

# GUIDE TO MANAGING YOUR RECURRING DONATION IN CLASSY

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# REDROVER DONOR

## REDROVER AND CLASSY

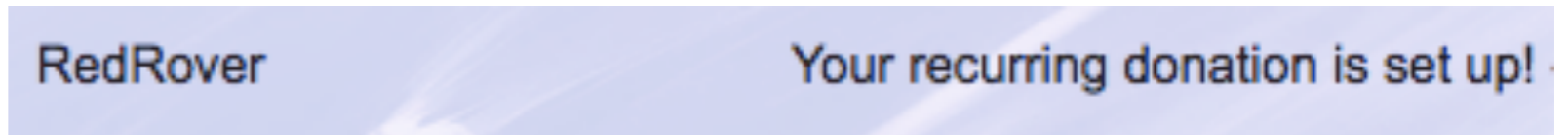
- ▶ Classy is the online fundraising platform used by RedRover to allow for donors to easily setup and manage donations.
- ▶ Because RedRover pursues the highest security and privacy standards, we selected a platform that allows only the donor to manage their donation.
- ▶ This guide is here to offer instructions on how to manage your recurring donation with RedRover.

## ACCESSING YOUR ACCOUNT

- ▶ When you started your recurring donation, a donation management account was created for you in Classy.
- ▶ There are a few ways to access this account:
  - ▶ **Option A:** Refer to the 'click here' link at the bottom of your first confirmation email. **Pages 4-5**
  - ▶ **Option B:** Click the 'Manage Donations' button at the bottom of each monthly email receipt for your recurring donation. **Pages 6-8**
  - ▶ **Option C:** Login directly to your account (requires a password reset). **Pages 9-11**

## OPTION A: MANAGE PAYMENTS FROM SETUP EMAIL

- ▶ When you start your donation, you'll receive the setup email from RedRover.
- ▶ When you open the email, you will see:
  - ▶ amount donated
  - ▶ recurring donation date
  - ▶ link to payment management page
- ▶ Click the 'click here' link at the bottom of the email



# RedRover

## WEBSITE RECURRING DONATION FORM

Your monthly recurring donation has been successfully set up! You have pledged **\$30.00** on the **4th day** of each month.

Please note: This is not a donation confirmation. You will receive a separate email each time your donation is made.

To update your recurring donation anytime [click here](#)



# EDIT MY PAYMENTS DETAILS



## Edit My Payment Details

My Recurring Donation

### Contact Support

RedRover  
membership@redrover.org

- ▶ You'll see the FurEver Friends logo and 'Edit My Payment Details'.
- ▶ You can edit Billing and Credit Card Information.
- ▶ Click the 'Save Changes' button when done editing your donation.

