

Making a donation online to Flinders University is secure, fast and easy. Your receipt is emailed to you directly, and if you wish, you can set up regular gifts by creating an online donation account where you can view past donations and re-print receipts. As always 100% of your donation goes directly to the cause or area you select at Flinders University.

Check out our most frequently asked questions for more information.

Are there fees and charges?

100% of your donation goes directly to the cause or area you select at Flinders University.

How do I access the online donation system?

To access the online donation system please visit flinders.edu.au/giving and follow the links to donate now or you can visit pay.flinders.edu.au and scroll down to the link *Giving to Flinders*.

Can I access online donations from my mobile device?

Yes. You can access online donations from any device and any browser. You will need internet connection to access it. Simply go to flinders.edu.au/giving and click the link *Make a Gift Online*.

Will I receive a receipt?

A receipt is emailed immediately once the transaction is complete. If you do not receive a receipt, first check your spam/junk folder.

Can I register my credit card details for regular donations?

Yes. You can create your own account via *My Account* (located at the top right corner). You can use any valid email address to create an account. *My Account* allows you to securely register your credit card details, check out faster, view past and future donations and re-print receipts. You will need to create your own personal account first before you can sign in. This applies to staff members too. Steps on how to set up a regular donation are provided at the end of this document.

I am having technical issues accessing this site. Who should I contact?

You can either try again at a later time or contact the ITS Service Desk on +618 8201 2345 or via flinders.edu.au/12345 or you can contact the Alumni and Development Office, on phone: +618 8201 7571 or email: giving@flinders.edu.au

What credit cards are accepted by the University?

Cards accepted for payment are Visa and Mastercard. Payments approved through this site may take up to 24 hours to be recorded in other University systems.

Are my credit card details secure?

Credit card details are not viewed or stored by Flinders University. The Online Payment solution used by Flinders University is Payment Card Industry Standards (PCI-DSS) compliant.

What personal details do we collect?

To proceed through the payment process, we collect information that allows us to process and credit your gift to you in an appropriate manner as mandated by Flinders University policies and procedures. We collect your name, address, and phone number. Collection of this information verifies who you are, updates the University's database of record and allows Flinders to communicate with you about your gift. Flinders does not store your credit card information.

Why should I close my browser when I'm finished visiting the Giving Site?

You will see the website address change from <http://> to <https://> when you get to the payment page where you enter in your credit card information. This tells you the process used to collect your payment is being handled within a secured environment. As with all websites containing personal data, it is important to close out from your session to help keep your information secure.

Setting up your regular donation online



Setting up a regular donation makes it easy to support the cause you care about and allows you to fit giving into your budget knowing that you are making a difference.

How do I set up a regular online donation?

1. Go to pay.flinders.edu.au
2. Click on 'My Account' to set up a new account. A login screen will open.
3. On the right hand side of that screen, click on the 'Create Account' text. A short form will open.
4. Complete the fields on the form and click on 'Create'. A confirmation email will be sent to your inbox.
5. Click on the link to complete your registration. You will be taken back in to the website.
6. Sign-in to your account using your email as your username and the password you created earlier.
7. On the top menu click on 'My Account'. A new screen will open.
8. Click on 'Payment Methods'. A new screen will open.
9. In the bottom right corner click on 'Register Card' and follow the prompts to register your credit card.
10. On the top menu click on 'Payment Home' and choose 'Giving to Flinders'.
11. Click on the 'Proceed' button. You will be taken to our new donation form.
12. In the 'Donation Amount' field, enter in the amount you wish to pay each month.
13. In the 'I wish my donation to support field', choose the area you wish to support with your monthly gift.
14. Complete the rest of the fields in the form as directed and then click on the 'Process Payment' form at the bottom right of the screen.
15. You will be taken to the 'Payment Method' screen.
16. Click on the 'Recurring Gift' icon. You will be taken to a login screen where you may be asked to login to your account.
17. The 'Payment Plan Details' form will open.
18. In the 'Payment Method' field, choose the credit card you registered earlier.
19. Move to the next field and choose your payment plan. Click on confirm and wait a moment.
20. Your payment plan will appear on the screen, and you will receive a confirmation receipt.

You can now log out as your monthly donation plan is now in place. Thank you for your support.