

# How do I unsubscribe a donor from recurring gift notifications?

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While donors can opt out of **text messages sent from your organization** by replying "stop" (more [here](#)), this opt out does not apply to any SMS reminders or receipts associated with an active recurring donation.

This article details how to stop notifications for a recurring donor.

## What text notifications do recurring donors receive?

**Payment Receipt:** This is the message that is sent once the donation has been charged. The email version will be what you write in the **Email Receipt** for any other donation. The SMS version will look like this:

**Upcoming Payment Reminder:** This message is sent about 3-4 days before the next donation will be charged. The email version will be what you write in the **Email Receipt** for any other donation. The SMS version will look like this:

**Credit card expires in 30 days:** If the credit card's expiration date is approaching, the supporter will be alerted so they can provide a new date or credit card.

**Credit card expired:** This alerts the donor that their credit card is expired and they will need to update it to continue donating.

**IMPORTANT:** While donors can **opt out** of **text messages sent from your organization** by replying "stop", this will **not** opt them out of the SMS reminders or receipts associated with an active recurring donation.

## Disable Recurring Donation Notifications for a Donor

First, use the left navigation to head to Existing Reporting > Recurring Donations.

Locate the donor using the search filters.

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Select Action on the far-right column > **\$ Manage Payments**.

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Here is where you can uncheck the SMS boxes so they won't receive those texts moving forward. Click **Save** to apply the changes.

**Note:** For compliance reasons, the Email Payment Receipt cannot be disabled.

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