

FREQUENTLY ASKED QUESTIONS

Q: Is it safe to register online?

Yes. In many ways registering online is safer than writing a check because an electronic registration cannot be lost or stolen. The security of the system is continually managed by Fellowship One Technologies.

Q: Are there any fees involved with online registration?

Not to you. You will not pay any fees with an online registration. In addition, online registration is a more cost efficient way for the church to process registrations.

Q: When will money be taken from my account?

Money will be taken from your specified bank account within 48 business hours of the date you registered. This time frame allows time for the registration to process through your bank and the church's bank. If the date of your registration falls on a weekend or a holiday, the transaction will be initiated on the next banking day.

Q: How will I know that I entered my registration correctly?

Immediately after submitting your registration, you will receive e-mail verification.

Q: Does it matter which Internet browser I use?

No. Any browser will work.

Q: I have additional questions about online registration and payment that have not been addressed. Who can I talk to?

For any questions, concerns or comments about online registration and payment, please contact us at info@southridgecc.org. You will receive a response from our staff as soon as possible.

Q. Can I use a debit card?

You can use a debit check card from Visa or MasterCard, but true debit cards are not accepted through the Fellowship One system due to the sensitivity of securely requesting a Personal Identification Number (PIN). ACH bank drafts can be used instead for true debits.