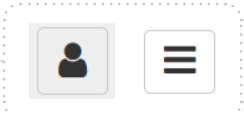


How to Manage Your Donor Account

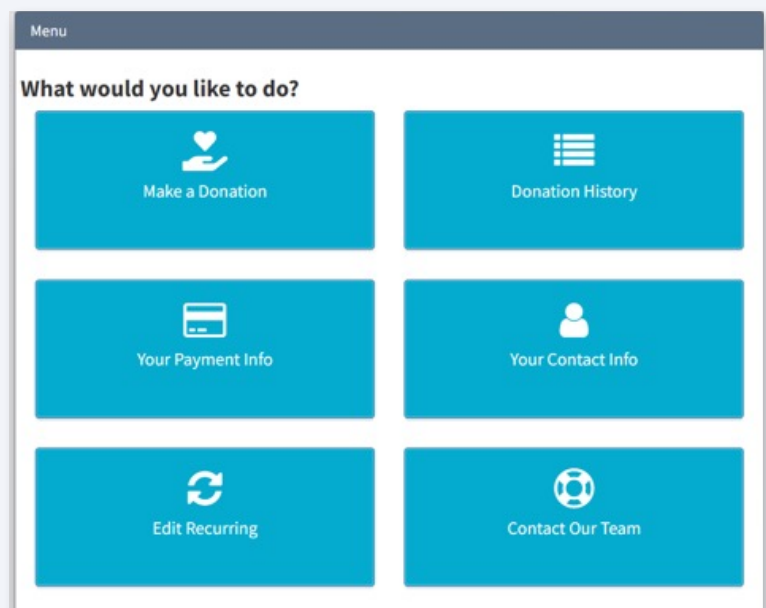
You can manage your account without a username or password.

- 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.