EAT 365 | DONOR PORTAL

WHAT IS
THE DONOR PORTAL?

It's an easy, online tool accessible by monthly supporters to update their donation details!

WHAT CAN I DO
IN MY DONOR PORTAL?

UPDATE PAYMENT INFORMATION

If you have a new credit card or prefer to use a new payment method, you can easily make changes after logging in! You can choose to use credit card or Google Pay.

MODIFY YOUR MONTHLY DONATION DETAILS

You can choose to update your monthly donation amount, status, and payment date at any time.
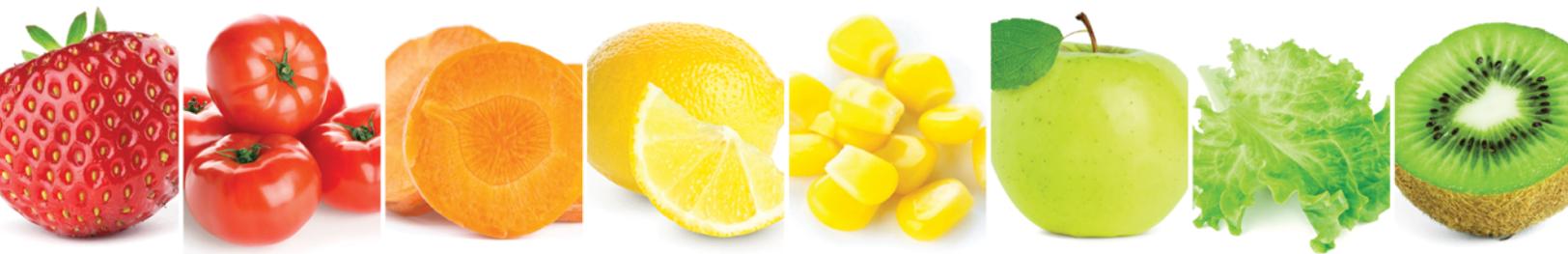
UPDATE YOUR PERSONAL INFORMATION

You can make updates to your email, phone number, and mailing address. Make sure your mailing address is complete so it can be correctly reflected on your tax receipt.

Note:

The step-by-step examples are based on a desktop view and may look different on mobile devices.

HOW DO I ACCESS
THE DONOR PORTAL?

01

Scan the QR code to access the donor portal or visit https://foodbank.donorsupport.co

02

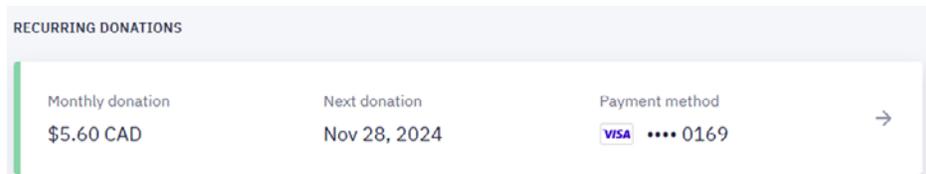Enter the email address associated with your monthly donation.

03

Wait for our email and click on the secure link to access your account. Note that the secure login link will auto-expire in 24 hours. No password is needed to access your donor portal.
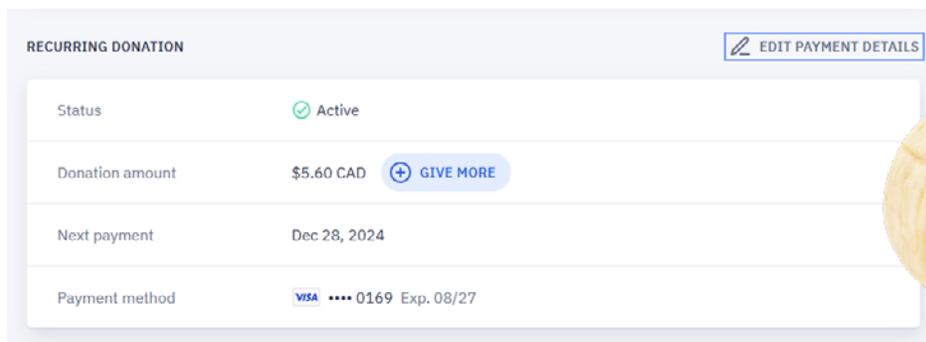
HOW DO I UPDATE
MY PAYMENT METHOD?

