

GoFundMe Pro Donor FAQ List:

This sheet is for EMI staff with a US support account to assist with answering questions from their online monthly supporters. Please note that supporters are always welcome to contact the EMI donations team at donate@emiworld.org and (719) 633 – 2078.

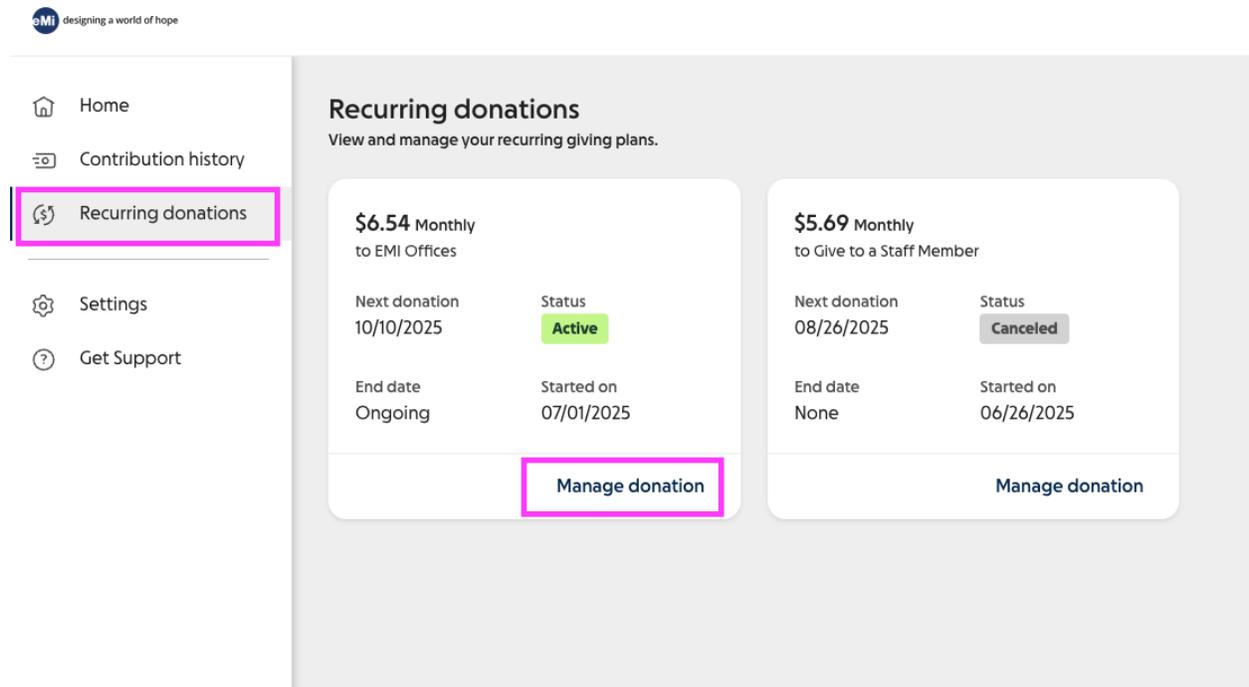
“How do I log into my giving portal?”

1. First, navigate to this link: give.emiworld.org/profile/86691
2. Type in your email address that you used for your donation (this will be the same as your receipt email) and click “Next”.
3. If this is your first time logging in, click “forgot password” and follow steps sent in email.
4. If you have logged in before, type in your password

From the giving portal:

- “How do I update my credit card information?”

1. Navigate to the “Recurring donations” tab and then select “Manage donation” to update your desired recurring giving plan



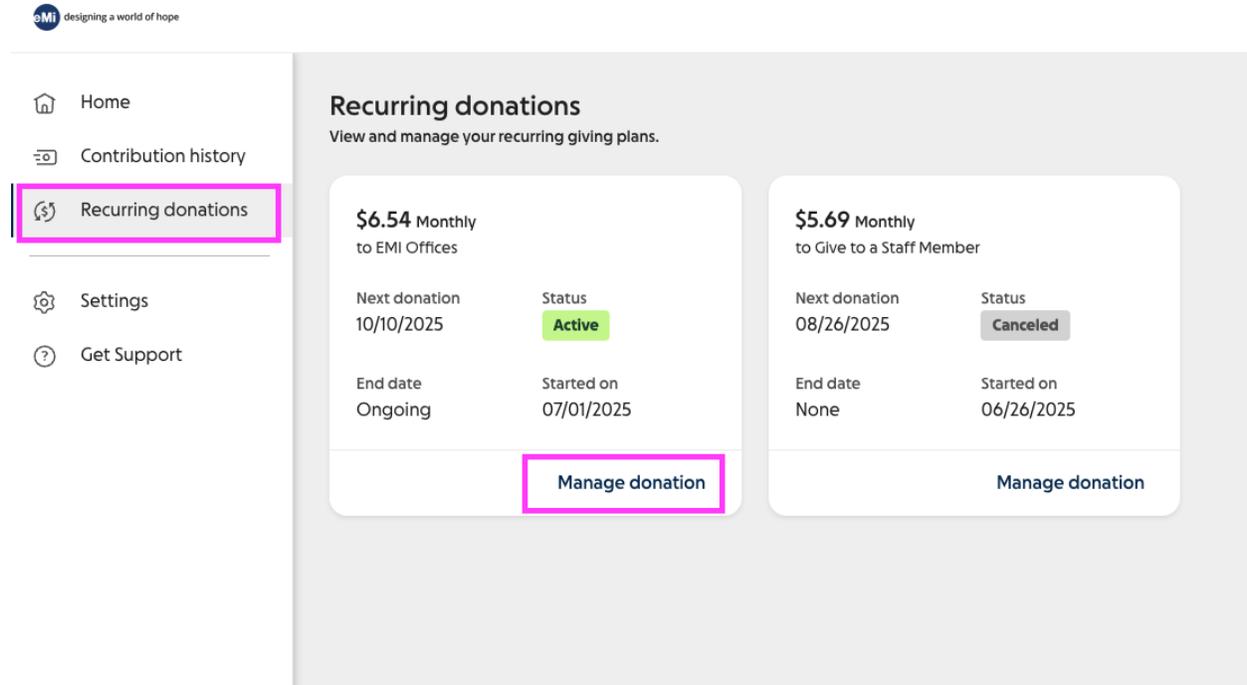
The screenshot shows the GoFundMe Pro Donor giving portal interface. On the left is a navigation menu with options: Home, Contribution history, Recurring donations (highlighted with a pink box), Settings, and Get Support. The main content area is titled "Recurring donations" and includes the subtitle "View and manage your recurring giving plans." There are two donation cards displayed. The first card is for a "\$6.54 Monthly to EMI Offices" with a status of "Active" (highlighted with a green box) and a "Manage donation" button (highlighted with a pink box). The second card is for a "\$5.69 Monthly to Give to a Staff Member" with a status of "Canceled" (highlighted with a grey box) and a "Manage donation" button.

