How to Manage My Recurring Donation

As a supporter of BlinkNow, you can edit the credit card information and billing address of your recurring donations. You can also cancel your recurring donation. If you want to change the amount that you give or change the day that you're charged for a donation, contact roots@blinknow.org. We can make that change for you.

Begin Here: Open your Supporter Page

1. Sign in to your Classy account (https://www.classy.org/profile)
2. Navigate to the Recurring Donations section
3. Select Edit Donation under the recurring donation you want to edit

Don't see an Edit Donation link or button?

If you don't see the option to edit your donation, contact BlinkNow at roots@blinknow.org. The donation was likely set up on the old version of the platform which means it cannot be edited through your profile. But BlinkNow can help you make changes.
Edit Recurring Donation

From here you can edit the credit card information and the billing address for your recurring donation. Click **Save** to update your donation information. You can also click on **X Cancel My Recurring Donation** at the bottom of the form to cancel your recurring donation. To change the amount that you give or the date of the next transaction, please contact BlinkNow at roots@blinknow.org.
FAQ

*I can't edit my donation*

If you followed the steps above and cannot edit your donation, we recommend contacting us at roots@blinknow.org. There is a chance that the donation began on the older version of the Classy platform which means only the organization can make edits.

*Why did my recurring donation fail?*

The most common cause for a failed recurring donation is an expired credit card. To fix the issue, be sure to update the 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 further assistance.

*Can I put my recurring donation on pause?*

While you cannot put your recurring donation on pause, you can always cancel it and set up a new recurring donation in the future. Just return to www.blinknow.org/roots to set up your new monthly donation. You can always make a one time gift here: www.blinknow.org/donate.

*Still Need Help?*

Email us: roots@blinknow.org