mobileAxept

GiveNow – Frequently Asked Questions

How do I change my personal contact or payment card information?

Text the word **edit** to your organization's 5-digit phone number. Press send and follow the prompts to update your information. For example, send **edit** to **28950**.

How can I tell if my donation was accepted or if I sent it twice?

Text the word **history** to your organization's 5-digit phone number. Press send and follow the link to view your last 20 donations. For example, send **history** to **28950**.

What if I forget my keywords?

Text the word **keywords** to your organization's 5-digit phone number. Press send and follow the link to view a listing of your keywords. For example, send **keywords** to **28950**.

Is it secure?

Yes. mobileAxept receives a unique security token usable only for your card and your organization. This process has been certified by the Payment Card Industry (PCI), and our merchant partner has been awarded the highest safety rating, PCI Level 1 compliance.

Why did my bank charge me $1.00?

Some card issuing banks place a one-time temporary $1.00 authorization hold on the funds, which is removed within one to two business days.

How do I add, edit or view my recurring donations?

If you are already registered to give by text, text the word **recurring** to your organization's 5-digit phone number. Press send and follow the prompts to schedule your donations. For example, send **recurring** to **28950**. Repeat that step to edit or view your recurring donations.

How do I set up recurring donations if I am not registered?

Text any **keyword** associated with your organization with the word **recurring** to your organization's 5-digit phone number. Press send and follow the prompts to schedule your donations. For example, send **keyword recurring** to **28950**.

What if my question is not listed here?

Our customer support team is happy to help you. Please call 888-500-1997 for assistance.