

Subsplash Account Signup and Password Reset

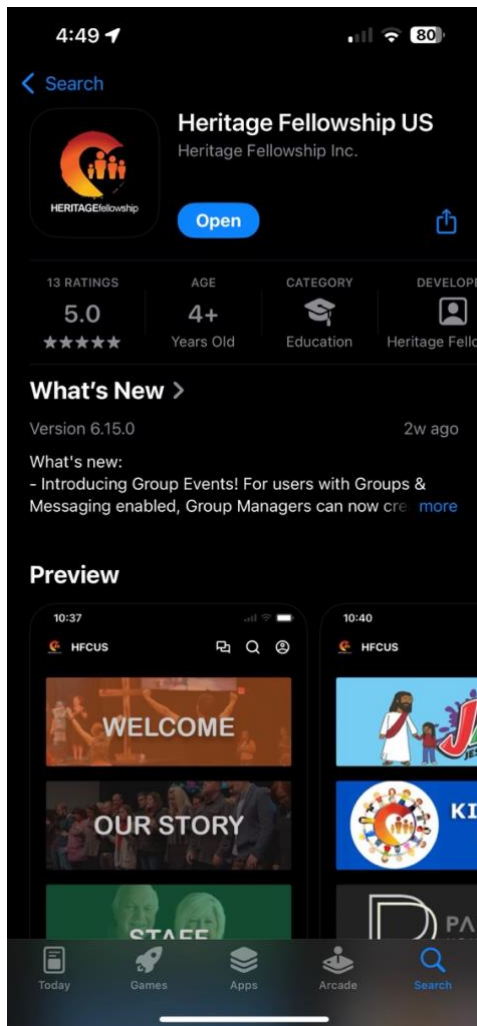
A Subsplash account allows you to access various features on our new church management platform, including Giving, Messaging, Live Chat, and Event Registration. While the current focus is on transitioning to our new giving platform, having an account positions you to access new features as they are rolled out.

Accounts can be created using Heritage's mobile app or online via our website. The sections below detail the configuration steps.

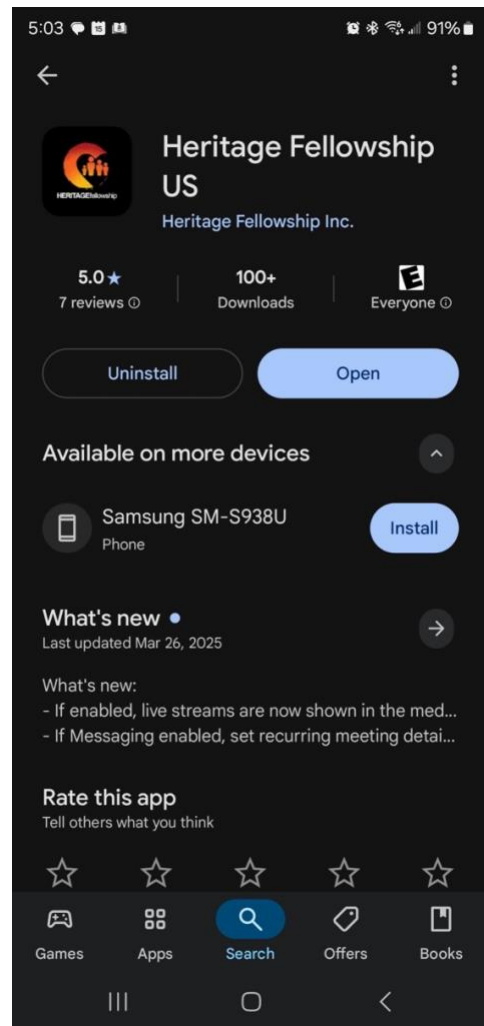
Download Mobile App

To download the mobile app, navigate to Apple's App Store or the Google Play Store, depending on your device platform. Search for **Heritage Fellowship US**, tap the Heritage icon, and install the app. See screenshots below for reference (you will see an **Install** button if not already installed).

