



Support and Training Resources

Support Websites and Email

We have tutorials for the most common questions at <https://support.abundant.com>.

That site is actually completely being overhauled right now with a new ticketing system, a better search tool, etc. We will be launching the new site late in 2021, it looks like. The best tutorials are at the Elegant Themes (Divi), Gravity Forms, Events Calendar Pro, and WPCharitable sites. Please bookmark the URLs below or save this document for your reference.

You can also email our support team at support@abundant.com. We strive to respond within about 2-3 hours if at all possible, from 9 AM - 5 PM CST weekdays. We do monitor the support requests throughout the evenings and weekends as much as we can.

Dashboard

The easiest way to get to your dashboard is to just click your church name in the top left after logging in. Hovering over the church name also gives you the option.

Divi

Divi is the theme your site is built in, which is made by Elegant Themes. Their documentation is SUPERB, so we highly recommend spending time with their tutorials. The 1st & 3rd items are particularly useful, generally, for all things Divi.

<https://elegantthemes.com/documentation/divi>

WordPress - general documentation

WordPress is the platform your site is built in. You can find MANY tutorials on YouTube and on the web, but start at the official site.

<https://wordpress.org/support/>

WordPress - block editor

<https://en.support.wordpress.com/wordpress-editor/>

The block editor is an optional editor that you can use if you wish. It's much simpler and thus often preferred by those who edit the site or create content less frequently, particularly in posts. Just keep in mind that you have to choose one or the other for a page or post. You can generally go from a Block Editor page to a Divi Visual Builder page, but going the other direction doesn't work well.

Events Calendar (Standard and Pro) [Events in the Dashboard]

Events Calendar is WAY more than just a calendar, because every event has its own fully customizable page. Plus, events can be put anywhere on the site based on their categories or tags, not just in the actual calendar.

<https://theeventscalendar.com/knowledgebase/k/>

Gravity Forms [Forms in the Dashboard]

Your powerful form tool can build complex forms and polls. The responses can be emailed to one or more people, and they also “live” within a spreadsheet-like location in Gravity Forms.

- <https://docs.gravityforms.com/> - general documentation
- <https://docs.gravityforms.com/shortcodes/#but-i-just-want-to-add-a-form-> - you'll need this page when you wish to embed a form you created into a page or post

WPCharitable [Charitable in the Dashboard]

This is the advanced giving platform for those on our Transform plan.

<https://www.wpcharitable.com/documentation/>

Seamless Donations [Donations in the Dashboard]

This is the more basic giving platform for those on our Thrive and Transform plans.

<https://zatzlabs.com/project/seamless-donations-documentation/>

Weekly Support Webinar

You're always invited to attend our weekly support webinar, which takes place Thursdays from 12-1 PM CST at <http://meet.abundant.com>. We simply take questions from participants and show you how to do things. If you can't be there but have a question, send it to support@abundant.com.

That link forwards to Zoom, so if you don't have it already installed please install Zoom ahead of time, or click on that link 10 minutes early so you can install it then. <https://zoom.us/>