



Supporter Center

The IPR Supporter Center contracts with GoFundMe Pro for online giving. GoFundMe Pro provides the technology that manages your online donations, securely processes your gifts and maintains your information safely. As an added benefit, when you donate to IPR, GoFundMe Pro creates a self-service supporter account where you can manage your donations and contact information.

The first time you log in, you'll find your supporter profile and this guide will help you navigate your account. You can also use your profile to donate to other nonprofits who use GoFundMe Pro all from one account.

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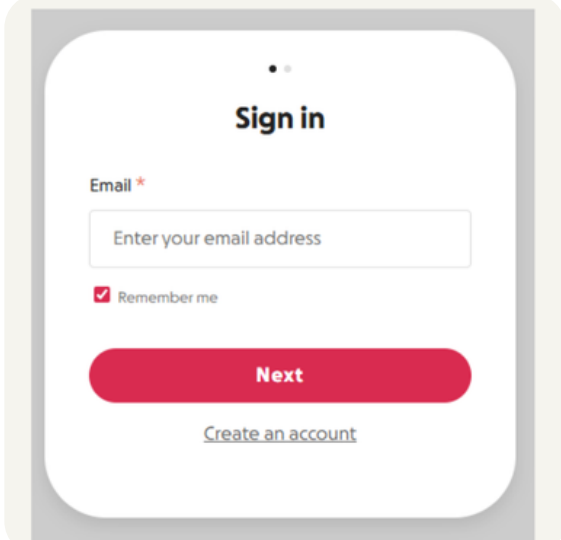
(i.e. Change amount, pause your membership, or cancel)



Logging In

1

Click on the **IPR Supporter Center Link** at ipr.org/member. Enter your email address and click **Next** (see image to the right). If you are not sure which email address is associated with your membership, reach out to membership@iowapublicradio.org.

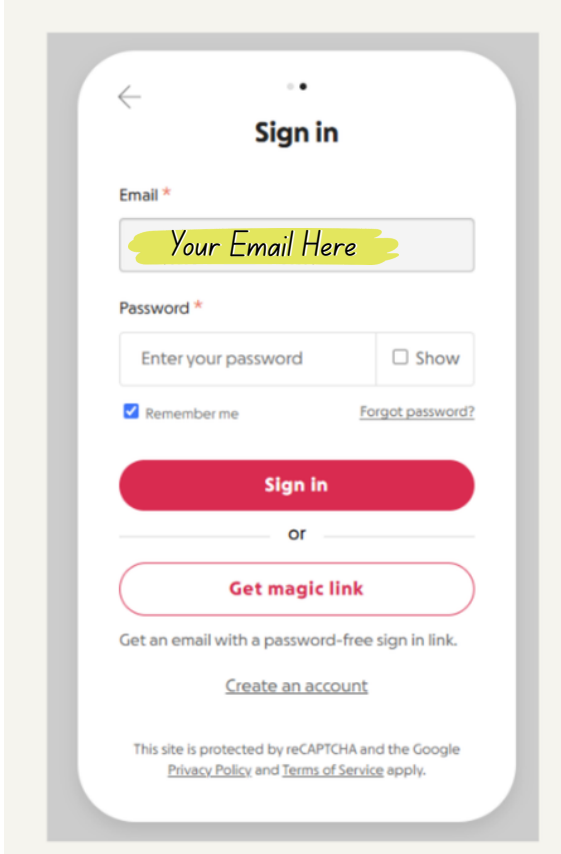
A mobile app login screen titled "Sign in". It features an "Email *" field with the placeholder text "Enter your email address". Below the field is a checked checkbox labeled "Remember me". A large red button labeled "Next" is positioned below the checkbox. At the bottom, there is a link that says "Create an account".