Amount	Frequency	Recipient	Status	Next donation	End date	Started on	Action
\$6.54	Monthly	to EMI Offices	Active	10/10/2025	Ongoing	07/01/2025	Manage donation
\$5.69	Monthly	to Give to a Staff Member	Canceled	08/26/2025	None	06/26/2025	Manage donation

2. Navigate to “Payment details” and provide your updated credit card information, make sure to click the blue “Save” button in the bottom right hand corner of the page!

- **“How do I update my bank information?”**

1. Navigate to the “Recurring donations” tab and then select “Manage donation” to update your desired recurring giving plan



2. Navigate to “Payment details” and select “Bank transfer”, manually type in bank information.
3. Once you’ve entered your bank information, be sure to click the blue “save” button!

- **“How do I cancel my donation?”**

1. Navigate to the “Recurring donations” tab and then select “Manage donation” to update your desired recurring giving plan
2. Select “Cancel donation” and then select the appropriate cancellation reason (or choose to pause your plan instead!)

Home

Contribution history

Recurring donations

Settings

Get Support

Status: **Active**

Donation amount: \$6.54 (includes fees)

Frequency: Monthly

Next donation: 10/10/2025

End date: Ongoing

Program designation: EMI - Mexico Office

Payment details

Credit card: **** 2083 12/28 80110

Date	Amount	Campaign	Program designation	Confirmation ID	Status	Actions
09/01/2025	\$6.54	EMI Offices	EMI - Mexico Office	150358509	Successful	Resend receipt

Cancel recurring donation
Your donation will be canceled and you'll no longer be charged.

Cancel donation

3. Click "Cancel donation" to save the change

Recurring donation

We're sorry to see you go. Would you consider pausing or changing your recurring donation instead?

- Pause for 1 month
- Pause for 3 months
- Change donation amount
- Cancel my donation

Why are you canceling?

- I can no longer afford it
- I do not know how my gift is being used
- I have no easy way to pause my recurring donation
- I no longer feel connected to the cause
- I meant to give a one-time donation
- This is a duplicate recurring donation
- Other

Close **Cancel donation**

“I can’t access my account.”

- Option 1: Sign in with a magic link

If you don’t remember your password, you can sign in with a password-free sign-in link sent to your email.

1. Go to the login page: give.emiworld.org/profile/86691
2. Select Get Magic Link
3. Go to your email and open the message with the subject “Sign in using a magic link”
4. Select Sign in

- Option 2: Reset your password

Tip: Before resetting your password, verify that the correct email address and password are being entered. Also, make sure passwords are not outdated if they are saved on your device.

1. Go to the login page: give.emiworld.org/profile/86691
2. Select Forgot password?
3. Enter your email
4. Select Send
5. If an account is linked to the email, you'll receive an email with a link to Reset Password.

“How do I update my physical/billing address/email?”

1. Log in to your GoFundMe Pro account
2. Select the organization you support
3. In the menu, select Settings
4. Next to Profile, select Edit

“How do I increase or decrease my donation?”

1. Navigate to the “Recurring donations” tab and then select “Manage donation” to update your desired recurring giving plan

Recurring donations
View and manage your recurring giving plans.

Amount	Beneficiary	Next donation	Status	End date	Started on	Action
\$6.54 Monthly	to EMI Offices	10/10/2025	Active	Ongoing	07/01/2025	Manage donation
\$5.69 Monthly	to Give to a Staff Member	08/26/2025	Canceled	None	06/26/2025	Manage donation

2. Navigate to "Contribution details" and provide the desired donation amount, make sure to click the blue "Save" button in the bottom right hand corner of the page!