Apple App Store



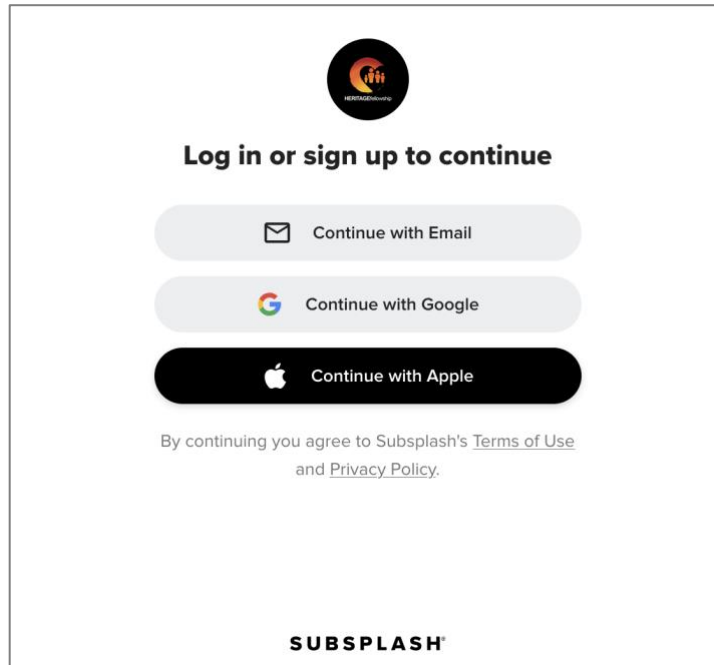
Google Play Store



Signing Up

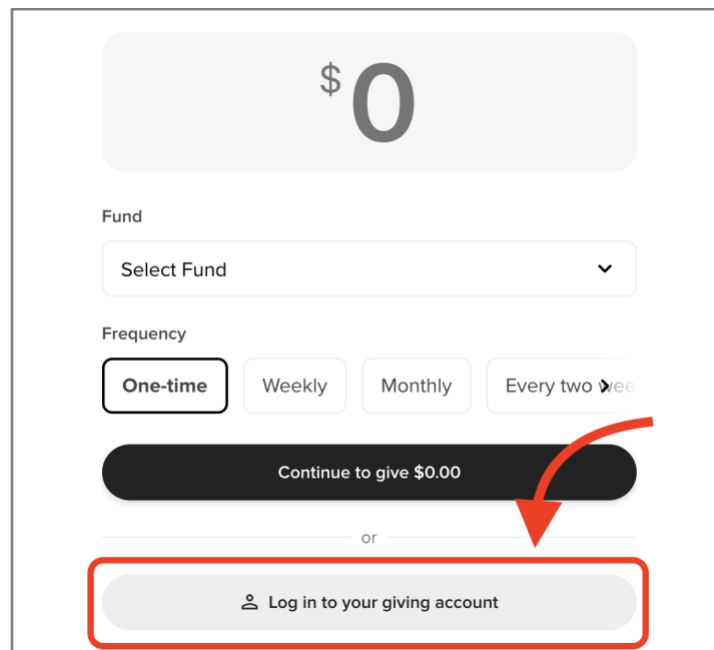
You can access the sign-up screen shown below using the **Give Now** page in the **Giving** menu on the website, mobile app, or by clicking this [link](#). Subsequent screenshots show how to access this screen using the specified access options.

