



Vanco Account Closure Instructions

1. If you currently make donations to Emmanuel electronically – either on a one-time or recurring basis – you should close your old account after you set up your new Tithe.ly account. The current pay provider for Emmanuel is Vanco, a subsidiary of Thrivent Financial. Some members may be familiar with the Simply Giving program, which was the first electronic giving program at Emmanuel.
2. To access your Vanco account, you should go to the Emmanuel website giving page at www.elcviena.org/give
3. Next, you should scroll down past the Tithe.ly section to the Emmanuel Vanco Users section. Click on the “Access Vanco” button.

4. The Vanco donation form will appear. Account login is in the upper right corner. Enter your email address and password. Then, click on the “Log In” button. If you are unable to log in, see #9 below.



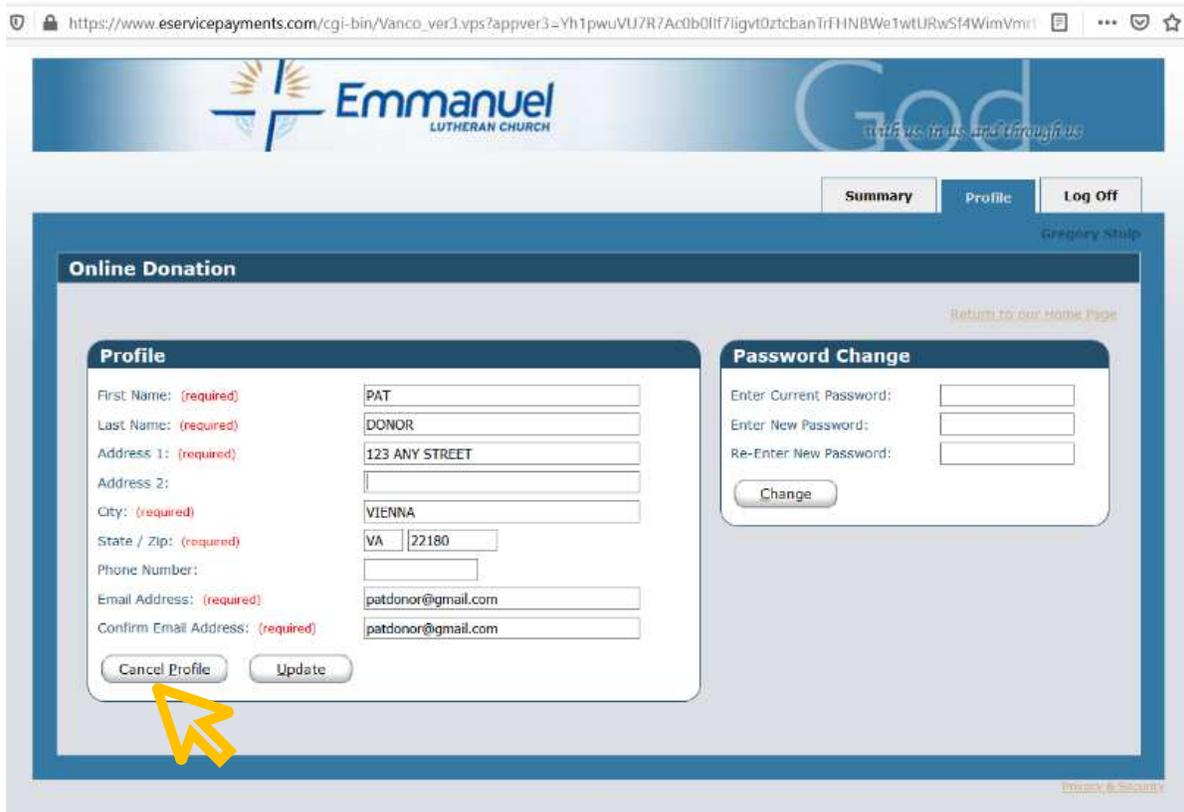
The screenshot shows the 'Online Donation' page. On the left, there is a 'Donations' section with a note about the 'General Fund' and a list of donation categories with input fields, all set to 0.00. On the right, there is a 'Log In' section with fields for 'Email Address' and 'Password', a 'Log In' button, and a 'Create Your Online Profile' section with a 'Create Profile' button. A yellow mouse cursor is pointing at the 'Log In' button.

5. Once you have logged into your account, you will see a summary screen that lists your scheduled transactions (for recurring donations) and a history of your transactions. Click on the Profile tab in the top right corner.

