it's taken me to the 'Contact Us' page. What have I done wrong?

If you have been redirected to the 'Contact Us' page – it may be that the email address is linked to more than one record on our database (for example, if you are a donor and a statement receiver).

Please complete the form on the 'Contact Us' web page or email us at [website@parishgiving.org.uk](mailto:website@parishgiving.org.uk)

## 3. On Step 3 (Match parish details), I've typed in the parish code, first name and surname – and I get an error message saying "Details don't match". What should I do?

It may be that

- You've entered an incorrect parish code, or
- Your first name or surname don't match the information on our database (for example, if you've typed your first name as 'Joe' but our records show it as 'Joseph').

Please contact us via [website@parishgiving.org.uk](mailto:website@parishgiving.org.uk) and we will be in touch to resolve the issue.

## 4. On Step 4 (Activate account), I've waited 15 minutes but the email hasn't come through.

Everyone's email is different – so here are a few general tips to try:

First, log out of your email account and back in again. Second, check all your email folders to see if the email has been directed elsewhere. Lastly, repeat steps 1 – 3 of the account activation process above.

If you still haven't received the email, contact us at [website@parishgiving.org.uk](mailto:website@parishgiving.org.uk) and we will be in touch to help resolve the issue.

## 5. I am the statement receiver for more than one church/parish. Do I need to activate an account for each one?

You only need to activate an account for one parish. When you've completed the process, the statements of all the parishes you're responsible for will be available on your 'My PGS' page.

## 6. I need to change the statement receiver email address for our parish. How do I do this?

Please request a "Change of statement receiver" form from us by writing to [info@parishgiving.org.uk](mailto:info@parishgiving.org.uk) or you can find it on our website under the [Parishes > How to inform PGS of changes](#) menu option.