2

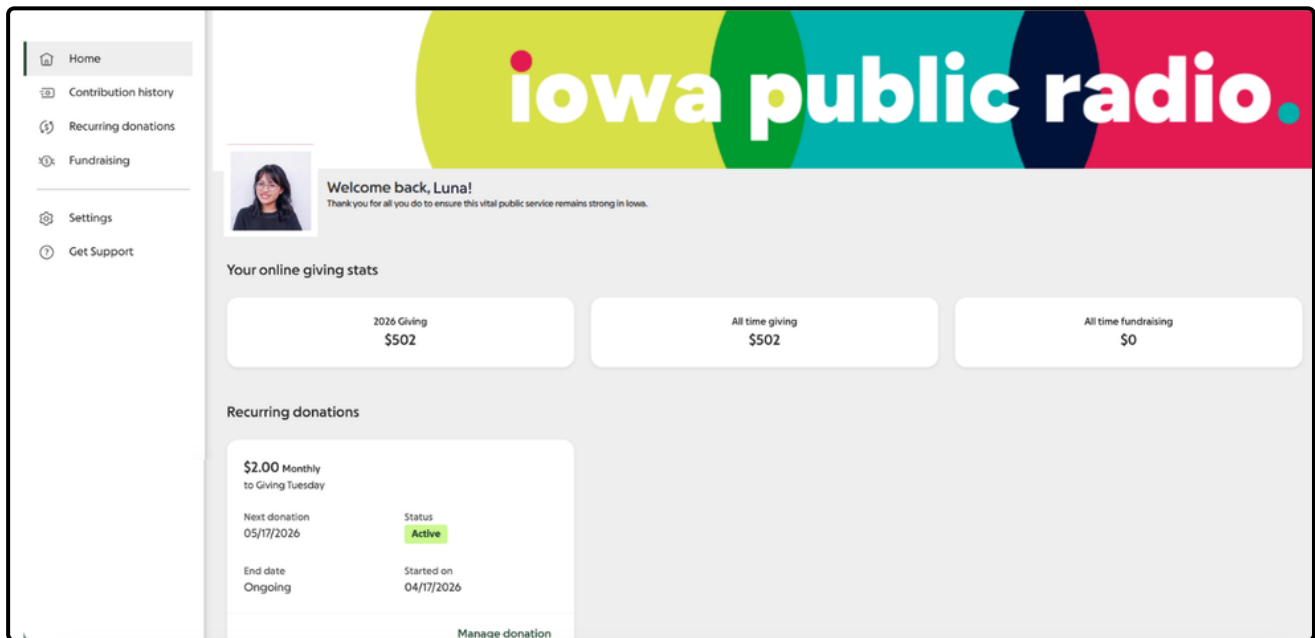
The first time you log in to the GoFundMe Pro Supporter Center, you will not have a password.

If you donate to another organization partnered with GoFundMe Pro using the same email address, you may be able to use your existing login.

