ShulCloud Database System FAQs

Our congregant database has moved from Chaverware to ShulCloud. Below, please find some important details that will enhance your user experience.

Please note - it is highly recommended that you use Chrome as your internet browser when accessing Shulcloud.

Q: What is ShulCloud?
A: You may know ShulCloud as the platform that hosts the Beth Or website. But, ShulCloud is much more than that. It 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: What happened to our prior membership database, Chaverware?
A: All current membership records and financial data have been imported into ShulCloud.

Q: How can I log in to ShulCloud?
A: You have received an email from info@bethor.org inviting you to log in and create/update your profile. We strongly recommend that each member family take the time to complete this step when first accessing the new system. It will ensure that all payments and donations will be readily categorized and properly attributed. Each adult in your family should set up his/her own unique login. The email we have on file is your user name. The first time your log in, ShulCloud will prompt you to change your password.

Q: What if I didn't receive the email inviting me to create my profile?
A: Call the office, 215-646-5806 or email info@bethor.org and we will send you a new email invitation. Registration links are valid for seven days.

Q: Where do I access my account?
A: To log in, go to our website, www.bethor.org and click the red
Q: I forgot my password, what do I do?
A: On the log-in screen, there is a “forgot password” button. If you click this, ShulCloud will send you an email prompting you to set up a new password.

Q: Can I update my personal information on ShulCloud?
A: Yes! You are able to edit personal information for yourself and your family on the website when logged in to your account and we encourage you to do so!

• Once you log in with your user name and password, a “Welcome [Your Name]” red button will replace the login button.
• Click that button, and then click on the blue “My Account” button in the drop-down menu, or “My Account” in the blue bar at the top of the home page.
• Once in your account, scroll through the options on the top gray bar or the icons in the personal and family sections. Then, click use the edit tool to add/update your personal information, including address, contact phone number, email, birthdate, family relationships and add headshot photo.
• Your basic information will be added to the on-line Member Directory. If you add information such as your occupation, where you work, work contact number and more, and then check the boxes to share, this information will also appear the Member Directory.

Q: Who can see my information?
A: Visibility to your information is separated into financial and general. In either case, only Beth Or members are able to access your information.

• Financial: The only people who can see your financial information are you and authorized Beth Or administrative staff.
• General: The online Member Directory is only accessible when members are logged in to their ShulCloud Account. Each family is able to control what information is visible in the directory. The directory is “view” only and cannot be downloaded or shared.

Q: Can I use ShulCloud to make donations?
A: Yes!

• Just like before, select the “Give Now” button in the blue bar on the website home page, or in the drop-down menu of the Donate Tab. You can also click on the Donate Button in the Financial section of your account page.
• NEW! We are using a new donation form that includes all of the different fund options to select from in one place. When you are
logged in, the form will automatically fill in some of your basic information such as your name and email.

- Once you set up a credit card or e-Check in your account profile, you can pay for your donation using either option. Just like the prior form, there is a requested convenience/processing fee when using a credit card to pay for your donation. If you select the e-Check option, there is no fee.

Q: Can I use ShulCloud to make payments?
A: Yes!
- Exciting news -- You can pay your statement online! You can pay the full balance, set up monthly payments and indicate which charges you are paying.
- Just like with donations, you can set up a credit card or e-Check in your account profile. The only difference is that when paying by credit card for anything other than a donation, the convenience/processing fee will be automatically applied. (Please note that this fee is a pass-along to off-set what it costs the synagogue to offer credit cards as a payment option.) If you select the e-Check option, there is no fee.

Q: What if I do not want to donate or pay online?
A: You may continue to mail checks to make payments. If you choose to send checks, we ask that you allow up to 2 weeks for payments to appear on your account.

Q: How do I register for events & programs?
A: Nothing has changed with this process. You can register for events & programs using the RSVP Portal button on the website home page. (This will be activated again this fall, when in-person events return). You can also register by clicking on the calendar listing for the specific event, or using the links provided in your weekly Chai Lights email.

Q: Can non-members use ShulCloud?
A: Non-members can continue to make donations and register for events and classes through the website just as before. Non-members will be able to see content on our website. Going forward, there may be select content that the synagogue deems only for members. This content will be shown only when you are logged into ShulCloud as a member, using the login button at the top of the website homepage.

Q. ShulCloud isn't working for me and I am frustrated.
We appreciate your patience as we roll out this new software. Our staff and lay leaders will provide support over the next several months to help congregants learn to navigate the new system. If you have questions, please contact info@bethor.org or call the office during business hours, 215-646-5806.