

## **How do I create an account?**

On the donation page click “sign in” in the upper right corner. Go to the bottom of the page and click “create an account” next to the words “New Here?”. Fill in your first name, last name and your email address. Next create and confirm a password (remember to make note of it). Finally, click “Create My Account”. Your account has been created.

## **How do I sign into my account?**

Sign into your account on the donation page by clicking “Sign In” in the upper right corner. Enter your email address and the password for this account. If you need to change the password click “I need help with my password” and follow the instructions that will be emailed to you.

## **How do I change my credit card information?**

Once you are in your account you can change the credit card you are currently using by clicking “Payment Method” at the top of the page and to the right of “My Dashboard”. Click on “Add Payment Method”. You have the option, although it is not required, to name the payment method. An example of this would be, New Card 2024. Next add the new card number and expiration date. The billing information should be pre-populated. If it isn’t, enter it and click “Save Payment Information”. Your new credit card should now be active. You can check this by clicking on “Payment Method” again and looking to see if the new card is listed. If it is, you can delete your old card. If it isn’t, repeat the above steps and remember to click “Save Payment Information”.

## **How do I update my recurring donation?**

You must be in your account to edit your current donation(s). In your account click on “Recurring Gifts” to the right of “Payment Methods”. If you have more than one gift or the gift has been updated in the past, you will need to find the most current. Then click on it to open it.

To change the amount click “Edit” and choose the new amount. If it’s “other,” type in the amount you would like to change it to.

To change the restriction, click the arrow on the right side under “Please direct my donation to:” and select the institution you would like your donation to be directed to. If you would like to help with the credit card fees check the box next to “Add a little extra to help with fees.” Clicking this box will add 4% to your donation.

After all changes have been made click “Save Recurring Details”. *If this step is missed your information will not be updated.*

To edit the frequency, click “edit” to the right of frequency. You can choose monthly, quarterly or annually. You can also choose an end date by clicking on the calendar under “ending” and choosing the date you

would like your last donation to be. If you don't choose a date, your donation will continue until you stop it.

**How do I change my address?**

In your account, click on "My Account" to the right of Recurring Gifts. Make the changes to your address and click "Save Information" when done or the changes will not be saved.

**How do I update my password?**

In your account, click on "My Account" to the right of Recurring Gifts. Scroll to "Update My Password" and follow the directions. Remember to click "Update My Password" or your changes will not be saved.

If you have any questions please feel free to contact Betsy Wilson at [bwilson@afedj.org](mailto:bwilson@afedj.org).