



Donorbox Blog - Published on December 20, 2023

Donorbox empowers donors to take control of their giving through a unique Donor Portal. Whether you're ready to repeat your donation, change your recurring donation amount, or cancel any recurring donation plans, we have you covered.

## Manage Your Giving with the Donorbox Donor Portal

You've just donated to an organization that uses Donorbox to fundraise. Thank you for being generous and supporting an important mission!

Now you have the power to log in to your Donorbox account to access your donation information, give again, and make changes to your profile.

Read on to learn how!

On your Donor Portal, you can:

- View transaction details
- Download receipts
- Pause, cancel or change any recurring donation plans
- Repeat any donation with **QuickDonate™**
- Give to your favorite organizations' new campaigns
- Change your email, password or name
- Close your account

This means you have a centralized hub for all of your giving! For example, let's say you gave a one-time gift to your local pet shelter. Then you started a monthly recurring giving plan with a food pantry. Since both organizations use Donorbox, you can log in and view your donation information for both!

## How to Use the Donorbox Donor Portal

### 1. Donate and create an account

If you haven't already, you'll need to create your Donorbox account. Donors who make a recurring gift will automatically receive an email with instructions to create their account.

One-time donors may opt-in to creating a Donorbox account by selecting the 'Create a donor account' option as they check out – you'll find it on the final Payments page of the form.

- Create a donor account to manage my donations and donate again faster.

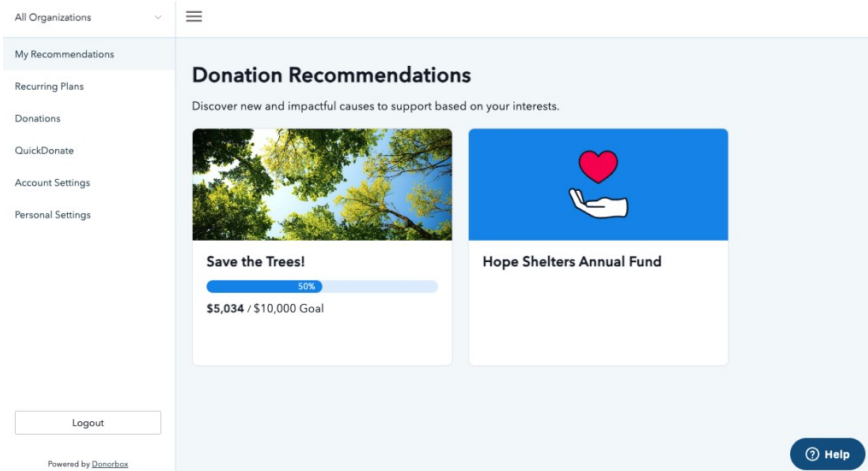
From there, you'll receive an email invitation to create your account.

## 2. Access your account

To access your account as a donor, visit this page: [https://donorbox.org/user\\_session/new](https://donorbox.org/user_session/new). Enter your username and password, or select 'Forgot password' if you need help logging in.

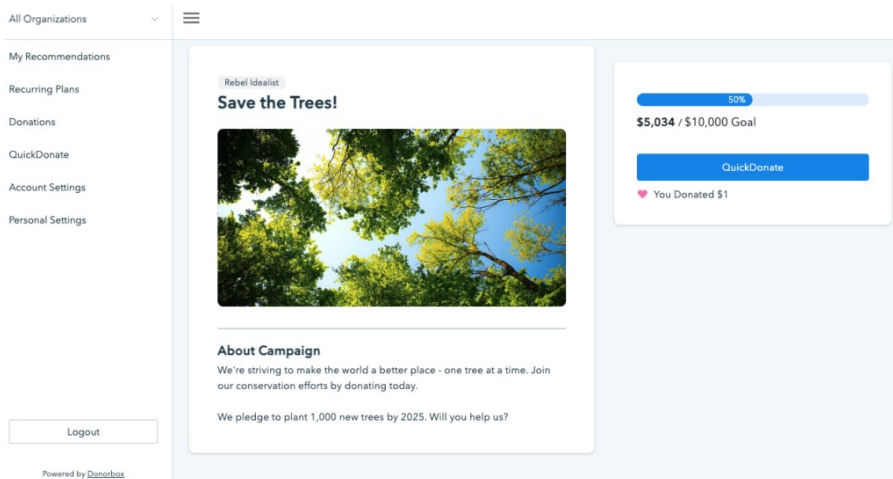
## 3. View your recommendations

When you log in to your Donorbox Donor Portal, you will be taken to the My Recommendations section. Here, you'll find other campaigns from organizations you've donated to in the past.



