

# My Giving Account

**USER GUIDE**

# Accessing your Account



You will receive an account activation email when your My Giving Account has been set up and is ready for you to activate. Please note that this email will be sent up to six weeks after your first donation is made from your pay.

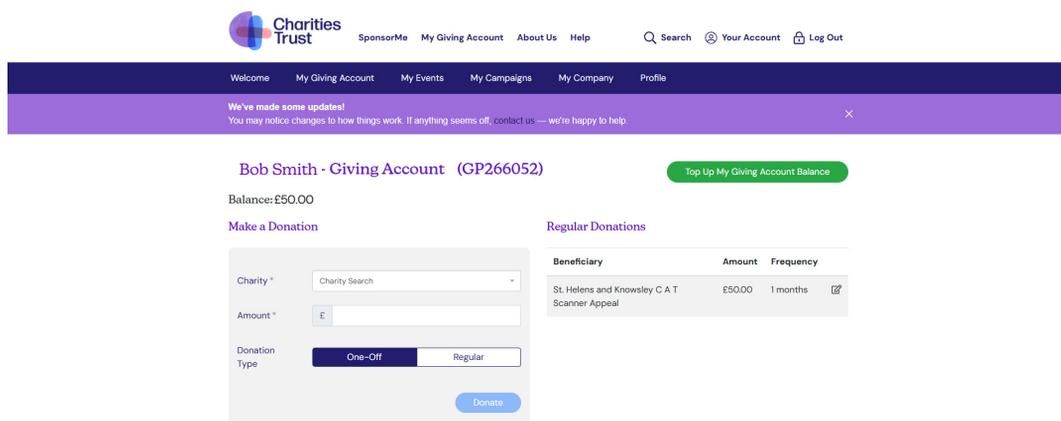
Once you have activated your account go to  
 <https://www.sponsorme.charitiestrust.org>

Click **Login** in the top right hand corner.

Enter your username and password and click **submit**.

You will be directed to the home page and if you click on the **My Giving Account** tab at the top of the screen you will see a summary including your balance and the main account functions as seen below.

Your account is now linked to your **Sponsor Me profile** so you can use the same username and password when logging into Sponsor Me which is the tab situated in the top left corner, next to the **My Giving Account** tab.



The screenshot shows the Charities Trust website interface. At the top, there is a navigation bar with the Charities Trust logo and links for SponsorMe, My Giving Account, About Us, and Help. A search bar and links for Your Account and Log Out are also present. Below the navigation bar, a purple banner displays a message: "We've made some updates! You may notice changes to how things work. If anything seems off, contact us — we're happy to help." The main content area shows the user's profile: "Bob Smith - Giving Account (GP266052)" with a "Top Up My Giving Account Balance" button. The account balance is listed as "Balance: £50.00". There are two main sections: "Make a Donation" and "Regular Donations". The "Make a Donation" section includes a "Charity" search dropdown, an "Amount" input field with a pound sign, and "Donation Type" radio buttons for "One-Off" and "Regular", with a "Donate" button. The "Regular Donations" section shows a table with columns for "Beneficiary", "Amount", and "Frequency".

Beneficiary	Amount	Frequency
St. Helens and Knowsley C A T Scanner Appeal	£50.00	1 months

# Making a Donation



Underneath **Make a Donation** enter a charity name or charity number and click the **search** button.

