Member Center FAQ

Passwords & Accessing The Member Center

1. How do I access the Member Center?
   You can find the Member Center on the Support Page: https://www.cpr.org/support/
   or you can access the link directly here: https://donate.cpr.org/user

   If you have made one-time or monthly donation to CPR, KRCC, Denverite, CPR Classical, or Indie in the past year, you will find your information in the Member Center.

   If it is your first-time logging into the Member Center, you will have to create a password. (Your username is the email address you used to make your donation.)

2. How do I request a password?
   Head to the Member Center, click on the "Request New Password" tab. Enter the email address you used to make the donation, and click the "Email New Password" button. An email containing a link to create a new password will be sent to you. Click on the link to log in, scroll midway through your profile to the Password area of your profile. Create your password and confirm your password. Hit “Update.” You can browse around the Member Center or log out. The next time you return to the Member Center, use that password to log in using the "Log In" tab.

   Step 1: Click on “Request New Password”
Step 2: Enter your email address

Log In Request New Password

E-mail *

Email New Password

Step 3: Click on “Enter New Password”

Log In Request New Password

E-mail *

Email New Password

Step 4: Click on the link emailed to you

Hello

You have made a request to reset the password for your CPR Member Center account.

You may now log in by clicking this link or copying and pasting it to your browser:

https://donate.cpr.org/user/reset/161273700167264/J

This link can only be used once to log in and will lead you to a page where you can set your password. It expires after one day and nothing will happen if it's not used.

-- CPR team
Step 5: You’ll be taken to the Member Center; click on the "Log in" button

Step 6: Scroll down to "Create or Change Password" section
Step 7: Enter new password and click "Update"
3. **How much time does it take to receive a new password?**
   Once you've requested a new password, you can expect to receive it within approximately 15 minutes. Occasionally, it may take a bit longer for the new password to be generated.

4. **I am already a member; how can I log in to my account?**
   You will find a link to the Member Center page on the Donation form (coming soon!) and the Support page. Enter your email address and password, then click the "Log In" button to access your account. Enter your email address and password, then click the "Log In" button to access your account. If you have made one-time or monthly donation to CPR, KRCC, Denverite, CPR Classical, or Indie in the past year, you will find your information in the Member Center. If it is your first-time logging into the Member Center, you will have to request a password. (Your username is your email address.)

5. **Help! I don’t remember my password!**
   That’s OK! Just go to the Member Center and click on the “Request New Password” tab. Type in your email and you will be sent a link to change your password or create a new password.

   **Step 1:** Click on "Forgot Password"

   ![Login screen](image)

   **Step 2:** Enter your email address and click on "Email New Password"

   ![Login screen](image)
Step 3: Click on the link emailed to you

CPR <membership@cpr.org>

Hello,

You have made a request to reset the password for your CPR Member Center account.

You may now log in by clicking this link or copying and pasting it to your browser:

https://cpr-hosted.jackonnriverdev.com/user/reset/151944/1704754012/888nh8oCh81G94-upy9r_l727banoSb2en8_N2YG7aw

Step 4: You'll be taken to the Member Center; click on the "Log in" button

Step 5: Scroll down to "Create or Change Password" section
Step 6: Enter new password and click "Update"
6. **What's the process for changing my password?**
To change your password, start by logging into the Member Center using your email address and current password. The first tab you'll see is the profile section, displaying your existing details. Below these details, there's an "Edit my Profile" link; click on it. Scroll down a bit and you'll find the "Change your password" link. Click on it and it will expand. Enter your current password, the new password, confirm the new password, and click "Update" to complete the password reset process. Your password must be at least 6 characters, have lowercase and uppercase letters, have a number and punctuation.

**Step 1: Enter your details and Login to the member center**

![Login](image1.png)

**Step 2: Click on "Edit my Profile" button under profile section**

![Profile](image2.png)
Step 3: Scroll down and click on "Create or Change Password" link

Step 4: Enter new password and click on "Update" button

7. I’ve typed in my email address to get a new password and I still haven’t received a link to log in to the Member Center.
   The email address you use to log in to the Member Center should be the same email address you used for your donation. If you are certain your email address is correct, and you still haven’t received anything after an hour, or you don’t know the email address that was used to make the donation, email us at membership@cpr.org or call us at 800-722-4449 and we can help sort it out.

