



SHULCLOUD FREQUENTLY ASKED QUESTIONS

Q: What is ShulCloud?

ShulCloud is a cloud-based synagogue management software used by over 900 synagogues throughout the United States. This system was created to directly serve synagogues and their members' unique needs, including account management, bill payment, record updating, membership directory and more.

Q: Where can I find ShulCloud?

<https://kolaminj.shulcloud.com>

Q: What can I do with ShulCloud?

- View your financial transaction history;
- Pay your bill online by echeck (no fee) or credit card (3% fee);
- Update information for you and your family members;
- Upload a family photo to your profile;
- Make donations;
- View the Kol Ami member directory;
- Access Kol Ami resources, including Adult Education recordings, event planning forms, our bimonthly Connections newsletter, Kol Ami By-Laws, Board of Trustees meeting minutes, and more.

Q: How can I log in to ShulCloud for the first time?

If you are a new member, you will receive an email inviting you to set up your password and explore the ShulCloud portal. We strongly recommend that each member take the time to complete this step when first accessing ShulCloud. Each adult in your membership household will have their own login.

Q: What if I never received the email inviting me to login?

Please email caryn@kolaminj.org and Caryn will send you a new email invitation. Login links are valid for 7 days.

Q: I forgot my password, what do I do?

On the login screen, click the gray **“Login”** button on the top right of your screen and then click **“Forgot Password”** – you will be prompted to enter your email, and you will receive a link to reset your password.

Q: Who can see my information?

The Congregation Kol Ami ShulCloud portal is only accessible to CKA members. The only people who can see your financial information are you and CKA administrative staff.

Q: How do I choose what information is shared in the CKA directory?

After logging in, click on the header **“View Directory”** and then **“Edit My Account Info”**. You can choose to hide selected elements of your family’s listing, or choose not to appear in the directory at all. PLEASE REMEMBER TO **“Save Changes.”**

Q: How do I check my account balance?

Once logged in, select **“My Account”** and then click on **“My Transactions”** to see your account balance. From there, you can view your latest transactions, download your most recent statement, or submit a payment.

Q: Is my credit card on file secure?

Yes. Your personal and financial information is secure. ShulCloud uses SSL (Secure Sockets Layer) to encrypt all payment transactions. For more information on ShulCloud’s security practices, see: <https://www.shulcloud.com/https-secure>.

Q: Do I have to pay my bill online? Can I still pay by check?

Yes, you can still pay by check. We offer many options for account payments, including cash, check, recurring debits and online payments through SchulCloud. If you feel more comfortable sending in a check or setting up recurring payments, please do so.

Q: Will I be charged fees for paying online?

There are two online payment methods that members may use – credit card or ACH (echeck). Using ACH will require you to link a bank account to your ShulCloud account, but there are no additional fees when processing payments. If you choose to pay with a credit card, there will be a 3% processing fee applied to your transaction due to fees charges by our processor.

Q: ShulCloud isn’t working for me. Who can I contact?

If you need assistance or have any questions, please contact Caryn Lieberman, caryn@kolaminj.org or 856-489-0029.