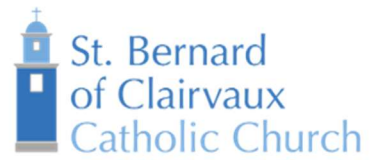


# How to Cancel Your Online Giving in ParishSoft



**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.

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## Need help?

If you run into any issues logging in or canceling:

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