01 After logging in, scroll down to the **'Recurring Donations'** section, click the arrow to make updates.
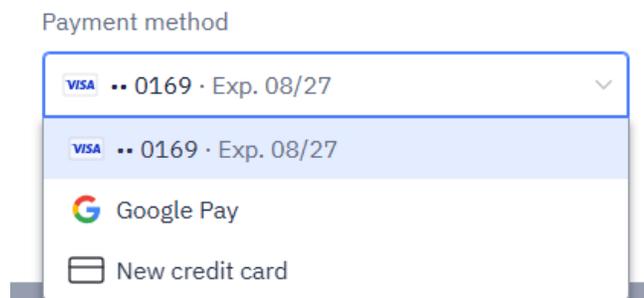
RECURRING DONATIONS

Monthly donation	Next donation	Payment method	
$5.60 CAD	Nov 28, 2024	VISA •••• 0169	→

02 Click **'Edit Payment Details'** to update your payment details.

RECURRING DONATION   ✎ EDIT PAYMENT DETAILS

Status	✓ Active
Donation amount	$5.60 CAD ⊕ GIVE MORE
Next payment	Dec 28, 2024
Payment method	VISA •••• 0169 Exp. 08/27

03 Go to the bottom section called **'Payment Method'** to update a new credit card. Click on **'New credit card'** and make your updates! You can also switch your payment method from credit card to Google Pay.

Payment method

VISA •• 0169 · Exp. 08/27   ⌄

VISA •• 0169 · Exp. 08/27
G Google Pay
▭ New credit card

HOW DO I UPDATE
MY MONTHLY DONATION DETAILS?

01 After logging in, scroll down to the **'Recurring Donations'** section, click the arrow to make updates.

RECURRING DONATIONS

Monthly donation	Next donation	Payment method	
$5.60 CAD	Nov 28, 2024	VISA •••• 0169	→

02 You will be directed to another page. Click the **'Edit Payment Details'** to update your monthly donation details.

RECURRING DONATION   ✎ EDIT PAYMENT DETAILS

Status	⊘ Active
Donation amount	$5.60 CAD ⊕ GIVE MORE
Next payment	Nov 28, 2024
Payment method	VISA •••• 0169 Exp. 08/27

03 You can now:

- Make edits to your donation amount/month
- Cover transaction costs for each donation
- Update the frequency of your gift (e.g. monthly, every 4 weeks, annually)
- Change your donation date
- Make an extra one-time donation

Edit payment details

Donation amount

| $5 | CAD/mo. |

☑ Cover transaction costs

Transaction costs: $0.60
Donate now: $5.60

Frequency

| Monthly | ⌄ |

Next donation scheduled for

| November 28, 2024 |

☐ Make an extra donation now

HOW DO I UPDATE
MY PERSONAL INFORMATION?

01

To update your name or email

After logging in, click on your name in the top right corner of the screen, then click on profile.
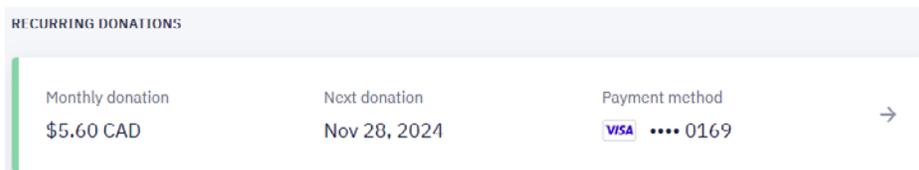

02

Click on **'Change'** to update your name or email. Your name will be reflected on your tax receipt so make sure it is spelled correctly. Your email will be our main form of contact.

01

To update your phone/mailing address

After logging in, scroll down to the **'Recurring Donations'** section, click on the arrow to make updates.

02

Click on 'Edit' to update your phone or mailing address. Your mailing address will be reflected on your tax receipt so make sure it is correct and current.

Thank you
for your monthly support!

EAT 365

The Food Bank of Waterloo Region
Monthly Giving Program

The FoodBank
OF WATERLOO REGION