

How do I get notified of a failed recurring donation?

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You can choose to receive a notification when a recurring donation fails to run. You could then reach out to the donor (aside from the automatic attempts our system makes) to ensure you collect a new payment method for their recurring donation. The notification you receive will look like this:

One of your recurring donations has been cancelled due to failing to bill for 5 days in a row. Here are the details:

Name: John Doe

Amount: \$10.00

Phone: 15555555555

Email: demo@mobilecause.com

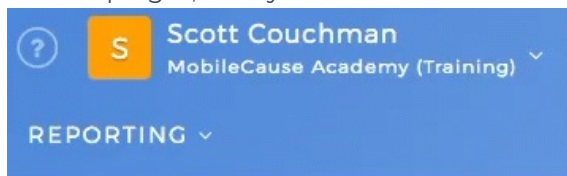
You can unsubscribe from these emails under User Info in your GiveSmart Fundraise Account.

To learn more about how to manage recurring donations, [click here](#).

How to turn off the notifications

By default, all users will receive these notifications, but you can turn them off on your own account by following these steps:

1. In the top right, click your name then **Profile**.



2. Uncheck the box labeled **Enable Email Notification for Failed Recurring Donation**
3. Enter your GiveSmart Fundraise **Current Password**
4. Click **Update**

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Profile

First Name	Scott	Last Name	Couchman
Email	scouchman+demo@mobilecause.com	Mobile Number	
Time zone	(GMT-08:00) Pacific Time (US & Canada)		
Current Password	Password	Confirm Password	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Enable Email Notification for Failed Recurring Donation		
API Token Key: To manage your API Token Key please visit the Developer Portal			
<input type="button" value="Update"/>			

Need Help?