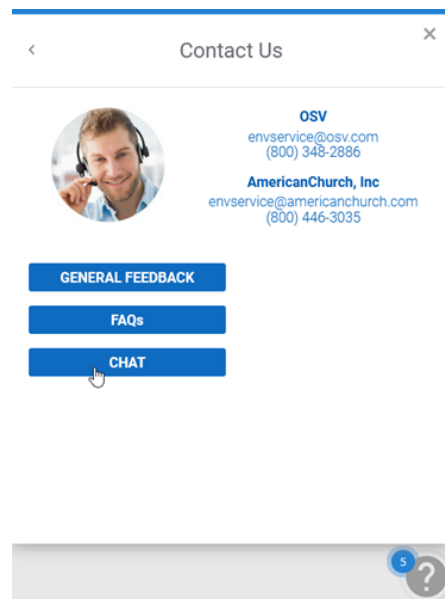ELECTRONIC
PRODUCT
Tip of the Month

Support Chat Feature

We want to remind you of a convenient option we have available for quick answers to your technical support questions. In addition to our phone and email support, we now have a Chat feature that is accessible within the OSV Hub. Initiating a Chat will directly connect you to the next available tech support rep and we can provide real-time interaction. To access this feature, please select the Help Center icon in the bottom right corner and choose Contact Us. You will see Chat as an available button — just click on Chat to

begin.

Second Collections

Do you have your second collections added to Online Giving? We have added images and descriptions for the USCCB collections to our resources, given to us by USCCB and free for you to use. April 7 is the 2023 date for Holy Land (Good Friday). April 30 is the 2023 date for Catholic Home Missions Appeal.

Find this image and other resources in our Knowledge Base.

Additional resources

Credit Card Offset

The credit card offset allows a donor to increase their gift to help you defray the credit card fees. You can select either a percentage between 1-5% or a flat fee between $1-$3. The amount is set by your organization and is totally optional for the donor. Please click the link below for more information on the credit card offset feature.

About credit card offset

Assigning Tags On Family And Member Records

Tags can be applied to the family or member level. Then within Quick Tasks, you can narrow down your list by filtering for a specific tag. These can help you identify different lists within your parish, such as Ushers, Alter Servers, EMHC, Lectors, Catechist, RE Families, Knights of Columbus, Volunteers, etc. Once these tags are applied, it will simplify your job to help you narrow down your lists in no time at all!

How to add tags to families or members

Or do everyone all at once by following **these steps** for a Tag Import.

Need Help?

- Our Tech Support team is available to help you with any of these tips or other questions as they arise.

- Did you know that we have a Knowledge Base built into the OSV Hub? You can access articles, step-by-step instructions, videos, and FAQs.

Archived Tip of the Month

Did you miss one of our Tip of the Month emails? Check out our new archive to view previous tips and links!

Tip of the Month archive

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