How to Pledge Online

opm.gov/ShowSomeLoveCFC
or
Click “DONATE” on cfcnca.org
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Getting Started: New Users
new users

Step 1: Sign Up

Welcome to the CFC Donor Pledging System

Join The 2019 Giving Campaign
We Give Because We Care
Official Solicitation Period September 9, 2019 - January 12, 2020

Click “Sign Up Now”
new users

Step 2: Create an Account

Create An Account

New users will need to provide their email (either personal or government-issued), and select a password with at least eight characters including one uppercase letter, one lower case letter, one number, and one special character.
new users

Step 3: Enter Verification Pin

You will receive an activation pin and link via your provided email to finish setting up your account.

PLEASE NOTE: The verification PIN will only be valid for 48-hours. If you do not verify your account in this time frame, you will need to request a new code.
**new users**

**Step 4: Provide Security Questions/Answers**

Security Questions
Select question and supply your answer.

Question 1
Select a Security Question
Answer: Answer 1

Question 2
Select a Security Question
Answer: Answer 2

Question 3
Select a Security Question
Answer: Answer 3

You will be asked to select three security questions and answers.
new users

**Step 5: Create Your Profile**

This is what the profile page looks like. The next several slides walk through completing the different portions of your profile, which is critical to ensuring proper processing of your pledge.
**new users**

**Step 6: Enter Your Personal Info**

Choose your donor type from the drop down box.

Enter your name.

Enter your **WORK** ZIP Code (not your personal ZIP Code).

If you are stationed outside of the U.S., click the checkbox.

Select “Active Duty” or “Civilian.” (DoD Civilians should select “Civilian.”)
new users

Step 7: Select Your D/A/O

In order for your pledge to be processed correctly and your agency/office/unit be credited with your pledge, you must select the correct Department, Agency, and Office (D/A/O).

You can do that using the drop down selectors. Offices in your zone will be sorted on the top of the list in the “Offices in your ZIP Code and surrounding zone” section. All other offices are listed in the “Offices not in your ZIP Code and surrounding zone” section.

OR you can enter your office/unit 6-digit CFC code (if you have it) and click “Lookup” and the selectors will automatically populate.
Getting Started: Returning Users
returning users

Step 1: Sign In

Enter the email and password you used to establish your account.

Click “Sign In”

Welcome to the CFC Donor Pledging System

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Troubleshooting:
• Click “Forgot Email?” and you can provide your secondary email.
• Click “Forgot Password?” and a temporary password will be sent to your email on file.
• Click “Contact Us” if you are still unable to login.
returning users

Step 2: Review Your Profile

Review the information in your profile to see if there have been any changes over the past year.

Pay particular attention to:

- Your **work** zip code
- The overseas checkbox if you are located outside the U.S.
- The “Active Duty” or “Civilian” check boxes (DoD Civilians should select “Civilian.”)
In order for your pledge to be processed correctly and your agency/office/unit be credited with your pledge, you must select the correct Department, Agency, and Office (D/A/O).

You can do that using the drop down selectors. Offices in your zone will be sorted on the top of the list in the “Offices in your ZIP Code and surrounding zone” section. All other offices are listed in the “Offices not in your ZIP Code and surrounding zone” section.

OR you can enter your office/unit 6-digit CFC code (if you have it) and click “Lookup” and those selectors will automatically populate.
returning users

Step 4: Save Your Profile

If you made changes, click “Save Changes.” If you have no changes, click “There are no changes to my Profile Settings.”
Step 5: Confirm Changes

If you clicked “Save Changes,” you will be asked to confirm your changes.

If the changes were correct, click “Continue.”

If the changes were made in error, click “Cancel.”
Step 6: Copy Existing Pledge

After updating and saving your profile, you will be routed to the landing page where you will be able to submit a new pledge or reload a previous pledge.

If you would like to reload a pledge from a previous year, click “Copy Existing Pledge.”
Step 7: Select Existing Pledge

Select the existing pledge you wish to reload using the drop down options at the top of the page for campaign year and pledge type.

If this is the pledge you wish to reload, click “Copy Pledge.”

You will be asked to confirm your choice to copy your pledge by clicking “Continue with Copy.” Then skip to page 23 in these instructions.
returning users

Step 8: Start a New Pledge

If you do not wish to copy an existing pledge, you can return to the landing page and select “Submit New Pledge”.
Make Your Pledge (All Users)
Step 1: Search for Charities

Search by:

- **Charity:** Name, CFC #, EIN, or keyword
- **Location:** City, state, or ZIP
- **Select a Category** (ex.: education, healthcare, and public safety)
- **Zone:** e.g. Hawaii-Pacific
- **Category**
- **Cause** (NEW for 2019)
- **Administrative Fundraising Rate (AFR):** AFR is the percentage of funding that goes to service work
- **FSYP, FSYA, or MWR**
- **Volunteer opportunities:** Select this box to search those organizations who accept volunteers (only available for federal employees)

**Important note:** The "Select a Specific Zone" automatically defaults to your local zone. If you want to pledge to a charity outside your zone, choose "All Zones".
Step 2: Select Charities

You can sort your list and then select charities by clicking the “add” button.

You will receive confirmation that each charity you chose has been added to your pledge. When you are finished, click “Checkout.”
Step 3: Make Your Donation

There are four sections to making your actual pledge.

1. Select your pledge method.
   You will not see “Payroll” as a payment method if you have already submitted a payroll pledge for the current campaign. You can submit additional credit/debit, bank account, or volunteer pledges.

2. Choose your payment frequency.

3. Set your annual pledge amount.

4. Distribute that amount to the charities you selected.

   Click this box if you want to share your information with your charity.

   Click “Continue with your pledge” when you are finished.
**Step 4: Provide Contact Information**

If you checked the box to share your information with the charity, you will be asked to provide this information. (The default is remaining anonymous.)

**NOTE:** If you pledged volunteer hours, the only way the charity will be able to contact you about volunteer opportunities is if you share your information. If you choose not to share your information, you will need to reach out to the charity.
Step 5: Submit Your Pledge

After review, click “I Confirm” and then click “Submit Pledge.”

If you discover an error, you can click “Back” to return to the previous screen to edit.
# Step 6: Confirm Your Pledge

Click to read any thank you notes from your selected charities.

Click “Print Pledge Confirmation” for a receipt.

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## Thank You For Being Part of the 2019 Combined Federal Campaign

<table>
<thead>
<tr>
<th>Total Pledge Amount:</th>
<th>$1,200.00</th>
</tr>
</thead>
</table>

- **Pledge Method:** Payroll
- **Frequency:** Per Pay Period
- **Pledge Amount:**
  - Monthly: $100.00
  - Semi-Monthly: $50.00
  - Bi-Weekly: $40.10

### You are pledging to the following charities

<table>
<thead>
<tr>
<th>Charity Name</th>
<th>Annual</th>
<th>Annual $</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100%</td>
<td>$1,200.00</td>
<td>0</td>
</tr>
</tbody>
</table>

You have a thank you note from a charity!

CFC organizations do not provide goods or services in whole or partial consideration for any contributions made to the organizations via this website.
Manage Your Account
Manage Your Account

Manage your pledges, view transactions, get tax receipts and update your profile and payment settings from the landing page.
Need assistance?

Contact CFC Customer Care
800-797-0098
608-237-4898

• TTY available - Hours: 8am—6pm (CST) M-F
• Voicemail option for Hawaii and Overseas calls only
• Last day of solicitation period until midnight ET/11 pm CT