



Handfuls of
HOPE

**Sponsor Portal User Guide
Jan 2017**

Dear Sponsor,

We are so thankful that you are sponsoring a child through Handfuls of Hope. Your support is vital to our ministry as we seek to make a difference in the Dominican Republic through our education program, one child at a time.

We trust that your sponsorship will have a great impact in the life of your sponsored child as he/she will experience the great joy of knowing there is someone who cares, someone who loves, and who is investing in his/her life.

To help us better manage the sponsor program, we have engaged with a service called HelpYouSponsor, where you will be able to manage your own account information, your credit card info, send correspondence to your sponsored child, and receive updates as to the child's progress. This manual is a brief guide to familiarize you with the Sponsor Portal.

Should you have any questions about using the Sponsor Portal, or about our program in general, please do not hesitate to contact us.

Phone: 908.547.0301

Email : sponsor_admin@handfulsofhope.org

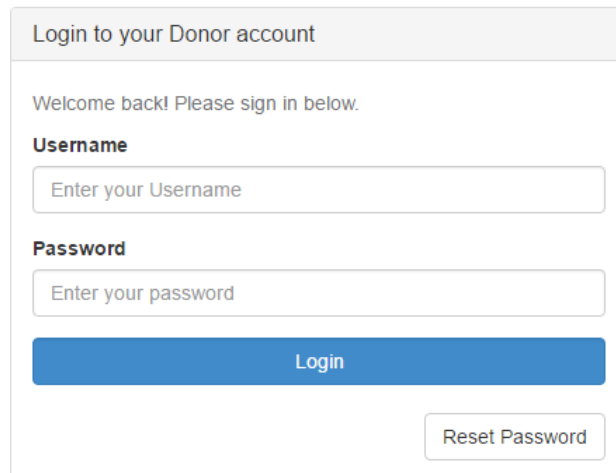
Thank you for partnering with us!

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How to login

1. Point your web browser to the HOH home page at <http://www.handfulsofhope.org>
2. Click the “Login” button
3. Enter your Username and Password



The screenshot shows a login form titled "Login to your Donor account". Below the title, it says "Welcome back! Please sign in below." There are two input fields: "Username" with the placeholder text "Enter your Username" and "Password" with the placeholder text "Enter your password". Below these fields is a blue "Login" button and a "Reset Password" button.

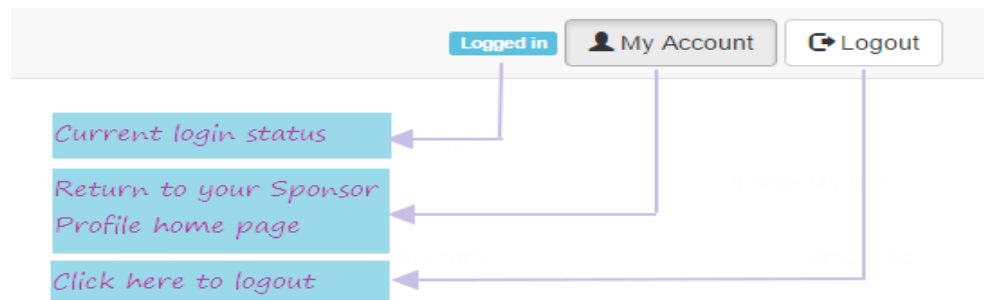
Username and Password are the values that you specified when you created your donor account.

If you signed up for our program with a printed form, and your donor account was subsequently created by a Handfuls of Hope representative, you should have received an email with your login credentials. If not, or if you no longer have the email, don't worry.