Sign Up Screen



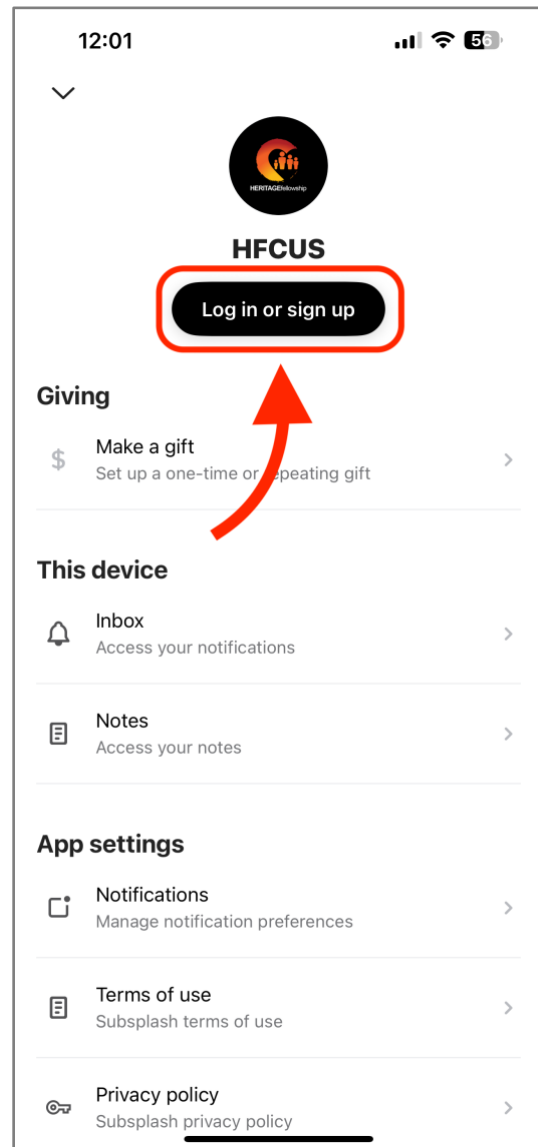
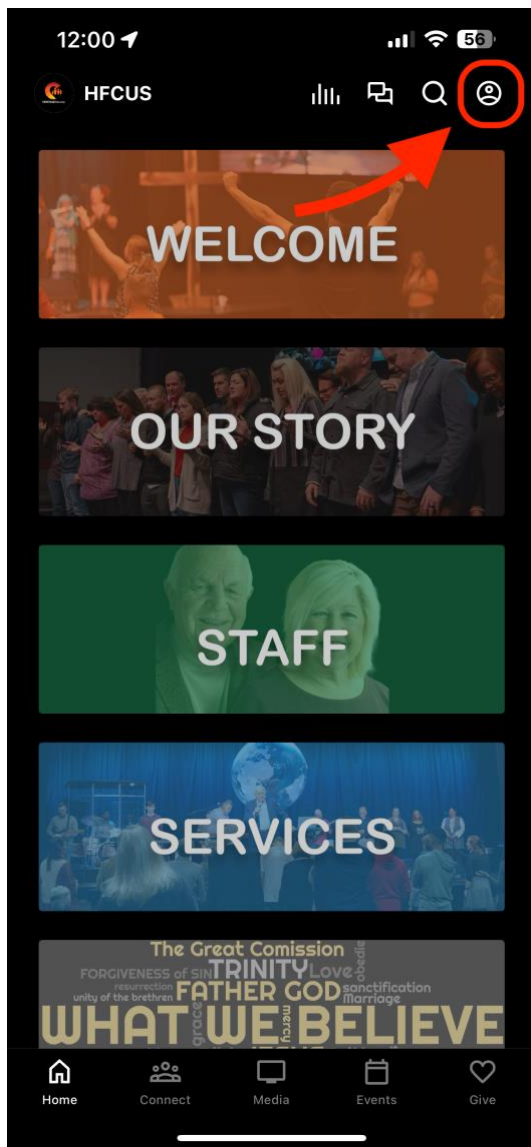
The Sign Up Screen features the Heritage logo at the top. Below it, the text "Log in or sign up to continue" is displayed. Three buttons are provided for login: "Continue with Email" (with an envelope icon), "Continue with Google" (with the Google logo), and "Continue with Apple" (with the Apple logo). Below these buttons, a line of text states: "By continuing you agree to Subsplash's [Terms of Use](#) and [Privacy Policy](#)." At the bottom, the "SUBSPASH" logo is visible.