   Also, check your spam folder. The email will be from CPR at the email address membership@cpr.org and the subject line of the email will be “Password Request for CPR Member Center.”
8. **Where can I find the option to log in to the Member Center?**
   The option to log in and access the Member Center can be found on the donation page or [member support page](https://donate.cpr.org/user) or you can also access it directly here: [https://donate.cpr.org/user](https://donate.cpr.org/user)

9. **What's the procedure for logging out of my account?**
   To securely log out of your account, click on the "Log Out" link positioned just above all the tabs and to the right.
Making Changes To Your Record

10. **How do I edit my name or email address?**
    To edit your first name, last name or email address please contact our Audience Services Department at 800-722-4449 or email us at membership@cpr.org

11. **How can I change my mailing address (profile information)?**
    After logging into the Member Center with your email address and password, the initial tab displayed will be the Profile section. Below the existing details, you'll find an "Edit my Profile" link. Click on this link to modify your information. Edit the necessary fields in the provided text boxes and then click on the “Update” button. To view your updated details, simply return to the profile section by clicking on the "My Profile" tab. Please note changing the mailing address on your profile DOES NOT change the billing address related to your payment information. To change the billing address, click on the "My Recurring Donations" tab and hit "edit payment."

   Step 1 : Enter your details and Login to the member center

   ![Login Form]

   Step 2 : Click on "Edit my Profile" button under profile section
Step 3: Enter your mailing address

This mailing address is separate from your billing address. Update your billing address by going to the Recurring Donation section of the Member Center and clicking on "Edit payment".

Mailing Address *

City *

State/Province *:

Colorado
Step 4: Scroll down and click on the "Update" button

12. How can I update the credit card or bank account used for monthly donations?
   Once you've logged into the Member Center, click on the "My Recurring Donations" tab to review your monthly donations. Next to the recurring monthly donation, you'll find an option to edit the payment details on the right. Click on the "Edit Payment" link. On this new page, you can change your payment amount, and billing address. To edit the payment method, scroll to the bottom to the "Update your Payment Method" area. Select credit card or bank account, and type in your new payment information. Click the "Update Address and Payment Details" button to save the updated information.

Step 1: Enter your details and Login to the member center
Step 2: Click on "My Recurring Donations" tab

Step 3: Click on "Edit Payment" link
Step 4: Enter your new details and click on "Update Address and Payment Details" button

13. Can I change my donation amount?
Upon logging into the Member Center, go to the “My Recurring Donation” tab to review your monthly donation(s.) Click on “Edit Payment.” The initial field allows you to change your monthly donation amount. Input the new amount you would like to donate and click the “Update Donation Amount” button to save the changes.

Step 1: Enter your details and Login to the member center
Step 2: Click on "My Recurring Donations" tab

Member Center

Welcome

Please use the tabs below to view or edit your profile, check your donation history, update payment information and change your monthly giving. If you would like to make a new one-time donation, please click here.

Log Out

Step 3: Click on "Edit Payment" link
14. **How do I stop or cancel my monthly donation?**
If you want to cancel your recurring donation, please email us at membership@cpr.org or call us at 800-722-4449.

15. **How do I change my billing address?**
Upon logging into the Member Center, go to the "My Recurring Donations" tab to review your monthly donations. Adjacent to the monthly donation, you'll find an option to modify the payment details on the right. Click "Edit Payment". Once you click on that you will see the option to update your billing address. Type in your new billing address in the given text boxes and click “Update Address.” Your billing address should be updated. Please note changing the billing address in your payment information area DOES NOT change the mailing address related to your profile. To change your mailing address, click on the “My Profile” tab and hit “Edit My Payment.”
Step 1: Enter your details and Login to the member center

Step 2: Click on "My Recurring Donations" tab

Member Center

Welcome
Please use the tabs below to view or edit your profile, check your donation history, update payment information and change your monthly giving. If you would like to make new one-time donation, please click here.