### Billing Information

First Name

Last Name

Street Address

Zip or Postal Code

City

Country

State or Providence

### Credit Card Information

Credit Card Number

Security Code

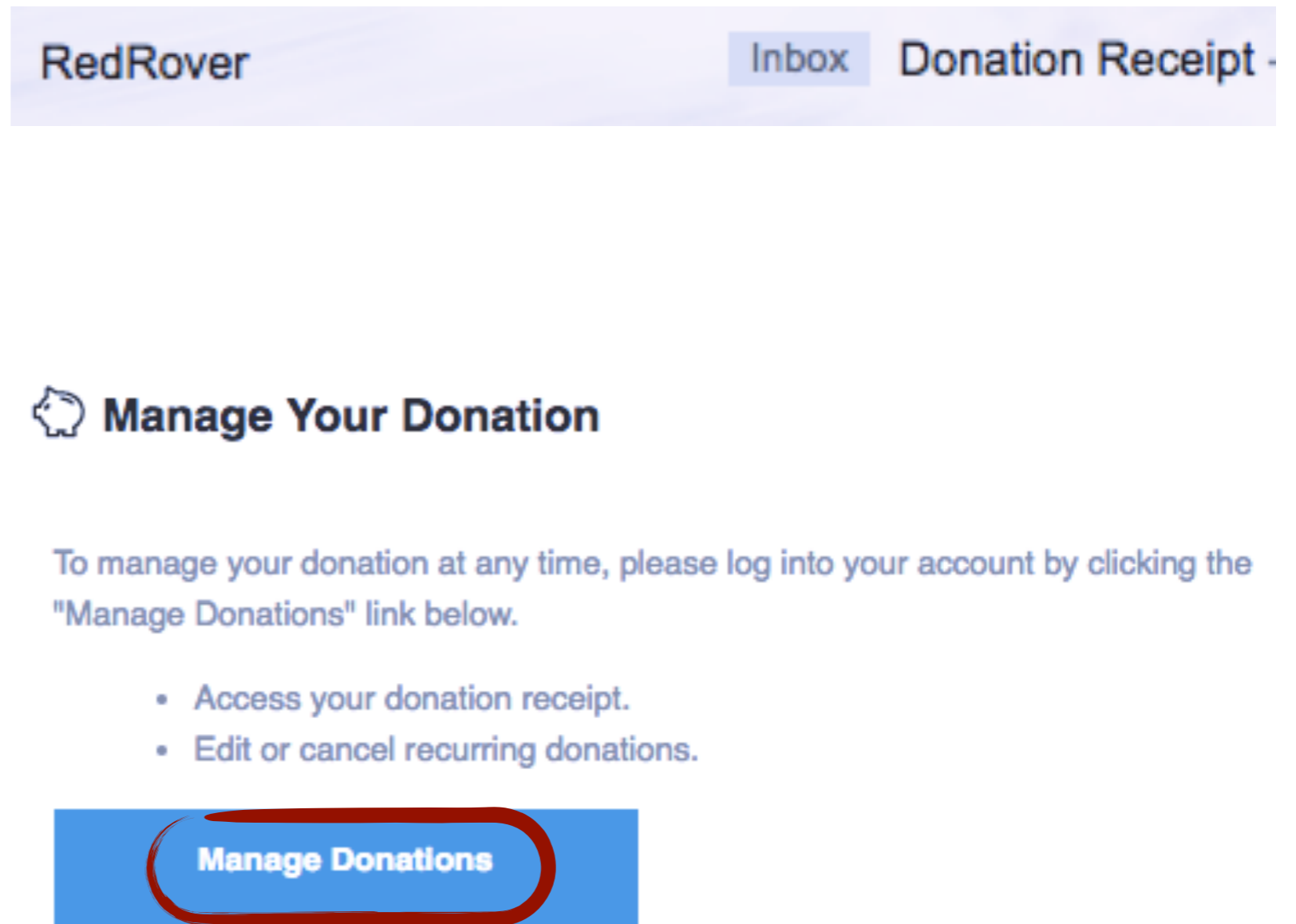
Expiration Month

Expiration Year

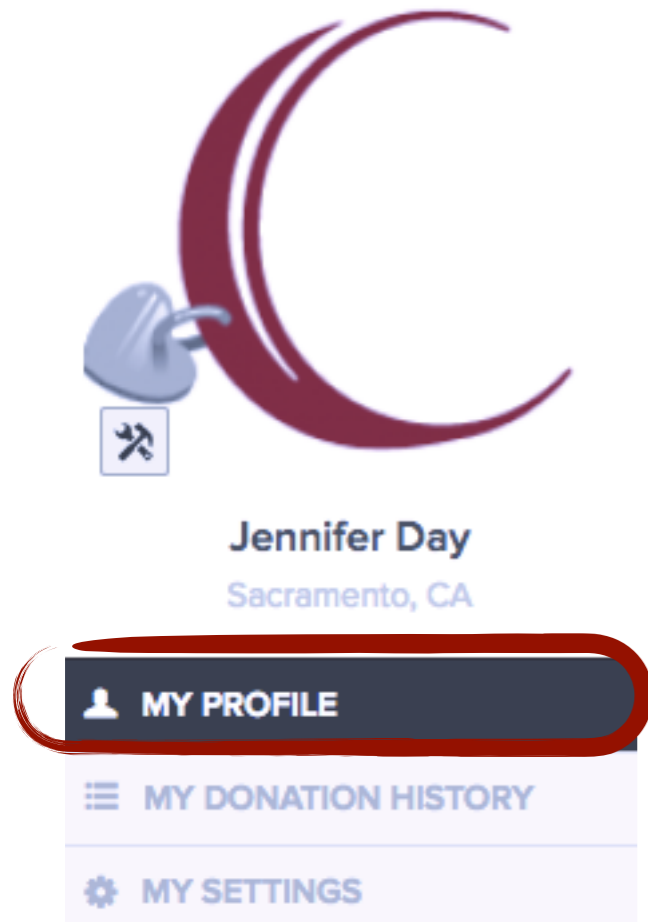
Save Changes

## OPTION B: ACCESS ACCOUNT FROM MONTHLY EMAIL RECEIPT

- ▶ Each month, you'll receive a donation receipt for the payment that was processed that month.
- ▶ At the very end of the email, there will be a section called Manage Your Donation.
- ▶ Click the blue button to access your account.

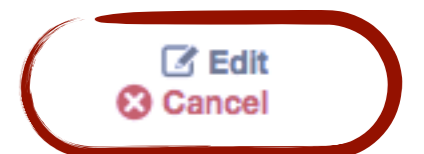


# YOUR CLASSY PROFILE



- ▶ You will see a profile panel on the right side of your account:
- ▶ In the middle of the page, you'll see the 'My Recurring Donations' panel.
