# United States Office of Personnel Management

# CFC Donor Pledge System User Guide



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#### How to Use This Manual

The CFC Donor Pledge System User Guide is being provided to help users navigate through the CFC pledging process. The Table of Contents on the preceding page lists the tasks considered in this volume. The User Overview and Navigation Guide provide a summary of site usage, followed by more detailed, step-by-step instructions provided for each common task.

Information provided in each section is relevant to a given task:

### Task Category (e.g., printing tax receipts)

Under Task Category, you will find that the system provides a summary of the task along with helpful screenshots and step-by-step instructions. Users will find Site Features written *in italics* for clarity. Red boxes highlight tabs that need to be selected to move forward or important information on the screen.



Find A Charity Q

WELCOME CHRIS
MY ACCOUNT ▼

Hours



# Welcome to the Combined Federal Campaign



You are a member of Mountain States CFC Zone

We believe that supporting the organizations in our community is of the utmost importance. Together we can make a difference and help improve the quality of life for all. Your generosity makes this achievable. Please give today!

Submit New Pledge

Copy Existing Pledge

Learn about events and activities in your area to help you choose how to give.

Quick Links

Manage Volunteer

★ View My Pledge

Get More Information

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September 1, 20XX - January 15, 20XX

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### **Example Task Instructions**

- 1. While signed in, select *Tax Receipts* listed under your account management options.
- 2. Your most recent tax receipt will be displayed.
- 3. Scroll down to the bottom of the screen and select the *Print Tax Receipt* tab.
- 4. You can print your tax receipt from this page for your records.

### **CFC Zones**

The term 'zone' is used to describe CFC programs in various geographical regions. Users are assigned a zone based on work location. The assignment to a Zone helps personalize the user experience as unique zone news pages will have information on upcoming events and activities in a donor's area.

### **CFC Approved Charities**

Before the campaign season, nonprofit organizations apply to participate in the CFC. Users can only donate to organizations that have applied and met the CFC's eligibility requirements.

To be eligible to participate in the CFC, the U.S. Internal Revenue Service must recognize a charitable organization as a tax-exempt non-profit organization under 26 U.S.C. 501(c)(3) of the Internal Revenue Code. An application to participate in the CFC must provide specific information about the organization's accounting, governance, and program functions as specified in the CFC regulations at 5 CFR §950. The organization must also provide a complete and signed copy of its IRS Form 990 for the most recent fiscal year. Organizations must also demonstrate that they provide services in the service area to which they are applying.

To search through eligible organizations, use the search feature available through the CFC Donor Pledging System at <a href="https://cfcgiving.opm.gov/welcome">https://cfcgiving.opm.gov/welcome</a>

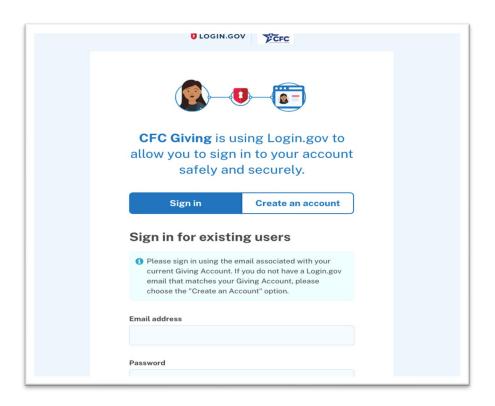
Users do not have to be registered to search through the database of eligible charitable organizations.

### **User Overview**

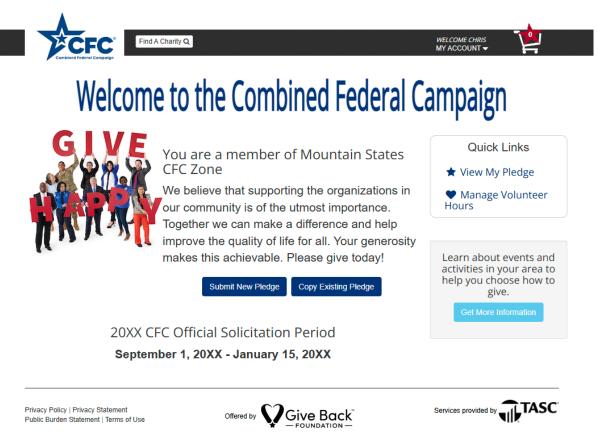
To create an online pledge for this year's CFC campaign:

- 1. Visit <a href="https://cfcgiving.opm.gov/welcome">https://cfcgiving.opm.gov/welcome</a> to register or sign into an existing account and submit a pledge.
  - New users should select the Sign Up Now tab and follow the prompts while filling in the information required to sign up.





2. Navigate through the site via easy-to-access account management options available on the user home page, or in the drop-down menu under *Your Account* in the top right-hand section of each page.



- 3. Establish pledge methods by selecting *Payment Sources* and entering the information requested for the method(s) you would like to use to fund your donations.
- 4. Create a pledge by selecting *Submit a New Pledge or Copy Existing Pledge* on the home page. Select your charities, then choose your payment method and frequency. Also, designate how you wish to distribute your donations to each charity you select. Submit to finalize.

### **Navigation Guide**

The graphic below indicates the different navigation points located on the home screen and the functionality available from those points.



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- 1. Search for a Charity
- 2. Options for pledging:
  - a. New Pledge
  - b. Copy Existing Pledge from a prior campaign
  - c. Create a Group Volunteer Pledge
- 3. See the assigned CFC Zone News Page
- 4. Quick links
  - a. View My Pledge: Review, change, or cancel pledge information

- b. Manage Volunteer Hours: Review, submit information on volunteer opportunities
- 5. Account Management My Account
  - a. My Pledge: Review, change, or cancel pledge information
  - b. My Transaction History: Review payments made and donation statuses
  - c. My Payment Sources: Update payment method
  - d. My Tax Receipts: Print Tax Receipts
  - e. Report My Volunteer Hours: Review and submit information on volunteer opportunities
  - f. *My Profile Settings*: Update personal information, add a secondary email, reset password, or reset security questions.

## Creating an Account

New users should access the CFC Donor Pledging System at <a href="https://cfcgiving.opm.gov/welcome">https://cfcgiving.opm.gov/welcome</a>

#### To sign up:

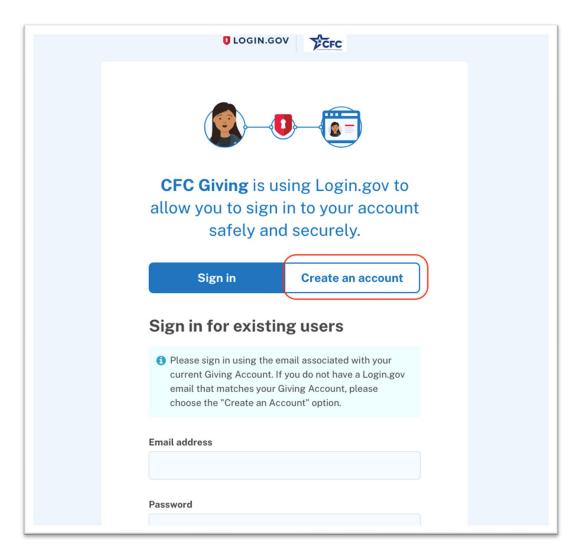
1. Select and click on Sign In, then Create an Account



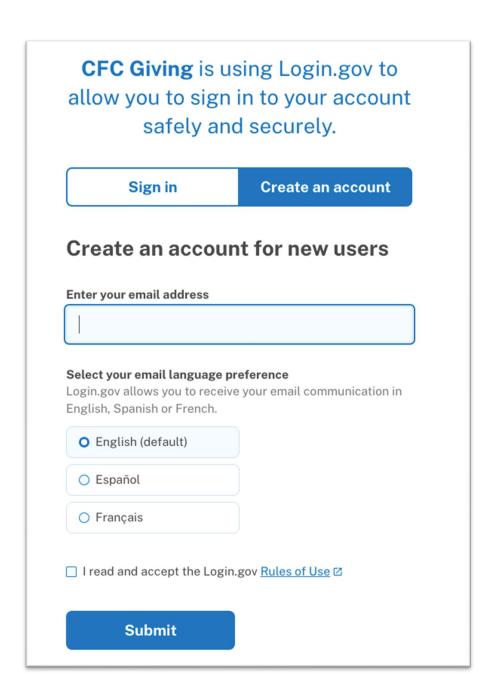
#### Join the Combined Federal Campaign

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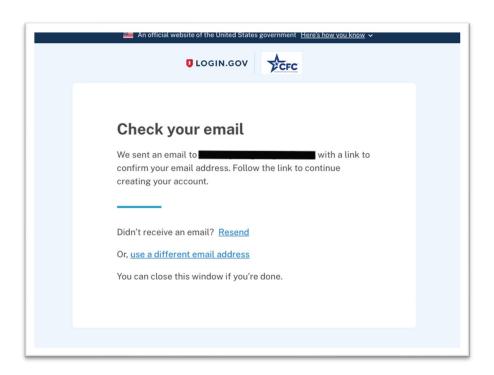


