# 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.
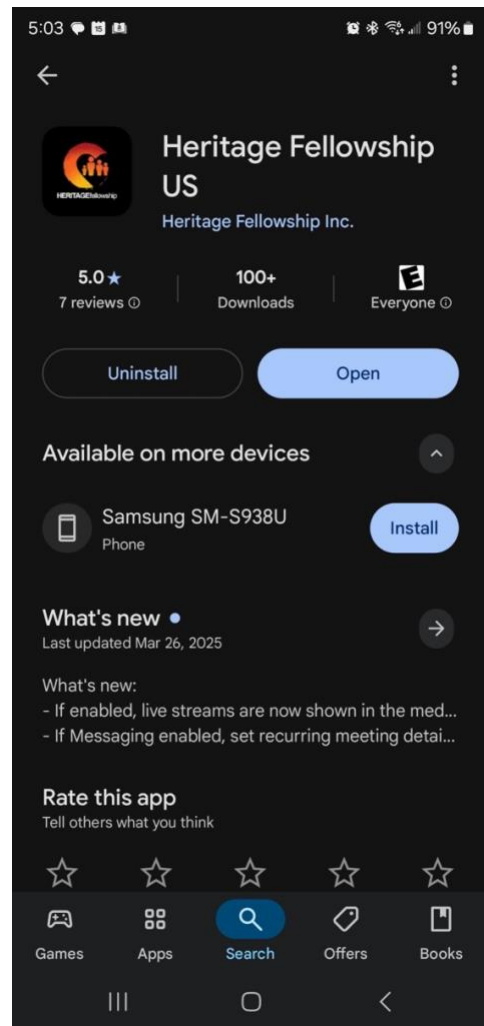
Download Mobile App

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).