- ▶ This lists the amount of your recurring donation, when it was created and offers to options for management:
  - ▶ Edit
  - ▶ Cancel
- ▶ Click 'Edit'

## My Recurring Donations



# EDIT MY PAYMENTS DETAILS



- ▶ You'll see the FurEver Friends logo and 'Edit My Payment Details'.
- ▶ You can edit Billing and Credit Card Information.
- ▶ Click the 'Save Changes' button when done editing your donation.

## Billing Information

First Name	Last Name	
<input type="text"/>	<input type="text"/>	
Street Address	Zip or Postal Code	
<input type="text"/>	<input type="text"/>	
City	Country	State or Providence
<input type="text"/>	<input type="text"/>	<input type="text"/>

## Credit Card Information

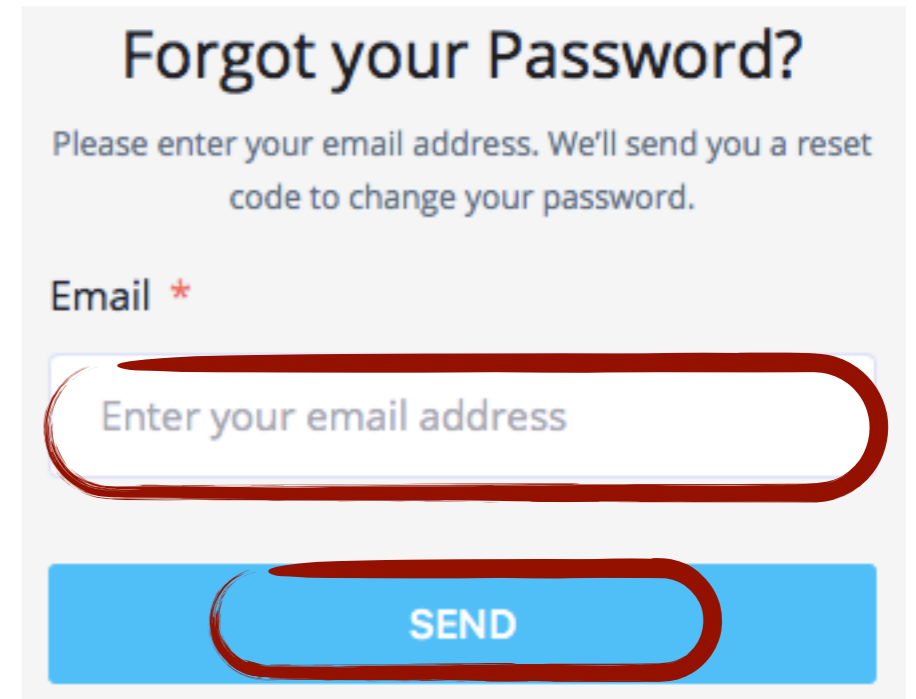
Credit Card Number	Security Code
<input type="text"/>	<input type="text"/>
Expiration Month	Expiration Year
<input type="text"/>	<input type="text"/>

