How to Manage My Recurring Donation

Learn how to edit or cancel your recurring donations.

🕐 Sep 17, 2021 · Knowledge

Before you start

As a supporter of an organization, you can edit your recurring donation through a Classy account. If you have not logged into your Classy account, view the FAQ at the bottom of this article for help.

If you're the admin of an organization using Classy, view our guide for admins (http://support.classy.org/s/article/how-to-edit-a-recurring-giving-plan).

Open your Supporter Page

1. Sign in to your account (https://www.classy.org/sso)
2. Scroll to **Recurring Donation**
3. Under the recurring donation you want to change, select **Edit Donation**

Recurring Donation

$25.00 Monthly

Status

Active

Recurring ID
413536

Plan created
07-07-2021

Next transaction
08-07-2021

Campaign
Build for Hope

EDIT DONATION

Don't see an edit link?

Contact the organization who receives your donation. They can help you make changes.

Edit Recurring Donation

From here you can edit your recurring donation including the frequency, amount, end date and payment information. Make the changes you need and then select **Save Changes**. You can also cancel your donation by selecting **Cancel Recurring Donation**.

FAQ

I've never logged into Classy before

If you have not logged into your Classy account before, you may still need to create an account. To do so, go to Classy.org (https://www.classy.org/sso) and select **Create an Account**. Be sure to use the same email address you gave when you set up your donation.

I can't edit my donation

If you followed the steps above and cannot edit your donation, we recommend contacting the organization you support.

The page is not loading. What should I do?

If you are using Safari as your web browser, you may need to disable cross-site tracking. To do so, follow these instructions (https://support.apple.com/guide/safari/prevent-cross-site-tracking-sfri40732/mac). If you are using another browser, you may need to clear your cache. View our guide for more help (https://support.classy.org/s/article/browser-basics).

Why did my recurring donation fail?

The most common cause for a failed recurring donation is an expired credit card. To fix the issue, update your credit card information using the steps above. If you've recently moved, you may also need to update your billing address.

If your card information and billing address are up to date, we recommend contacting your card issuer or bank for help.

Can I retry my recurring donation after it has failed?

Yes, instead of waiting for the next processing date, you could update the next processing date to tomorrow. That way, your donation will be processed again. You can always edit the date again to change it back to your preferred processing date by using the steps above.