

# DONOR PORTAL GUIDE

1

Logging in

2

Updating your profile

3

Updating your recurring donation

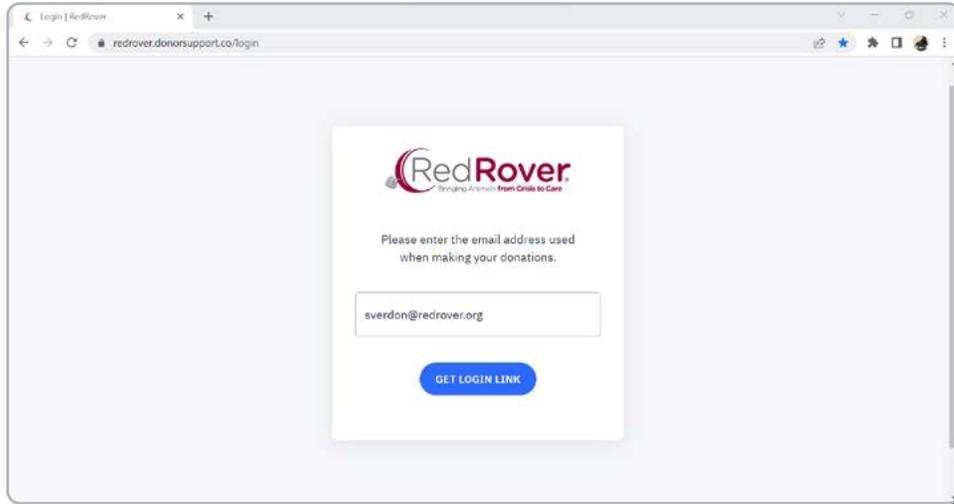
4

Upgrading your recurring donation

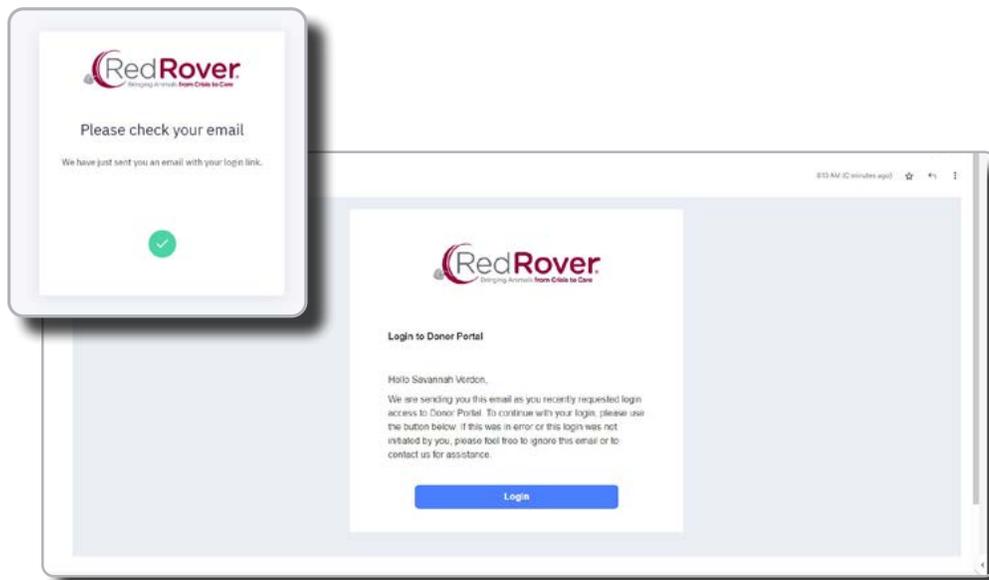
5

Downloading receipts

Log in to the [Donor Portal](#) with the email address associated with your recurring donation. If you have multiple email addresses and are unsure which to use, please email [sverdon@redrover.org](mailto:sverdon@redrover.org) for all things FurEver Friends.



You will receive an email with a link to access your recurring donation in the Donor Portal.

