



Donation Platform FAQs - FundraiseUp

1. How do I make a donation to a fund at the Foundation using the new credit card donation platform?

Making a donation is simple and similar to our previous process:

- Visit the [fund search page](#) on The Pittsburgh Foundation website.
- Search for the fund you wish to support.
- Click the "Donate" arrow.
- A window will pop up where you can complete your donation by credit card.

2. Why did you change your online donation form?

As part of our commitment to partnering with donors to help serve and impact our community, this new platform provides:

- An easy-to-use interface.
- A secure environment for your donations.
- Enhanced features to improve your giving experience.

3. I want to print my donation receipt. How do I do that?

At the bottom of each donation receipt email, you'll find a link that provides access to information about your current and past donations to the Foundation (from October 2025 onward). NOTE: If you are a fund holder, you can see a full gift history for your fund.

If you did not receive your email receipt, please contact us at donation@pghfdn.org to request a link.

4. Can I view my credit card donation history?

Yes! The link included in your donation receipt email allows you to view your donation history from October 2025 onward. Simply click the link to access your donor portal. Please note, if you are a fund holder at the Foundation, you can view all contributions to your fund(s) by accessing the [donor portal](#).

5. Is my donation secure?

Absolutely. The new platform is designed with advanced security measures to ensure your personal and financial information is protected. We are committed to providing a safe and secure environment for your giving.

6. Can I set up recurring donations?

Yes, the new platform allows you to set up recurring donations. When making a donation, you'll have the option to select a recurring schedule (e.g., monthly, quarterly, annually) that works best for you.

7. What payment methods are accepted?

The platform accepts credit card donations. If you wish to donate using another method (e.g., check, stock transfer, or wire transfer), please contact your donor services representative.

8. Can I donate anonymously?

Yes, you can choose to make your donation anonymously. Simply select the "anonymous" option during the donation process.

9. What if I encounter issues while making a donation?

If you experience any technical difficulties or have questions about the donation process, please reach out to us by phone 412-394-2624 or by email at donation@pghfdn.org. Our team is here to help!

10. How do I update my payment information for a recurring donation?

To update your payment information, use the link at the bottom of your donation receipt email to access your donation portal. From there, you can manage your recurring donations and update payment details.

11. Can I dedicate my donation in honor or memory of someone?

Yes, the platform allows you to dedicate your donation in honor or memory of a loved one. You'll find this option during the donation process.

12. Are there fees associated with my donation?

A small processing fee may be applied to your donation to cover transaction costs. You'll have the option to cover this fee during the donation process to ensure the full amount goes to the fund you're supporting.

13. How do I contact the Foundation for additional support?

For any questions or assistance, please contact us at 412-394-2624 or donation@pghfdn.org. We're happy to help!