If you have more questions about your membership or receipts, access our FAQs page, email us at membership@cpr.org, or call us at 800-722-4449.
Step 3: Click on "Edit Payment" link

Step 4: Scroll down and enter your new billing address and click on "Update Address" button.
16. **How do I change my payment method for monthly donations?**

Absolutely, you can modify the payment method by accessing the "My Recurring Donations" tab in the Member Center. Click on the "Edit Payment" link for the specific recurring donation you wish to update. On the next page, scroll all the way down to the “Update your Payment Method” area. You will find a radio button allowing you to switch between Credit card and Bank account. Choose your preferred method, input the necessary details, and click "Update Address and Payment Details."

**Step 1: Enter your details and Login to the member center**

**Step 2: Click on "My Recurring Donations" tab**
Step 3: Click on "Edit Payment" link

Step 4: Change your payment method and click on "Update Address and Payment Details" button

17. Can I skip a recurring payment or change the date that my credit card is charged?
   Yes - Call or email us at membership@cpr.org or call us at 800-722-4449.
Your Donation Information

18. **Where can I access my donation history?**
   Once you log in to the Member Center, click on the “My Donation History” tab to see your one-time and recurring donations.

19. **How do I review my recurring donations?**
   Upon logging in to the Member Center, go to the "My Recurring Donations" tab to review your recurring donations.

20. **How do I access a year-end tax receipt?**
   After logging in to the Member Center, navigate to the "my donation history" tab to view your one-time and recurring donations. On the right, you will find a link labeled "print annual tax receipt." Click on this link to print a copy of your tax receipt.

Step 1: Enter your details and Login to Member Center

![Login Form]

Step 2: Click on "My Donation History" tab

![Member Center]

Step 3: Under "My Donation History" section click on the "View Annual Tax Receipt" link

Step 4: Right click on the page and select “Print” or hit Ctrl+P(Windows) /Command+P(Mac) to download
21. **How can I print my individual donation receipts?**

Upon logging in to the Member Center, go to the "My Donation History" tab to review your donations. For each individual donation, you'll find the "View Receipt" option on the right. Click on “View Receipt” to generate a printable receipt for that particular donation. Once you’ve opened up the page, right click on the page and select “Print” or hit Ctrl+P if you’re on a Windows desktop.

If you do not see a receipt listed next to your donation, this is because it’s a specialty gift given through a third party or indirect agency. Please contact the third party agency you gave through for a receipt. These types of donations include vehicle donations, unrealized bequests, stock gifts, Colorado Gives Day gifts, donor advised funds, foundation gifts, and matching company or workplace gifts. For receipts of stock gifts please contact us at membership@cpr.org.

You can also get a Yearly Tax Receipt by clicking on “Print Annual Tax Receipt” on the top right. That will pull up a full year’s summary of your direct contribution and tax-deductible contribution.

**Step 1: Enter your details and Login to Member Center**

**Step 2: Click on "My Donation History" tab**
Step 3: For each individual donation, click on "View Receipt" link
Step 4: Right click on the page and select “Print” or hit Ctrl+P(Windows) /Command+P(Mac) to download

22. Why can't I see a receipt for all of my donations?
If you do not see a receipt listed next to your donation, this is because it's a specialty gift given through a third party or indirect agency for which we do not issue direct tax credit. Please contact the third party agency you gave through for a receipt. These types of donations include: Colorado Gives Day gifts, Donor Advised Funds/Foundation gifts, unrealized bequests, real estate gifts, matching company or workplace gifts, or vehicle donations. For a receipt of your stock gift please email membership@cpr.org.

23. Why can't I see all of my donations here? Some are missing?
You may have used a different email address when making donations to CPR. Or your donations may be under a household member's name and email address. Please contact Member Services at membership@cpr.org or call us at 800-722-4449

24. Where can I get a receipt for my Colorado Gives Day donations?
You may access documentation of your donation history by logging into your Colorado Give account here (https://www.coloradogives.org/)

25. Where do I get documentation of my vehicle donation?
Contact our partner, Vehicles for Charity at 866-415-0005.