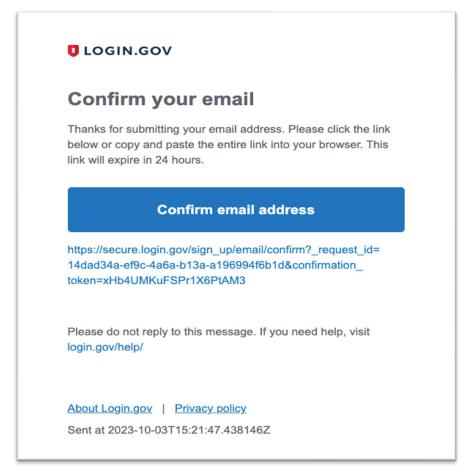


- 2. New users will then be asked to enter their email and select a password. For this purpose, users may provide either a government or personal email.
- 3. Fill in the blanks with the information required and check the box below agreeing to the Privacy & Terms and Conditions of Use.
  - a) Passwords must be eight (8) characters long and include one uppercase letter, one lowercase letter, one number, and one unique character.
  - b) The Privacy and Terms and Conditions of Use are available for review. To access them, click the document title, which links to the full content.

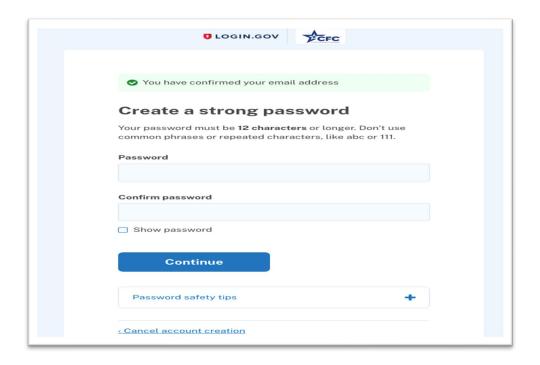


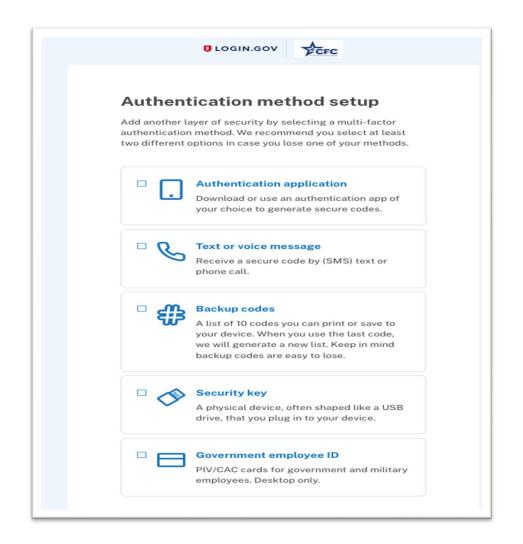
4. The Online Donation System will send a verification PIN to the email address provided. Follow the link, enter the PIN, and follow the site prompts to complete your sign-up process. Please note that the verification PIN will only be valid for <u>24 hours</u>. You must request a new code if you do not verify your account in this timeframe.



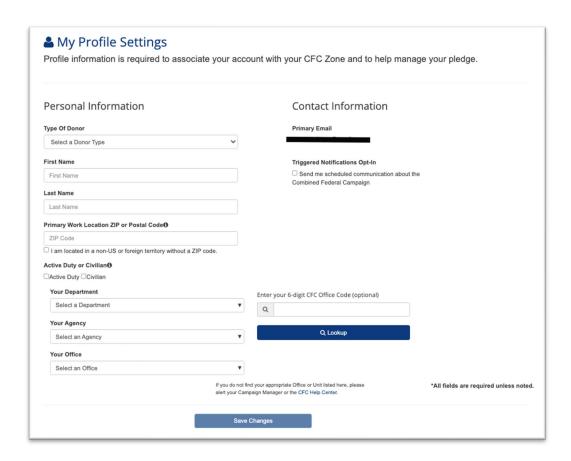


5. You will be asked to select and answer a few security questions. Select questions and note the answers used.





- 6. Complete your user profile:
  - Under Type of Donor, select Federal Employee, Retiree/Beneficiary, or Federal Contractor, depending upon your employment status.
  - The system will require different information depending on the donor type.
  - All fields are required (except for a secondary email):



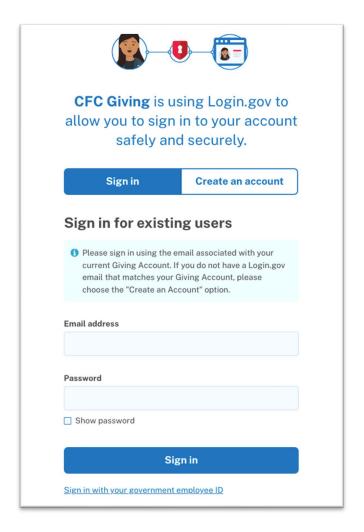
7. When done, select and click on Save Profile, and your account will be ready for you to set up your pledge.

# Signing In (Returning Users)

Users with pre-established accounts should access the CFC Donor Pledging System at <a href="https://cfcgiving.opm.gov/welcome">https://cfcgiving.opm.gov/welcome</a> and sign in using the email and password they selected during the setup process.

### To sign in:

- 1. Return to the CFC Campaign website
- 2. Enter the email used during signup
- 3. Enter the password chosen during the signup
- 4. Select and click on Sign In



After selecting Sign In, Users land on their Home Page.







Hours



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Learn about events and activities in your area to help you choose how to give.

Quick Links

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### Creating a New Pledge

Establish individual giving for the plan year by creating a pledge.

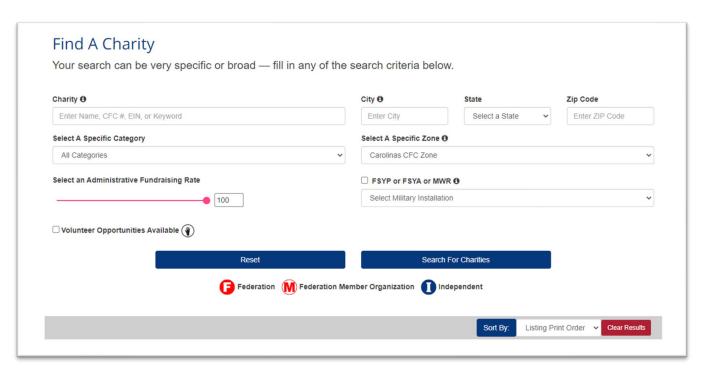
- Users can give on a one-time basis or establish scheduled giving.
  - Only one recurring payroll pledge is allowed.
  - o Multiple recurring or one-time pledges are allowed when funded via credit card or ACH.
- One-time pledges are processed immediately and may take up to 3 or 4 business days to settle from the date the pledge is submitted. Donors may fund a one-time pledge through a credit card or bank account.
- Ongoing or recurring giving is processed monthly starting in the same month after the official solicitation period ends of the campaign year. Users may fund these recurring gifts through payroll deduction, a credit card, or a bank account.
  - o Recurring giving processed via credit card or bank account will occur monthly.
  - Recurring giving processed by payroll deduction will begin with the user's first payroll date following the end of the official solicitation period.
- 1. To create an individual pledge, select *Submit a New Pledge OR Copy Existing Pledge* on the home page.



