

# Donor Portal

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The Donor Portal gives your donors direct access to their donation history within the selected organization. This allows them to view details and download receipts without the need to contact the organization.

## Accessing the Donor Portal

There are 2 ways to access the Donor Portal.

### 1. Email Receipt

When a donor makes a donation, an email is sent. At the bottom of the email is a link to the Donor Portal.

Once selected, the donor is directed to enter a verification code. This code can be found in a new email that is generated upon clicking the 'login to Donor Portal' button.

Tip: If a donor can not locate the email, please have them check their spam or junk folders for an email from **noreply@mobilecause.com**.

Upon entering the verification code, the donor is taken to their dashboard in the Donor Portal, where they can see a list of all completed donations with the organization.

### 2. Bottom of Payment Form

The second way for a donor to locate the Donor Portal is by clicking 'Login to Donor Portal' at the bottom of a payment form.

Once selected, the same pathway as described above will apply. *(Please reference Email Receipt path above for details.)*

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## Downloading a Receipt

Select a hyperlinked donation date while viewing the donation history on the dashboard. A slide out will appear with the donation details, including Amount, Payment Frequency and Payment Status.

To download a receipt, check the box next to Download PDF and select Get Receipt. This will provide a PDF version of the transaction.

**Tip:** The Donor Portal is only for donors, an admin can not access a donor's portal. To download a receipt on behalf of a guest, please view [this article](#).

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## End-of-Year Receipts

From the Donor Portal, a donor has the ability to download an end of year receipt as a PDF list of all transactions completed in the prior year. To download, click the Download PDF button in the End-of-Year Receipt container.

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## Need Help Section

In the Donor Portal, there is a Need Help section which will list both an email address and the organization's external website.

To modify the information listed in this section, navigate the fields listed below.

- Select the gear icon (Settings) from the top navigation
- Click Organization from the left navigation
- Modify the following fields:
  - Info Email
  - Website URL

To learn more, view the [Account Settings](#) article.

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## FAQs

Can a donor view all donations from all organizations they have donated to in their donor portal?

- Not at this time. By selecting View Donor Portal at the bottom of an emailed receipt, the donor will only be able to view donations from the organization the receipt was generated from.

Can a donor modify their information or card on file in the Donor Portal?

- Not at this time. Currently they can only view & download receipts from donations made

to the organization.

Will crowdfunding & general donations appear in the portal?

- Yes, donations made on both crowdfunding and general donation forms will appear in the Donor Portal.

Will offline donations appear in the Donor Portal?

- No, offline donations will not appear in the donor portal.

Is the only way to get to the Donor Portal is through an emailed receipt?

- No, there are 2 ways to gain access to the Donor Portal:
  1. Button at the bottom of an emailed receipt
  2. Button at the bottom of a payment form

Can I remove the Donor Portal button from my forms?

- No, the Donor Portal button cannot be removed or hidden from any payment forms at this time.

What happens if the email is incorrect for a donor? How can they access the portal?

- Currently if a donor needs to have their email address updated, they would need to reach out to the organization to have them resend an email to the proper address.

Is there a way for a donor to sign out of the Donor Portal?

- Yes, a donor can sign out by selecting the Sign Out button in the top right corner.

Can a donor download an end-of-year receipt for years other than the prior year?

- No, a donor is limited to downloading only the prior year's receipt.

Can someone access the Donor Portal if they have never made a donation to an organization?

- Yes, a donor can access the Donor Portal by clicking the button at the bottom of a payment form, following the prompts to add a verification code from their email, and will be taken to their Donor Portal. Their will be no transactions listed on their dashboard.