You can use the 'All Organizations' dropdown in the upper left corner to sort your recommendations. Selecting an organization will also change what you see in the other sections of your Donor Portal.

When you click on a campaign, you'll see the description of that campaign, along with the goal meter so you can see how much of a difference your donation can make!



## 4. Use QuickDonate to give

Use QuickDonate™ to give to this new campaign with your saved payment method. Simply click ‘QuickDonate’ and confirm your donation details. You can choose to change your donation amount, add a comment, and include any tribute gift information if the organization has enabled that type of giving.

If you wish to change your payment method, you will be directed to the organization’s donation page to complete your transaction.

The screenshot shows a web interface for donating to Rebel Idealist. On the left is a sidebar with navigation options: All Organizations, My Recommendations, Recurring Plans, Donations, QuickDonate, Account Settings, and Personal Settings. The main content area is titled 'Donate to Rebel Idealist' and asks the user to confirm donation details. It includes a 'Your Info' section with fields for Name and Email, and a 'Payment Info' section showing a \$1 one-time donation to the 'Save the Trees!' campaign. At the bottom, there is a 'Donate with card: \*\*\*\* 5524' button, a 'Change payment method' link, and a 'Help' button.

You can also repeat any previous donations through the QuickDonate tab.

The screenshot shows the 'QuickDonate' tab in the sidebar, which lists previous donations. The table below summarizes the data shown in the image:

Campaign	Amount	Last Donation	Payment Method	Action
Save the Trees! Rebel Idealist	\$1	12/18/2023	Visa ending with 5524 Expires 11/2026	QuickDonate
Aj-test Rebel Idealist	\$1	12/14/2023	Visa ending with 5524 Expires 11/2026	QuickDonate
Hope Shelters Annual Fund Rebel Idealist	\$1	12/14/2023	Visa ending with 5524 Expires 11/2026	QuickDonate

To donate again, click the ‘QuickDonate’ button on the campaign you want to support and follow the same steps as above.

## 5. View donation history

To view your donation history, select ‘Donations’ in the left-hand sidebar. This will give you a brief overview of all the gifts you have made to a Donorbox organization, along with dates, campaign and organization name, amount, and type of donation.

If you’d like to see further details about any donation or download your receipt, click on the campaign name for that gift.

All Organizations

My Recommendations

Recurring Plans

**Donations**

List of donations you have made to your favorite organizations.

18 Dec 2023	<a href="#">Save the Trees!</a> <a href="#">Rebel Idealist</a>	Donated Within Donorbox	\$1 Paid	One-time (QuickDonate)
14 Dec 2023	<a href="#">Save the Trees!</a> <a href="#">Rebel Idealist</a>	Donated Within Donorbox	\$1 Paid	One-time
14 Dec 2023	<a href="#">Save the Trees!</a> <a href="#">Rebel Idealist</a>	Donated Within Donorbox	\$1 Paid	One-time

## 6. Update recurring donation plans

To view and update recurring donation plans, select 'Recurring Plans' in the sidebar. Like the 'Donations' page, this page gives you an overview of all of your current and previous recurring plans.

Recurring Plans

List of recurring plans with your favorite organizations

<a href="#">Emergency Fundraising for Teens</a> KMS Organization	\$10 Weekly	<b>ACTIVE</b> Next Donation: 08/05/22
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If you'd like to view additional details or make any changes, click on the campaign name for that plan. On the details page that appears, you can easily pause or cancel the plan, as well as change the amount, payment method, and the next donation date.

**Recurring Plan Details**

The details of the recurring plan.