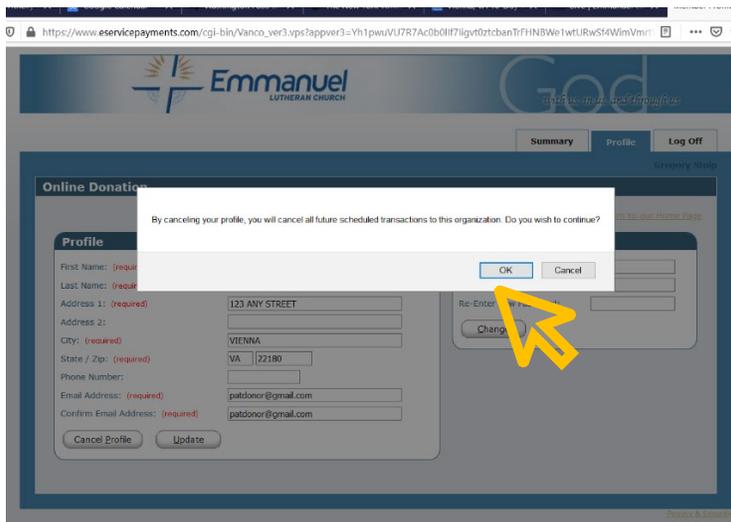
The screenshot shows the user profile page. At the top, there are tabs for 'Summary', 'Profile', and 'Log Off'. The 'Profile' tab is selected. Below the tabs, there are buttons for 'Add Transaction' and 'Edit Account'. The page is divided into two main sections: 'My Scheduled Transactions' and 'My Transaction History'. The 'My Scheduled Transactions' section shows 'You do not have any transactions scheduled.' The 'My Transaction History' section has a date range selector (03/30/20 to 05/04/20), a fund dropdown (All Funds), and a search button. Below the search button, it says 'No donations were found for this Date Range and Fund selection.' A yellow mouse cursor is pointing at the 'Profile' tab.



- To close your Vanco account, you need to click on the “Cancel Profile” button in the Profile tab.

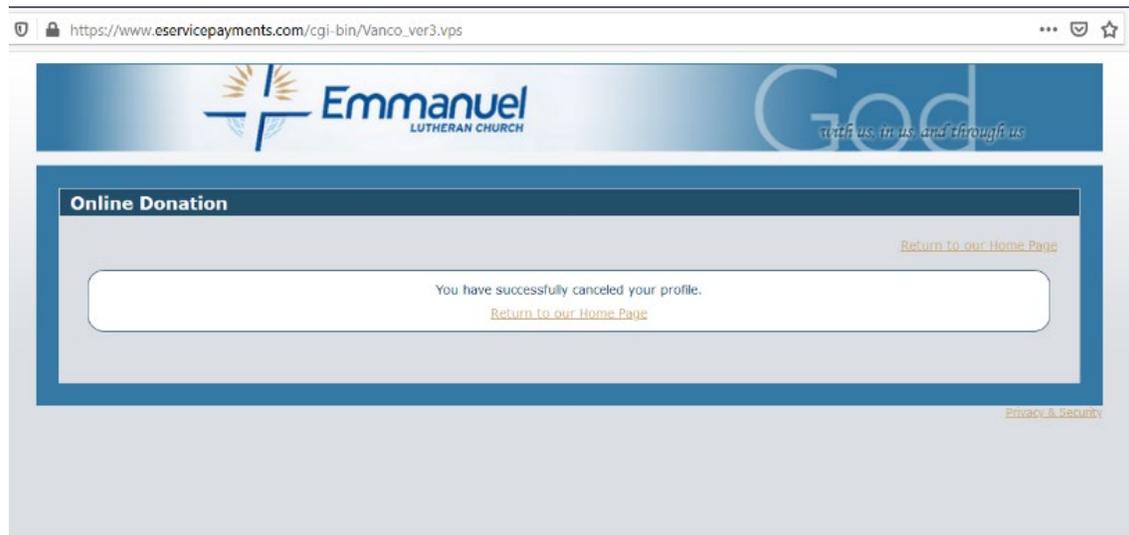


- After you click on Cancel Profile, you will receive a warning message that all future transactions to this organization will be cancelled. Click on the “OK” button.





8. You will then receive a confirmation message from Vanco that your profile has been cancelled. You will no longer be able to log into Vanco with your former email address and password.



9. If you do not have a Vanco login account set up for your electronic giving or you were unable to log into your Vanco account through the website, please send an email to Emmanuel's Treasurer, Erica Schmitz, at erschmitz@radloffschmitz.com to request that your Vanco account be closed.

If you encounter issues closing your Vanco account, have questions, or would like to provide feedback, please contact Greg Stolp, Stewardship Lead, at stolpgd@gmail.com, Kara Rider at krider@emmanuelutheranvienna.org, or the Emmanuel Stewardship team at stewardship@emmanuelutheranvienna.org.