# Welcome to the Combined Federal Campaign



#### 2. Search for charities.



#### Search by:

Charity – Name, CFC #, EIN, or keyword

- Location Near City, state, or ZIP Code
- Select a Category Organizations are sorted by categories such as education, healthcare, and public safety
- **Select a Zone** Choose from organizations in a specific CFC regional zone
- **Select an Administrative Fundraising Rate** The fundraising rate is the percentage of funding that goes to management and administrative work.
- FSYP, FSYA, and MWR Only Organizations with a military association
- Volunteer opportunities available Select this box to search those organizations that accept volunteers

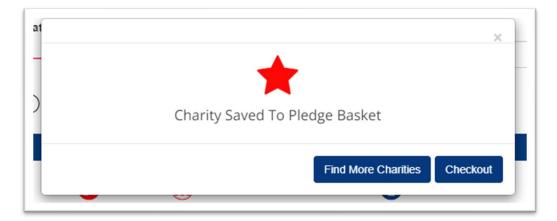
Once you enter or choose the criteria, click on Search for Charities.

1. Add charities to your cart by selecting the Add tab with the star icon located to the left of the charity name.



Sort your results by selecting the *Sort By* tab. You can sort the results by Listing Print Order, Name, EIN, CFC code, City, Category, Zone, or AFR.

2. The site will confirm that you saved the charity to your Pledge Cart.



- 3. Once done adding charities, select and click on Checkout.
- 4. Once in the Pledge Cart, select a method and frequency for your pledge from the drop-down menu. Depending on the method chosen, different frequencies will be available.
- 5. Set the pledge amount. Filling in the annual amount will populate the other frequency amounts and vice versa.

<u>Note</u>: Minimum contribution amounts via payroll deduction are \$1 per pay period per charity. The minimum credit card donation is \$10. The maximum online contribution is \$999,999. However, certain payroll service providers may limit the maximum amount of a payroll deduction gift. For example,

active-duty members of the Army, Navy, and Air Force may not pledge more than \$9,999 annually). If wishing to donate an additional amount, please contact OPM for instructions.

6. Finally, select the percentage of the pledge to allocate to each charity, enter the desired number of volunteer hours, and choose whether to include donor information.

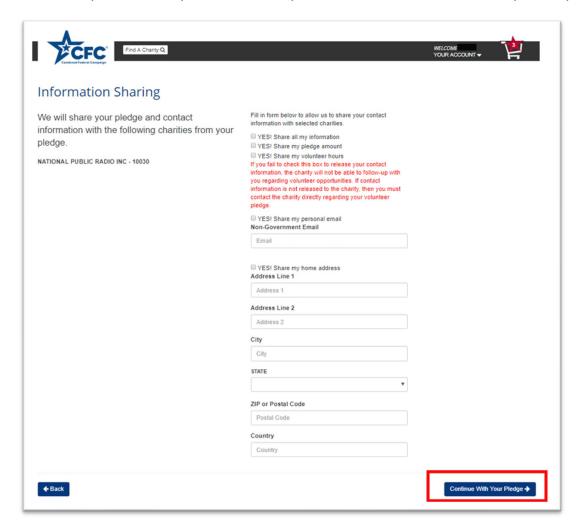
Select Your Pledge Method & Account				Choose Your Payment Frequency	
Payroll Credit/Debit Card Bank Account Volunteer Only ACH-Paper Check PayPal Venmo			<b>v</b>		~
Set Your Annu	ıal Pledge		) CFC		
According to Reg 5 CFR §95 allotment will not be less than Additionally, the minimum cor bank account will not be less	0.701(e)(1) - The minimur \$1 per payday per charit htribution amount if electin	able organization. g a credit card or		E HAPPY  Il match your contributions if deductions are received in all	
Enter Your Scheduled Contribution:		tion:	pay periods for the complete CFC pledge year. Actual annual deductions could be less than your pledge. The scheduled contribution shown is the amount of each of your		
Monthly	\$ 0.00			hen processing begins. Your scheduled deductions may process. Due to rounding, your deductions may also vary	
Semi-Monthly	\$ 0.00		angruy.		
Bi-Weekly	\$ 0.00				
Enter Your Total	Annual Pledge	Amount:			
Annual	\$ 0.00				
Update this ta	u can either complete the			oledge to your selected charit  Add M  ct you, or you can go back to the charity listing and obtain the	ore C
			ANNUAL		
				Valuation Harris & State Plants	
ct information to contact the chari		Percentage To Charity	Amount To Charity	Volunteer Hours 3 Share Pledge	
I've elected to volunteer hours, yo ct information to contact the charical street of the the charical st	TION FOR THE	Percentage To Charity	Amount To Charity  % 0.00	Notinities Hours of Information (	

7. When you complete the form, click Continue With Your Pledge.

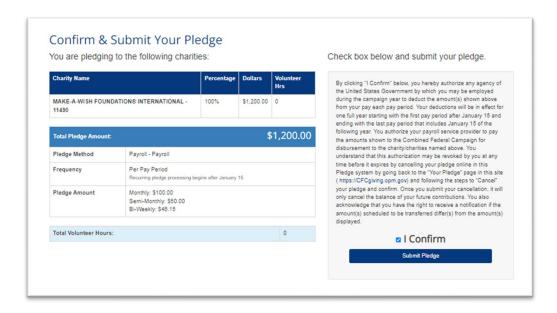
<u>Note</u>: By default, donations are anonymous unless you select/check the *YES*, share my information box, AND enter the address information on the following Information Sharing page.

- 8. If "Yes," and the "Share my information" option is selected, enter the information to be shared with the charities on the Information Sharing page.
  - Users can share pledge amounts, email, volunteer hours, and home address information.

- Keep information private by deselecting the associated box(es).
- Include only personal emails; do not include government-issued emails
- If you elect to volunteer for an organization, you may wish to share your contact information so the charity can contact you. Otherwise, you will need to contact the charity directly

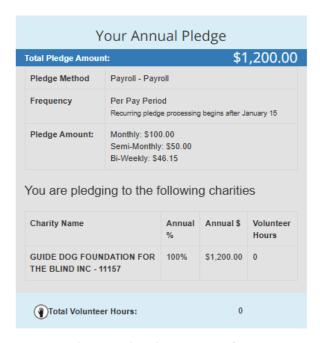


- 9. When done, select and click on Continue with Your Pledge.
- 10. Finally, you'll be asked to confirm your pledge. Check the box next to *Confirm My Pledge* and select and click on *Submit Pledge* to finalize.



11. The next message confirms "Your Annual Pledge" a second time:

# Thank You For Being Part of the Combined Federal Campaign



You have a <u>thank-you note</u> from a charity!

CFC organizations do not provide goods or services in whole or partial consideration for any contributions made to the organizations via this website.

Print Pledge Confirmation

### Venmo Checkout

Venmo checkout has a modified experience for steps 6 and 10 above that requires use of a cell phone to complete checkout. To pay using Venmo you must already have an existing Venmo account setup with a linked payment source installed on a mobile device.

1. To checkout using Venmo you will follow the steps of a Making a New Pledge as described in the section above.

1 Select Your Pledge Method & Account

O Credit/Debit Card
O Bank Account
O Volunteer Only
O ACH-Paper Check

Choose Your Payment Frequency

One Time

O PayPal

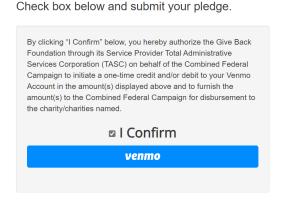
Venmo

Payroll is not an option because you've already made a payroll pledge to this campaign.

CLICK HERE to go to your pledge page to edit your existing payroll pledge.

Follow these 4 steps and click continue to review and submit your pledge.

- 2. Continue following steps 7 through 9 described above in the Making a New Pledge section.
- On the submit pledge page you will see the option to submit via Venmo. Select the Venmo button to
  complete your transaction. Once clicked the system will display a Venmo QR code that you must scan
  with your mobile device. Once scanned your Venmo app will open and prompt you to complete
  checkout.



