



Nonprofit Authentication Options

NetGiver works diligently to always ensure that your organization's sensitive information is secure and properly managed. In order to receive donations directly from donors to your organization, you'll need to complete a short enrollment process to 'claim' your nonprofit on NetGiver. NetGiver is able to provide fee-free donations by using the ACH system, the same system used for bill-pay. This allows donors to easily contribute to your organization without you having to manage the ACH protocol, store and process each of their bank and routing numbers, or for donors to be required to share such information with you - and all other organizations they wish to support. We use trusted technology providers to securely encrypt all information exchanges and NetGiver does not have access to your sensitive information other than as legally required by NACHA. Visit <https://www.netgiverapp.com/securityprotocols> for more information.

Verifying your account with NetGiver follows one of two processes:

I. Instant Authentication

One way to verify your bank account is by providing the username and password that you use for online banking. NetGiver uses Plaid to verify your bank account information. If your bank is eligible for instant verification, you will be prompted to add your online banking username and password (or other identifying information) after you have selected your bank.

If you're having any trouble with this, the best thing to do will be to reach out to your bank. Alternatively, follow the directions for Micro Deposits below.

II. Micro Deposits

If your financial institution or your nonprofit organization has chosen not to allow Instant Authentication, you can add your organization's account to NetGiver manually using your routing and account number. While still subject to all user agreements, this manual process does not grant access to your organization's financial account information - to either Plaid or to NetGiver. Using the micro deposit process only provides the account and routing information, with no ability to read or access address, balance, or transaction information on your organization's account.

- When prompted, search for your financial institution but **do not select** it. Scroll to the bottom of the screen and select "Link with Account Numbers".
- Follow the process and supply the requested information. You will be sent two small deposits to your organization's bank account to verify ownership (these will be less than \$1 each).
- Micro Deposits take between 1-2 business days and appear as two separate items in your account. You'll be able to check on the amounts by calling your financial institution, looking at your online statements or on your mailed bank statement.
- Once you have these amounts, you can visit app.netgiverapp.com to continue the process and verify your bank account.