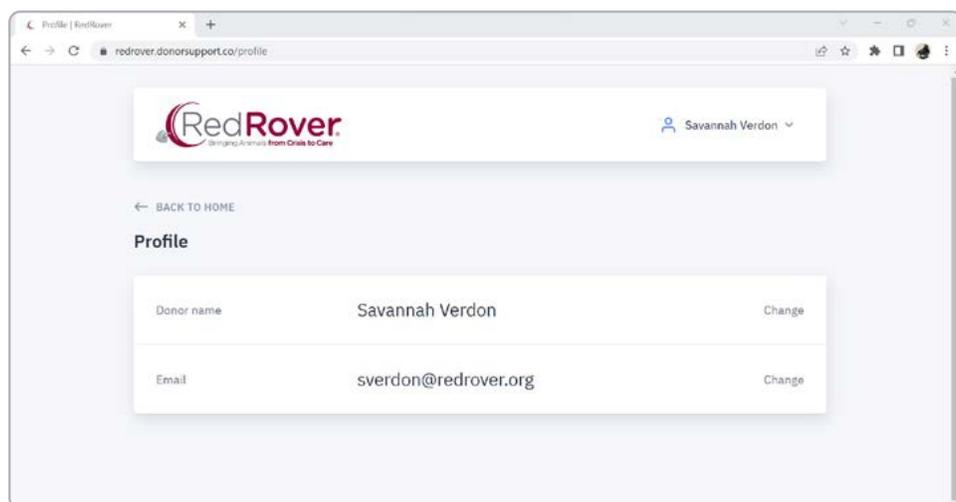
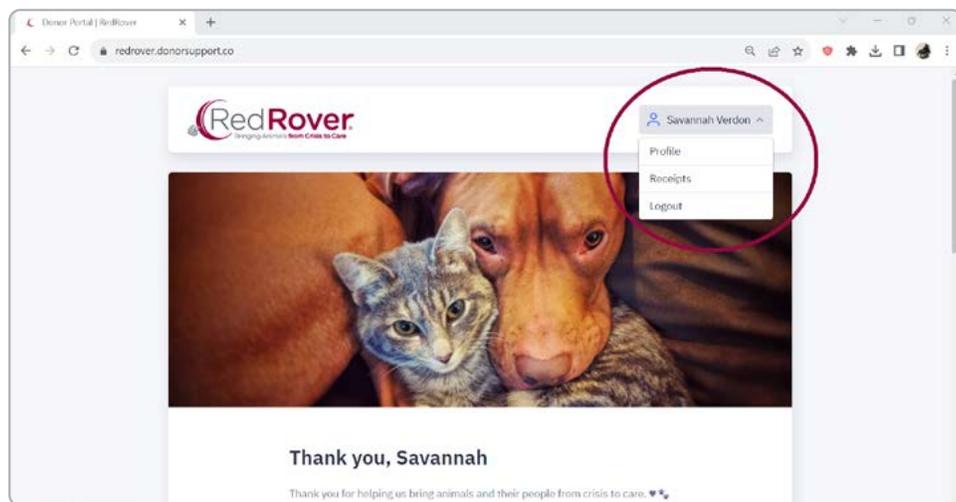


Once logged in, you will be able to make changes to your recurring donation, including:

- Your name and/or email address
- Your telephone and/or mailing address
- Payment information
- The amount and/or date of your donation

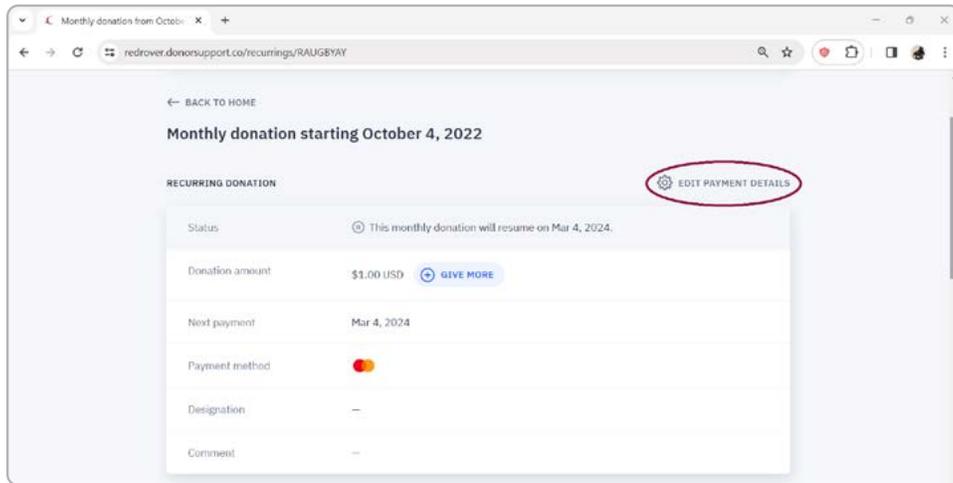
### To change your name and/or email address:

- Click on the drop-down menu in the upper right corner and select Profile.



### To change payment information:

- Scroll down on the home page to the Recurring Donation block and click on the cog icon.