Give Now Page



The Give Now Page shows a large "\$0" at the top. Below it, there is a "Fund" section with a dropdown menu labeled "Select Fund". The "Frequency" section has four buttons: "One-time" (which is selected), "Weekly", "Monthly", and "Every two weeks". Below the frequency buttons is a large black button labeled "Continue to give \$0.00". Below this button is the word "or". At the bottom, there is a button labeled "Log in to your giving account" with a person icon, which is highlighted by a red rectangle and a red arrow pointing to it from the "Continue to give \$0.00" button.

Mobile App

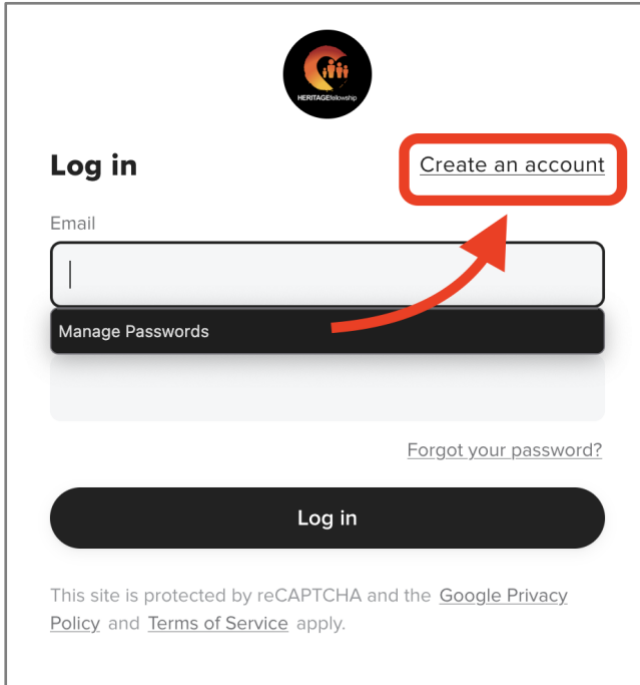


Create New Account

Now that you are on the sign-up screen, select your preferred authentication method. Since accounts are associated with an email address, you can use multiple methods. Some users prefer to use their Apple ID or Google account to eliminate the need for another set of credentials. If you use multiple methods, ensure that they utilize the same email, so your information is under the same account unless you specifically need a separate account.

The preferred method, email, takes you through the traditional email/password setup and requires you to enter your credentials. After submission you will see a confirmation screen asking you to check your email so you can verify your account.

1. Press create account



Log in

[Create an account](#)

Email

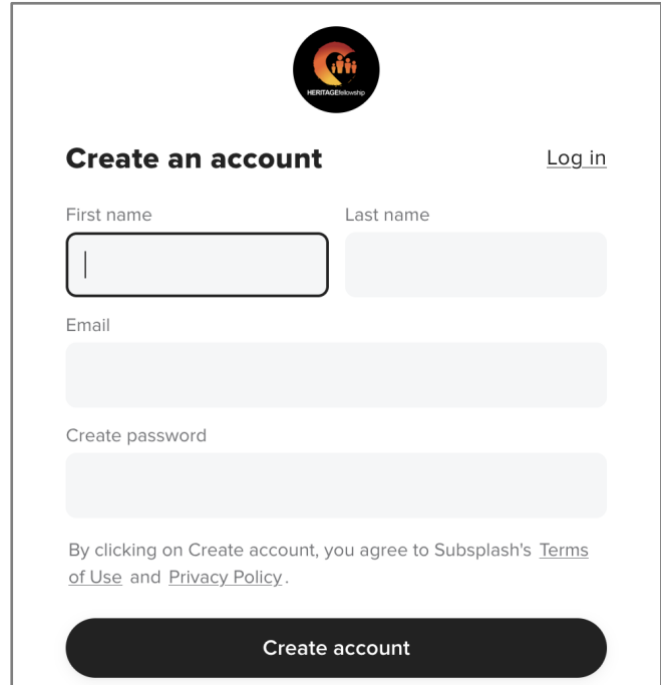
Manage Passwords

[Forgot your password?](#)

Log in

This site is protected by reCAPTCHA and the [Google Privacy Policy](#) and [Terms of Service](#) apply.