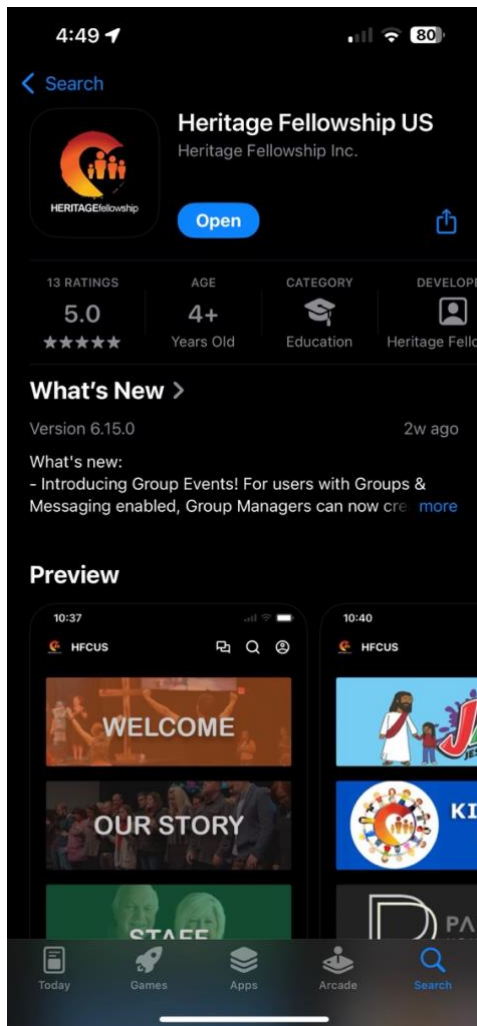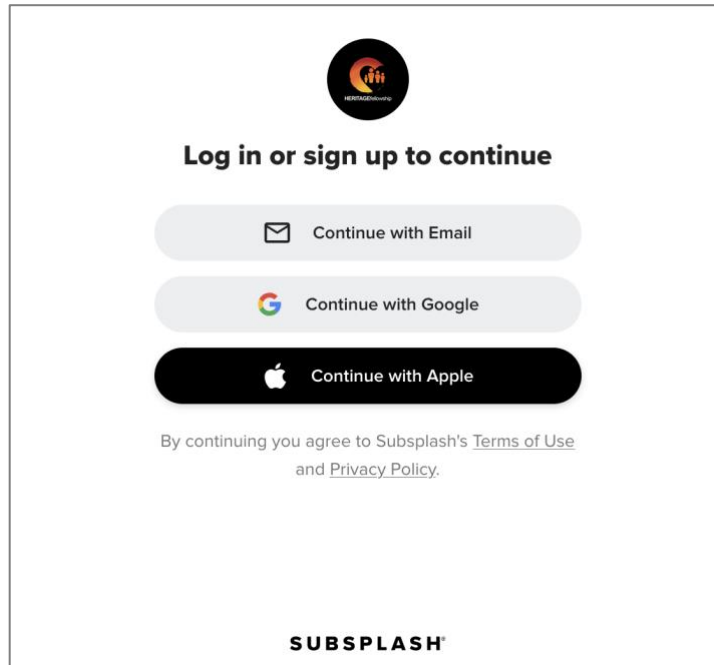
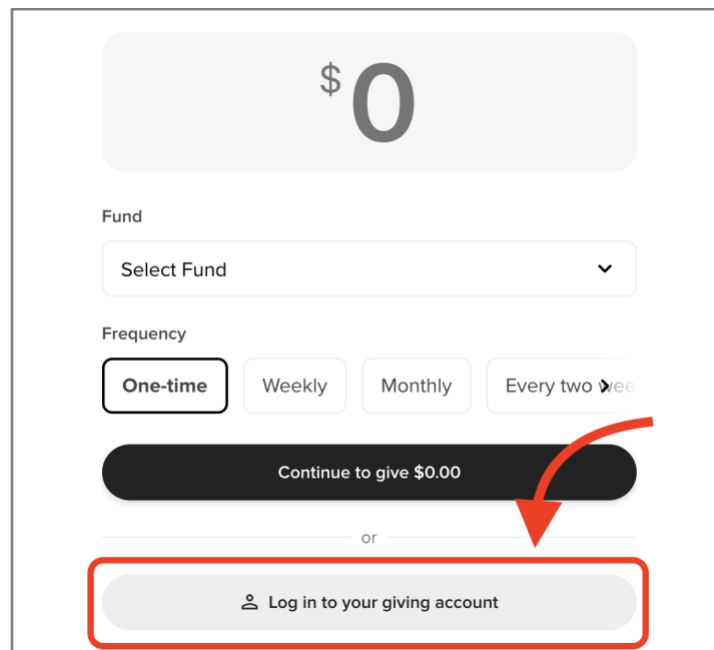| Apple App Store	Google Play Store

