

Troubleshooting Cell Phone Issues

? What if I text a keyword to the text-to-give phone number, but I don't get a response?

Your phone may be blocking the phone number.

- Check your phone for a list of blocked numbers and unblock the number that you are texting.
- Then, try your text again.

Your phone may not be receiving cellular service.

- Check that your device is turned on and you have wi-fi or cellular service that is available.
- Check that your device is not on airplane mode

Your phone may need a quick reset.

- Power off your phone and wait 15-30 seconds.
- Power it back on and wait for your apps to fully reset.
- Try your text again.

? What if I text a keyword to the text-to-give phone number, but I receive a "Service is Denied" message?

It is possible that your cell carrier has blocked SMS (five-digit) short-code messaging on your plan. Please call 611 and request that SMS short-code messaging be enabled.

? What are browser cookies and why do I need them?

Without cookies enabled, our system cannot securely log you in through your internet browser to initially add your information or manage your account.

- To check if you have cookies enabled, visit <https://www.whatarecookies.com/enable.asp> on your device.
- If that page says "Cookies are DISABLED in this browser" then you will need to enable them.
- If you need help enabling cookies, there's a handy help guide at <https://www.whatarecookies.com/enable.asp>

? How do I unsubscribe from text message alerts?

If you no longer wish to receive text messages from us, reply STOP.

You will receive a final text message saying that you will no longer receive alerts.

? What if I have a different question?

- 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.