

DONOR PORTAL GUIDE

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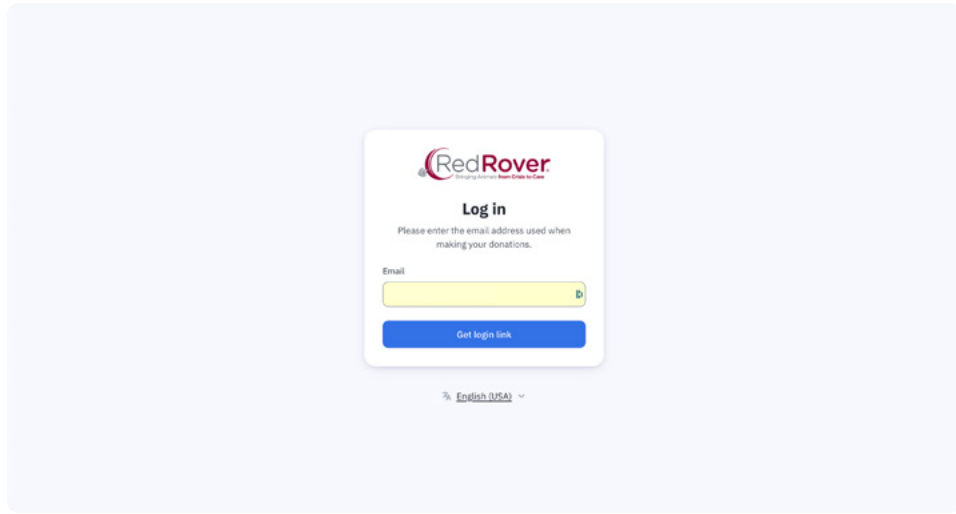
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Upgrading your recurring donation

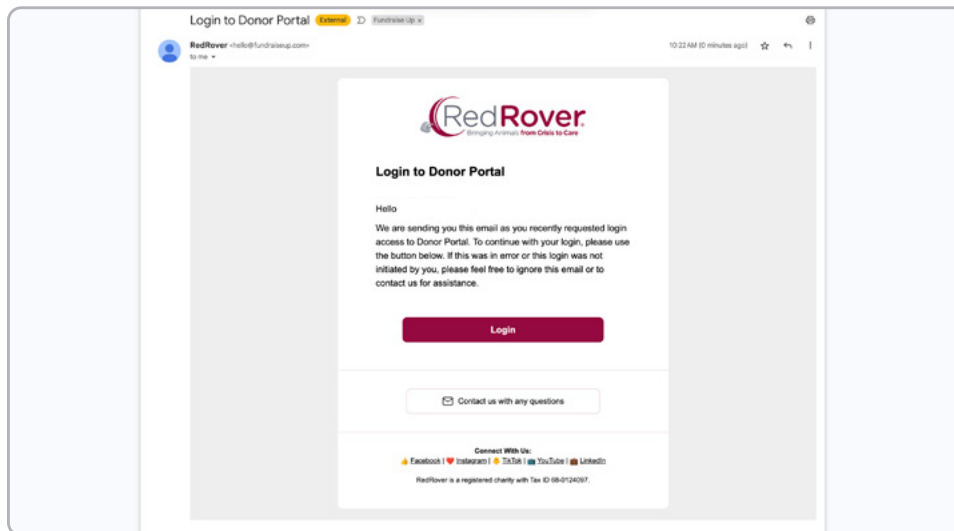
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Downloading receipts

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 for all things FurEver Friends.