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.
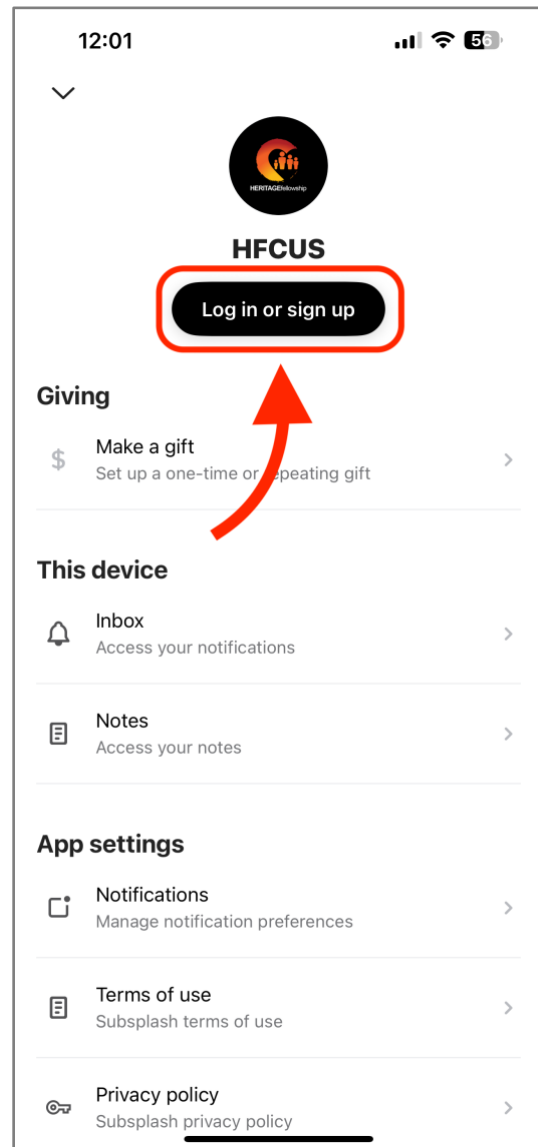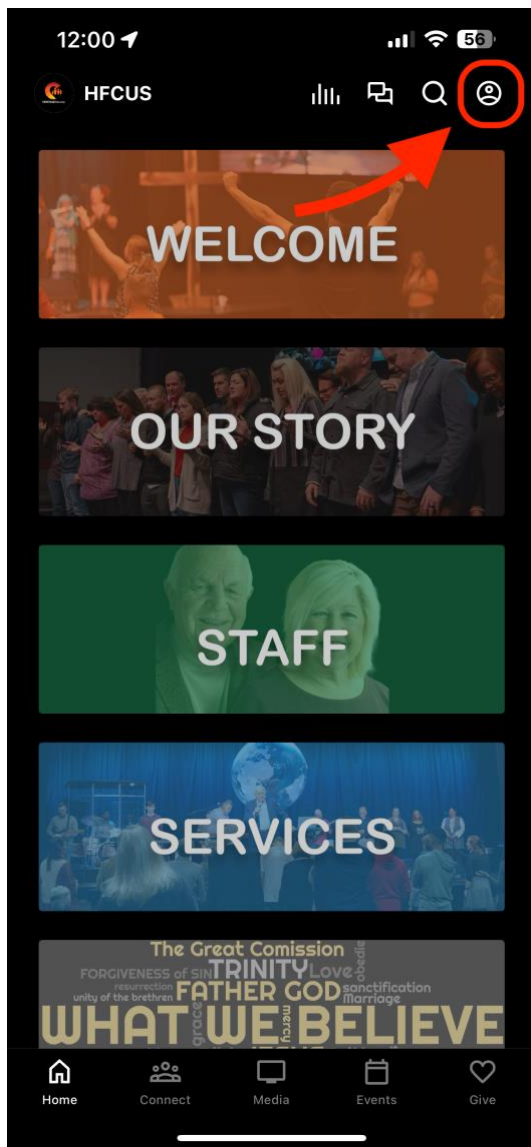
Sign Up Screen

