

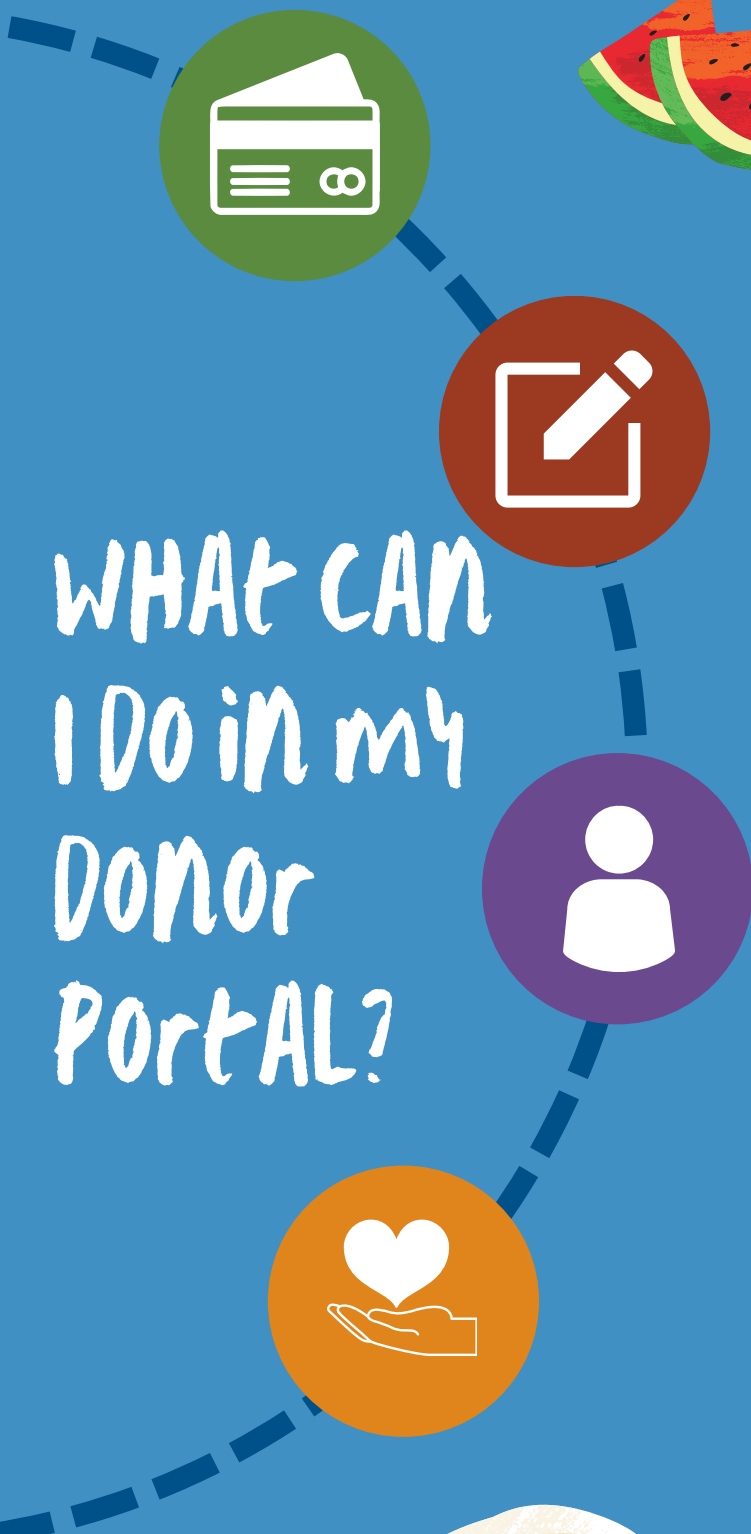


SAY HELLO TO YOUR DONOR PORTAL

what is 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, Google Pay, or PayPal.

Modify your monthly donation details

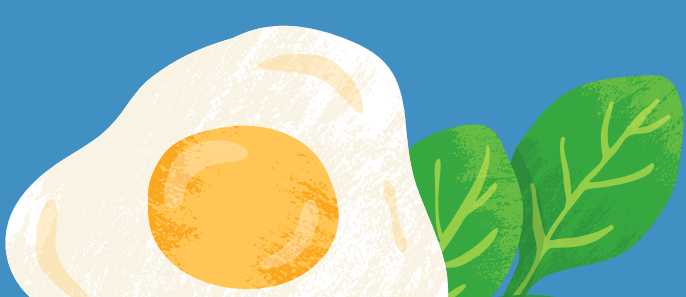
You can choose to update your monthly donation amount, status, and payment date at any time.

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.

Dedicate your monthly donation at any time

If you wish to dedicate your monthly donation to someone special, you can add a dedication at any time. You can also send a customized card with this tribute.



