



CFC MEMORANDUM 2017-06(1)

November 29, 2017

**TO: LOCAL FEDERAL COORDINATING COMMITTEES AND
OUTREACH COORDINATORS**

FROM: KEITH WILLINGHAM
Keith Willingham
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SUBJECT: ONLINE DONATION SYSTEM UPDATE

As we head into the most active weeks of the Combined Federal Campaign, I want to thank you for your efforts to make this first campaign under our new regulations a success. We are heading into prime giving season between now and the close of the campaign on January 12, 2018. We wish you well on your marketing and campaign efforts.

OPM staff members and our contractors at The Give Back Foundation and TASC are working to review and validate the reporting unit data in order to both track the appropriate payroll provider as well as provide the LFCC with the greatest possible degree of granularity in the data you seek in reports.

While that process continues, we are encouraging campaigns to proceed with active solicitation. One of the many advantages of the new system is how donors can log in at their convenience from any computer or mobile device and update their profile information as more reporting data is loaded into the system for Federal offices and military units. In addition to making sure donors are aware of ways to update their profile, OPM will communicate with employees and donors who have entered pledges to date so they can make these updates.

On the following pages, you will find highlights from the User Guide which I encourage you to share with campaign managers and keyworkers.

Updating Profile:

Updating Your Profile Information

To edit your personal information, select *Profile Settings* under the account management options.



The screenshot shows the top navigation bar with the CFC logo, a search bar labeled "Find A Charity Q", and a user greeting "WELCOME FIRSTNAME YOUR ACCOUNT". Below this is a blue banner that reads "Welcome to the 2017 Combined Federal Campaign". The main content area includes a message: "You are a member of [Zone Name]" followed by a paragraph about the importance of supporting organizations. To the right, a box titled "Manage your pledges, view transactions, get tax receipts & more!" contains a list of options: "Your Pledge", "Transaction History", "Payment Sources", "Tax Receipts", and "Profile Settings". The "Profile Settings" option is highlighted with a red rectangular box. Below the main text, there is a "Pledge Now" button and a "show Some Love" logo. At the bottom, it states "2017 CFC Official Solicitation Period October 2, 2017 - January 12, 2018".

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

Note: 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 a new payment source must be selected in *Your Pledge* page. If this occurs after Official Solicitation ends, click on *Contact Us* in upper-right-hand corner of page for assistance.

Your Profile

Profile information is required to associate your account with your CFC zone and to help manage your pledge.

Personal Information

Type of Donor 

Select Type

First Name

Last Name

Primary Work Location ZIP or Postal Code 

I am located in a non-US or foreign territory without a ZIP Code.

Your Department

Select Department

Your Agency

Select Agency

Your Office

Select Office

Contact Information

Primary Email 

johndoe@organization.org

Secondary Email  (optional) 

johndoe@domain.com

[Update Your Password](#)

[Update Your Security Questions](#)

*All fields are required unless noted.

[Save Changes](#)

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

Note: 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 Adding an Email](#)

To edit your primary email or add a secondary email, select *Profile Settings* under the account management options.