

Ministry Brands

AMPLIFY™

UPGRADE



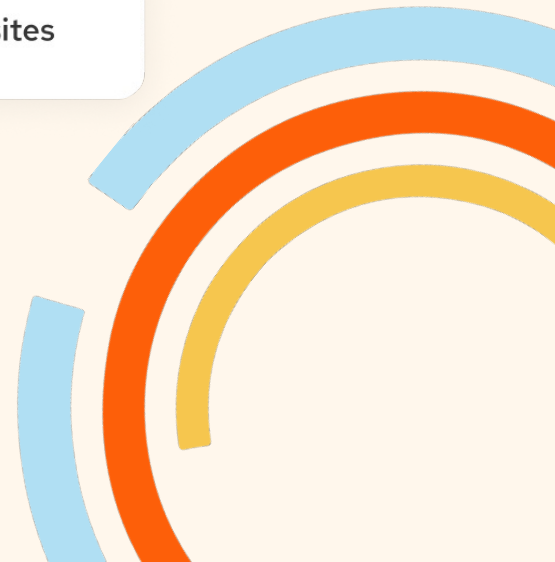
Giving



People



Websites





Getting Started

Let's get started! This document will describe what to expect, outline next steps and provide links to helpful resources that will help you before and after your upgrade is complete.



What to Expect

Our team will begin the upgrade process and activate the modules purchased within 5 business days of purchase.

The primary contact associated to your account will receive an email invitation to activate their account and begin setting up access for additional users.

The remainder of this document outlines what to expect based on the Ministry Brands products you have elected to upgrade.

Get a head start by watching our [Welcome to Amplify](#) video to learn more about logging into Amplify for the first time and how to set up additional user accounts.

Online Giving

If you are upgrading your Ministry Brands online giving platform, your existing data (donors, payment methods, recurring gifts, funds, etc.) will be migrated when your new Amplify platform is created.

The migration will take place within 5 business days of sign up. If you would like to schedule your migration to take place later, please email onboarding@ministrybrands.com with your preferred date and a member of our team will follow up to confirm.

You can continue to use online giving during this time, and we will notify you once the migration is complete.

Additional Modules

You will receive access to the full suite of Amplify modules purchased once the giving migration is complete.

Integration

Learn how to sync online giving donations by [Integrating Amplify People and Giving](#).

Church Management Upgrade

If you are also upgrading from a Ministry Brands church management platform, you will want to wait to enable the sync until you have completed the People upgrade process.



Mobile App

If you included the Mobile App in your Amplify suite of modules and your donors are actively using the MinistryOne or Giving application applications, you will need to complete the Amplify Mobile App setup once the migration is complete and then direct donors to install the new application.

Our extensive [Knowledge Base](#) has some excellent resources to help you complete the [Mobile App Module Setup](#) and to help [Promote](#) your new application.

If you are currently using the MinistryOne app, your current project will come over as part of the migration process. Once you review and publish the app, you can begin promoting to your donors.

Kiosk

Amplify Giving supports the latest version of our Giving Kiosk application. If you are already using this feature, you may need to download the latest version before using. The installation steps are outlined in our [Kiosk Installation Guide](#).

Interested in adding Kiosk Giving or the Mobile App?

Reach out to your original Sales Executive or email onboarding@ministrybrands.com to learn more and a member of our team will follow up.

Church Management

Upgrading your Ministry Brands church management platform to Amplify People? Here is what to expect based on the upgrade option you chose.

Self Upgrade

If you chose the Self Upgrade, you will be able to use the Amplify data import feature to mass update or add [Individual](#) and [Giving](#) information.

To export your data out of your legacy platform, you can produce a [Full Membership Export](#) or use a filtered [People](#) and [Giving](#) option to limit the scope of data you are exporting.

