

### *How do I get started?*

Send a text message to the number **28950**. Type in one of your organization's keywords, a space, and any dollar amount you wish to give.

### *Are the keywords important?*

Yes! Keywords indicate the designation for the donation and can be lower or upper case.

### *How can I give to more than one keyword?*

You send a separate text for each keyword and dollar amount.

### *What kind of receipt will I receive?*

You will receive a text receipt for text messages and an email for online giving.

### *Why am I not receiving any messages or I receive an "access denied" message?*

If you are receiving error messages that the number is invalid, it is likely your personal cell phone account has blocked short code numbers. Please contact the phone carrier to enable.

### *What do I do if I make a mistake or need assistance?*

Text **HELP** to **28950** or call 888-500-1997 for assistance.

### *How do I change my personal contact information or my credit or debit card information?*

Text to a **keyword[s]** associated with your organization followed by the word **edit** to **28950** and press send. Follow the prompts to update your information.

### *Is my donation charged to my phone bill?*

No, it is charged to the debit or credit card you used to register.

### *Is it secure?*

Yes, bank card information is encrypted and the process is PCI Level 1 compliant.

### *Will I be charged per text message?*

Most mobile phone plans offer unlimited free texting. If your plan has limited text messages, it costs the same as sending a text message to a friend.

### *Why does my bank account show a charge for \$1?*

Some banks and credit card institutions place a \$1.00 **onetime** hold on your card to validate it. Typically it takes one to two business days for this onetime hold to be removed.

### *Do I need a smartphone?*

No, a donor can set up the initial registration with a computer. Text **REG** to **28950** to receive a pin number to enter on your organization's webpage.