**Save Changes**



## OPTION C: LOGIN INTO CLASSY (FORGOT PASSWORD)

- ▶ An account is created for you when you start your recurring donation. If you don't link directly to your account from one of the emails, then you have to manually log into Classy.
- ▶ This will require you to create your own password.
- ▶ Go to: <https://login.classy.org/password-lost?> →
- ▶ Enter the email you used when you made the donation and click 'Send'. This will send a 'Magic Code' to your email inbox.
- ▶ When you get the code, enter it into the 'Magic Code' box. →



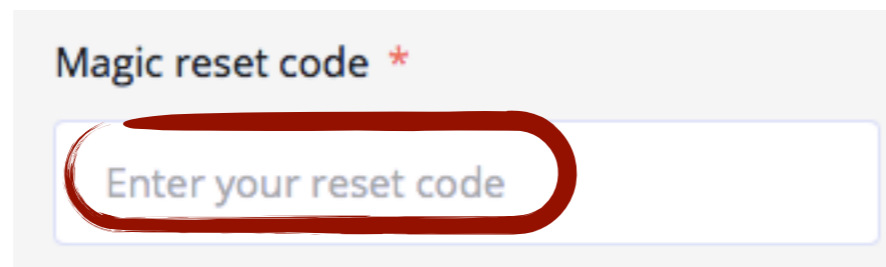
**Forgot your Password?**

Please enter your email address. We'll send you a reset code to change your password.

