



Navigating Your Personal Donor Portal



Welcome to your personal **donor portal**—a simple, secure way to stay connected to your impact for animals.

Because of your compassion, meaningful progress is possible every day. This portal makes it easy to manage your giving and access important information whenever it's convenient for you.

Through the donor portal, you can:

- Update your contact and profile information
- Manage your recurring gifts
- View your donation history
- Download and save tax receipts for your records

Below is a step-by-step guide to help you make the most of your portal.

Note that only online gifts or recurring gift plans started on/after February 25, 2026 are included in the donor portal.



Logging In

1. Navigate to the donor portal using one of these methods
 - the link provided in your donation receipt
 - directly at <https://donate.mercyforanimals.org>
2. Enter the email address you used when making your donation.
3. Click "**Send login link.**"
4. Check your inbox for a secure login email and click the link provided.
 - If you don't see the email, please check your spam or promotions folder.
5. You'll be automatically logged in—no password required.

For your security, login links expire after a short time. If needed, you can request a new link at any time.

Managing Your Recurring Gifts

1. From your dashboard, locate the **Recurring Donations** section.
2. Select the recurring donation plan you'd like to update.
3. From here, you can:
 - Adjust your donation amount
 - Change your billing frequency or next charge date
 - Update your payment method
 - Edit your billing address
 - Pause or cancel your recurring gift
4. Click "**Save**" to apply your changes.

If your gift was made through a digital wallet (such as PayPal, Apple Pay, or Google Pay), payment details may need to be updated directly through that platform.

Recurring donations

\$100 USD /monthly

Designated to Where it is needed most

♥ Give more

View details

✓ Active recurring donation Next installment Apr 22, 2026

Updating Your Profile

1. Navigate to your **Profile** or **Account Settings**.
2. Click **Edit** to make updates.
3. You can update your:
 - Name
 - Email address
 - Phone number
 - Mailing address
4. Be sure to save your changes

Keeping your information current helps us stay in touch and share the impact you make possible. It also helps us make sure we can provide you with your donation receipts.

Profile



Edit

Personal info

Used for donation acknowledgments, tax receipts, and personalized communication.

Full name Mrs Ann Bowman
Occupation Employed

Contact details

Helps us send donation receipts and updates.

Email annbowman@gmail.com ✓
Phone number +1 525 609-4252
Mailing address 1 Telegraph Hill Blvd, Apt 31
San Francisco, CA 94113
United States

Viewing Your Donation History

1. Select **Donation History** from your dashboard.
2. Review your past contributions, including one-time and recurring gifts.

For each donation, you can view:

- Date processed
- Donation amount and currency
- Payment method
- Campaign or designation (if applicable)

The screenshot shows the 'Donation history' page. On the left is a navigation menu with 'Home', 'Donation history' (selected), and 'Receipts'. The main content area has a table with columns for 'AMOUNT', 'DATE', and 'PAYMENT METHOD'. There are three rows of data: two successful donations and one failed donation. A red box below the table contains a message about an expired credit card.

| AMOUNT | DATE | PAYMENT METHOD |
|------------------|--------------|----------------------|
| ✓ \$200.00 USD | Mar 23, 2026 | VISA **** 4373 |
| ✓ \$6,345.48 USD | Mar 23, 2026 | VISA **** 4373 |
| ✗ \$100.00 USD | Mar 22, 2026 | MasterCard **** 4373 |

Credit card expired
We need your help. We try to automatically update your expiration date, but sometimes we can't. Please update your credit card expiration date or choose another payment method.

Downloading Receipts

1. In **Donation History**, find the gift you need.
2. Click **Download Receipt** or **View Receipt**.
3. Save or print for your records.

You may also be able to download an annual summary for tax purposes.

The screenshot shows the 'Receipts' page. On the left is a navigation menu with 'Home', 'Donation history', and 'Receipts' (selected). The main content area has a table with columns for 'AMOUNT', 'DONATION DATE', and 'ISSUE DATE'. There are three rows of data. A 'Download all receipts' button is in the top right corner.

| AMOUNT | DONATION DATE | ISSUE DATE |
|----------------|---------------|--------------|
| \$6,345.48 USD | Mar 23, 2026 | Mar 23, 2026 |
| \$100.00 USD | Mar 22, 2026 | Mar 22, 2026 |
| \$100.00 USD | Feb 19, 2026 | Feb 19, 2026 |

[Download all receipts](#)



Need Assistance?

If you have any questions or need support, our team is here to help.

Email: donations@mercyforanimals.org

Phone: 1-866-632-6446



Thank You

Thank you for being part of this compassionate community. Your generosity is helping build a world where all animals are respected, protected, and free.