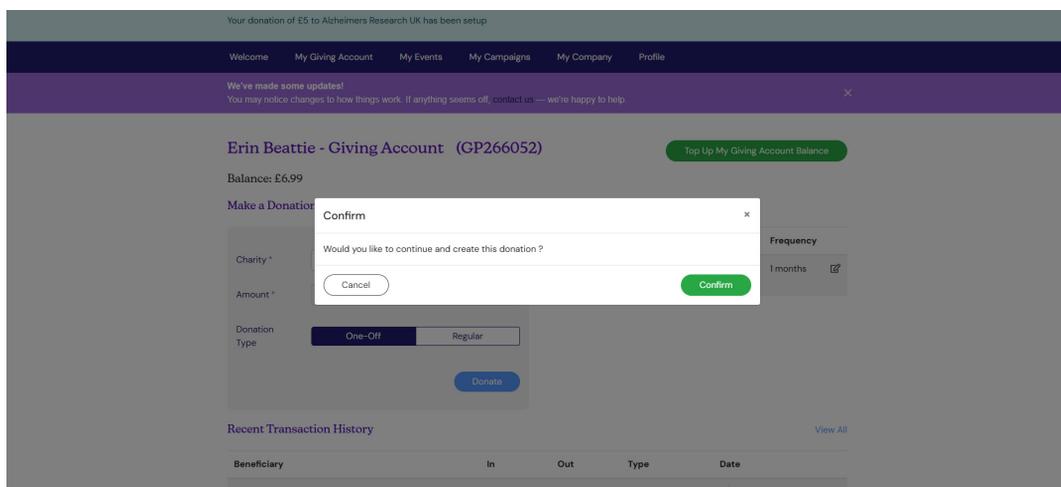
Your search will return a list of all UK charities that match your search criteria, enabling you to donate to the charity of your choice.

Select your chosen charity.

Enter the amount you would like to donate and choose if this donation is a one-off or regular donation.

Click the **donate** button.

**Confirm** via the pop up that appears that you would like to make this donation.



Your donation of £5 to Alzheimers Research UK has been setup

Welcome My Giving Account My Events My Campaigns My Company Profile

We've made some updates!  
You may notice changes to how things work. If anything seems off, contact us — we're happy to help.

Erin Beattie - Giving Account (GP266052) [Top Up My Giving Account Balance](#)

Balance: £6.99

Make a Donation

Charity \*

Amount \*

Donation Type  One-Off  Regular [Donate](#)

Frequency  1 months

Confirm

Would you like to continue and create this donation ?

[Cancel](#) [Confirm](#)

Recent Transaction History [View All](#)

Beneficiary	In	Out	Type	Date
Alzheimers Research UK	£0.00	£5.00	Payment	4 <sup>th</sup> Feb 2026

# Changing a Regular Donation



Underneath **Regular Donations** you will see any existing standing orders.

Click the **pen on paper** button to edit the individual standing orders and you can make changes to the frequency, amount or action a cancellation.

## Regular Donations

Beneficiary	Amount	Frequency	
St. Helens and Knowsley C A T Scanner Appeal	£50.00	1 months	

## Regular Transaction

Charity selection cannot be edited. If you would like to set up a donation to a different charity, please set up a new regular donation

Beneficiary	Amount	Frequency
St. Helens and Knowsley C A T Scanner Appeal	£ <input type="text" value="50.00"/>	<input type="text" value="1 month"/> 

Back

Update Donation

End Donation

# View Transactions



From the account summary page scroll to the bottom of the page to see the **Transaction History**.

Click **View All** to see the last two years of your donation history.

To download your transaction history, scroll to the bottom of the donation history page and click **Download as CSV**.

## Recent Transaction History

[View All](#)

Beneficiary	In	Out	Type	Date
BBC Children In Need	£0.00	£2.00	Payment	4 <sup>th</sup> Feb 2026
Alzheimers Research UK	£0.00	£5.00	Payment	4 <sup>th</sup> Feb 2026
Donation to SponsorMe Event	£0.00	£1.00	Payment	2 <sup>nd</sup> Feb 2026
Donation to SponsorMe Event	£0.00	£1.00	Payment	30 <sup>th</sup> Jan 2026

## Donation history

Beneficiary	In	Out	Type	Date
Payroll Giving	£5.00	£0.00	Payroll Receipt	21 <sup>st</sup> May 2025
Friends Of Birkenhead Council Kennels	£0.00	£5.00	Payment	25 <sup>th</sup> Apr 2025
Payroll Giving	£5.00	£0.00	Payroll Receipt	24 <sup>th</sup> Apr 2025
Payroll Giving	£5.00	£0.00	Payroll Receipt	31 <sup>st</sup> Mar 2025
Fundraiser: Ken Wynne - Event ID: 22023	£0.00	£10.00	Payment	18 <sup>th</sup> Mar 2025
Payroll Giving	£5.00	£0.00	Payroll Receipt	5 <sup>th</sup> Mar 2025

[Download as CSV](#)

# Managing Charity Contact



Your charities are only permitted to contact you if you give them specific consent to do so.

