

Manage your monthly donation

Review the amount, next due date and payment history of monthly support, then decide whether to change or pause it.

9 min · Personal monthly support · 2026-09-21

Before you begin

- ✓ Sign in with the account that started the support. Staff management permissions are not required.
- ✓ Have the details of the support you want to check. Starting a new one requires the community to enable recurring donations.

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STEP 1 OF 6

Open the correct support

In your personal area, open Donations and choose Monthly. If the overview card already shows active support, you can also use Manage. Monthly donation distinguishes managing existing support from starting a new one.

Check the amount, frequency and payment method before taking action. The overview card refers to the selected community, while the management page may show the most recent active support on your account even for another community. If you have more than one and do not recognise the details, clarify which support is open before confirming changes.

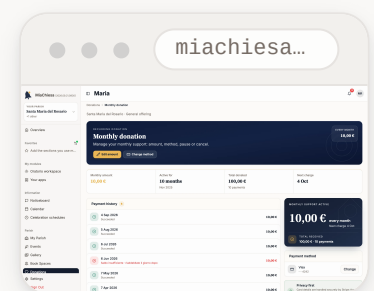


Fig. 1 The amount, due date and history help you identify the support before changing it.

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STEP 2 OF 6

Read the due date and history

Check Monthly amount, Total donated and Next charge. The total covers recorded payments; the next date is a due date, not proof that a future payment will succeed. Payment history shows dates, amounts and any failure information.

Payment pending means the first payment was not completed and support is not active yet. Monthly giving unavailable means you cannot start it in the current community. If a charge failed, check the method before choosing Retry now: that requests a payment rather than merely refreshing the page.

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STEP 3 OF 6

Prepare a new amount

Choose Edit amount or find Change the monthly amount. Select a suggested amount or enter a value in Other amount. Check the selected value before using Save new amount; the button becomes available for an amount different from the current one and of at least one euro.

Changing the selection prepares a change without saving it. Save new amount submits the request: wait for the page to update and check the summary. If an error appears, the outcome still needs verification; the value typed in the input alone does not establish that it was saved.

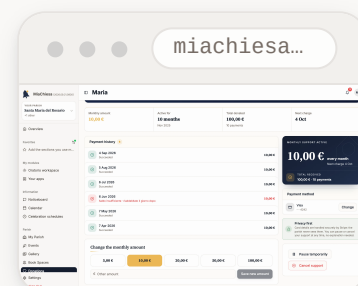


Fig. 2 This card lets you prepare a change to your support.

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STEP 4 OF 6

Confirm only the intended change

Read the amount again before saving. The example shows a prepared value and has not changed the support. After a real confirmation, compare Monthly amount with your choice and recheck the next due date.

To change a card or another available method, use Change method or Change in Payment method. Complete the proposed payment flow and check the summary on return. Opening the flow or filling in a field does not prove that a new method was attached.

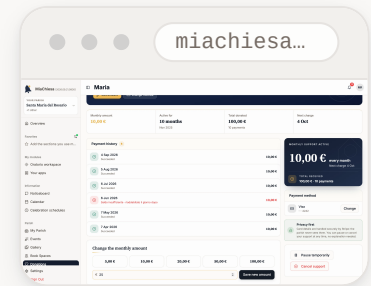


Fig. 3 The new amount is only prepared; Save new amount has not been pressed.

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STEP 5 OF 6

Distinguish pausing, resuming and cancelling

Pause temporarily opens a summary with a duration of one, two or three months. Read the expected date and select Pause only if you want to stop charges temporarily. Cancel closes this summary without confirming. A pause schedules an automatic resume on the displayed date.

When support is paused, Resume now directly requests resumption: do not use it only to view information. Cancel support opens a separate summary. Its final Cancel subscription action requests cancellation at the next renewal date; the offer to pause is an alternative, not confirmation of cancellation.

Recheck the state after an action

After changing, pausing or cancelling, reopen the page and check the actual state, amount and available dates. Keep the operation reference if the data does not match your request. A payment history entry and an available receipt are separate information: use Receipts under Donations for documents.

A due date is not an outcome

A next charge, a submitted request and a successful payment are different states. Check the updated summary and history before repeating an action.

What you have achieved

- ✓ You have identified the support, read its history and dates, and distinguished the available actions.
- ✓ If you confirmed a change, you checked the updated state; a completed form alone does not prove it was saved.

Troubleshooting

I do not recognise the support shown ✕

Monthly management may select the most recent active support on the account without limiting it to the current community. Check your records and seek help before changing unrecognised support.

Save new amount is disabled ✕

Choose an amount different from the current one, of at least one euro, and wait for any request in progress to finish. Recheck the selected value before confirming.