Status Active	Start Date 2022-07-29	Name Given None
Campaign Emergency Fundraising for Teens	Last Donation Date 2022-07-29	Address Given No Address
Organization KMS Organization	Next Donation Date 2022-08-05 change	Email Given None
Amount \$10 change		Phone Given No Phone
Interval Weekly		
Payment Method Visa ending with 4242 Expires 12/2024 change		

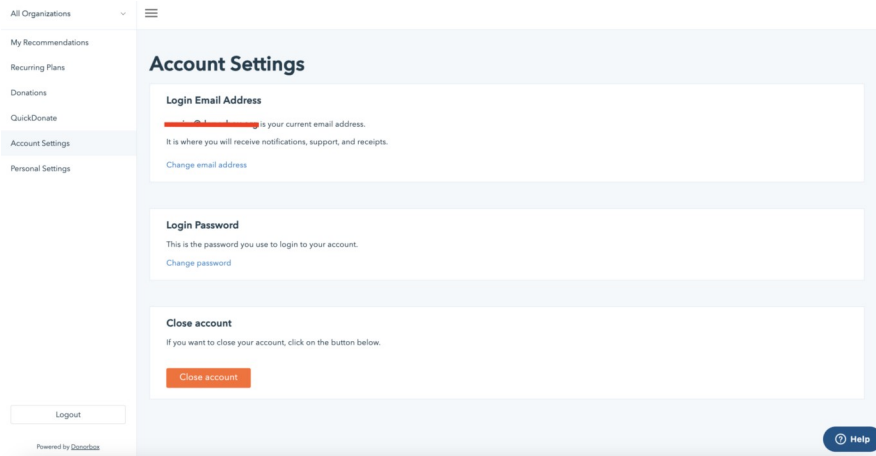
Pause this Plan    Cancel this Plan

**Donations History**

29 Jul 2022	Emergency Fundraising for Teens KMS Organization	\$10 Paid	Weekly
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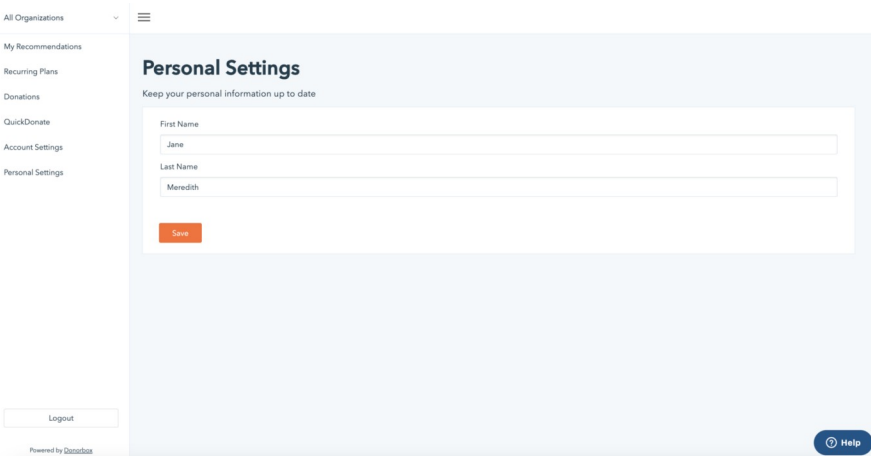
## 7. Manage your account & personal settings

Looking to change your email address or password, or close your Donorbox donor account? 'Account Settings' is the place to go!



The screenshot shows the 'Account Settings' page. On the left is a navigation menu with options: All Organizations, My Recommendations, Recurring Plans, Donations, QuickDonate, Account Settings (highlighted), and Personal Settings. The main content area is titled 'Account Settings' and contains three sections: 'Login Email Address' with a redacted email and a 'Change email address' link; 'Login Password' with a 'Change password' link; and 'Close account' with a 'Close account' button. At the bottom left is a 'Logout' button, and at the bottom right is a 'Help' button. The footer says 'Powered by Donorbox'.

And if you'd like to update your first or last name on your account, simply visit 'Personal Settings'.



The screenshot shows the 'Personal Settings' page. The navigation menu on the left is the same as in the previous screenshot, with 'Personal Settings' highlighted. The main content area is titled 'Personal Settings' and has the subtitle 'Keep your personal information up to date'. It features two text input fields: 'First Name' with the value 'Jane' and 'Last Name' with the value 'Meredith'. Below these fields is a 'Save' button. At the bottom left is a 'Logout' button, and at the bottom right is a 'Help' button. The footer says 'Powered by Donorbox'.

## In Conclusion

Ready to take control of your giving? Create or log in to your Donor Portal to access a world of functionality. Whether you want to give again (in just a few clicks!), pull your donation receipts, update your payment method for your recurring donation plan, or discover exciting new causes, we have you covered.