



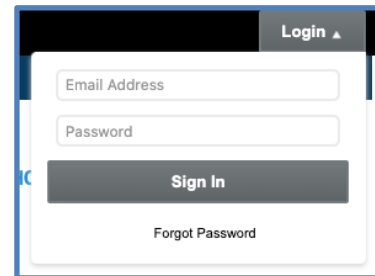
## ShulCloud – Members How to Guide for Temple Beth El by Shul Solutions Inc.

The following is for Temple Beth El Members using the ShulCloud database system to access/update their Membership Information.

### HOW TO LOGIN TO YOUR SYNAGOGUE ACCOUNT

Go to your synagogue website:  
<https://tberochester.shulcloud.com/>

1. At the top right corner click on the **Login** button
2. Enter your email address and password.
3. Click **Sign in**



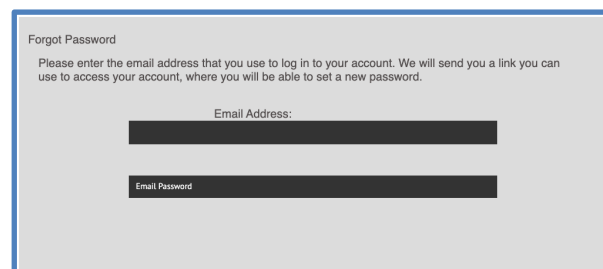
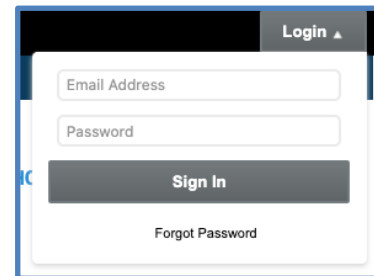
### HOW TO RESET YOUR SHULCLOUD PASSWORD

Go to your synagogue website:  
<https://tberochester.shulcloud.com/>

1. At the top right corner click on the **Login** button
2. Click **Forgot Password**
3. Enter your email address
4. Click **Email Password**.
5. You will then be sent an email from your Synagogue. Open the email, and click the Login Link.
6. Enter a new password, twice.
7. Click **Save Password**.

You will then be logged into your Synagogue account.

Now that you are logged into your Synagogue account:

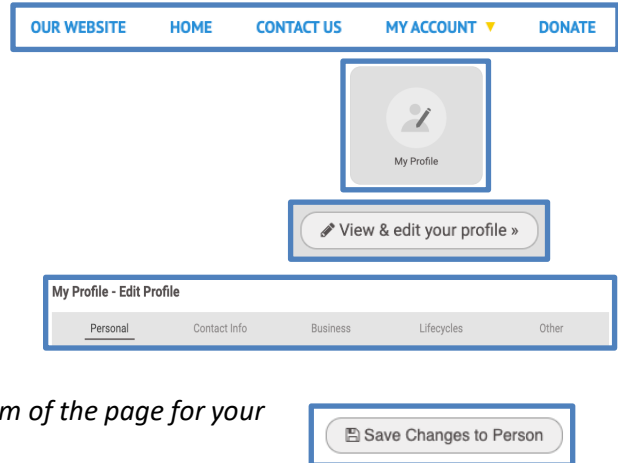




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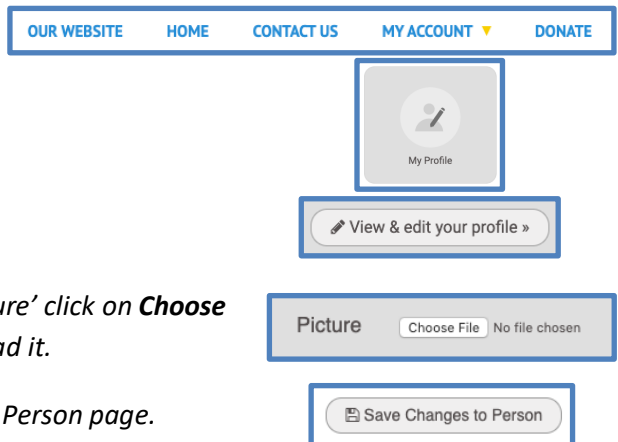
## HOW TO UPDATE YOUR PERSONAL INFORMATION

1. Click the **My Account** tab
2. Click on **My Profile**
3. Click on **View & Edit your profile**
4. Proceed to edit the various tabs at the top of the page; **Personal**, **Contact Info**, **Business**, **Lifecycle** and **Other**.
5. Be sure to hit **Save Changes to Person** at the bottom of the page for your changes to take effect.