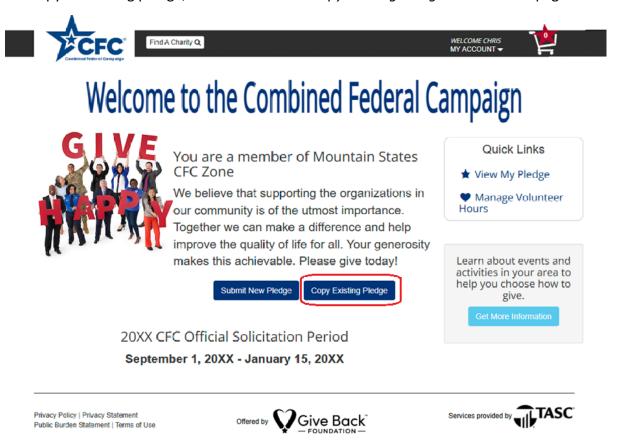


4. Once completed you will see payment confirmation in the Pledge System.

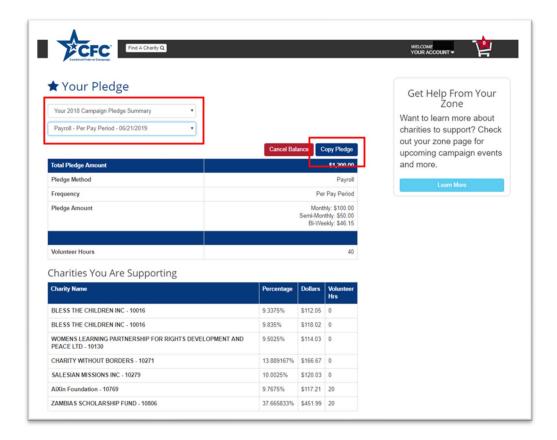
## Copying an Existing Pledge

A user can establish an individual giving for the plan year by copying an existing pledge from a prior year.

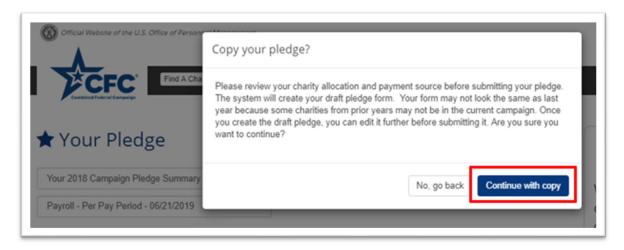
- Users can give on a one-time basis or establish scheduled giving.
  - Only one recurring payroll pledge is allowed.
  - o Multiple recurring or one-time pledges are allowed when funded via credit card or ACH.
- One-time pledges are processed immediately and may take up to 3 or 4 business days to settle from the date the pledge is submitted. Donors may fund a one-time pledge through a credit card or bank account.
- Ongoing or recurring giving is processed monthly starting in the same month after the official solicitation period ends of the campaign year. Users may fund these recurring gifts through payroll deduction, a credit card, or a bank account.
  - Recurring giving processed via credit card or bank account will occur monthly.
  - Recurring giving processed by payroll deduction will begin with the user's first payroll date following the end of the official solicitation period.
- 1. To copy an existing pledge, select and click on *Copy Existing Pledge* on the home page.



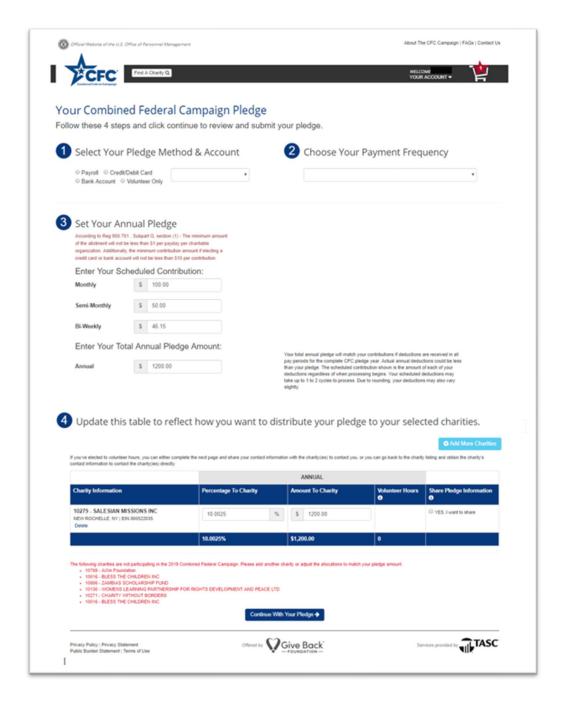
- 2. Select Existing Pledge from the Campaign and Pledge Dropdowns to copy
- 3. Click Copy Pledge to copy the selected prior year pledge



4. Click Continue with Copy to place copied pledge into your Pledge Cart

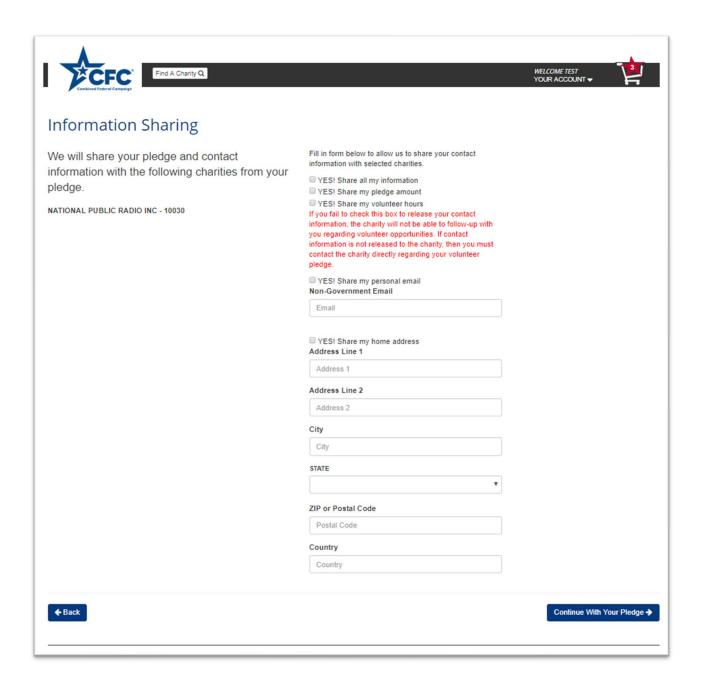


- 5. Your pledge card will be displayed with the copied pledge details.
  - a. Select a new payment method & frequency if your previous payment source is in an error state for the copied pledge <u>or</u> you wish to change how your pledge will be funded.
  - b. You will not see payroll as a payment method if you have already submitted a payroll pledge for the current campaign.
  - c. You will see an error message if any of the charities from your copied pledge, are no longer participating in the current campaign.
  - d. Select Continue with Your Pledge once all information is confirmed correct.

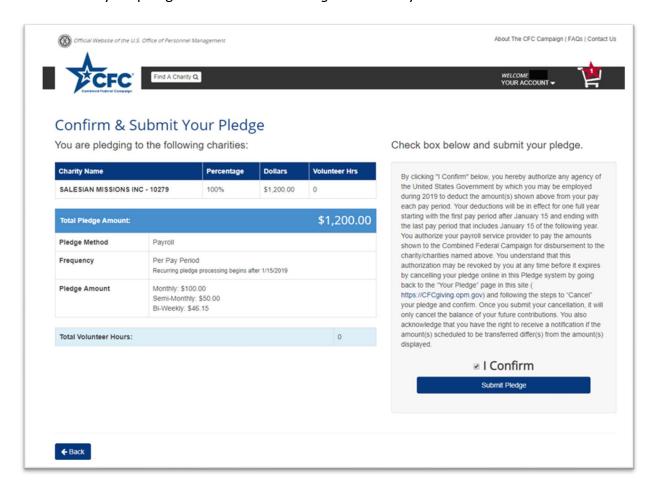


**Note**: By default, donations are anonymous unless you select/check the *YES, share my information* box, AND enter the address information on the following Information Sharing page

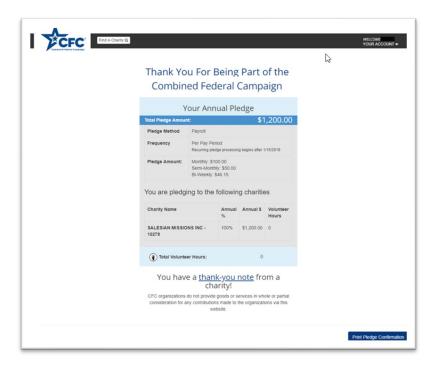
- 6. If yes, and a share my information option is selected, enter the information to be shared with the charities on the Information Sharing page.
  - Users can choose to share pledge amounts, email, volunteer hours, and home address information.
  - Keep information private by deselecting the associated box(es).
  - Include only personal emails; do not include government-issued emails
  - If you elect to volunteer for an organization, you may wish to share your contact information for the charity to contact you. Otherwise, you will need to contact the charity directly



