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First Time Donors

WHAT APP SHOULD I USE FOR TEXT-TO-GIVE?

Your cell phone's native text messaging app that uses SMS (short message service – commonly known as texting) should be sufficient to use text-to-give. An internet browser will be needed for securely managing your account including entering your payment method.

DO I NEED A SMARTPHONE?

You can use any cell phone text messaging app for follow-up donations without a smartphone. To securely register your payment method, you will need an internet browser.

- If you do not have a smartphone, use the organization's online giving page, we can provide a one-time registration link you can access on a computer. Contact the organization for help.
- Please indicate the organization you wish to donate to
- Once you have entered your payment information, you can text the keyword to the text-to-give phone number and your donation will be processed immediately.

WHAT IS A TEXT-TO-GIVE PHONE NUMBER?

mobileAxept uses premium short code (five-digit phone numbers), toll-free, and ten-digit long phone numbers in the United States. Each organization will have one phone number.

WHAT IS A KEYWORD?

Each faith-based or nonprofit organization has a unique word or set of letters and a phone number for text- giving that relates directly to a fund where the donation goes. Please visit the organization's website or ask staff members to find out that keyword and phone number.

FIRST TIME DONATING FROM YOUR CELL PHONE?

- Text the keyword to the text-to-give phone number (or scan a QR code that enters that for you – then hit send).
- Enter the dollar amount you wish to give.
- You will be sent a secure link to add your payment information. Do not share this link with anyone!
- Open the link using your cell phone internet browser to complete your donation.
- When it's complete, you'll see a "Thank you" on the screen.
- You will also receive a text message receipt thanking you for your donation.

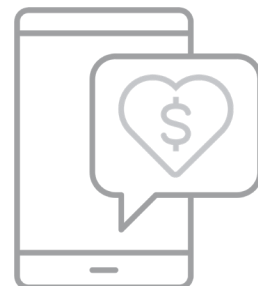


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WANT TO DONATE FROM YOUR CELL PHONE AGAIN?

- Text the keyword to the text-to-give phone number (or scan a QR code that enters that for you – then hit send.)
- Enter the dollar amount you wish to give.
- You will receive a text message receipt thanking you for your donation.



WHAT IF I FORGET MY KEYWORDS?

Repeat donors can text KEYWORDS to your organization's text-to-give phone number, then follow the link to view a list of available keywords.

IS MY INFORMATION SECURE?

Our site uses the highest level of security by the Payment Card Industry (PCI), and our donation management system is protected with Transport Layer Security (TLS) communication protocols.

WHAT DOES THIS MEAN TO YOU?

- Your information is safe within the payment gateway.
- When you access a secure link your full card information is never visible. Only the last four digits of your payment card or account number is visible.
When you send a text, your phone number is verified.
- For online giving – we may ask you to verify your cell phone number and receive a one-time use PIN to enter on the page (two-factor authentication.)

WHAT IF I HAVE A DIFFERENT QUESTION?

- Text **HELP** to 28950 or the organization's text-to-give phone number. Then, follow the link.
- Online: Visit <https://axpt.me/donorhelp>
- If your question is not answered above, please fill out the form and a support team member will reply by email 365 days a year. We usually respond to urgent requests within a couple of hours. Non-urgent requests are answered within 24 hours.