Assisted Upgrade (paid service)

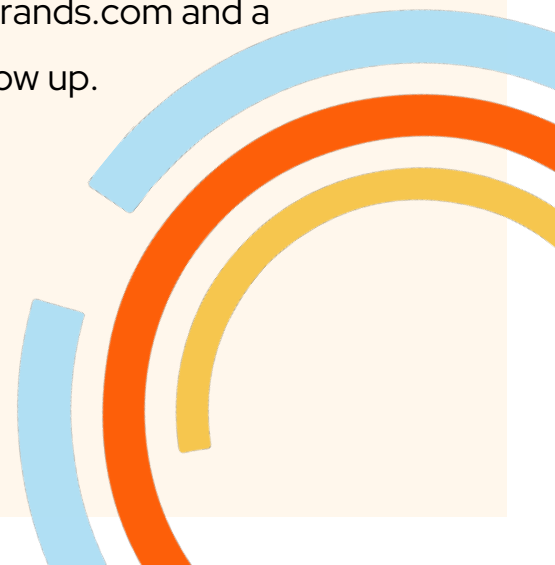
If you purchased Professional Services that includes a data conversion, our team will conduct a comprehensive data conversion during the implementation process.

Your assigned Project Manager will reach out to schedule your Project Start Up call within 7 business days of purchase.

Interested in adding Professional Services?

We offer a variety of [Success Packages](#) to meet your needs.

Reach out to your original Sales Executive or email onboarding@ministrybrands.com and a member of our team will follow up.



Website

Upgrading your Ministry Brands website to Amplify Websites? Here is what to expect based on the upgrade option you chose.

Self Upgrade

Use our ready to edit templates and drag and drop builder to create your updated website. Find everything you need to get started by visiting our [Knowledge Center](#).

Assisted Upgrade (paid service)

If you purchased Professional Services that includes a website implementation, our team will work with you to create your new website leveraging your existing content.

Your assigned Project Manager will reach out to schedule your Project Start Up call within 7 business days of purchase.

Interested in adding Professional Services?

Reach out to your original Sales Executive or email onboarding@ministrybrands.com and a member of our team will follow up.



Frequently asked Questions

How will I log into Amplify for the first time?

Once your Amplify account is created, the primary account owner will receive an email invitation to activate their account and complete the initial account setup.

How do I add additional users?

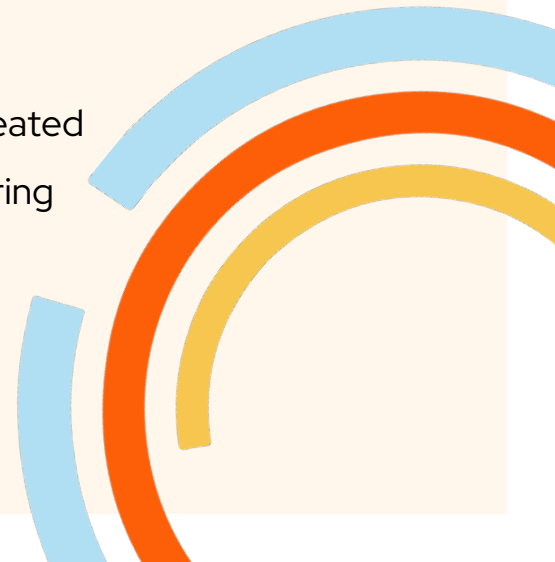
During the migration process, the only manager account created will be for the designated primary admin in your legacy giving account. You will need to add additional users after you have activated your account. Learn more about [creating additional user accounts](#) and applying permissions.

How do I access my individual giving?

As an Amplify account owner, you'll have the ability to access the Giving module as an administrator, but you will also have the option to choose My Giving to access your giving information as an individual contributor.

Do I need to create a new giving form if I'm upgrading Online Giving?

You will want to update the giving link on your website to reflect the Amplify giving link created during the migration process. But don't worry! Anyone who visits the legacy giving link during that time will automatically be redirected to the new Amplify giving link.



Will my donors need to create a new giving account?

Donors will be able to log in using their existing giving credentials, but they will be prompted to create a new password upon initial login.

Can my returning donors create a new giving account?

Yes. However, if new or returning donors choose to create a new giving account, they will no longer be able to log in using their existing giving credentials.

When should I integrate my Giving and People modules?

If you are upgrading from both legacy Ministry Brands online giving and church management platforms, you will want to wait to integrate and sync data between the Giving and People modules until both upgrades are complete.

Can I continue to use Giving if I haven't completed my People upgrade?

Yes! Once your People upgrade is complete you can enable the integration and online donations received during that time will sync with your People module.





Issues logging in for the first time or accessing the modules you purchased?

A member of our onboarding team will be happy to assist!

Reach out to us at **onboarding@ministrybrands.com**.

Have technical issues or questions?

Our customer support team is available by phone, email
or chat to help.

