

# View your recent donations

Read your personal summary, open a donation and distinguish its status, payment method and receipt availability.

6 min · Personal account with recorded donations · 2026-09-21

## Before you begin

- ✓ Sign in with the account linked to the donations. The account needs an email address for the list to load.
- ✓ Have the date and amount of the operation you need. The personal summary is separate from the community's administrative donation list.

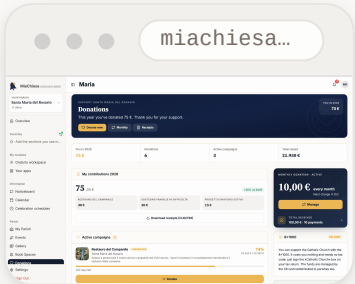
1

STEP 1 OF 4

## Open Donations and read the summary

Open Donations in your personal area. Check the selected community in the heading: it determines the campaigns offered and availability of new payments. Your donations are retrieved through your account and may refer to several communities.

The summary distinguishes the yearly total, completed donation count and available campaigns. Personal totals use completed operations: a pending, failed or refunded donation should not be counted as a new successful contribution.



**Fig. 1** Distinguish personal donation totals from the displayed campaign information.

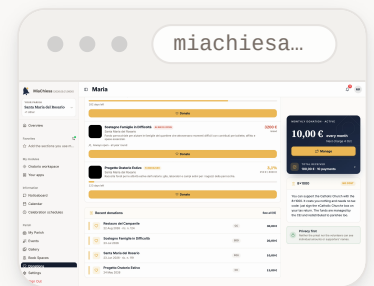
2

STEP 2 OF 4

## Find the row among recent donations

Find Recent donations. It shows at most four operations, newest first. Compare the date, amount and campaign or recipient; the payment method helps distinguish similar entries. If no rows appear, You haven't donated yet means no operations associated with this profile have been loaded.

See all opens Receipts. It is not a complete archive with search and filters for every status: it contains issued documents and completed operations without a PDF. If an older pending, failed or refunded operation is outside the four rows, keep its details and seek help; absence from Receipts alone does not mean it disappeared.



**Fig. 2** The date, amount and reference identify a row; only the most recent operations are visible.

3

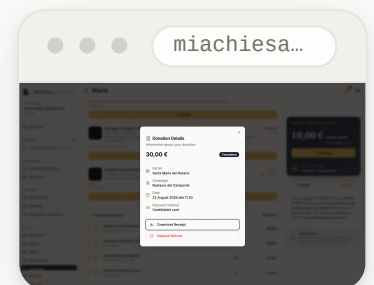
STEP 3 OF 4

## Open and review the details

Select the relevant row to open Donation Details. Read its amount and status, then community, campaign when present, date and payment method. This window refers to one operation and does not change its status.

Completed means the donation is recorded as concluded; Pending still needs an outcome. Failed, Refunded and Returned by the bank describe different situations: read the status before making decisions. A row's existence alone does not prove a successful payment.

The detail may offer Download Receipt when a PDF exists, or Request Receipt for a completed donation without a document. Request Refund may appear for completed Stripe payments: it opens a separate procedure and is not the control for closing the window.



**Fig. 3** The detail has been opened for review; no refund or new document has been requested.

## Keep the references and choose the next step

Close the detail with X or Escape to return to the list. To keep a document, open Receipts and find the matching date, amount and receipt number when available. Issued receipts and requests still to be submitted are separate.

For ongoing support charges, use Monthly and Payment history. Do not confuse a monthly due date with a completed donation. If you do not recognise an entry, record its date, amount, recipient and status before contacting support.

### When the overview is unavailable

If the community has not enabled online payments, Online donations not yet active can replace the overview. This does not establish that personal operations are absent: Receipts is a separate page without the same gate.

## What you have achieved

- ✓ You have identified a recent donation and read its status without changing it.
- ✓ You can distinguish the personal summary, monthly payment history and collection of receipts.

## Troubleshooting

### See all does not show every donation



It opens issued receipts and completed operations without a PDF, not a full history of every status. For an older operation that is missing, keep its details and seek help.

### The total differs from the visible rows



Recent donations shows at most four rows; totals use all completed donations and the stated period. Compare figures for the same period and status.