Give Now Page
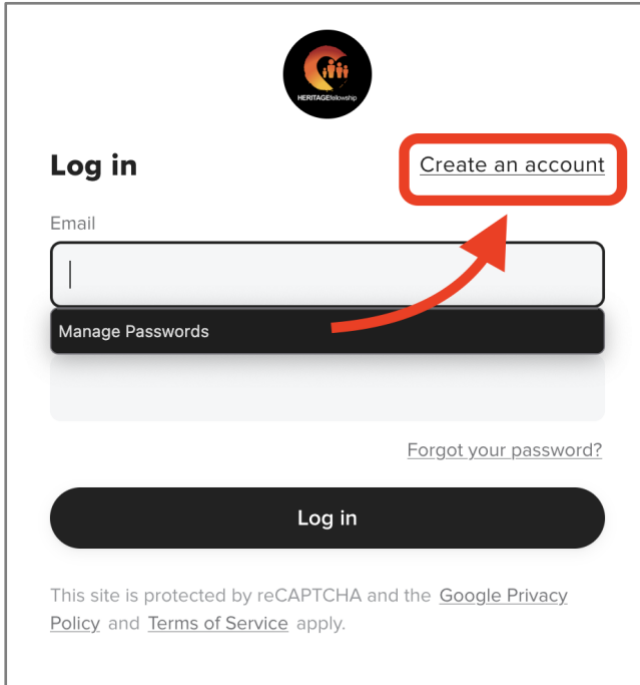
Mobile App

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.
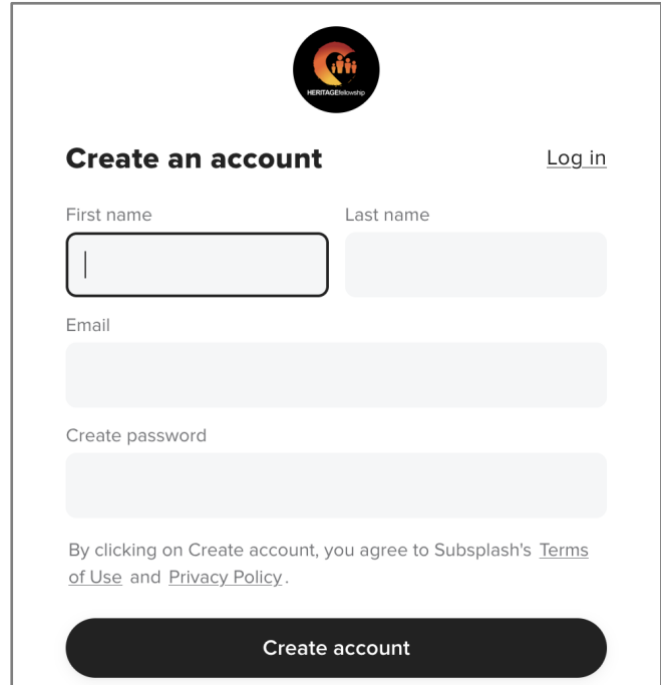
1. Press create account

2. Enter credentials

3. Confirmation screen

4. Email confirmation

5. Verification confirmation

Account Verification Successful

Your account is now active.

Continue

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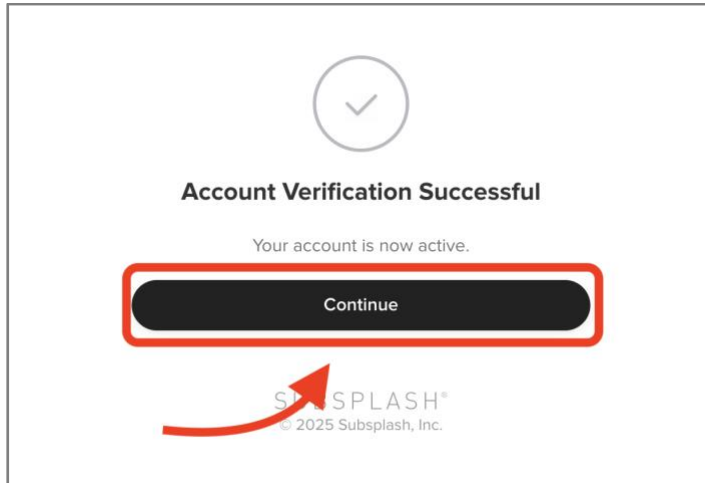
6. Redirect to profile page

