

Online Donations Troubleshooting Guide

Below, you will find some answers to common questions regarding our online donation page. Your support is very important to us, and we hope that this guide will help you navigate our online donation system. If you still are experiencing technical problems, please contact the Development Department at **650.968.0836**.

Thank you!

Q: Do I need a Paypal account to make a donation?

No, you may pay with credit/debit card (Visa, MasterCard, American Express, or Discover) using the safe and secure Paypal online donation processing system. You may also use your Paypal account, if you wish.

Q: Paypal detected that I have an account, but I do not want to use my Paypal account.

Community Services Agency

Did You Know?

Our records show that you have a PayPal account.

With PayPal you can:

- Pay for purchases without sharing your financial information.
- Shop using PayPal on eBay and thousands of sites worldwide.
- Manage all of your transactions in one place.



You have a PayPal account.

Pay for this purchase quickly and securely.

[Log In](#)

[Continue without logging in.](#)

If you do not want to use your PayPal account.

Q: I want to designate my gift to a certain program.

Q: I want to keep my gift anonymous.

Q: I want to make a gift in honor/memory of someone.

Q: My company will match my gift.

Q: How will this donation appear on my credit card statement?

Community Services Agency

..., please review your donation



To complete your payment, review the details below and click **Donate**. Visit [Funding Sources](#) to learn more about PayPal and remedies, or to change debit card processing options.

Any special instructions you would like to communicate regarding your gift.

Note: MATCHING GIFTS HONORS & MEMORIAL GIFTS can be designated on the main DONATE page. www.CSAcares.org/donate

Purpose

2008 General Fund Donation

Total

\$1.00

Add special instructions for the Merchant

e.g.
for Holiday Sharing
please designate to Homeless Services
please keep my gift anonymous
do not send me an acknowledgement letter

Total:

\$1.00 USD

[Donate \\$1.00 USD Now](#)

Payment Method:

NEW! [Pay With a Bank Account](#) (you have been selected to see how easy it is to pay with your bank account. Just add a bank account to send this payment instantly!)

Credit/Debit Card : Visa XXXX-XXXX-XXXX \$1.00 USD

This transaction will appear on your bill as "COMMUNITYSE"
[Change](#)

Please note this on your credit card statement.