

How do I pause or delete a recurring donation plan?

Donors can pause and/or end a recurring donation plan from within the donor portal. To do this, follow these steps:

1. Navigate to the Payments tab in the user profile section
 - a. Click the profile image in the top right of the site
 - b. Click "Profile"
 - c. Click "Payments"
2. Click "Recurring Plans"
3. Select the desired donation plan
4. The options to pause or end are presented at the top of the donation plan record

PROFILE PAYMENTS MY CAMPAIGNS NOTIFICATIONS

Transactions

DATE	AMOUNT	INTERVAL	LAST CHARGED	PROCESSED	STATUS	
Recurring Plans						
\$25.00 Recurring Plan				PAUSE	END	CLOSE
Start Date	6/3/2019 10:34 AM					
Interval	Month					
Last Charged	7/3/2019					
Recipient	Pacific Ocean					
Charges Processed	2					
Charges Remaining	N/A					
Total Charges	\$50.00					
Method	Credit Card					
Status	Active					

In some configurations, the only option available is "Manage". This will direct the donor to the WePay interface where they can update their credit card or cancel their payment plan.

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