

Donor How To: Changing Account Details

To change your account information, first login to your organization's donor portal using the **SIGN IN** link at the top of the form.

The screenshot shows a web interface for a donor portal. At the top left, the text 'Give Now' is displayed. To its right, there are two links: 'GIVE NOW' and 'SIGN IN'. Below this is a login form. It contains two input fields: 'EMAIL ADDRESS' and 'PASSWORD'. To the right of the password field is a link that says 'Forgot Password?'. Below the input fields is a blue button with the text 'SIGN IN'. At the bottom of the form area, there is a link that says 'New? REGISTER FOR AN ACCOUNT >'.

Once logged in, you'll see a small, blue, circular icon at the top right of the screen. Click it and a drop-down menu will appear. Click on **My Account**:



The screenshot shows a web interface with a top navigation bar containing the links "GIVE NOW", "SCHEDULED", and "HISTOR". A user profile menu is open, showing "My Account" and "Sign Out". The main content area is titled "My Account" and features a left-hand sidebar with three links: "Personal Info" (which is underlined), "Payment Methods", and "Account Info". The "Personal Info" section contains a form with the following fields: "FIRST NAME" and "LAST NAME" (each with a text input box and a small icon), "ADDRESS" (with a larger text input box), and "CITY", "STATE", and "ZIP CODE" (each with a text input box). A blue "SAVE" button is positioned at the bottom of the form.

This will bring you to the **Personal Info** section where you can change your personal info, payment methods, and account information. Change any of the information you need here and then click on **SAVE**.

Your saved payment methods can be accessed on the same page, via the **Payment Methods** link on the left. On this screen, you'll see your default payment method, as well as any other profiles you have saved in the past. Using the drop-down arrow, you can display the buttons for editing or deleting the chosen payment profile.




My Account

Personal Info



Payment Methods

Account Info

Default Payment Method

 AMERICAN EXPRESS X7019	Expires	^
Name on card:		
		

Saved Payment Methods

 AMERICAN EXPRESS X7019	Expires	v
 AMERICAN EXPRESS X7019	Expires	v

+ ADD PAYMENT METHOD

Lastly, you can adjust the sign-in information you use to log in via the **Account Info** link on the left. Here, you will see displayed the email and password you use to log in. You can change the email by clicking the pencil icon to the right of that field, and change the password using the **Change Password** form at the bottom.

Personal Info

Payment Methods

Account Info

Account Information

Use the email or phone number below to sign into your giving account. The email address will also be how you receive giving receipts.

In order to save or edit your phone number, a secure pin must be sent to your device and provided below when prompted.

Change Password

Use the form below to change the password for your account.

CURRENT PASSWORD

NEW PASSWORD

CONFIRM NEW PASSWORD

SAVE PASSWORD

Knowledge Base Last Updated: 2019/05/28

Categories:

ACCOUNT MAINTENANCE

DONORS

NEW GIVING PORTAL

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