2. Enter credentials



Create an account [Log in](#)

First name Last name

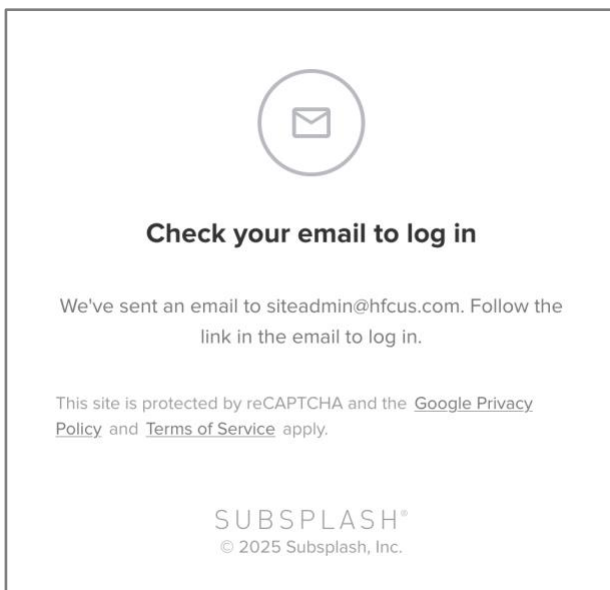
Email


Create password

By clicking on Create account, you agree to Subsplash's [Terms of Use](#) and [Privacy Policy](#).

Create account

3. Confirmation screen





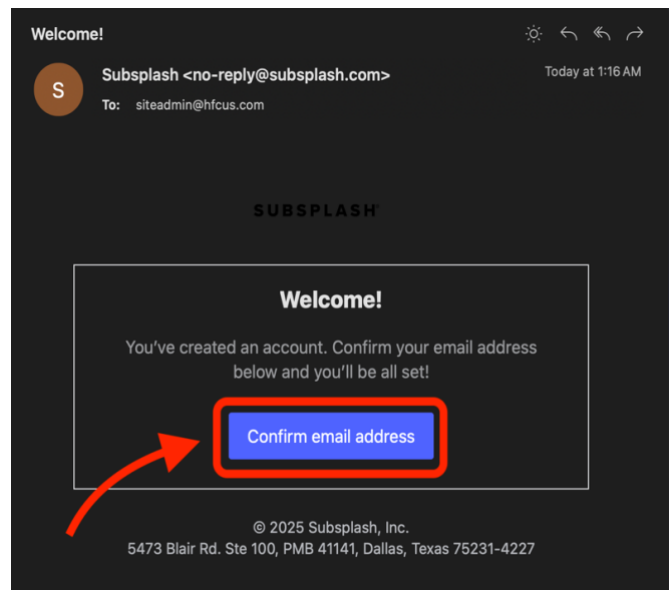
Check your email to log in

We've sent an email to siteadmin@hfcus.com. Follow the link in the email to log in.

This site is protected by reCAPTCHA and the [Google Privacy Policy](#) and [Terms of Service](#) apply.

SUBSPASH®
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4. Email confirmation



Welcome!