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

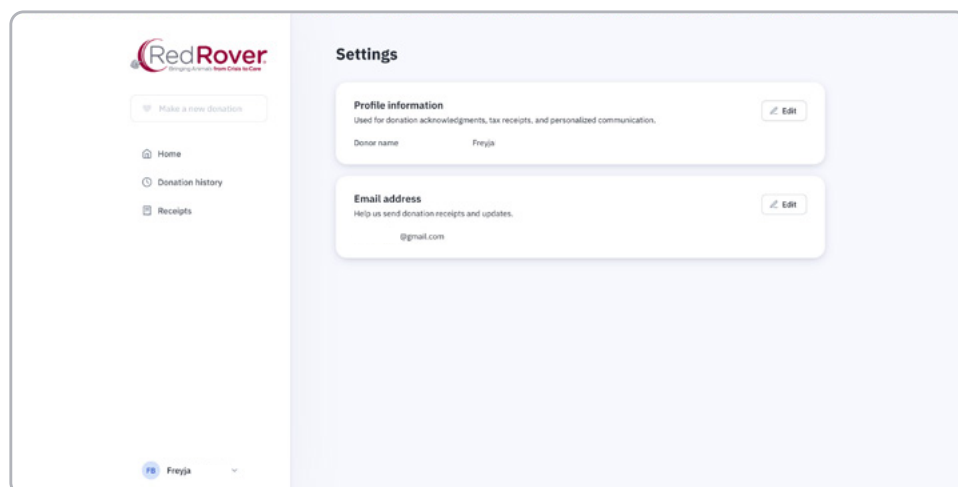
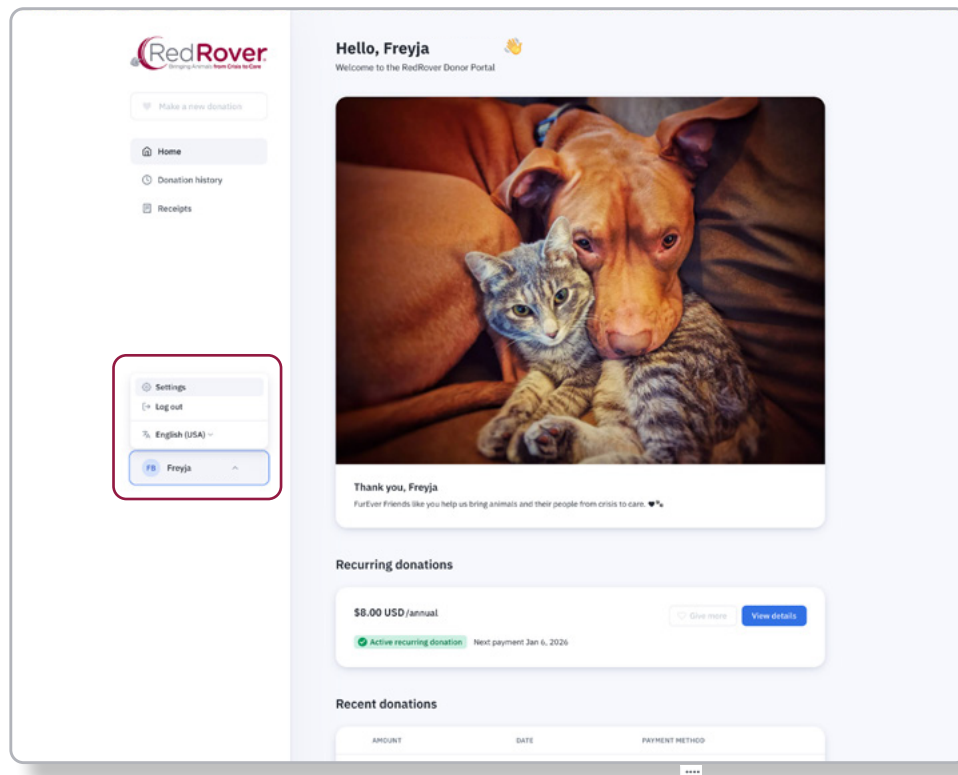


Once logged in, you will be able to make changes to your recurring donation, including:

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

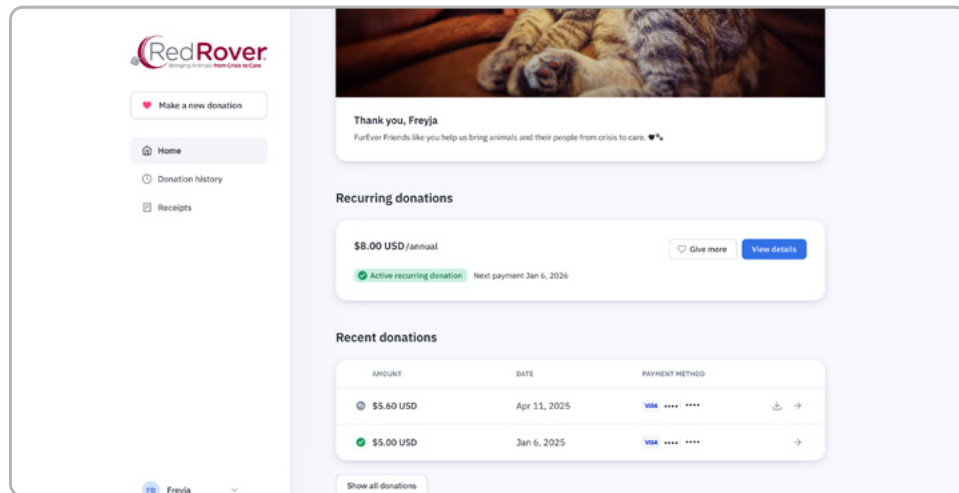
To change your name and/or email address:

- Click on the menu in the lower left corner and select **Settings**.