SAY HELLO TO YOUR DONOR PORTAL

How do I
Log in?

1 Visit donors.foodbank.bc.ca
or scan the QR code provided



2 Enter in the email address
associated with your monthly
donation.

3 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.

SAY HELLO TO YOUR DONOR PORTAL

How do I

Update Payment Information?

- 1 After logging in, scroll down to the “Recurring Donations” section, click the gear button to make updates.

RECURRING DONATIONS			
Monthly donation	Next donation	Payment method	⚙️
\$5.00 CAD	Nov 13, 2023 9497	

- 2 You will be directed to another page. Click on the “Edit Payment Details” gear to update your payment information.

RECURRING DONATION		⚙️ EDIT PAYMENT DETAILS
Status	✔️ Active	

- 3 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 either Google Pay or PayPal.

Payment method
New credit card
. . 9497 · Exp. 09/29
Google Pay
New credit card
PayPal
CONFIRM

The next donation will be made on Nov 13, 2023


For direct banking information, contact Mandy Wu at 604.216.2328 or email at MandyW@foodbank.bc.ca for more details!

SAY HELLO TO YOUR
DONOR PORTAL

How do I

Modify my
monthly donation
details?

- 1 After logging in, scroll down to the “Recurring Donations” section, click the gear button to make updates.

RECURRING DONATIONS			
Monthly donation	Next donation	Payment method	⚙️
\$5.00 CAD	Nov 13, 2023	 9497	

- 2 You will be directed to another page. Click on the “Edit Payment Details” gear to update your payment information.

RECURRING DONATION		⚙️ EDIT PAYMENT DETAILS
Status	✔️ Active	

- 3 You can now:

- Make edits to your donation amount/month
- Cover transaction costs for each donation
- Update the frequency of your gift (eg. 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

Frequency

Monthly

▼

Next donation scheduled for

13th

▼

☐ Make an extra donation now



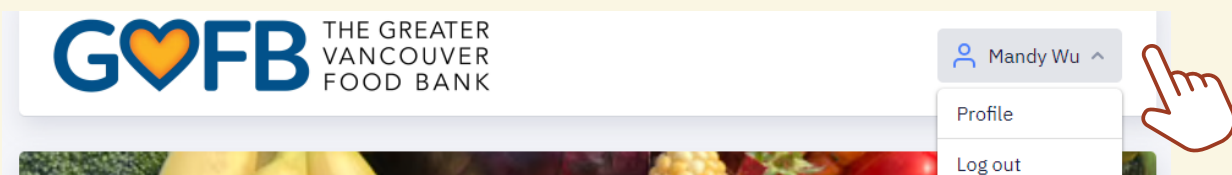
SAY HELLO TO YOUR
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How do I

Update my
personal
information?

To Update Your Name/Email

- 1 After logging in, click on your name at the top of the screen, then click on “Profile”.



- 2 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.

Profile		
Name	Mandy Wu	CHANGE
Email	mandyw@foodbank.bc.ca	CHANGE

To Update Your Phone/Mailing Address

- 1 After logging in, scroll down to the “Recurring Donations” section, click the gear button to make updates.

RECURRING DONATIONS			
Monthly donation	Next donation	Payment method	
\$5.00 CAD	Nov 13, 2023 9497	

- 2 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 recent.

CONTACT DETAILS		EDIT
Phone number	—	
Mailing address	8345 Winston St, Burnaby , BC, V5A 2H3 Canada	

SAY HELLO TO YOUR
DONOR PORTAL

How do I

Dedicate my
monthly
donation?

- 1 After logging in, scroll down to the “Recurring Donations” section, click the gear button to make updates.

RECURRING DONATIONS

Monthly donation	Next donation	Payment method	⚙️
\$5.00 CAD	Nov 13, 2023	MasterCard ···· 9497	

- 2 Click on “Add a Dedication” to dedicate your monthly gift to a special someone.

♥️ DEDICATION

Add a dedication to this donation for someone special.

[+ ADD A DEDICATION](#)

- 3 Select the “Dedication Type” and enter in the “Tribute name”. You can choose to send a customized card to the dedicatee. Make sure to save your edits.

Add a Dedication

Dedication type

In honour or in memory?

Dedicated to whom?

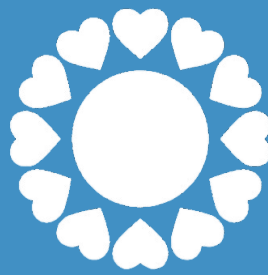
Tribute name

☐ Send a customized card

SAVE



THANK YOU FOR YOUR
MONTHLY SUPPORT!



FULL
HEART
CLUB

MONTHLY SUPPORTER CIRCLE

STILL HAVE QUESTIONS?

PLEASE CONTACT
MANDY AT

P: 604.216.2328

E: MANDYW@FOODBANK.BC.CA