

Pause or cancel a recurring donation

Pause for a few months or stop a donor's recurring support, at their request, without losing the charge history.

3 min · Available · 2026-09-26

Before you begin

- ✓ You need the Manage recurring donations permission; opening the Donations section also needs View donations.
- ✓ Recurring donations must be enabled in the donations configuration.

1 STEP 1 OF 4 · 30 S

Find the subscription

Open **Donations** and choose the **Recurring** tab. **Active subscriptions** lists each supporter with amount, status and next charge: search by name or filter by status.

Select the row to open the detail. The same actions are also in each row's menu.

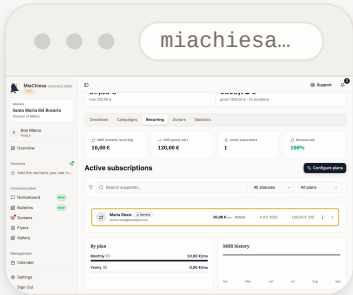


Fig. 1 Each row opens the subscription detail.

2 STEP 2 OF 4 · 1 MIN

Pause

In **Subscription details** select **Pause** and choose the duration: **1 month**, **2 months** or **3 months**. The dialog shows which charge is skipped and when it resumes; the donor receives a confirmation email.

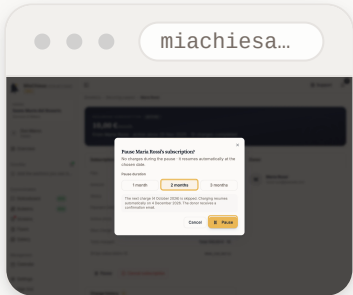


Fig. 2 No charge is taken during the pause.

3

STEP 3 OF 4 · 30 S

Check the pause or resume

Confirm with **Pause**: the status becomes **Paused** and the subscription resumes on its own on the date shown. To restart it earlier select **Resume** and confirm.

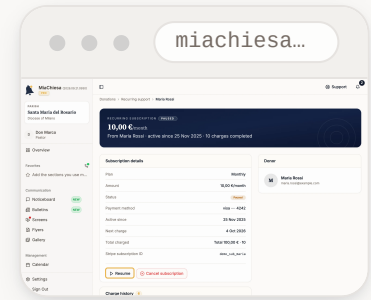


Fig. 3 Resume restarts charges from the next available date.

4

STEP 4 OF 4 · 1 MIN

Cancel the subscription

Select **Cancel subscription**. The dialog sums up amount, start date, next charge and **Stops on**: the subscription stops at the next renewal date.

If a break is enough, use **Pause** in the **Pause instead?** box. Otherwise confirm with **Cancel subscription**.

Ask the donor first

Pausing and cancelling change the donor's charges: use them only at their request.

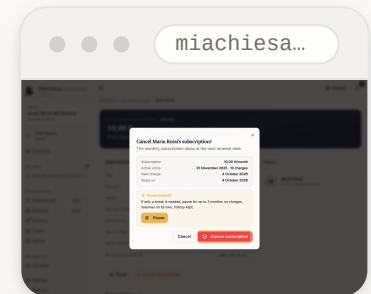


Fig. 4 Cancellation applies from the next renewal date.

What you have achieved

- ✓ The subscription is paused until the chosen date, or stops at the next renewal date.
- ✓ The charge history stays available.

Troubleshooting

I see "Action failed. Please try again."



The action was not applied. Try again in a moment.

I can't see Pause or Cancel subscription



The subscription is already Canceled: it has no actions left.

The status is "Past due"



The last charge failed: the detail shows recovery actions, such as Retry now and Email the donor.

I can't see the Recurring tab



You need the Manage recurring donations permission.