Email \*

Enter your email address

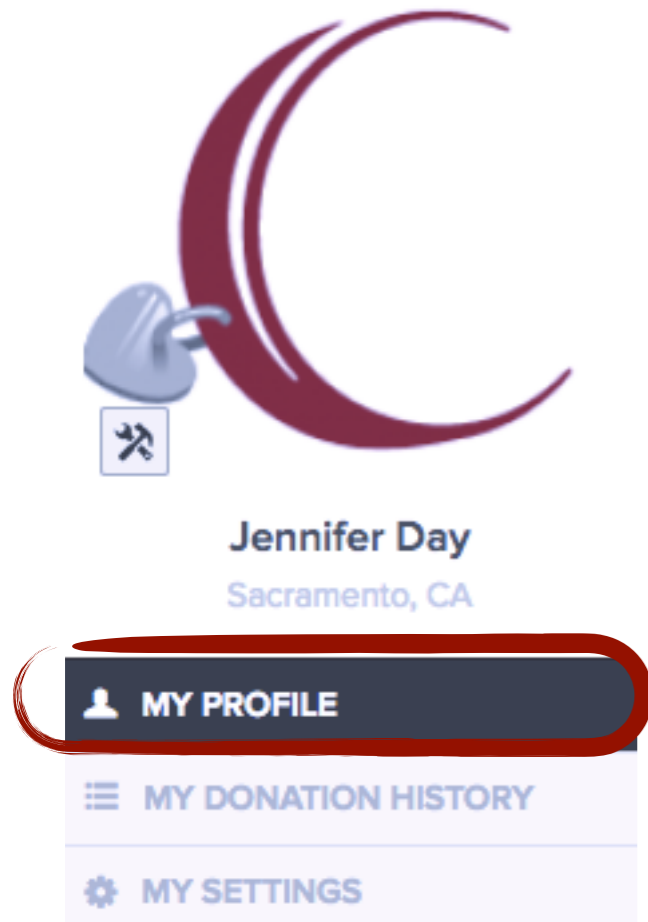
SEND



**Magic reset code \***

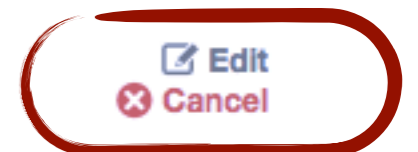
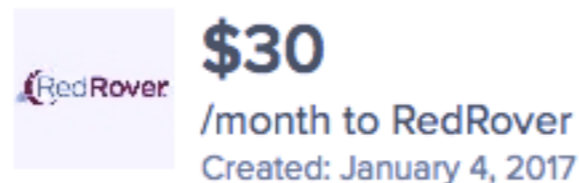
Enter your reset code

# YOUR CLASSY PROFILE

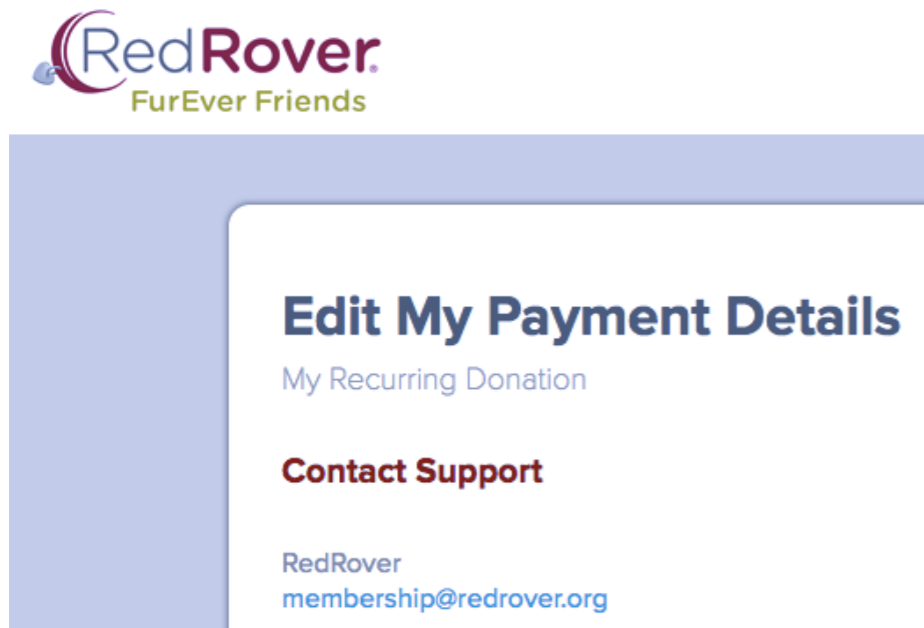


- ▶ You will see a profile panel on the right side of your account:
- ▶ In the middle of the page, you'll see the 'My Recurring Donations' panel.
- ▶ This lists the amount of your recurring donation, when it was created and offers to options for management:
  - ▶ Edit
  - ▶ Cancel
- ▶ Click 'Edit'

## My Recurring Donations



# EDIT MY PAYMENTS DETAILS



- ▶ You'll see the FurEver Friends logo and 'Edit My Payment Details'.
- ▶ You can edit Billing and Credit Card Information.
- ▶ Click the 'Save Changes' button when done editing your donation.

## Billing Information

First Name	Last Name	
<input type="text"/>	<input type="text"/>	
Street Address	Zip or Postal Code	
<input type="text"/>	<input type="text"/>	
City	Country	State or Providence
<input type="text"/>	<input type="text"/>	<input type="text"/>

## Credit Card Information

Credit Card Number	Security Code
<input type="text"/>	<input type="text"/>
Expiration Month	Expiration Year
<input type="text"/>	<input type="text"/>

**Save Changes**