At the bottom of your account summary page underneath **Recent Transaction History** there is a **Contact Preferences** tickbox.

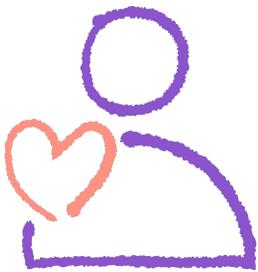
Tick to **opt in** to share your email address with the charities.

Please note: this cannot be selected on individual donations and will affect all donations from your My Giving Account.

## Contact Preferences

Share my email address with my charities

If you opt in, you're email address will only be shared with the Charities you donate to through your MGA. They are only permitted to contact your if you give them this specific consent. They might send you updates about news, events and fundraising activities.



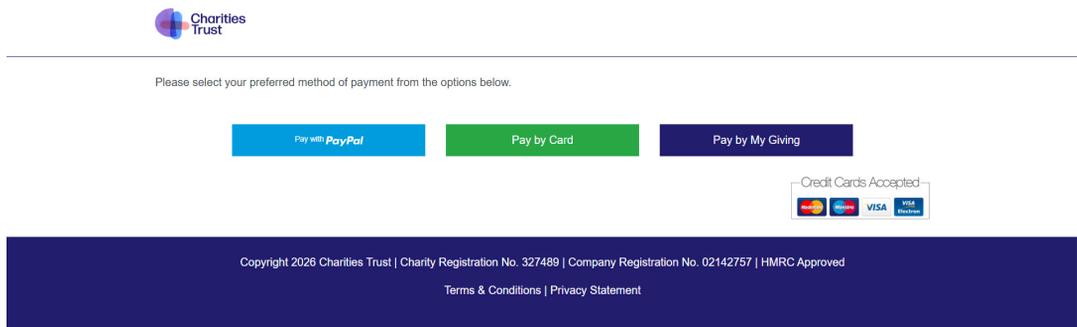
# Making a Payment to an Event



If you would like to donate to an event from your My Giving Account.

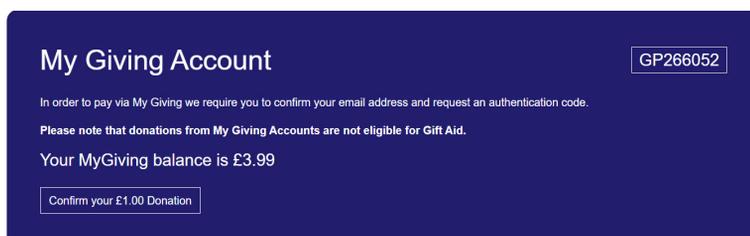
Scroll down to **Your Donation** and type in the amount you would like to donate, if you would like to claim gift aid, and select your contact preferences. Please note that the minimum donation is one pound.

Click **Continue to Payment** and it will automatically take you to your payment options as seen below.



The screenshot shows the Charities Trust logo at the top left. Below it, a horizontal line separates the header from the main content. The text "Please select your preferred method of payment from the options below." is centered. There are three buttons: "Pay with PayPal" (blue), "Pay by Card" (green), and "Pay by My Giving" (dark blue). To the right of these buttons is a "Credit Cards Accepted" badge featuring logos for Mastercard, American Express, VISA, and MIF. At the bottom of the screen, a dark blue footer contains the text: "Copyright 2026 Charities Trust | Charity Registration No. 327489 | Company Registration No. 02142757 | HMRC Approved" and "Terms & Conditions | Privacy Statement".

Click **Pay by My Giving** and type in your email address. This will request a code that will be sent to your email. Type in the code and you can now view your My Giving Account balance and confirm your donation from there. You will receive confirmation via email of this donation.