7. Reconfirm your pledge and click Submit Pledge to finalize your submission



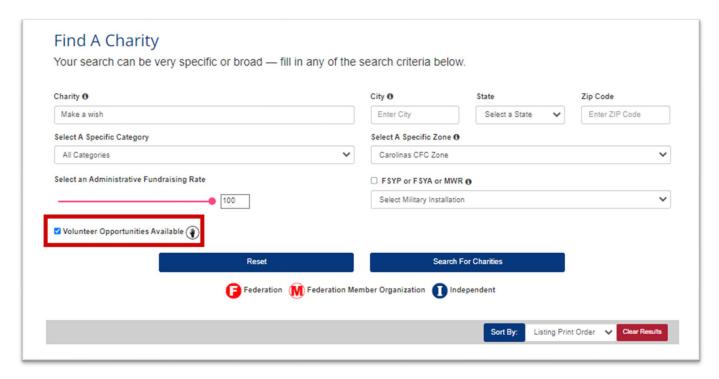
8. Click Print Pledge Confirmation to print this page for your records



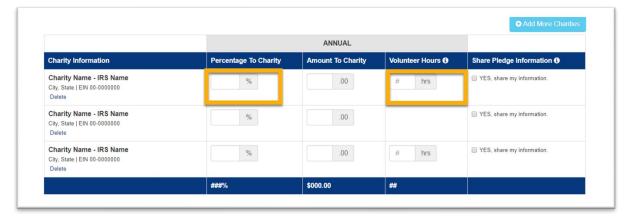
# Volunteering

In addition to pledging monetary donations, CFC donors can pledge time through the online volunteer features.

• When searching for organizations, check the *Volunteer Opportunities Available* box with the raising hand icon to search for organizations that are accepting volunteers.



When pledging, enter in the annual number of volunteer hours you intend to offer the charity. You must check the box to share your information with the charity and notify them you wish to volunteer. If you elect not to share your contact information, you will need to contact the charity directly to notify them of your pledge to volunteer time.

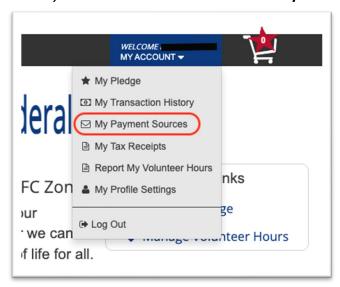


• To pledge volunteer hours without making a monetary donation, enter "0" in the Percentage to Charity column for that charity.

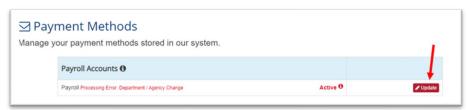
# **USPS Employees Updating SSN to EIN**

If a USPS Employee enters the system that has not already updated their profile from using SSN to the employer-assigned EIN, they will be required to do so before finalizing a pledge for the new campaign.

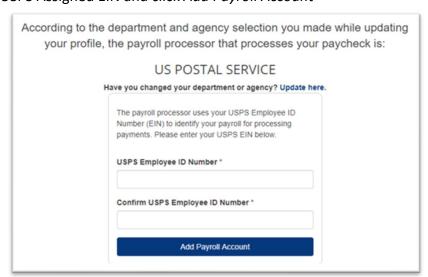
1. Click Payment Sources from the list under My Account



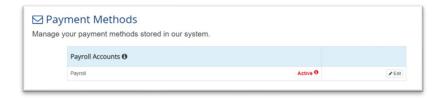
2. Click Update for the payroll account on the payment methods page



3. Enter USPS Assigned EIN and click Add Payroll Account



4. Payroll Payment Method will no longer show in Error



## Establishing Your Pledge Payment Source(s)

For an optimal experience, begin by establishing a payment source to fund your pledge. You do not need to establish all payment sources. Only establish those sources which you will use to fund contributions.

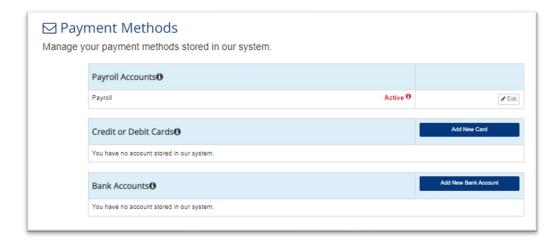
A payroll account can only be used to fund recurring donations. Credit or Debit Card and Bank Accounts can fund both one-time and recurring donations.

To establish a payment source:

1. Select My Payment Sources from the list under My Account

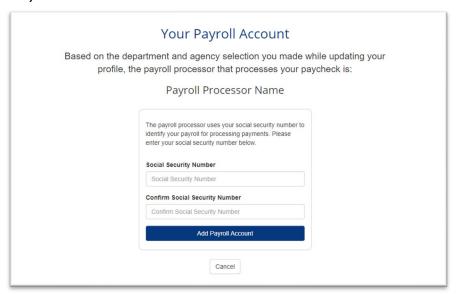


- 2. From *Payment Sources,* select a method to fund your pledge. Different types of users will have different options available. You cannot delete Payment Sources associated with an active pledge.
  - Federal contractors will not be eligible for payroll deductions.



## Adding a Payroll Account

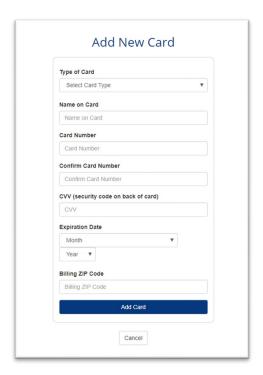
- 1. While in the Payment Sources section, click Add New Payroll Account under Payroll Accounts.
- 2. Enter your Social Security number (USPS assigned EIN if applicable) twice for confirmation and press *Add Payroll Account*.



- 3. The system will establish a payroll connection based on your Social Security number and the department, agency, and office information entered during signup.
- 4. The payroll option you selected will then show in Payment Sources.

### Adding a Credit or Debit Card:

- 1. While in the Payment Sources section, select Add New Card under Credit or Debit Cards.
- 2. Enter all necessary information:
  - Type of Card
  - · Name on Card
  - Card Number
  - Confirm the Card Number
  - CVV a three- or four-digit security code located on the front or the back of the card.
  - Expiration Date Month and year
  - Billing postal code

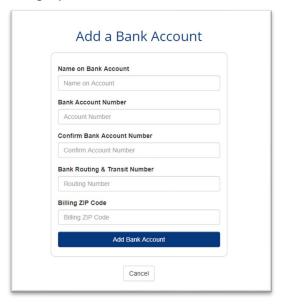


- 3. Select and click on Add Card to complete.
- 4. Under available methods in *Payment Sources*, you will find the card listed.



### Adding a Bank Account

- 5. While in the Payment Sources section, select Add New Bank Account under Bank Accounts.
- 6. Enter all necessary information:
  - · Name of Bank Account
  - Bank Account Number
  - Confirm Bank Account Number
  - · Bank Routing & Transit Number
  - Billing Zip Code



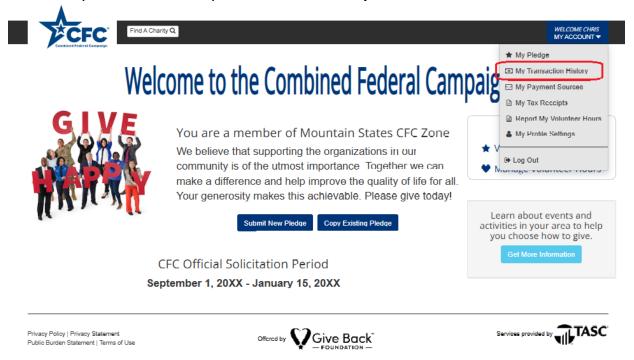
- 7. Select and click on Add New Bank Account
- 8. Under available methods in *Payment Sources*, you will find the Bank Account listed.



