



## **Spanish Communication**

In the hopes of improving our communication, we have added a link to the Tip of the Month available in Spanish. If you would like to access this version, please click on the link below.

[Click Here](#)

## **Comunicacion Mejorada**

Con la esperanza de mejorar nuestra comunicación, a partir de esta edición agregaremos un enlace al Consejo del Mes disponible en español.

Si desea acceder a esta versión, haga clic en el enlace de abajo.

[Haga clic aquí](#)

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## **Admin Features to Support Donors**

In the new online giving platform, the admins have many new abilities that allow them to better support the donors with changes. Here are some of the features that you can now utilize in the Online Giving Platform:

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## **Pause or Cancel Contributions**

Any Giving Admin has the ability to pause or cancel the individual upcoming contributions a donor has scheduled. This will pause or cancel the gift with the date listed, as well as any of the future dates for that gift.

[Click here](#) for steps on how to pause or cancel a gift.

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## **Remove Donor Membership**

If you want to permanently remove a donor from your list, you now can do this. When a donor is no longer giving to your organization, has moved out of the area, signed up by mistake or you need to remove them as a donor for any reason, admins can make that change now without calling support. Removing a donor's membership will stop all upcoming contributions and it will remove the donor from your online giving accounts, but it will not stop the donor's access to see their giving history or run their tax reports. Remember this should not be done to anyone that is still a member of your organization. Those donors should simple have the gifts paused or canceled.

[Click here](#) for steps on how to remove a donor's membership.

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## **Managed Givers and Gifts**

In some cases, the donors need assistance making changes that are not accessible to admins on an account fully managed by the donor. When this happens, we have a few options available with the use of Managed Accounts and Managed Gifts.

A **Managed Account** is a donor account setup and fully controlled by an admin, with the donor communicating their changes but not making the changes themselves.

A **Managed Gift** is a single contribution setup on an account that is still managed by the donor, but the Managed Gift can be setup and controlled by an admin. That control could be kept by the admin or given back to the donor after the requested changes have been made. Using Managed Gifts can help when a donor has an urgent change to make that they cannot complete themselves, but they do still want to maintain their own account.

[Click here](#) for steps on how to setup a Managed Account.

[Click here](#) for steps on how to setup a Managed Gift.

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## Help in the Hub

- Did you know that we have a Knowledge Base built into the OSV Hub? You can access articles, step-by-step instructions, videos, and FAQs.