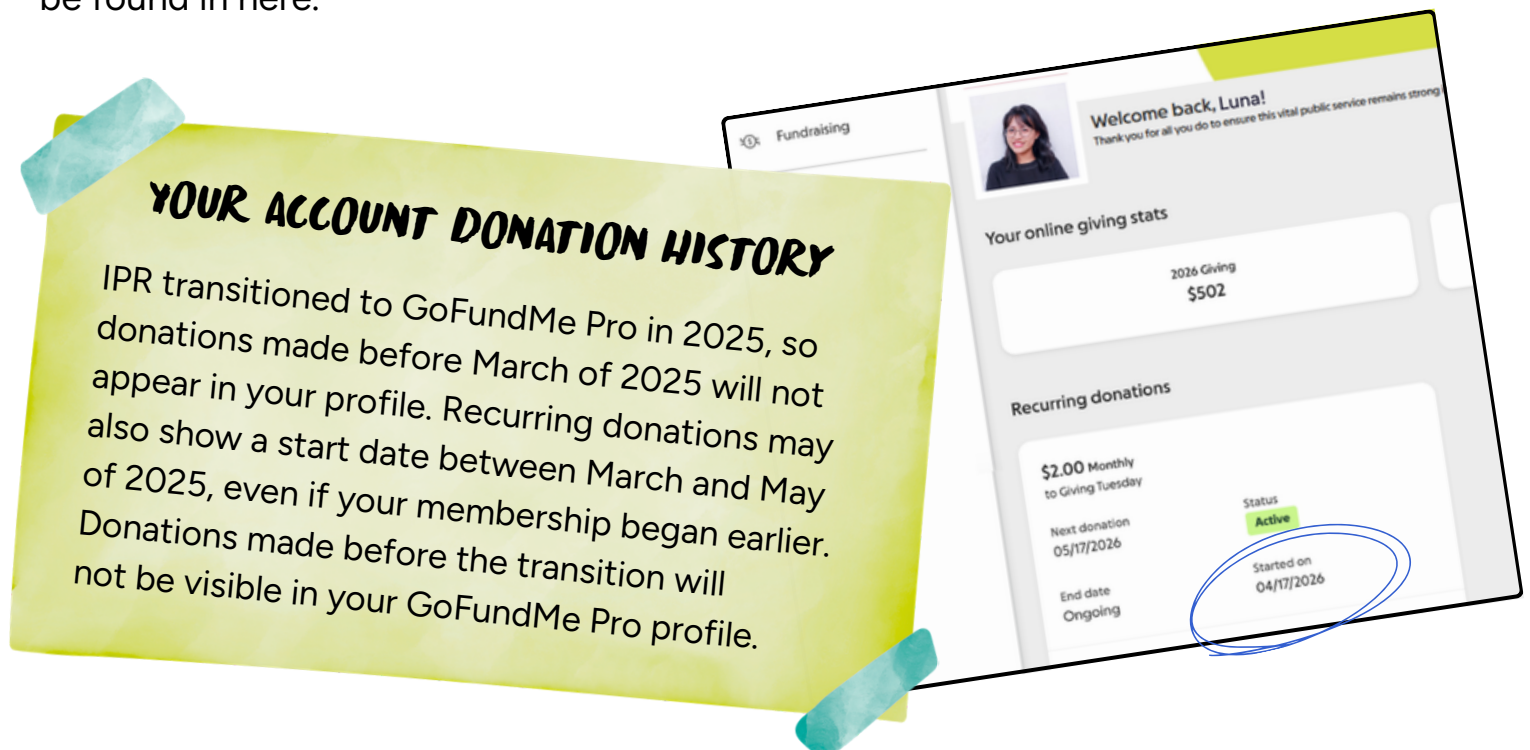
We advise all donors to use the **Get magic link** button. This will send an email to your inbox for direct access to your supporter center homepage.

A mobile app login screen titled "Sign in". It features an "Email *" field with the placeholder text "Your Email Here". Below the field is a "Password *" field with the placeholder text "Enter your password" and a "Show" checkbox. Below the password field is a checked checkbox labeled "Remember me" and a link that says "Forgot password?". A large red button labeled "Sign in" is positioned below the checkboxes. Below the "Sign in" button is a link that says "or" and a red button labeled "Get magic link". Below the "Get magic link" button is a link that says "Get an email with a password-free sign in link." and a link that says "Create an account". At the bottom, there is a small text that says "This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply."

Supporter Center Home Page



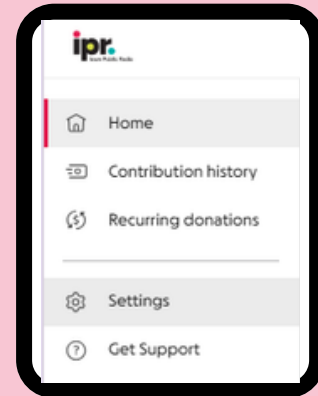
This is an example of what your IPR Supporter Center Home Page might look like. All donations made online using IPR's donation page, calling in during one of our membership drives, or sent in the mail using a credit card or bank account can be found in here. Donations made through npr.org or by Check, Stock or QCD will not be found in here.



Update Contact Information

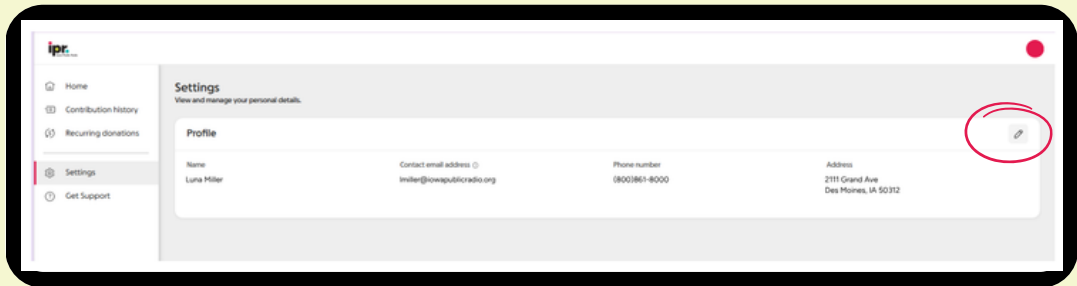
1

Locate the menu on the left side of the screen and select Settings to open the settings menu.



