

# The Donor's Guide to Recurring Donations

## *How to set up, view or edit a donation subscription*

### How do I set up a recurring donation subscription?

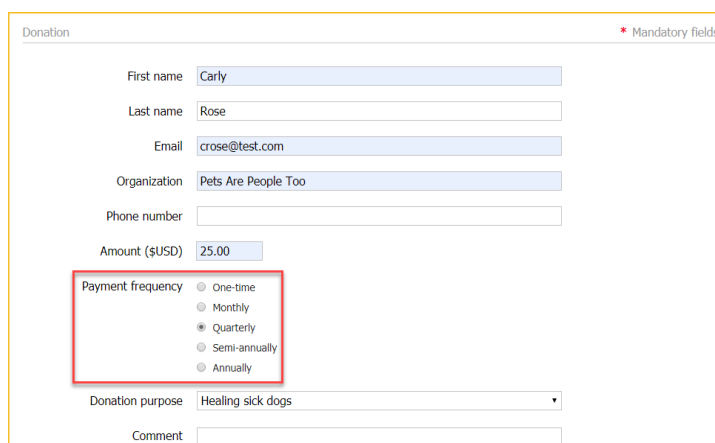
#### 1. Fill out the donation form.

When you visit the organization's donation form, you'll see information fields you may need to fill in, including name, email address, phone number etc.

#### 2. Select how frequently you want to donate.

If the organization you're donating to has chosen to enable recurring donations, you'll also see check boxes next to frequency options.

The frequency options you see will depend on what the organization has chosen, but they might include **Monthly**, **Quarterly**, **Semi-Annually** or **Annually**, as well as **One-time**, for making a single donation.



The screenshot shows a donation form titled "Donation" with a red asterisk indicating mandatory fields. The form contains the following fields and options:

- First name: Carly
- Last name: Rose
- Email: crose@test.com
- Organization: Pets Are People Too
- Phone number: (empty)
- Amount (\$USD): 25.00
- Payment frequency: Radio buttons for One-time, Monthly, Quarterly (selected), Semi-annually, and Annually.
- Donation purpose: Healing sick dogs
- Comment: (empty)

To sign up for recurring donations, you just need to check the option for your chosen frequency. For example, if you select **Semi-annually**, every six months the amount of money you entered will be automatically paid from the card you entered the details of.

#### 3. Click the Pay button.

When you've finished filling in the form, including entering your payment card details, click Pay.

#### 4. Get your receipt.

It's that easy! Once your donation has been successfully processed, you'll receive an email receipt. You don't need to confirm or re-enter any details each time you donate – the system will do it all for you.



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## Other FAQs

### Do I choose how much I donate?

Yes. The amount you choose to give for your original donation will be the amount that is taken for each recurring donation afterwards.

You have to set up [online payments](#) in order to use donations.

Donation \* Mandatory fields

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Amount (\$CAD)

Payment frequency  One-time  
 Monthly  
 Quarterly  
 Annually

Comment

### When will my donation be taken from my account?

Your future donations will be taken from your account on the same day of the month as your original donation, at the frequency you specified. To see when your next donation will be made, follow the instructions under the next point.

### How do I view my recurring donations?

To view your donations, log in to your account and go to your profile. Click the **Donations** tab to see the amount and date of your upcoming donations.

### My profile

[Edit profile](#) [My directory profile](#)

[Profile](#) [Privacy](#) [Email subscriptions](#) [My event registrations](#) [Invoices and payments](#) [Donations](#)

Next date	Subscription	Amount
18 Sep 2019	Upcoming donation Monthly Credit card **** 1111	\$17.00

[Stop](#)

### Can I cancel a recurring donation?

Yes, you can do this from your profile. Follow the instructions above for viewing your donation subscription and click the **Stop** button to cancel that recurring donation.

### How can I change the amount I donate or the frequency I'm donating?

To make changes your recurring donation, you'll need to contact the organization you're donating to. They will be able to edit the frequency, amount, or next payment date of your donation subscription.