S Subsplash <no-reply@subsplash.com> Today at 1:16 AM

To: siteadmin@hfcus.com

SUBSPASH

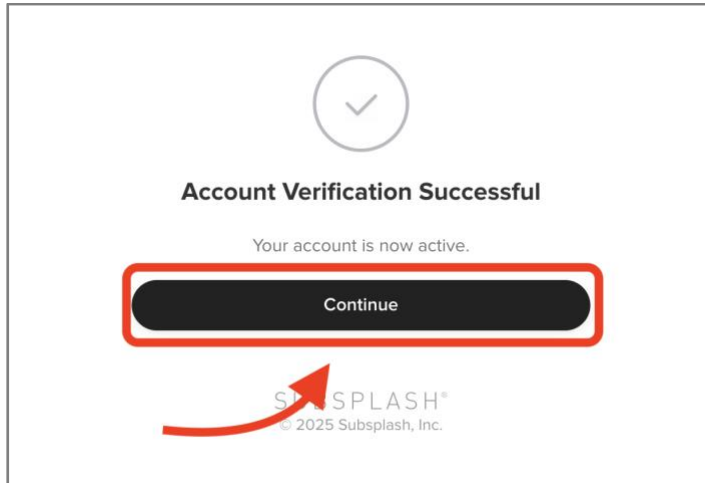
Welcome!

You've created an account. Confirm your email address below and you'll be all set!

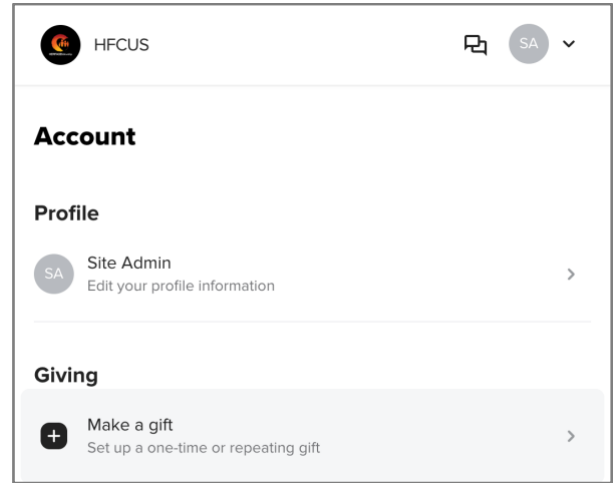
Confirm email address

© 2025 Subsplash, Inc.
5473 Blair Rd. Ste 100, PMB 41141, Dallas, Texas 75231-4227