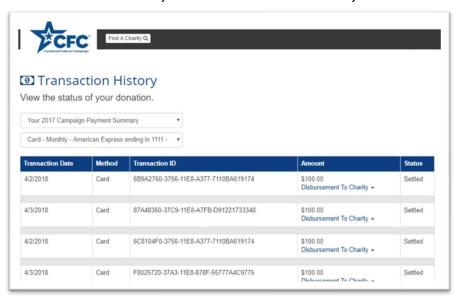
## **Reviewing Transaction History Details**

Once the CFC processes a contribution, transaction records will be available for review. To access these records:

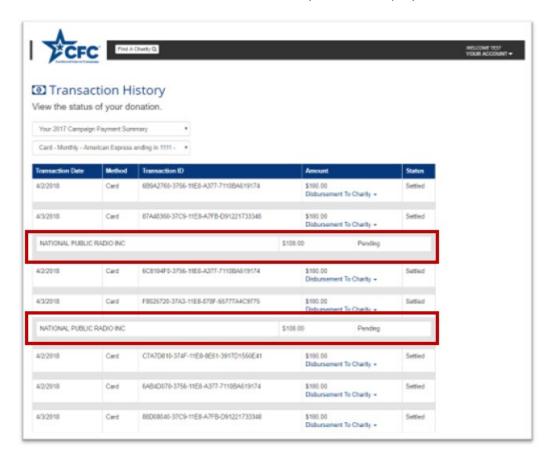
1. Select My Transaction History from the list under My Account



2. The *Transaction History* page will show a record of all processed contributions. To see more detail and the status of your disbursement of funds to the charities, select the down arrow to the right of *Disbursement to Charity* under the *Amount to Charity* column.

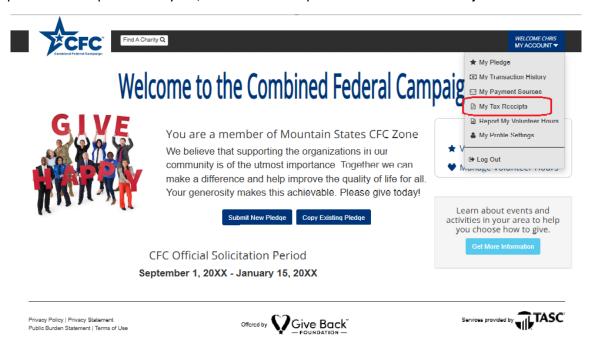


- 3. The system will then show all donations associated with a given contribution and display a donation status.
  - The system shows donations *Pending Disbursement* that CFC has not yet sent to the charity.
  - Donations Disbursed have been sent to the charity and will display the date settled.



### **Printing Tax Receipts**

1. To print tax receipts for the year, select Tax Receipts from the list under My Account



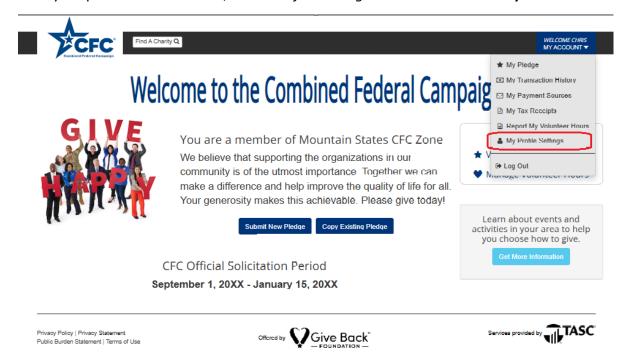
2. Select and click on *Print Tax Receipt* and either save or print a copy for your records.



<u>Note</u>: Three years of tax receipts will be available from the drop-down menu at the upper left, starting with any 2017 records. To obtain copies of your tax receipts before 2017, contact your Zone for the listing of your Principal Combined Fund Organization (PCFO).

# **Updating Your Profile Information**

1. To edit your personal information, select Profile Settings from the list under My Account

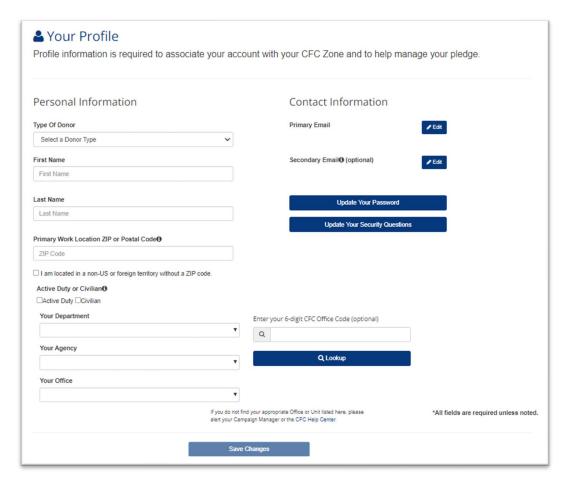


### **Updating Personal Information**

From the Your Profile page, you can change:

- Type of Donor
- First Name
- Last Name
- · Primary Work Location ZIP Code
- Department
- Agency
- Office information

<u>Note</u>: Information captured will differ depending upon donor type. If Federal Employee status changes to Contractor due to a job transfer and as an Employee, payroll was the elected payment source, the payroll option will no longer be an available option under Contractor, and the user must select a new payment source in *Your Pledge* page. If this occurs after Official Solicitation ends, click on *Contact Us* in the upper-right-hand corner of the page for assistance.



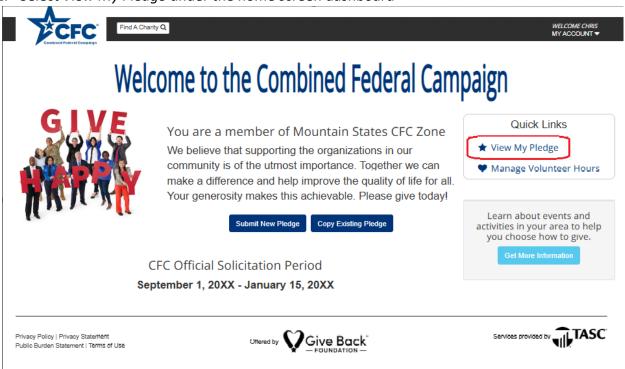
Update any information needed and select and click on Save Changes to submit.

<u>Note</u>: If updating department, agency, or office information after a change in employment, be sure the user status is active in the new system and your transfer is complete before entering the change.

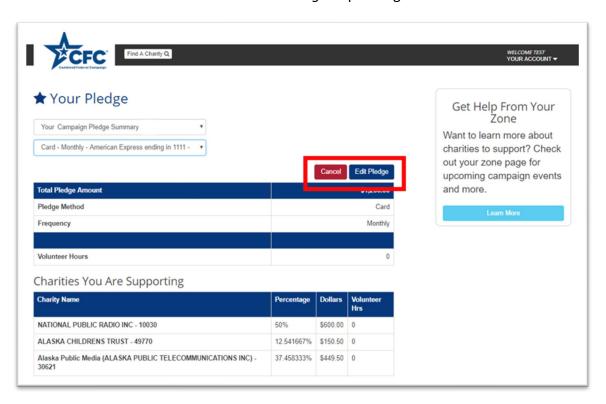
# **Editing or Canceling a Pledge**

Users can edit or cancel a recurring pledge at any time during the Official Solicitation Period. Users can not edit or cancel one-time donations made via a bank account or a credit card because CFC processes these immediately when submitted. After the Official Solicitation Period ends, recurring pledges can be canceled but not edited. Cancelations made online will be communicated to payroll providers. Users can only cancel pledge balances. Cancellations can take 1-2 payroll cycles to take effect.

1. Select View My Pledge under the home screen dashboard

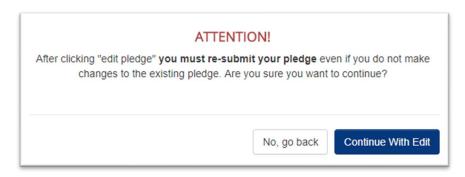


2. Select and click on either Cancel or Edit Pledge depending on the intended action.



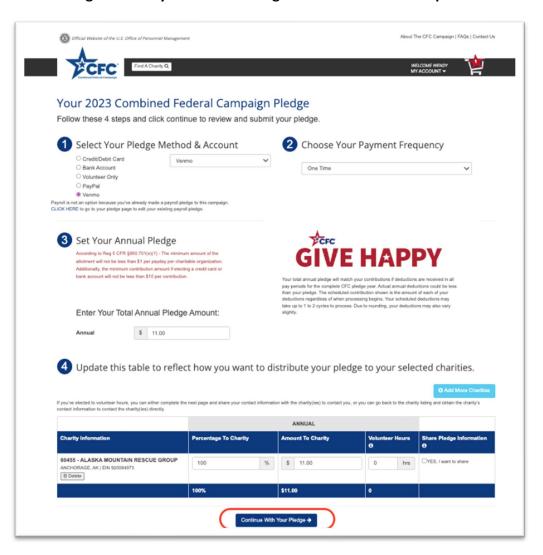
## To Edit a Pledge

- 1. Select Edit Pledge.
- 2. To complete your pledge, you will receive a notification explaining that once you select the *Edit Pledge* button, your pledge must be re-submitted. Select and click on *Continue with Edit*.