- Type your email address as Username.
- Click the “Reset Password” button, and a new system-generated password will be sent to your email address.
- Login with your new password
- Follow the instructions below to update your password

How to logout

Click the “Logout” button to exit




Your Sponsor Profile Summary

- a. Your sponsor profile (shown below) is displayed in three sections
- My sponsorships
 - View your sponsored student's profile info
 - Send a message to your sponsored student
 - Upload a file to your donor profile (a photo for example)
 - View previous correspondences with your sponsored student
 - My Donations
 - View your donation history (credit card users only)
 - My Info
 - View/update your donor profile
 - Change your password
 - Update your credit card info

We'll look at each section individually

My Sponsorships

Student's name
\$35.00 per Month *(paid Every Year via Credit Card)*
Credit Card will be charged \$420 on Oct 22, 2017
[View Profile](#)
[View Correspondence](#)
[Send Message](#) | [Upload File](#)



My Donations

Show **10** Entries

Date	\$ Amount	Name
Oct 22, 2016	420.00	XXXXXXXXXXXXXXXXXXXX
May 12, 2016	35.00	XXXXXXXXXXXXXXXXXXXX
May 12, 2016	35.00	XXXXXXXX

Showing 1 to 3 of 3 entries

Previous **1** Next

My Info

[Update My Info](#)

Username

Email Address

Donor Name

Street

City

State

Zip

Phone

Credit Card **[Saved]** [Update Card](#)


My Sponsorships Section

This section displays the student(s) that you currently are sponsoring

My Sponsorships

Student's name
\$35.00 per Month *(paid Every Year via Credit Card)*
Credit Card will be charged \$420 on Oct 22, 2017

[View Profile](#)
[View Correspondence](#)
[Send Message | Upload File](#)



Click here to view the student's profile info

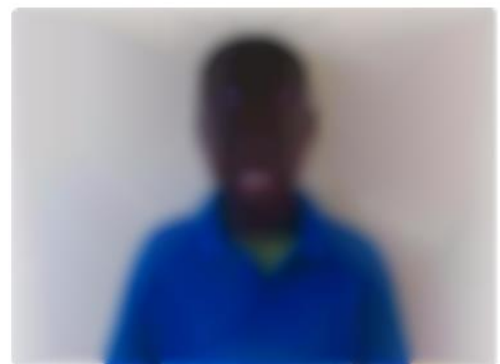
Click here to view previous correspondences with your student

Click here to send a message to your student or to upload a file (such as a photo)

View Profile

Click "View Profile" to display the Student's profile info

Student ID	<i>ID Number</i>
Child Name	<i>Name</i>
Gender	<i>Gender</i>
Birthday	<i>Date of birth</i>
Age	<i>Age</i>
Grade	<i>Grade</i>
Favorite Subject	<i>Favorite Subject</i>
Favorite Activity	<i>Favorite Activity</i>
Goals	<i>Goals</i>
Hometown	<i>Hometown</i>
Sibling info	<i>Siblings</i>
Lives with	<i>Lives with (family situation)</i>

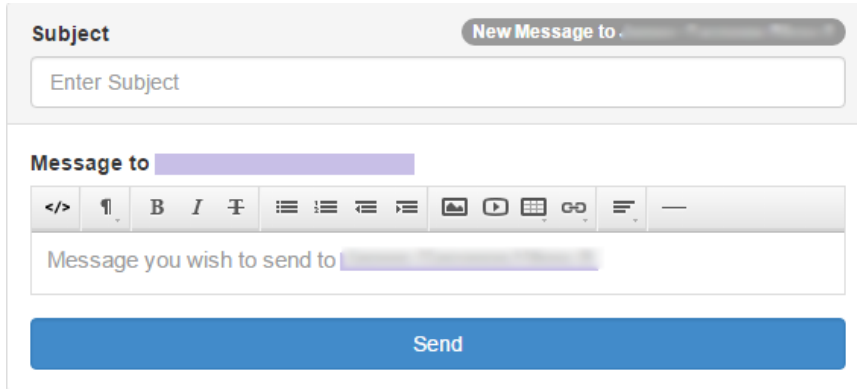


Images:



Send a message

To send a message to your sponsored child, Click “Send Message” and fill in the message form. Click the “Send” button to send.



Subject New Message to .