5. Verification confirmation

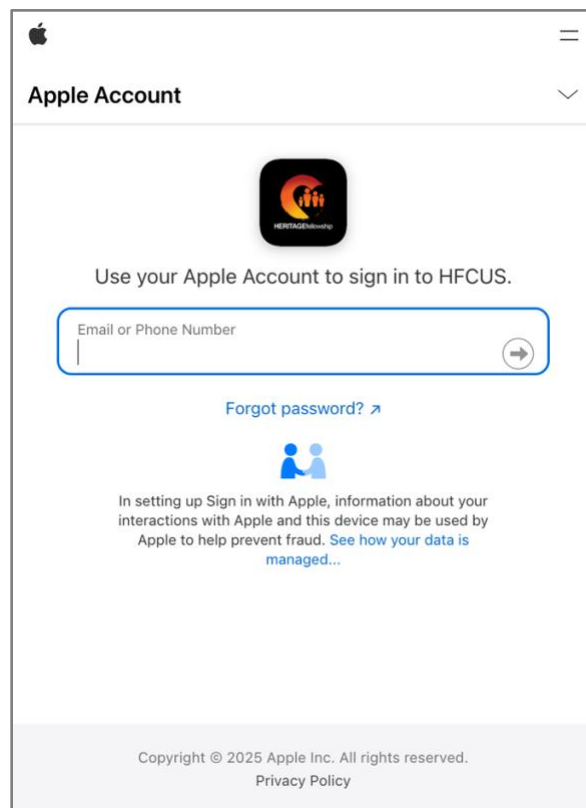


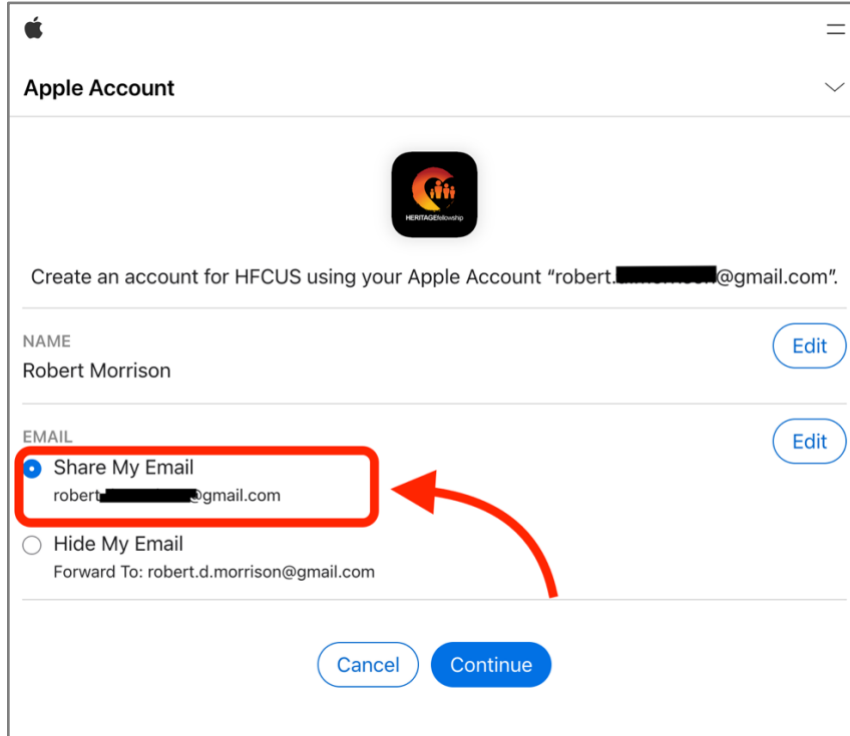
6. Redirect to profile page



Using Apple ID

If you choose to create an account with your Apple ID, you will want to choose the **Share My Email** option instead of **Apple's Private Relay** option after entering verification credentials.





Apple Account

Create an account for HFCUS using your Apple Account "robert.██████████@gmail.com".

NAME
Robert Morrison [Edit](#)

EMAIL

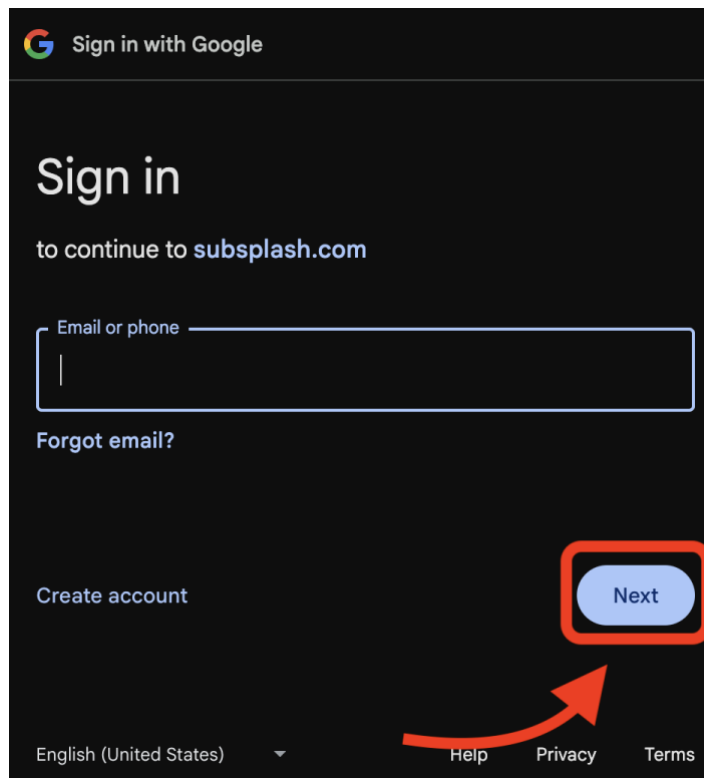
☒ Share My Email
robert.██████████@gmail.com


☐ Hide My Email
Forward To: robert.d.morrison@gmail.com

[Cancel](#) [Continue](#)

A red box highlights the "Share My Email" option, and a red arrow points from it towards the "Continue" button.