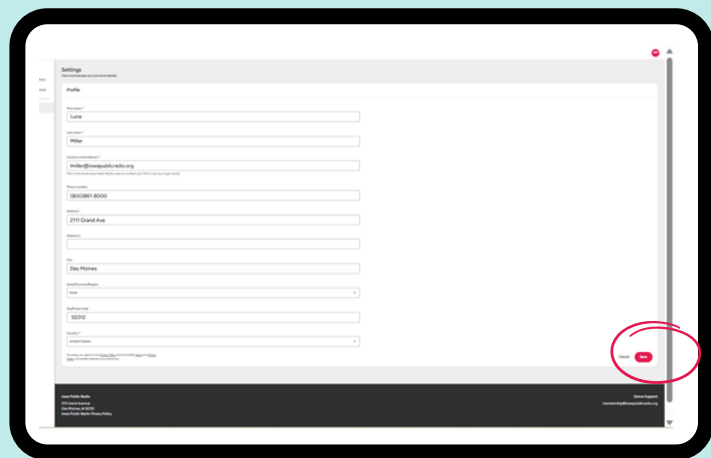
2

Locate the pencil icon on the right hand side to edit your information.



3

Edit your information in the corresponding fields. Click the red button to save your preferences.

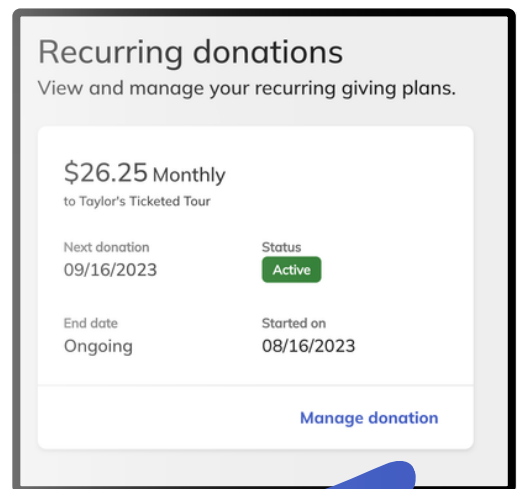


Update Payment Details

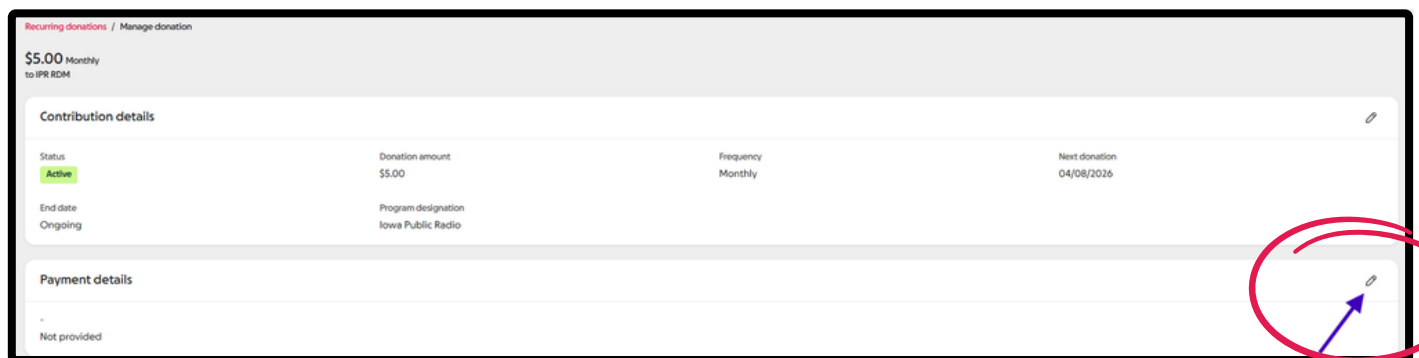
Managing your Sustaining Membership

In the GoFundMe Pro system, Sustaining Memberships are categorized as Recurring Donations. On the Recurring Donation page (menu option on the left hand side), you should be able to see current and cancelled memberships under your name.

