

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.

What if I forget my keywords?

Text **MyKeywords** to **28950** and follow the prompts to view your keywords.

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 any **keyword** associated with your organization followed by the word **edit** to **28950**. 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.