Using Google Account



 Sign in with Google

Sign in
to continue to [subsplash.com](#)

Email or phone

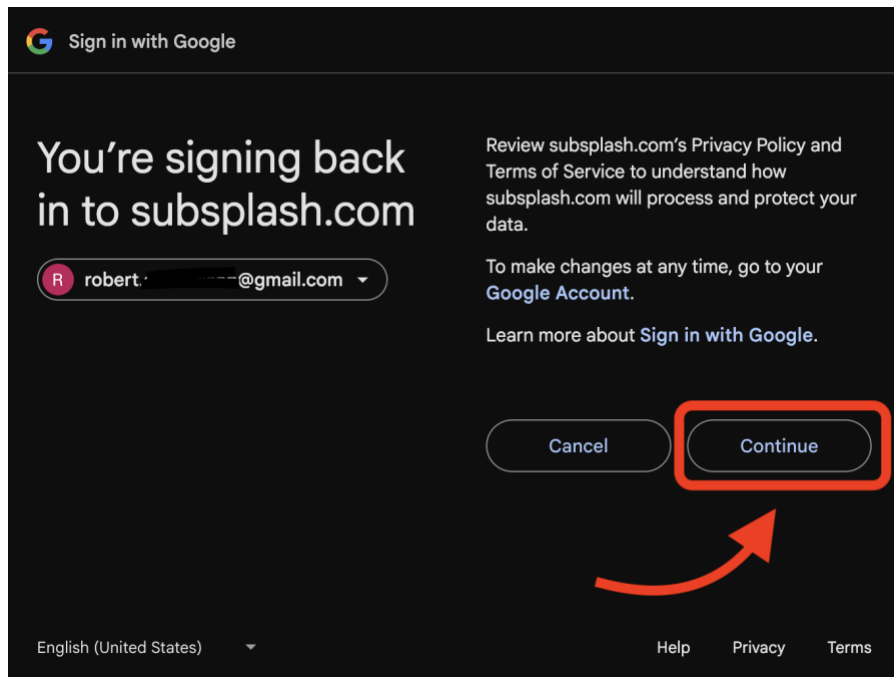
Forgot email?

Create account

[Next](#)

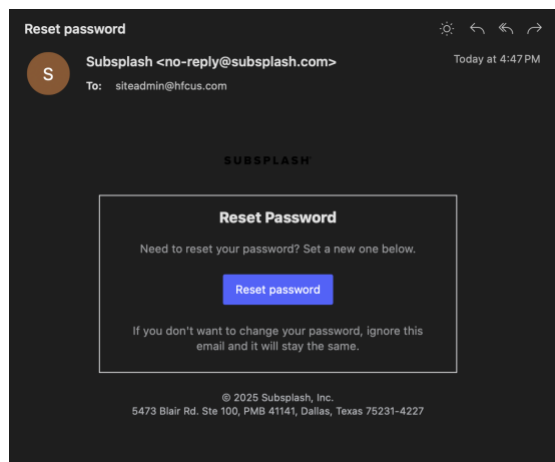
English (United States) [Help](#) [Privacy](#) [Terms](#)

A red box highlights the "Next" button, and a red arrow points from it towards the bottom right corner of the screen.



Password Reset

If you need to reset your password for any reason, you can do so by selecting the **Forgot Password?** link on any login or giving page. When an email with an associated user account is entered, a password reset email will be sent to the email entered. Simply click the button in the email to reset and enter a new password.



If you are having trouble with your password reset, check the following:

- Email address spelling
- If you signed up for multiple Subsplash giving accounts, are you using the correct email?
- Check spam and junk folders for password reset email