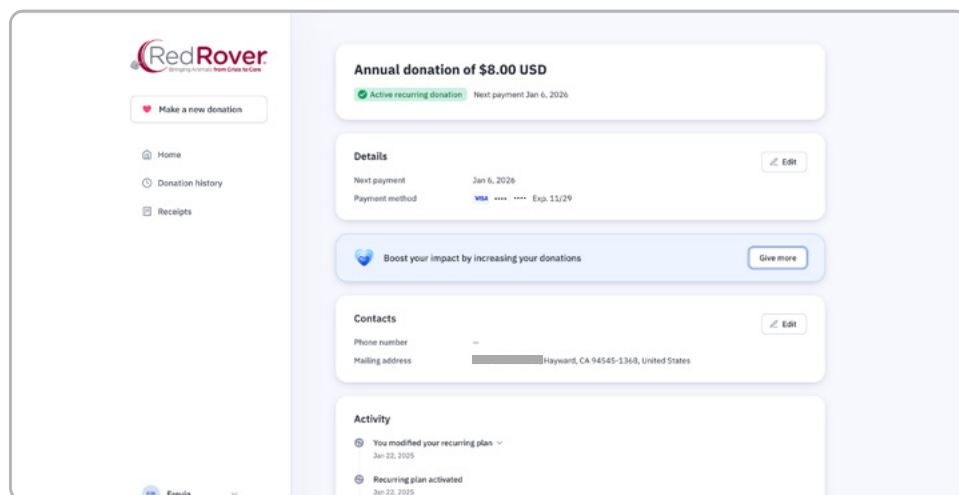
To change payment information:

- Scroll down on the home page to the Recurring Donation block and click on **View details**.



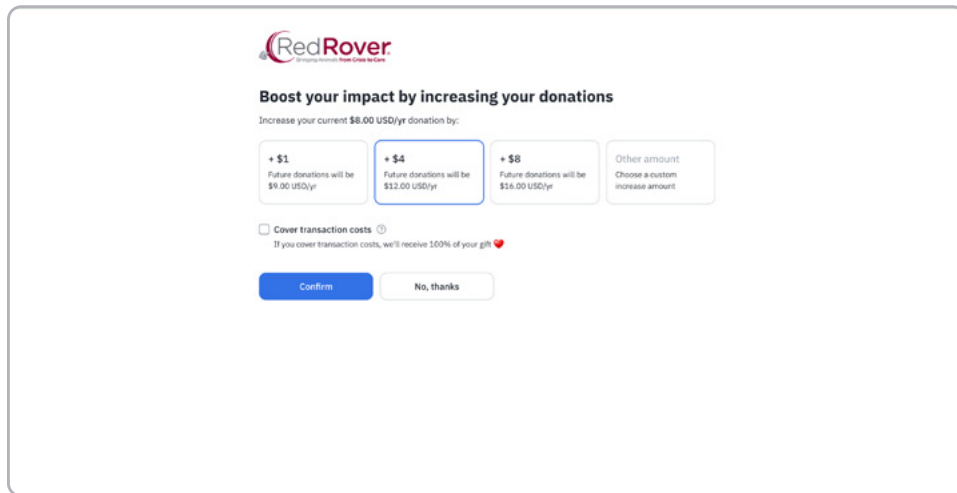
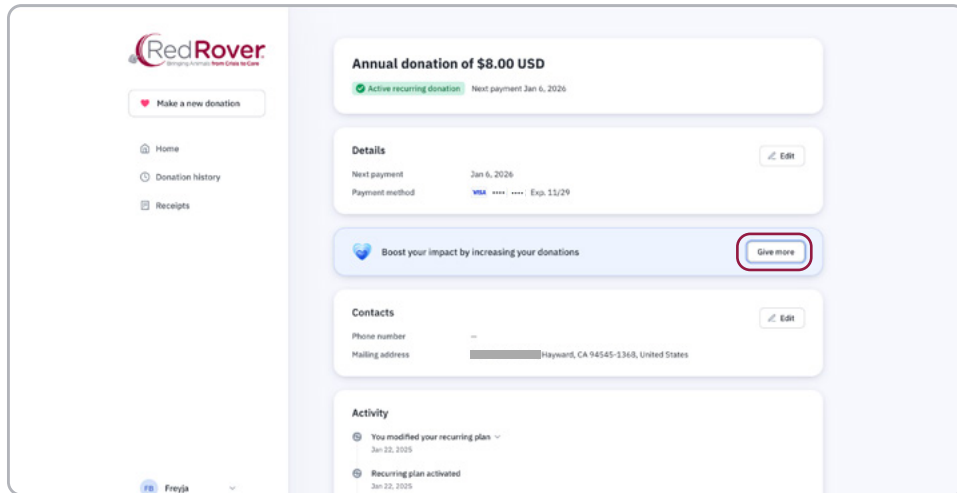
This will take you to the next page where you're able to edit your details including payment information.