HFCUS

Account

Profile

SA   Site Admin
Edit your profile information   >

Giving

+   Make a gift
Set up a one-time or repeating gift   >
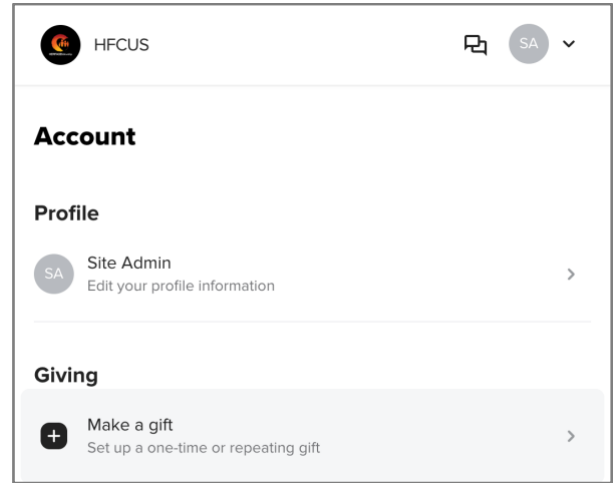
Using Apple ID

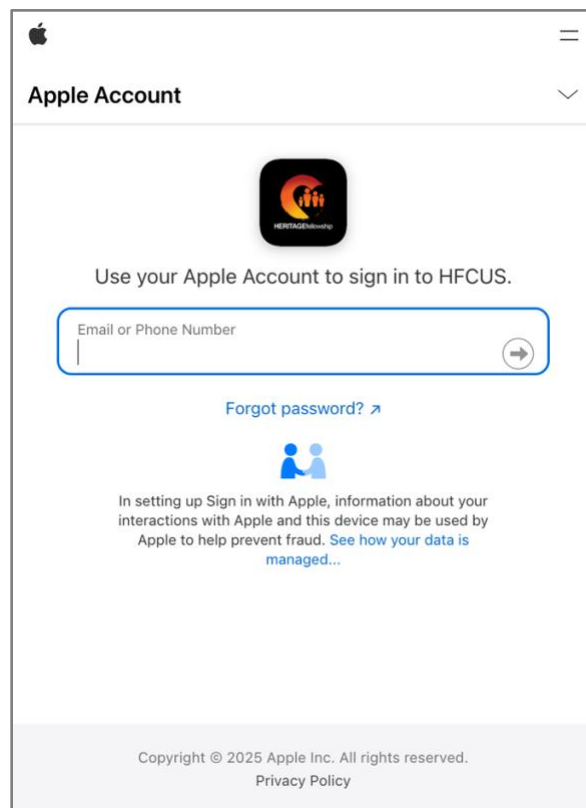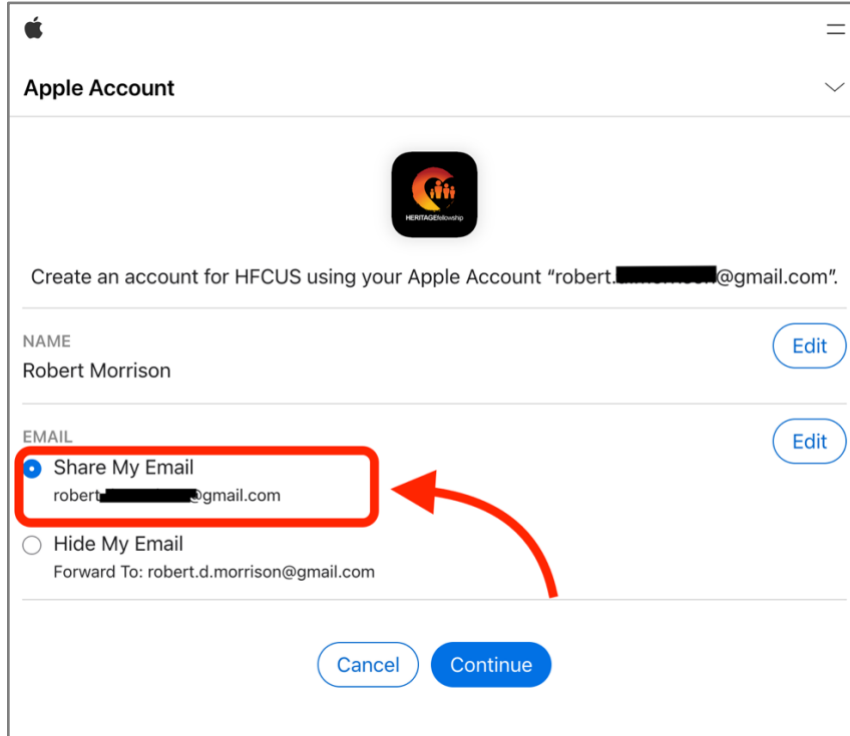If you choose to create an account with your Apple ID, you will want to choose the **Share My Email** option instead of **Apple's Private Relay** option after entering verification credentials.

