

How to Manage Your Donor Account

You can manage your account without a username or password.

1 From your cell phone, text **HELP** to **28950** or the organization's text-to-give phone number. You'll receive a secure link that is connected to your cell phone number. Follow that link.

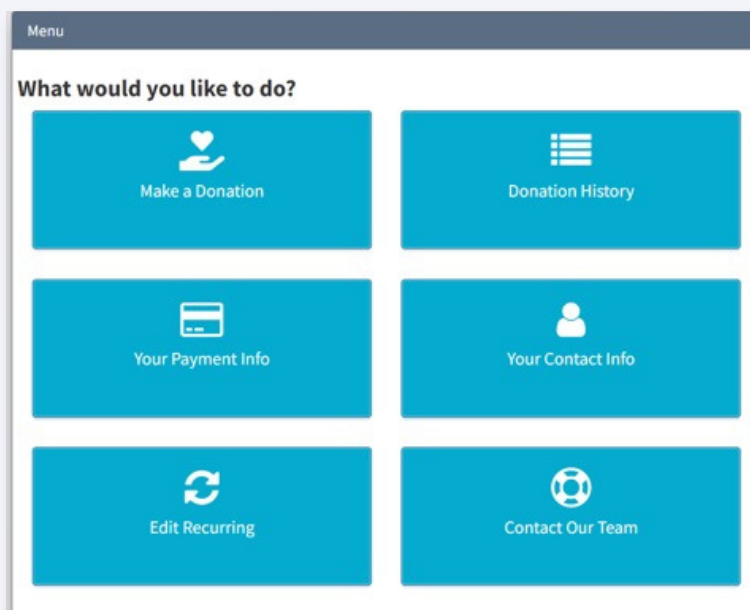
2 From the organization's online giving page or app giving page – access the **Help** menu by clicking one of these two icons at the top left corner of the page.



*You will be asked to provide your cell phone number to receive a secure one-time-use PIN to verify your identity.

The **Help** menu will help you manage your account right from your cell phone.

- Make a new donation – and view different funds available.
- View your donation history
- Update your payment method
- Update your profile
- Manage your recurring gifts
- Contact Our Team - our support team is available 365 days a year





MAKE A DONATION

- View the different funds that the organization has set up.
- You can give from this page.

DONATION HISTORY

- View the last 500 transactions If you think you donated, but don't see it here - you may need to try again. If you made a mistake on the donation amount, Contact Our Team.

YOUR PAYMENT INFO

- Always secure, view the last four digits of ACH or credit card. Click "edit" to edit your payment method. Your zip code must match the address that the bank has for your account. You may be asked to complete a security question to prove "I am human."

YOUR CONTACT INFO

- View the name, address, and email address we have on file.
- Click to edit your personal information.
- If you have a new cell phone number, you will need to create a new account.

EDIT RECURRING

- View current recurring donations. To end a recurrence - click the X To add a new recurrence - click "add"
- Recurring donation receipts are emailed upon processing.

CONTACT OUR TEAM

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.