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

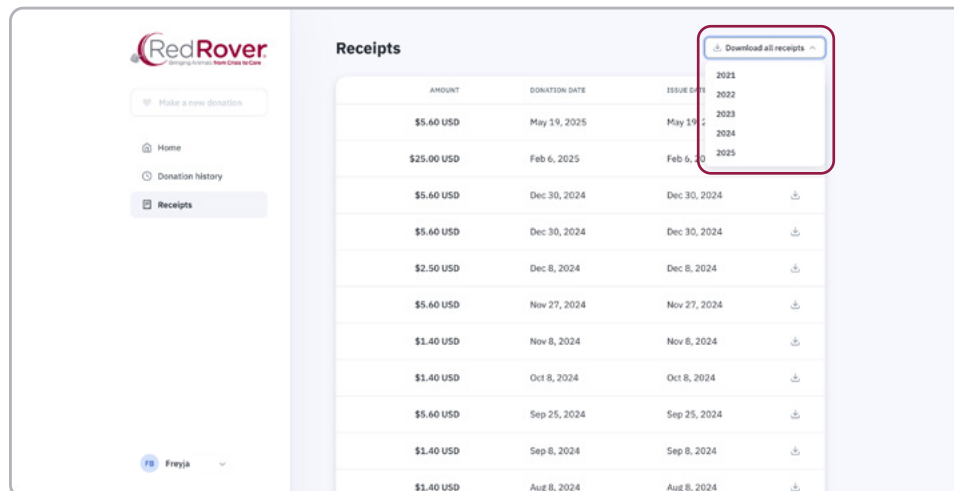
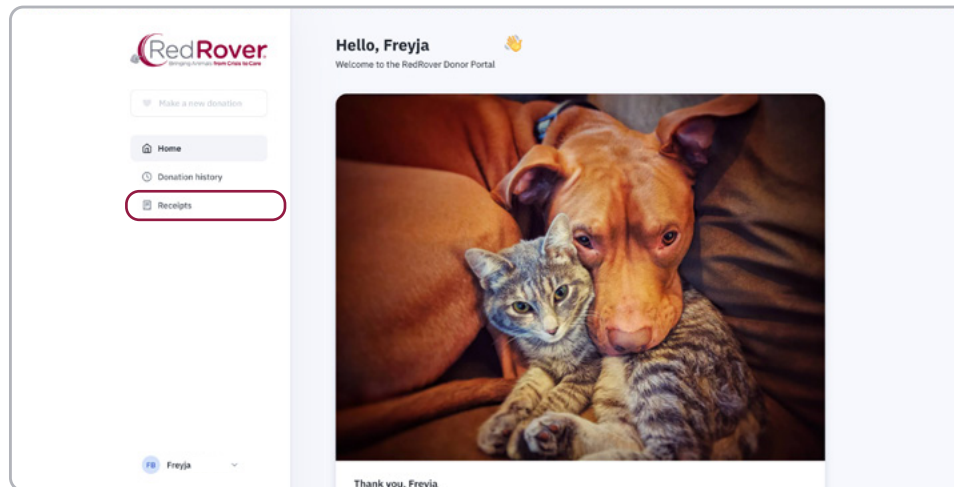


You can also update your phone number and/or mailing address by scrolling down and clicking on the **Edit** button.

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!



To download all receipts for the calendar year, click on **Receipts** on the left sidebar on the page which will take you to your receipt history. Click the **Download all receipts** button to view all the years available.



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. This process applies to one-time donations and recurring donations made in 2024 and earlier. For recurring donations made in 2025 and after, you will be able to download a complete summary of your recurring gifts as a single annual statement, available in January 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.