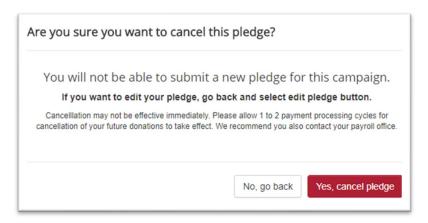
3. This tab will lead you back to the *Pledge Page* where you can change the payment method & account, update frequency, and redistribute donation percentages.

Pledges can only be edited during the official solicitation period.

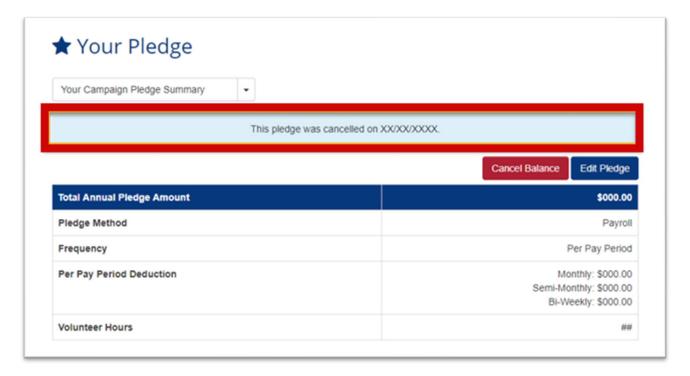


## To Cancel a Pledge

- 1. From Your Pledge screen, select and click on Cancel at the top right (see screenshot above).
- 2. If you cancel your pledge during the Official Solicitation Period, you cannot submit a new pledge.
- 3. You will be asked to confirm your cancelation:



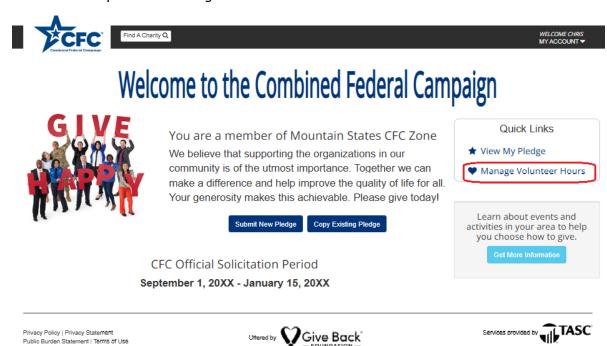
- 4. Select and click on Yes, cancel pledge to continue.
- 5. The system will confirm your cancelation instruction at the top of the Your Pledge screen:

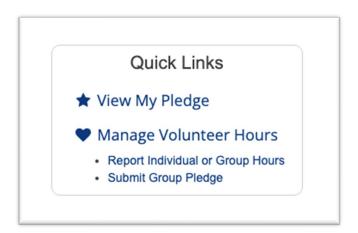


# **Submitting Group Volunteer Pledge**

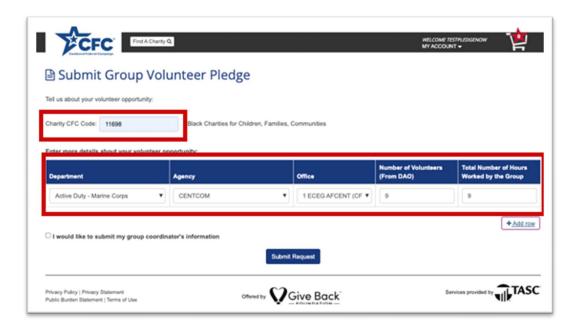
Users can submit a pledge on behalf of a group that will be completing a volunteer activity.

- 1. Log in using the established Username and Password credentials
- 2. Select the option for Manage Volunteer Hours from the home screen dashboard

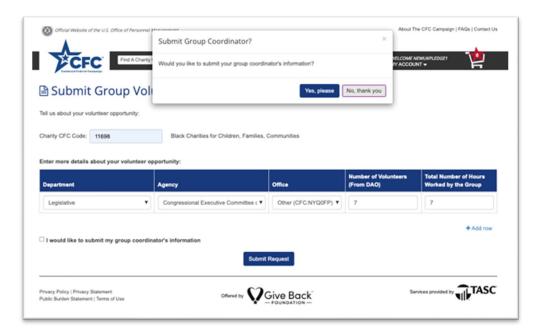




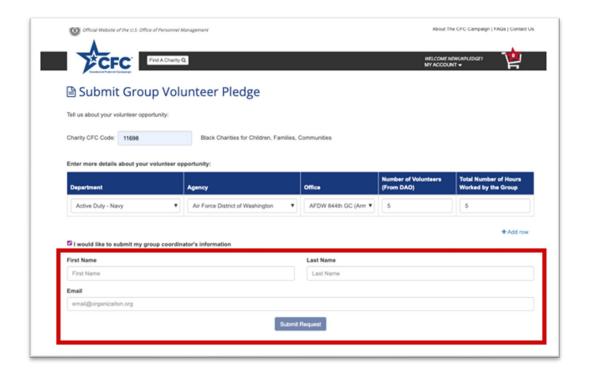
- 3. Proceed through with entering the relevant details about the volunteer efforts:
  - a) Enter the CFC Code associated with hours being pledged
    - a. Department, Agency & Office (D/A/O)
      - i. Add a new line for each different D/A/O Grouping (max. 10 rows)
    - b. Number of Volunteers from each D/A/O Group
    - c. Total Number of Hours Pledged by each D/A/O Group



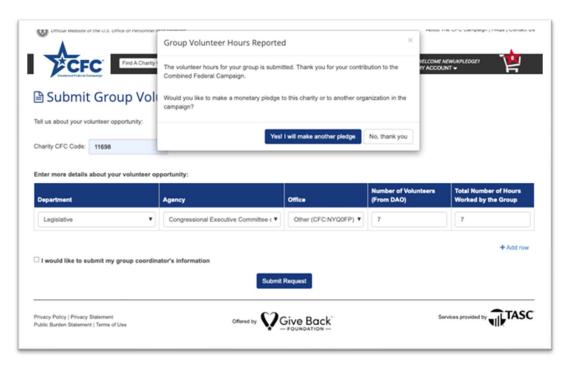
- 4. Once all data has been entered, please click **SUBMIT REQUEST**.
  - a. The user will be offered the option to submit the Group Coordinator's Information.



b. If YES, the user will be prompted to provide that data



c. The user will be allowed to make a monetary pledge to this charity or another of his or her choice. Please select accordingly.



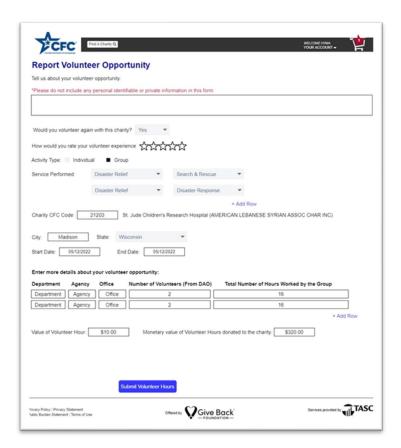
# Reporting Group Volunteer Hours Completed

Once the volunteer event is completed, users can report the hours worked.

