

Giving Platform Transition FAQ

Why is City Hills moving to Subsplash?

Subsplash connects giving with our existing church app and helps reduce processing costs, allowing more resources to support ministry. Thank you for helping us steward generosity well!

When does the change happen?

Our new giving platform launches November 1. Beginning that day, please use Subsplash for new gifts and recurring giving.

How do I give?

Visit <https://subsplash.com/u/-QB8HTJ/give> or select Give in the City Hills app. Follow the prompts to make a gift or set up recurring giving.

How do I move my recurring giving?

Set up your recurring gift in Subsplash, then cancel your existing EasyTithe recurring schedule to avoid duplicate gifts. Contact accounting@cityhills.com if you need help.

Does signing out of EasyTithe cancel my recurring gift?

No. Signing out or closing the page does not cancel scheduled giving. You'll need to cancel the recurring schedule in your EasyTithe account.

What happens to gifts I already made through EasyTithe?

Those gifts remain part of your giving history with City Hills. View them in EasyTithe through December 31, 2026. We'll begin importing that history into Subsplash on January 1, 2027, so you can access it there after the import.

Will my previous EasyTithe gifts appear in Subsplash?

Yes. We'll begin importing your EasyTithe giving history into Subsplash on January 1, 2027. It will be available in Subsplash after the import. Until then, view previous gifts in EasyTithe and gifts made through Subsplash in Subsplash.

Where can I view my giving history?

Through December 31, 2026, view EasyTithe gifts at <https://app.easytithe.com/App/Giving/cityhills> and Subsplash gifts at <https://subsplash.com/u/-QB8HTJ/give>. Your EasyTithe history will be available through Subsplash after the import beginning January 1, 2027.

Why doesn't Subsplash show all my giving for the year?

During 2026, Subsplash shows gifts made through its platform. Your EasyTithe history remains in EasyTithe through year-end and will be imported into Subsplash beginning January 1, 2027. A gift not appearing in Subsplash yet does not mean it is missing from your church giving record. Contact accounting@cityhills.com if you have questions.

Will I receive separate giving statements?

No. City Hills will send one 2026 giving statement that includes all gifts made through both EasyTithe and Subsplash. Rest assured, your generosity through either platform will be included. For statement questions, contact accounting@cityhills.com.

Is EasyTithe closing on January 1?

No. EasyTithe will remain available into 2027 until all givers have transitioned to Subsplash. We encourage you to move your giving now, and our team is happy to help.

Will my full history be visible in Subsplash on January 1?

January 1 is when we begin the history import. Your previous EasyTithe gifts will be accessible in Subsplash after the import is complete. You can continue accessing EasyTithe during the transition.

Can I still access EasyTithe after I move my recurring gift?

Yes. Canceling your recurring gift is different from closing your account. Keep your EasyTithe account available to view past transactions during the transition.

What if a gift appears missing or incorrect?

Contact accounting@cityhills.com with the gift date, amount, and platform used. Our team will gladly help review your record.

What if I accidentally give through both platforms?

Contact accounting@cityhills.com so our team can review the transactions and help with next steps.

Who can help me make the switch?

We're happy to help! Email accounting@cityhills.com or call 865-291-2393 for assistance with recurring giving, account access, or transaction history.

Thank you for helping people know God, find freedom, discover purpose, and make a difference!