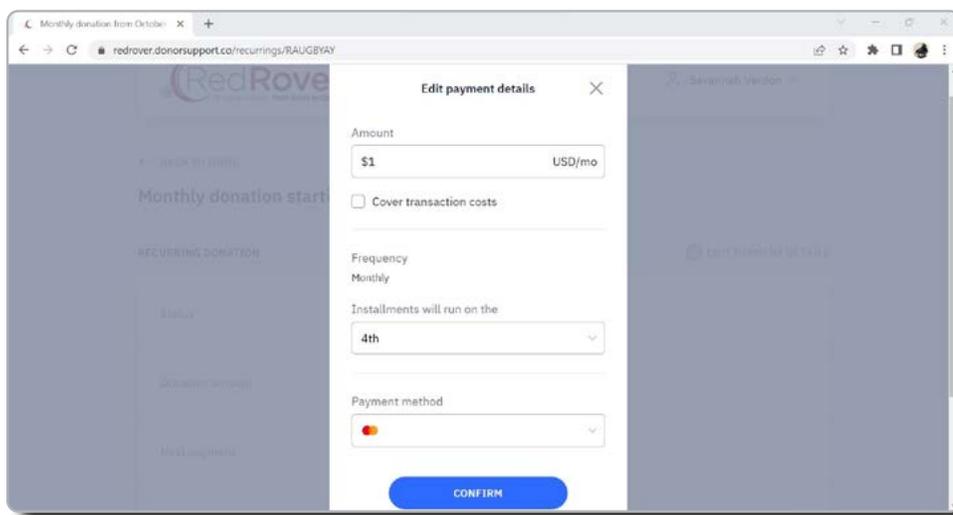


This will take you to the next page.

- Click on the cog icon again to open a pop-up window and make your changes.

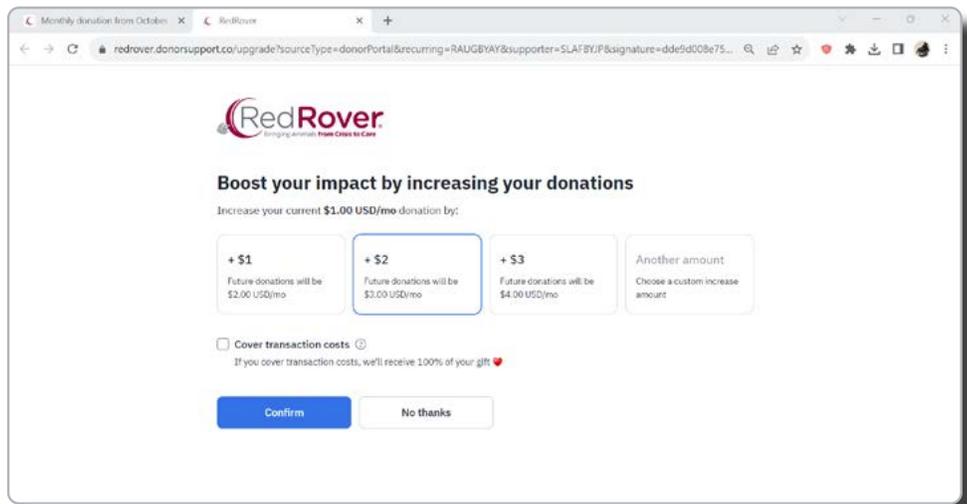
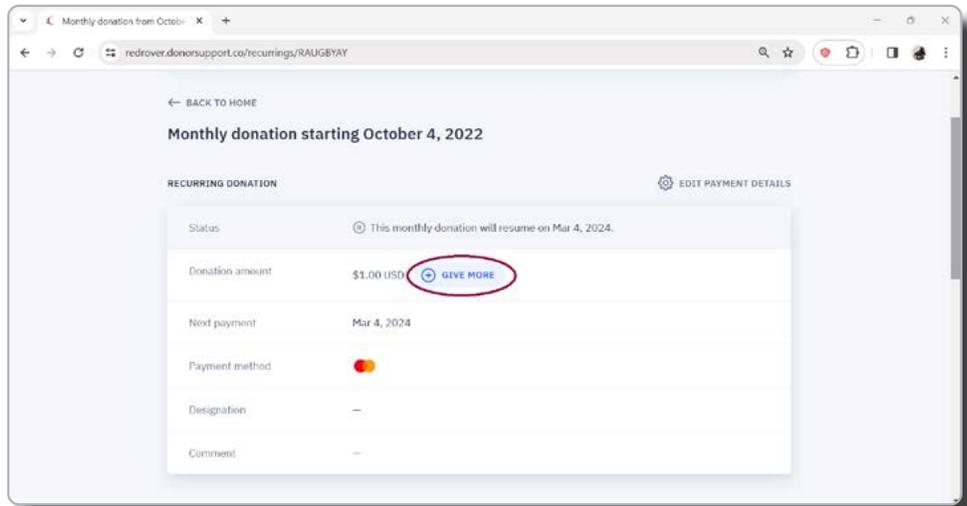
**It is important to keep your cursor within the pop-up window while scrolling – otherwise, it will close.**

Note: if you need to pause your recurring donation for up to one year, please email [sverdon@redrover.org](mailto:sverdon@redrover.org).