Apple Account

Use your Apple Account to sign in to HFCUS.

Email or Phone Number

Forgot password? ↗

In setting up Sign in with Apple, information about your interactions with Apple and this device may be used by Apple to help prevent fraud. See how your data is managed...

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Privacy Policy

Using Google Account
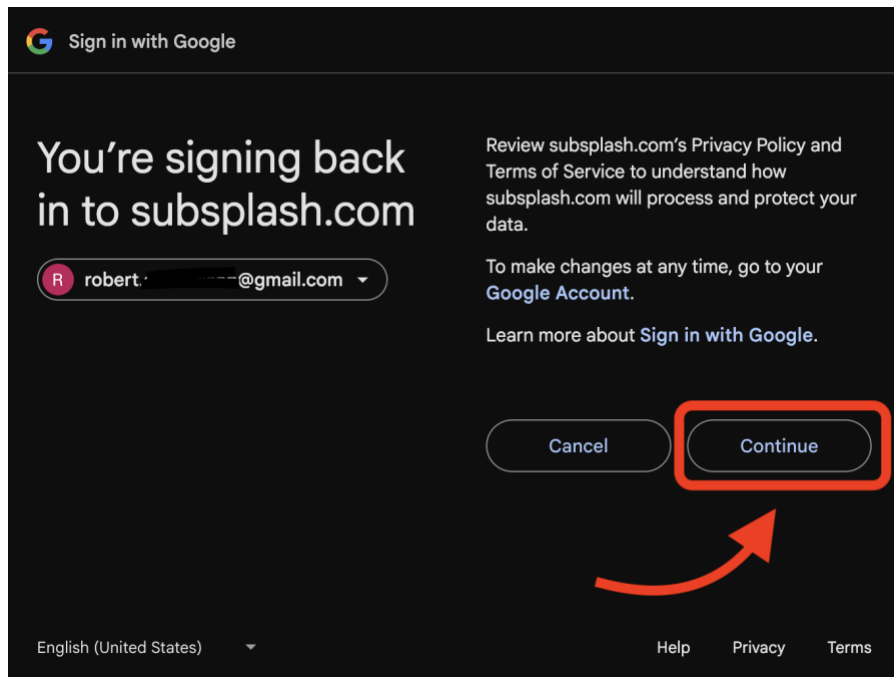
Password Reset

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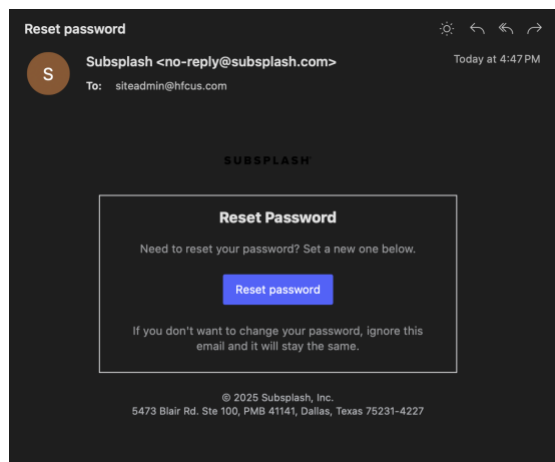
If you are having trouble with your password reset, check the following:

- 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