



en Español

Assisting Your Donors

The OSV Technical Support team is always here to assist your donors with issues like password resets, email address changes, and voiding gifts when necessary. When it comes to other issues like cancelling a gift or adding a new payment method, we can also help by walking the donors through getting logged into the account and making these changes on their end.

If a donor needs to **pause or cancel a gift**, or needs a gift **voided** or **refunded**, you as the admin also have the ability to perform these functions for a donor.

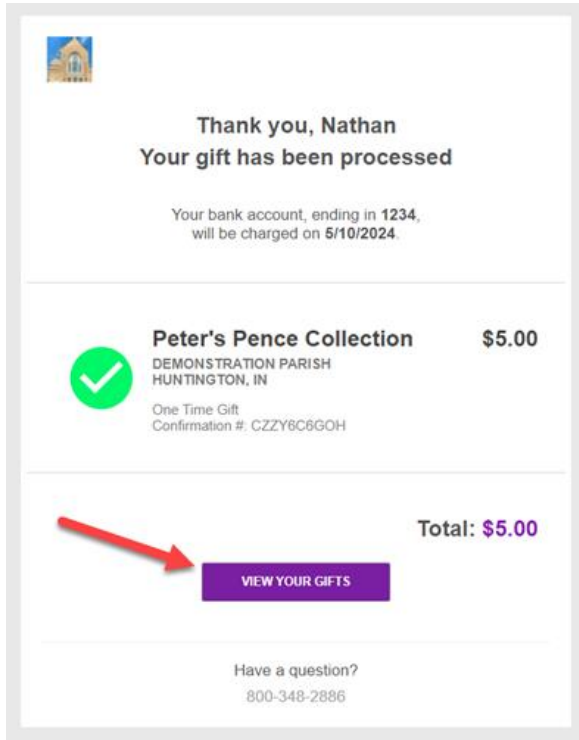
Giving Link in Donor Emails

A link that goes to your organization's Online Giving page has been added to the Online Giving system's transaction emails, making it easier for donors to access their accounts. The following emails have been modified to include this URL:

- Gift reminders
- Scheduled gift confirmation
- Successful gift receipt

- Refund processed on a Form

The emails regarding failed gifts and expired credit cards already included a link to the Online Giving page.



Gift Parameters in Online Giving

If you're trying to keep track of a marketing campaign, you can create a parameter on a gift URL so the reporting does the work for you.

[Learn More](#)

Hub Permissions

A user in the Hub is someone who has permission to access your organization. Only users with the "Owner" permission can invite new users or edit permissions for other users.

[Learn More](#)

Permissions of a current user can be [edited](#) or [removed](#).

An account Owner can update user permissions for themselves and

other users on the Users page. If a user is no longer using the system, you can [remove a user](#).

Need Help?

- OSV Tech Support is available to help you with any of these tips or other questions as they arise.
- 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.



Archived Tip of the Month

Did you miss a Tip of the Month email? Check out the new archive to view previous tips and links!

[Tip of the Month archive](#)

Release Notes

Get more information on newly released features to better serve your organization.

[Release Notes](#)