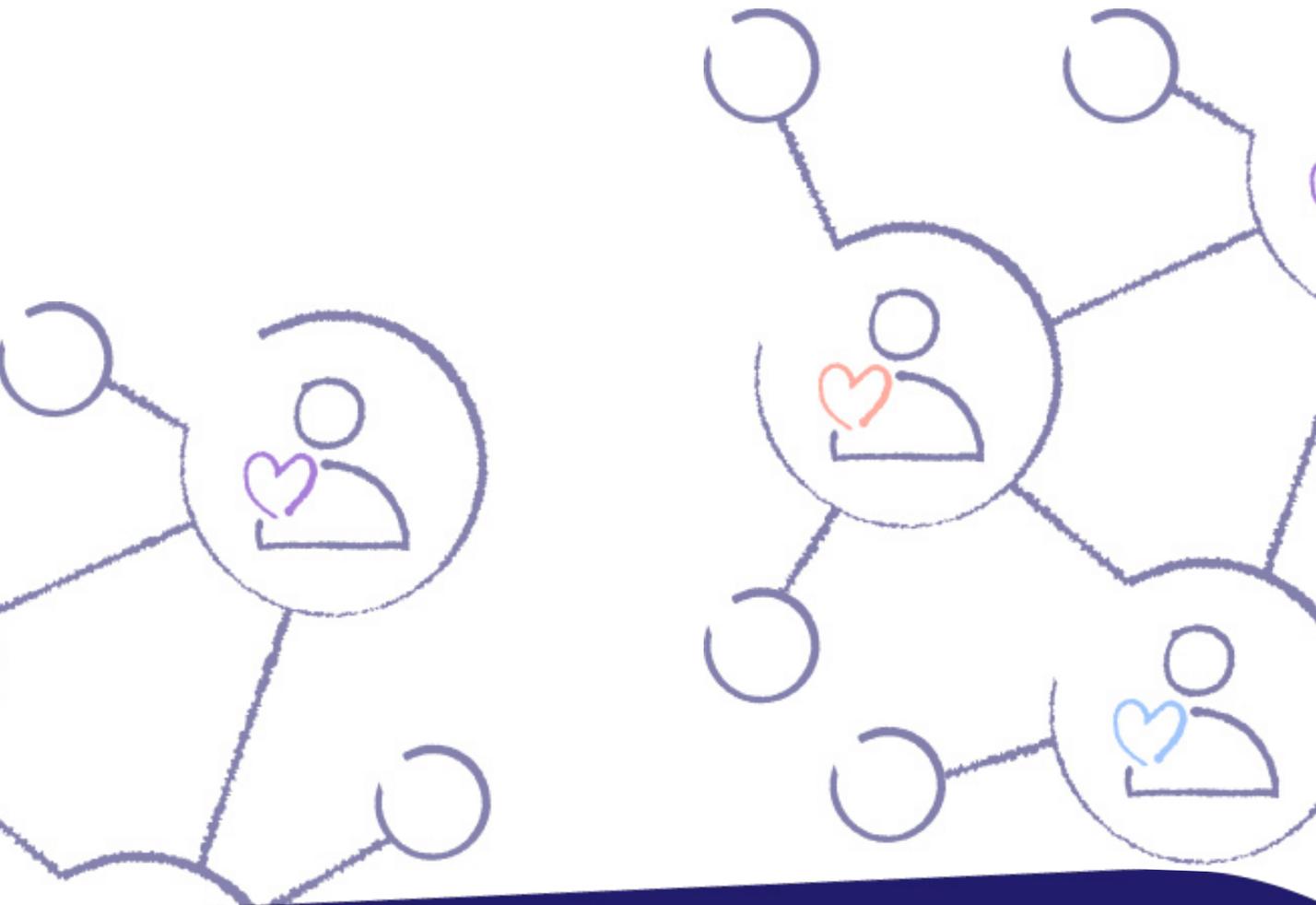
The screenshot shows a dark blue box with the title "My Giving Account" and a reference code "GP266052" in a white box. Below the title, the text reads: "In order to pay via My Giving we require you to confirm your email address and request an authentication code." and "Please note that donations from My Giving Accounts are not eligible for Gift Aid." The balance is shown as "Your MyGiving balance is £3.99". At the bottom, there is a button labeled "Confirm your £1.00 Donation".

# Contact Us



## Contact Us

If you have any questions when using your My Giving Account please contact a member of our Customer Service team who'll be happy to assist or view our FAQ's here: <https://sponsorme.charitiestrust.org/faq>.





A company limited by guarantee registered in England and Wales (02142757)  
A charity registered in England and Wales (327489).

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