Enter Subject

Message to [Placeholder]

Message you wish to send to [Placeholder]

Send

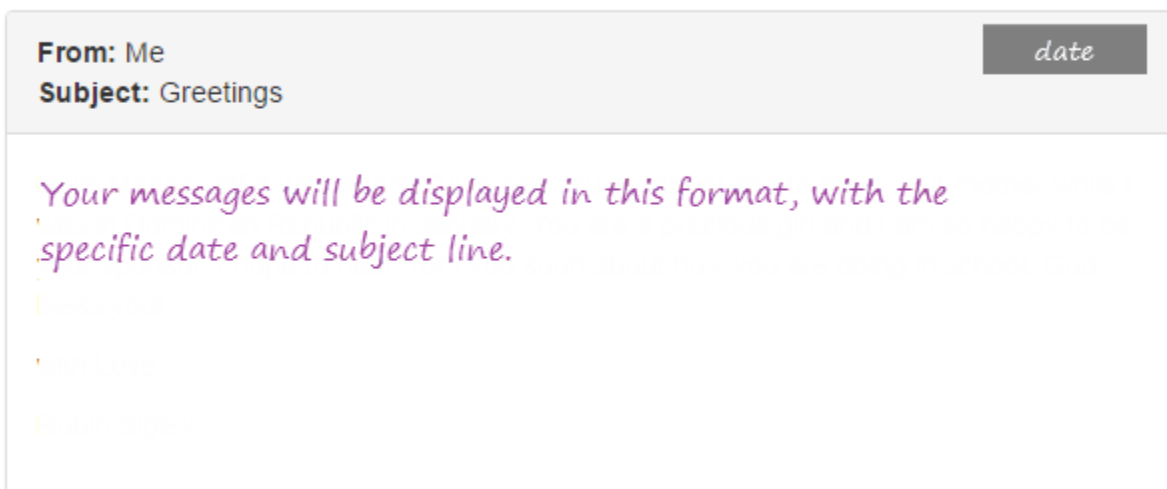
Note that your message does not go directly to your sponsored student. It will be received by our Program Administrator, who will translate (if necessary) and deliver the message to the student.

The student will respond in a handwritten letter (not via email).

View correspondence

Click “View Correspondence” to view any messages previously sent to your sponsored student. Messages will be displayed as follows -