To manage an active Sustaining Membership, click on the **Manage Donation** link at the bottom right.



Update Payment Details



Once you are in your current active Sustaining membership, locate the section labeled payment details.

Click on the pencil icon located on the right hand side of the payment details section to update or change your payment details.



Update Payment Details

Once you have entered your new payment details, click the **Save** button.



Payment details

☒ Credit card 

☐ Bank transfer

Card number *

Expiration date * Security code *

Zip/Postal code *

50323-2252

By saving, you agree to our [Privacy Policy](#) and [GoFundMe Terms](#) and [Privacy Policy](#). GoFundMe facilitates your donations.

Cancel Save



GoFundMe Pro uses PLAID to verify bank account information. This verification and subsequent login does not give GoFundMe Pro or Iowa Public Radio access to your bank account, it only sends notice that your account is valid.

If you wish to donate through your bank account but do not want to use PLAID, please call **800.861.8000** or email membership@iowapublicradio.org to set an appointment to update over the phone.

Iowa Public Radio can only assist you with Card or Bank Account Payment types. If you wish to use Venmo, ApplePay, or Paypal you will need to update the payment within the Supporter Center.

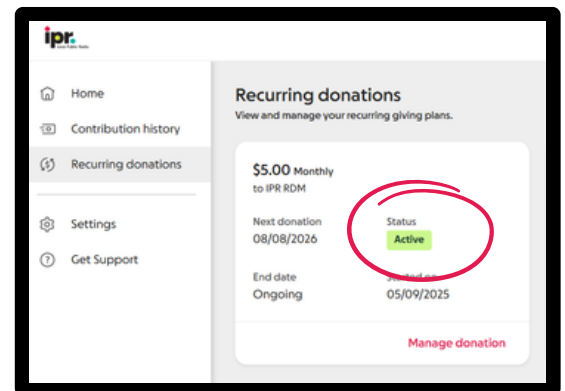


Adjusting Your Membership

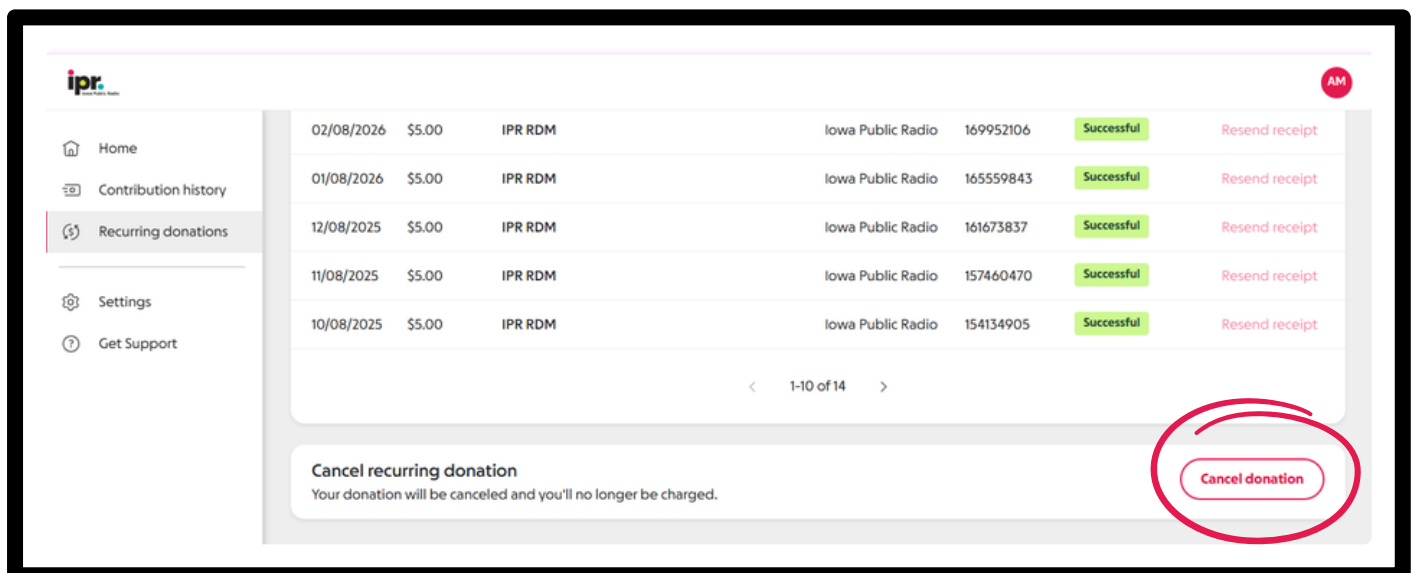
In the IPR Supporter Center, you can adjust the amount of your membership, opt-in to cover processing fees, pause your membership for 1 or 3 months, and cancel. All of these actions can be accessed through the **Cancel donation** button at the bottom of your recurring donation.