- 1. Log in using the established Username and Password credentials
- 2. Select the option for "Report My Volunteer Hours" from the list under My Account



3. Complete the Required fields and then click "Submit Volunteer Hours" at the bottom of the screen.

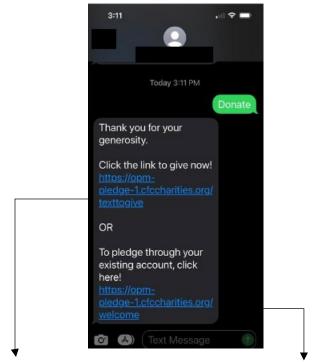


#### Text to Give

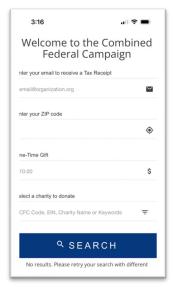
In addition to the online pledging system, users can utilize the Text-To-Give Feature

#### 1. Text DONATE to 978-487-5678

- a. Link #1 will take the user through the One-Time Credit Card Text-To-Give workflow
- b. Link #2 will take the user to the mobile version of the full CFC Website to:
  - i. Set up a pledge account
  - ii. Log into the current Pledge Account
  - iii. Set up recurring ACH/CC or Payroll Deductions



Link #1 Homepage



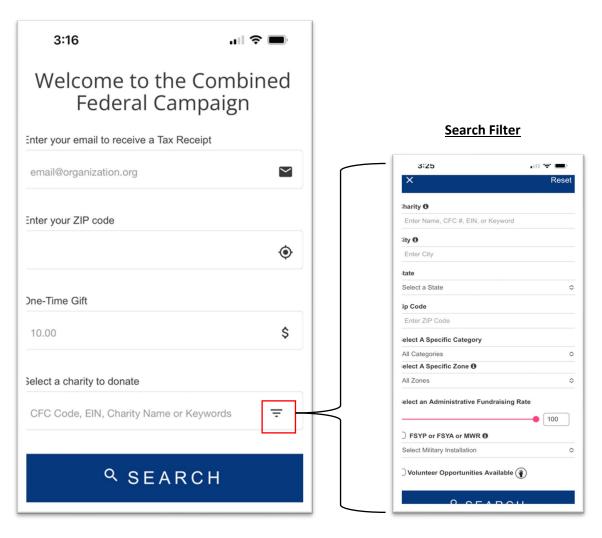
Link #2 Homepage



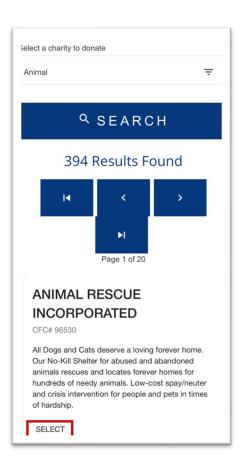
2. Select Link #1 to proceed through the Text-To-Give Prompts

(All fields will be validated upon submission)

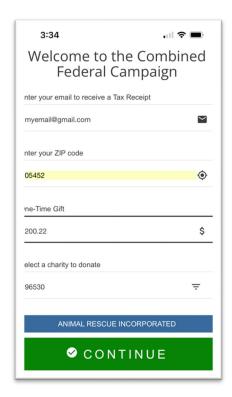
- a. Enter Email for a Tax Receipt
- b. Enter Zip Code
- c. Enter Amount Pledged (0.00 format)
- d. Enter CFC Code, Charity Name, or Keyword for search
  - i. Use the filtering option to decrease the number of search results returned



3. Once the charity is located, choose the SELECT option at the bottom of the screen

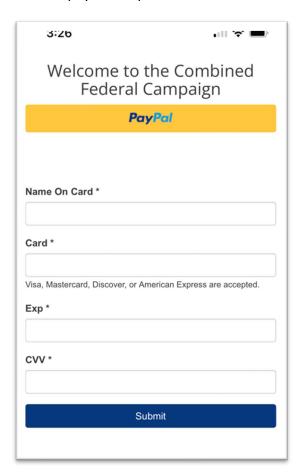


4. Once all pledge and charity details are entered, select CONTINUE to proceed to the payment screen



5. Payment options are PayPal or Credit Card

a. Once a payment option is selected and completed, select SUBMIT



6. When payment is processed, a confirmation screen will appear



# Login.Gov

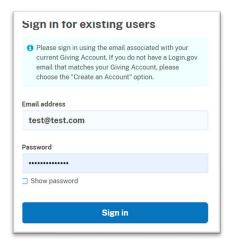


- 1. Navigate to the Giving System at https://cfcgiving.opm.gov/welcome.
- 2. Click the red "Sign In" button.

Note: If you already have an existing Donor account in the System you should continue to <u>Sign In</u> or <u>Create an Account</u> using the same email address. By doing so the system will automatically link your Login.gov Account to your existing Donor Account

### Sign In

1. Please sign in with your Login.gov Account that matches email address your existing Donor account (if one already exists)



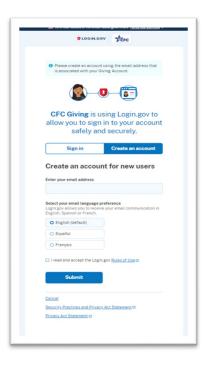
2. Alternatively, you can use the "Sign in with your government employee ID" link below the Sign In button.



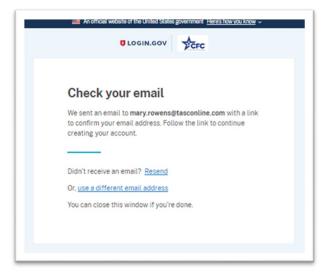
- a. Note: This will log you in with the primary email associated with your employee ID. If that email is different from your existing donor account, it will not automatically provide access to your previous account information, and you will need to contact the Help Center (800-797-0098) to have them link your historical pledge information.
- 3. Once you have entered your Sign-in information, the system will prompt Multifactor Authentication. Please enter the authentication method set up for the associated Login.gov Account.

#### **Create Account**

- 1. If you do not have a Login.gov account or your existing login.gov account is under a different email than your Donor Account, please Choose to Create a new account.
- 2. Enter the Email Address associated with your existing Donor Account to ensure you can access your previous donor information.



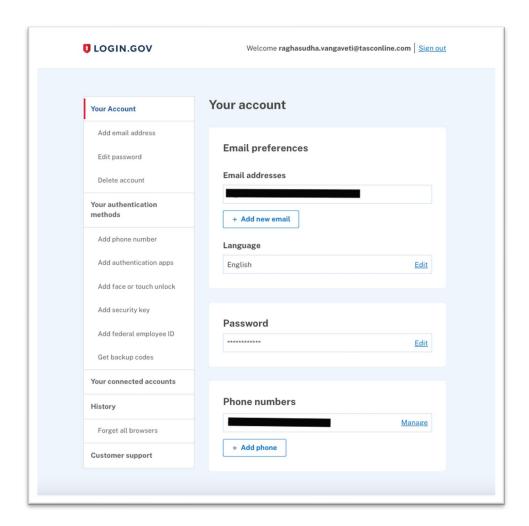
3. An email will be sent to confirm the supplied email address. Please follow the link to finish account setup.



- 4. Confirm Your Email
- 5. Setup a New Password Following the on-screen requirements.
- 6. Select the authentication method for MFA (Multi Factor Authentication)
  - a. Note: Federal Employees should choose either Authentication Application, Security Key or Government ID



- 7. Based on the method selected, finish the remaining onscreen prompts to complete the setup of your MFA method.
- 8. After you have completed setting up your account, you can return to the site and follow the Sign-in prompts above.
- 9. All account-related activity (adding a secondary email, updating the password, updating phone number, editing the authentication method, forgot password/username can be done on login.gov



#### **Login.Gov FAQs:**

#### Q: When using Login.gov to access the system will I still have access to my existing Donor Account?

A: Yes. To automatically link your Login.gov account to your existing Donor Account you must sign into Login.gov using the email address associated with your existing donor account.

# Q: If I already have a Login.gov account I want to use linked to a different email address, is there any way to access my existing Donor information.

A: Yes. There are two ways to link a Login.gov account with a different email to your existing pledge account. First, you can contact our Help Center at (800-797-0098) and they can assist with linking your two accounts together.

Alternatively, you can navigate to login.gov and add another email account to your Login.gov account. Once you have linked the new email to your Login.gov account you can login to the CFC Giving System using the email associated with your Giving Account and you will see your existing pledge information.

#### Q: How do I log out of the system?

A: With the Login.gov integration there are now two sign-outs. When you sign-out of the Giving System, you will be logged into the system, however, your sign in to Login.gov may still be active depending on your account settings. If you want to completely sign out of both systems, please navigate to Login.gov and choose to sign out.