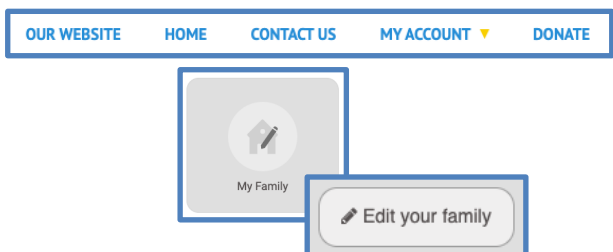
## HOW TO UPLOAD A PHOTO TO YOUR PERSONAL ACCOUNT

1. Click on the **My Account** tab
2. Click on **My Profile**
3. Click on **View & Edit your profile**
4. At the bottom of the Personal page it will say 'Picture' click on **Choose File**. Select a picture from your computer and upload it.
5. Click **Save Changes to Person** at the bottom of the Person page.



## HOW TO UPDATE YOUR FAMILY INFORMATION

1. Click on the **My Account** tab
2. Click on **My Family**
3. Click on **Edit your family**





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4. Choose to edit with Adults or Children by clicking on the appropriate tabs at the top of the **My Family** Edit page.
5. Under More Info, you may enter your Marital Status.
6. Click **Save Changes to Person** at the bottom of the page.

### HOW TO CHANGE OR DELETE YOUR ADDRESS

1. Click on the **My Account** tab
2. Click **Edit My Address**
3. On the Edit My Address page, click **Edit Address**.
4. Click on the Address label and make all necessary changes to your current address.
5. Click **Done** when finished.
6. If you wish to add a new address, click **+Add New Address** at the top right corner. Enter all the address details and click **Done**

### HOW TO ADD A Yahrzeit TO YOUR ACCOUNT

1. Click on the **My Account** tab
2. Click **My Yahrzeits**
3. Click **+Add Yahrzeit**
4. Enter all the information about the deceased, including name (English and Hebrew, if known), date of death, if you wish to mark the English observance click the little check box



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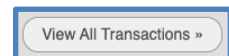
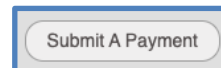
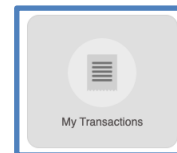
beside English Observance, choose before/after sunset (this refers to time of death) and Click **From English** to calculate the Hebrew Date of Death.

5. To enter a mourner, click the **Mourners** tab at the top of the page.
6. Click **Add New Mourner**
7. Enter both the relationship and the Mourners name.
8. If you wish to observe Chiyuv, click the little check box for each Mourner.
9. Click **Create New Yahrzeit** at the bottom of the page.



## HOW TO VIEW YOUR FINANCIAL HISTORY AND SEE YOUR CURRENT BALANCE

1. Click on the **My Account** tab
2. Click the **My Transactions** Tab
3. At the top of the next page you will see your current account balance.
4. To pay your current account balance click on **Submit A Payment**.
5. Further down the page you will see your recent transactions
6. To view your entire transactional history, go to the bottom of the page and click **View All Transactions**.
7. You will then see your past 6 months' history. You may choose a date range at the top of the Filter page to search on. Click Update Filter to run the search.





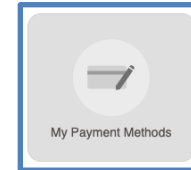
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### HOW TO ADD/REMOVE A CREDIT CARD FROM YOUR ACCOUNT

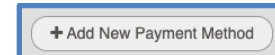
1. Click on the **My Account** tab.



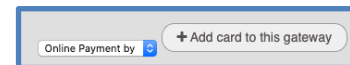
2. Click on the **My Payment Methods** tab.



3. To add a credit card click the **Add New Payment Method** button at the bottom right corner of the page.



4. Click **Add Card to Gateway**.



5. Enter your credit card information. The Synagogue does not store your credit information. Only the last 4 digits and expiry date of the card are kept in the ShulCloud system.

6. Click **Save Card** at the bottom of the page.

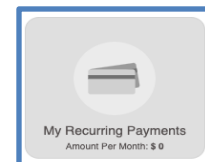


### HOW TO VIEW YOUR RECURRING PAYMENT PLAN(S)

1. Click on the **My Account** tab



2. Click on **My Recurring Payments**.



3. You see on the next page a breakdown of any current recurring payment plans you have set up with the Synagogue.

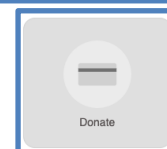
Next Date	Schedule	Charge Number	Info	Created On	Total	Card Number	ID
No Payments in this filter.							