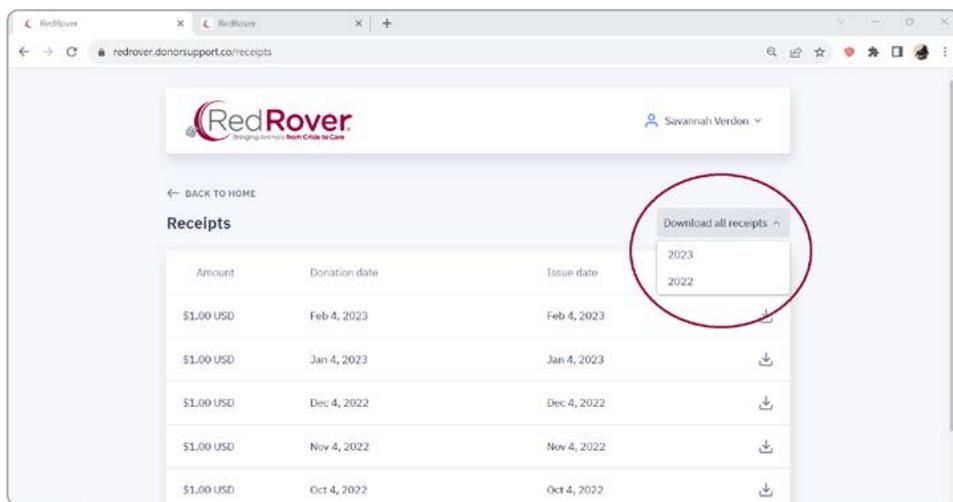
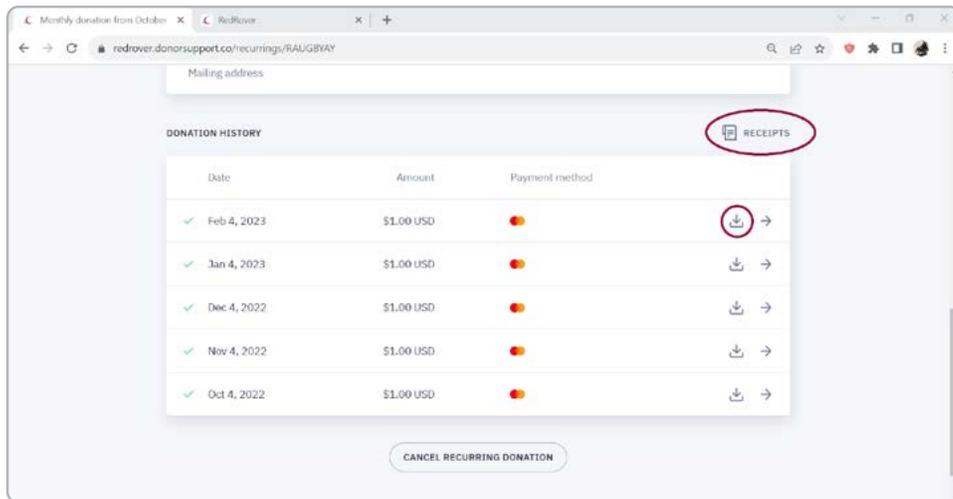


You can also update your phone number and/or mailing address by scrolling down and clicking on the cog icon to the right of Contact Details.

You can increase the amount of your recurring donation when you update your payment information or by clicking the + Give More button. This will open a new tab on your browser where you can choose your new donation amount and opt to cover the transaction costs. This new feature is a quick and easy way to do more for the animals!



Continue scrolling to find your Donation History. Here you can download individual receipts. To download all receipts for the calendar year, click on Receipts in the upper right corner and select the year.



Your receipts will be saved to your device as a compressed folder of pdfs.

**PLEASE NOTE: Only donations made online will have receipts available in the Portal.** If you also made donations through the mail, a complete statement of your annual giving history will be mailed to you before January 31 of the following year.

For convenience, you can also navigate to your Donation History and receipts by selecting it from the drop-down menu or scrolling down on the home page.