1 In the menu area of the Supporter Center (located on the left) Select Recurring Donations.

2 Click on **Manage Donation**. If there is more than one Recurring donation, select the Recurring Donation that has a status of **Active**.

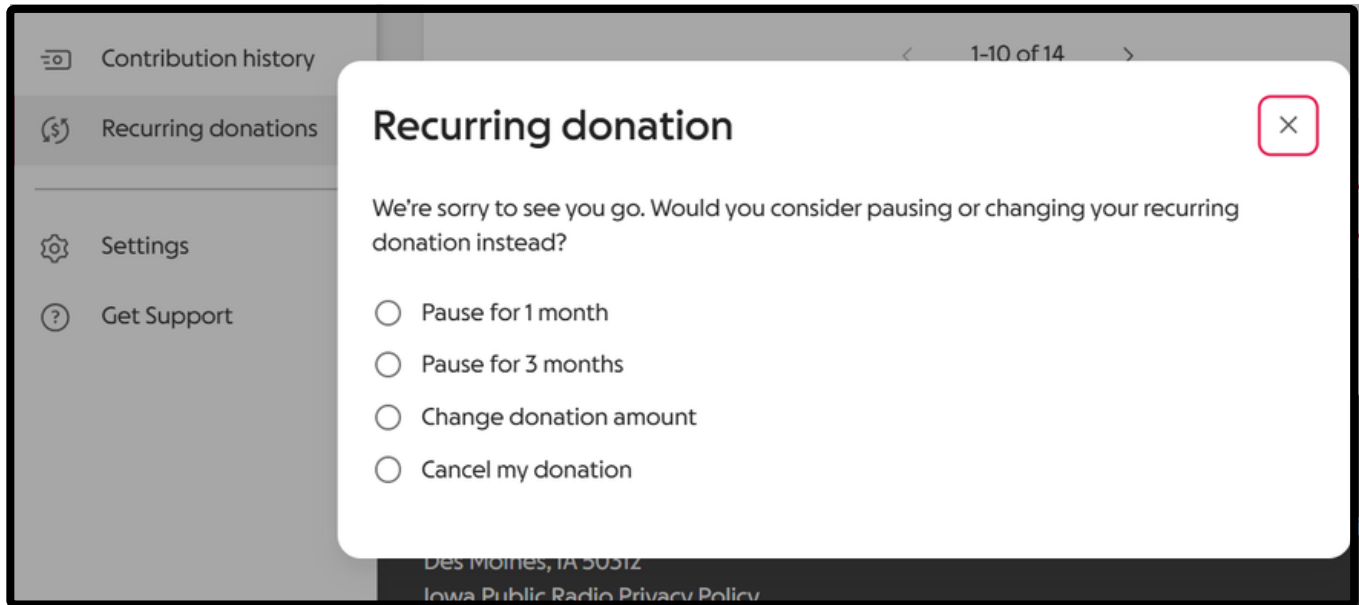


3 Scroll to the bottom of the page and find the **Cancel donation** button.



Adjusting Your Membership

Once you have clicked **Cancel donation** you can choose your desired action in the menu (see image below).



IPR Processing Fees

Iowa Public Radio budgets over \$100,000 each year to cover payment processing fees. Nonprofit organizations aren't exempt from processing fees as they cover the payment processors' services, which include maintaining secure networks, processing transactions, and preventing fraud, regardless of the merchant's business type. You can learn more about fee coverage at ipr.org/fees

To opt-in to cover processing fees, click on Change donation amount. Click on the Cover transaction fees checkbox. The fees will autocalculate within the parentheses.