Correspondence with *Student's Name*



From: Me date

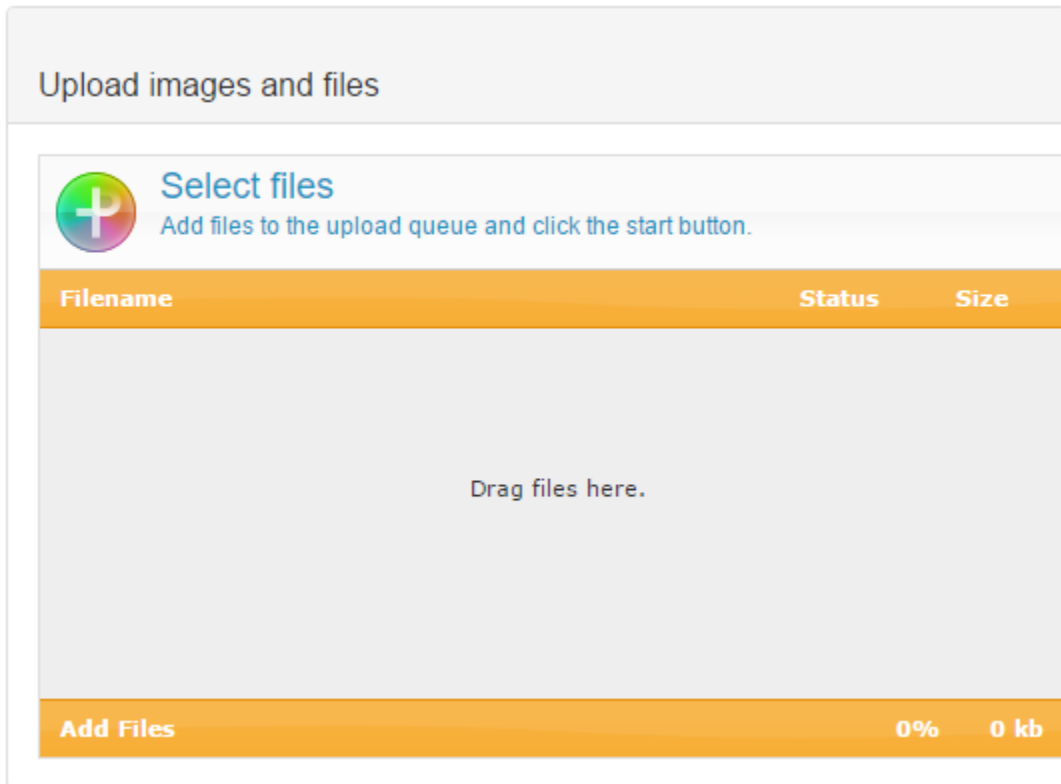
Subject: Greetings

Your messages will be displayed in this format, with the specific date and subject line.

Upload a file

You may upload a file or photo to your donor profile, for example to share a photo of yourself (or your family) with your sponsored student. If sharing a photo, please be sensitive to the economic and social disparity between our cultures. Don't share photos of the shiny new car, or the big screen TV. Uploaded photos and files are received and screened by our program administrator who will share them with your sponsored student.

The File Upload screen is shown below.



Open the "File Explorer" (on Windows) or "Finder" app (on Mac) on your PC
Navigate to the file you wish to upload
Drag the file into the "Upload images and files" window.
Please limit your uploads to one or two files

My Info Section

This section contains your Donor Profile Info. You may update your profile info at any time, including your password and credit card info.

The image shows a user interface for a 'My Info' section. It features a list of fields for profile information: Username, Email Address, Donor Name, Street, City, State, Zip, and Phone. At the bottom, there is a 'Credit Card [Saved]' section with an 'Update Card' button. Two callout boxes with arrows point to the 'Update My Info' button at the top right and the 'Update Card' button at the bottom right. The callouts contain the text: 'Click here to update your profile info, including your password' and 'Click here to update your credit card info'.

My Info	
	Update My Info
Username	[Redacted]
Email Address	[Redacted]
Donor Name	[Redacted]
Street	[Redacted]
City	[Redacted]
State	[Redacted]
Zip	[Redacted]
Phone	[Redacted]
Credit Card [Saved]	Update Card

Update your password

You may update your password, or any of the other fields in your sponsor profile by clicking the “Update my Info” button. After entering your changes, be sure to click the button at the bottom of the form to save your updates.

The Profile Update form is shown below

Update Your Account Information

Fill out the form below to update your personal information.

Donor Name Required	Street Required
<input type="text" value="Your name"/>	<input type="text" value="Your Street Address"/>
City Required	State Required
<input type="text" value="Your City"/>	<input type="text" value="Your State"/>
Zip Required	Phone Optional
<input type="text" value="Your Zip Code"/>	<input type="text" value="Your Phone"/>
Username	Email Address Required
<input type="text" value="Your Username"/>	<input type="text" value="Your email address"/>
Password	Don't send me Email. No receipts, no payment reminders, absolutely nothing!
<input type="text" value="Your Password (use a strong password)"/>	<input type="checkbox"/>

[Click here to save your changes](#)

Update My Information

Update your credit card info

You may update your credit card info by clicking the “Update Card” button
Type your credit card info and be sure to click the button at the bottom of the form to save your changes.

The credit card data form is shown below

Update Your Credit Card

Fill out the form below to update your Credit Card.

<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	
<input type="text" value="Credit Card Number"/>	<input type="text" value="Security Code"/>	
Expires	<input type="text" value="01"/> ▼	<input type="text" value="2017"/> ▼

The following sponsorship will be paid with your updated credit card.
Student Name @ \$35.00 per Month

My Donations Section

This section contains a history of your credit card donations
If you are paying via check or wire transfer (ACH), this section will be blank

My Donations		
Show <input type="text" value="10"/> Entries		
Date	\$ Amount	Name
<i>date of transaction</i>	<i>Amount</i>	<i>Student Name</i>
<i>date of transaction</i>	<i>Amount</i>	<i>Student Name</i>
<i>date of transaction</i>	<i>Amount</i>	<i>Student Name</i>

Showing 1 to 3 of 3 entries Previous Next