



Donor View Troubleshooting Guide

First Step: Create a Donor View Account

The only way to access your account, make changes to your payment method, cancel or edit a donation, see your past donations, generate donation receipts or your Annual Giving Summary is to [sign up for a Donor View account](#). For further assistance, email gsadonations@globalassociates.org

How to Cancel a Recurring Credit Card Donation

Click on Donor Portal, sign into your account and follow these steps:

1. Click on Pledges > Manage Pledges > Reduce Total Number of Payments to 0 (zero)
2. Click Save

How to Edit the Amount of Your Recurring Donation

Click on Donor Portal, sign into your account and follow these steps

1. Cancel your current donation
2. Click on 'Donate Now' and fill in the form
3. Click Save

How to Update Your Payment Method

Click on Donor Portal, sign into your account and follow these steps

1. Pledges > Manage Pledge > Add Credit Card
2. After filling out your credit card information, toggle "Use this card to update open pledges"
3. Click Save

How to Generate a receipt or your Annual Giving Summary

Click on Donor Portal, sign into your account and follow these steps:

1. Click on Documents
2. Find the receipt or Annual Giving Summary
3. Click on "Details" and Download document and print