



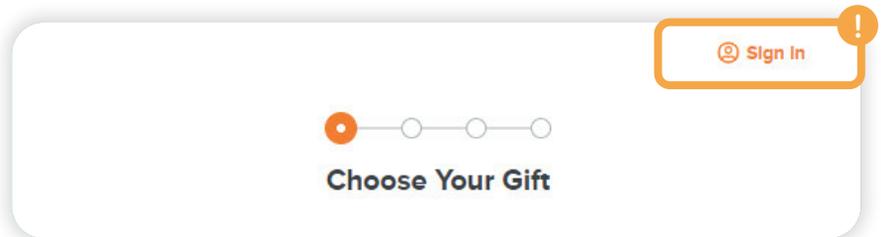
# How to Link Recurring Donations to Your Donor Account



If you created your Qgiv donor account after setting up a recurring donation or weren't logged in when making your recurring gift, here's how to link your recurring donation to your account.

- 1 Create or log in to your donor account. If creating a new donor account, note that to successfully find your existing recurring gifts, your donor account must use the same email address you entered when making your gift.

You can create or log in to your donor account from the links at the top of the nonprofit's online donation form.



## NEED HELP?

Our customer support team will be glad to assist you!



[www.qgiv.com](http://www.qgiv.com)



[support@qgiv.com](mailto:support@qgiv.com)



888.855.9595

**Unlinked Transaction History**

We spotted a few transactions processed while you weren't logged in that aren't linked to your account. Would you like to link them?

[Link Past Transactions](#)

**Unlinked Transaction History**

We spotted a few transactions processed while you weren't logged in that aren't linked to your account. Would you like to link them?

Check your email for further instructions. We sent a message to the address we have on file.

2 Once you're logged in, scroll down to the message inviting you to link transactions to your donor account. This message appears beneath your Transaction History.

Once you click **Link Past Transactions** Qgiv searches all transactions (from every nonprofit fundraising with Qgiv) for the email address associated with your donor account.

← If transactions are found, **this message** will appear.

3 For your security, a verification email is sent from Qgiv to the email address of the donor account. Click the **Verify Identity** button. All unlinked transactions tied to the email address used for your donor account will be linked to the account.

The **Linked Transactions** screen will open after clicking the Verify Identity button. This screen confirms which transactions have been linked to your donor account.

**Link Past Transactions**

We received a request to link past transactions to your account. Click the button below to confirm your request.

If you didn't make this request, ignore this email. Your past transactions will remain unlinked.

If the button doesn't work, try this link instead:  
[https://staging\\_dev.qgiv.com/account/30284/activity/link?key=65e4afc9f1fdc41d66cb1d8b2f4706ffabfced07](https://staging_dev.qgiv.com/account/30284/activity/link?key=65e4afc9f1fdc41d66cb1d8b2f4706ffabfced07)

[Verify Identity](#)

This is an automated notification from Qgiv. If you have any questions, please contact the Customer Experience team by email: [support@qgiv.com](mailto:support@qgiv.com).

**Linked Transactions**

Date	Form	Amount
05/06/2020	Shay's Demo Org	\$100.00

**Recurring Transaction Success**

ID	Date	Form	Amount
14511	05/06/2020	Shay's Demo Org	\$100.00

My Account

4 Within your donor account, your recurring donation will now appear in both your Transaction History and on the Recurring Gifts tab. If the recurring gift is still active, the next payment will appear in the Billing Soon area to the right of the transaction history.

01/01/2020 to 05/06/2020 Shay's Demo Org

Date	Form	Amount	Status	
456958	05/06/2020	Shay's Demo Org	\$100.00	Accepted
		<b>Total:</b>	\$100.00	

**Billing Soon**

JUNE 06, 2020

**Shay's Demo Org**

\$100.00

**Recurring Gifts**

Shay's Demo Org  
 Shay's Demo Org  
 \$100.00 every month until May 06, 2022

Edit Delete

The Recurring Gifts tab is where you can edit, delete, or pause your recurring gift.



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