### HOW TO MAKE A DONATION FROM WITHIN YOUR ACCOUNT

1. Click on the **My Account** tab



2. Click on the **Donate** tab.





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3. Choose **Payment is a Donation.**

4. Choose the **Fund** you wish to donate to

5. Enter the **Amount** of the donation

6. Choose a **Dedication Type** in the Dedicate dropdown menu.

7. Enter the dedication information in the box below the Dedication dropdown menu.

8. If you wish to have the Honouree notified of the donation, enter their personal information. If you enter an email address for the Honouree they will be notified via email of your donation. Click on **Continue to Payment**

9. On the Confirm Payment page you will see the amount of the donation being made. If you have a credit card on file select the card, hit **Confirm and Continue** at the bottom of the page and your donation will be processed. If not, select **New Online Payment by.**

10. Click the Confirm and Continue button.

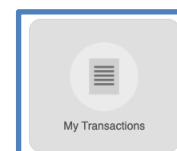
11. Enter your credit card information and click **Pay Now.**

You will receive an electronic receipt for your donation via email.

## HOW TO MAKE AN ACCOUNT PAYMENT

1. Click on the **My Account** tab

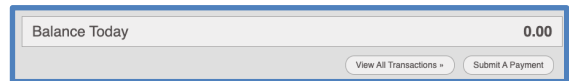
2. Click the **My Transactions** Tab



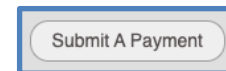


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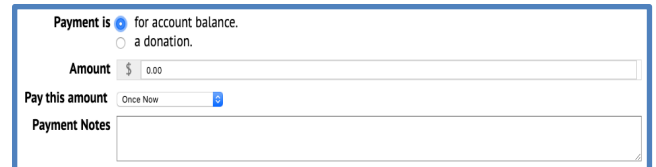
3. At the top of the next page you will see your current account balance.



4. To pay your current account balance click on **Submit A Payment**. You will then be taken to the Online Payments page.



5. Choose Payment is for Account balance.

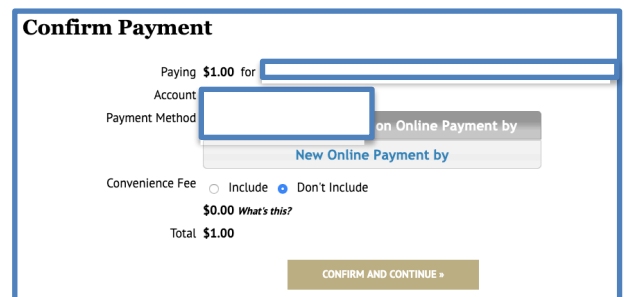


6. Enter the amount of the payment.

7. Click on the **Pay this amount** dropdown and choose to either make a one time payment or to set up a recurring payment. If setting up a recurring payment, choose the amount of months over which you wish to split the payments. Click **Continue to Payment**.



8. On the Confirm Payment page you will see the amount of the payment being made. If you have a credit card on file select the card, hit **Confirm and Continue** at the bottom of the page and your payment will be processed. If not, select New Online Payment by.



9. Click the **Confirm and Continue** button.

10. Enter your credit card information and click **Pay Now**.



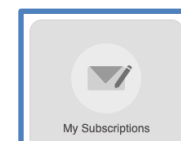
You will receive an electronic receipt for your donation via email.

## HOW TO VIEW YOUR CONGREGATIONAL MAILING SUBSCRIPTIONS

1. Click on the **My Account** tab



2. Click on the **My Subscriptions** tab



3. To edit your email subscriptions, click **Edit** at the bottom right corner of the page.





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4. Choose whether you wish to receive mailing by either **Email** or **Paper Mail**.

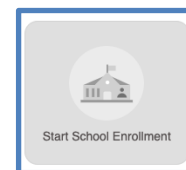
5. Click **Save Changes** at the bottom of the page.

### HOW TO REGISTER FOR SCHOOL

1. Click on the **My Account** tab

OUR WEBSITE HOME CONTACT US MY ACCOUNT ▼ DONATE

2. Click on the **Start School Enrolment** tab



3. You will see a listing of your children. Select the grade level for each child.

4. Choose the courses/programs for each child.

5. Click **Continue** at the bottom left corner of the page.

6. Fill out the Enrolment form on the next page.

7. You will see the Course fees as well as the deposit or registration fee near the bottom of the page.





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8. Click **Complete Enrolment** at the bottom left corner of the page.
  9. You will then be directed to the Online Payment page where you can arrange your to pay your Deposit, Registration Fee or Full Tuition.
- An Administrator will reach out to you via email once your child(ren)'s enrolment has been confirmed.*
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