Guide for Donor Connect Users Converting to Social Sign On

Donor Connect is the first campus system to migrate its authentication process to social media platforms and others are soon to follow. This option provides additional security and streamlines the login process across campus, as more partners utilize this new tool. Users will no longer need to remember multiple usernames and passwords, nor will the university need to maintain multiple accounts for the same person.

Colorado State University has no access to passwords or any other personal information stored on these social media sites.

For questions, please contact the Office of Donor Relations and Stewardship at donor_relations@colostate.edu or at (970) 491-7774.

Tips for setting up a social media login:

Those accessing Donor Connect using a previously established custom username and password can convert to a social media login in one of two ways:

a. Referencing one of our conversion emails and clicking on the custom link (Option A – See Page 1)

b. Visiting www.donorconnect.colostate.edu (Option B – See Page 4)

OPTION A: Using a custom link in a Donor Connect email

Users currently accessing Donor Connect via a custom username and password will receive a series of emails from May 2018 to December 2018 that provide a custom link for quick and easy login association to a social media platform.

1) Clicking on this link will bring you to a screen that asks you to verify the phone number that we have on record for you, which will be either your home or mobile number.

   a. If the system is unable to validate your phone number, please contact the Office of Donor Relations and Stewardship at donor_relations@colostate.edu or at (970) 491-7774
2) After entering your phone number (home or mobile), you will be taken to your main Donor Connect homepage, which will look something like this:

![Welcome, Kylan!]

3) Please click on the “please associate your Donor Connect record with a social media account” link, which will bring you to the screen below. Please choose the option that best meets your needs. As a friendly reminder, lifetime alumni email accounts are hosted by Gmail (Google).
HELPFUL TIP: There is a green “Need Help?” box directly below the social sign on options, and you may also expand the FAQ’s at the bottom of the page, for additional support.

4) Once you’ve chosen your preferred social media option, please enter your login information for that platform. Please know that CSU has no access to this information, nor any other personal information stored within your account like contact lists, photos, messages, etc.

5) Once your information is entered and submitted, you’ll get a message from Donor Connect that you are properly linked. On the “Success!” screen, you can click “Return to Donor Connect” to go back to your individual homepage. Now, any time you want to access Donor Connect, please choose the same social option for quick and easy access.
OPTION B: Setting up a social sign-on from the main Donor Connect Page

Users, who have previously accessed Donor Connect using a custom username and password, can associate to a social sign on option via the main www.donorconnect.colostate.edu page.

1) Log on to www.donorconnect.colostate.edu
2) Find the green “Need Help? Keep Reading for Useful Log On Tips” box below the social media options.

3) Find and click on the “use it by clicking this link until December 1, 2018” link.
4) Once clicked, please enter your username and password, which logs you into your Donor Connect.
5) Now that you are logged in, you’ll notice an alert at the top of your homepage that will prompt you to associate a social media account to your profile.

6) Please click on the “please associate your Donor Connect record with a social media account” link, which will bring you to the screen below. Please choose the option that best meets your needs. As a friendly reminder, lifetime alumni email accounts are hosted by Gmail (Google).
7) Once you've chosen your preferred social media option, please enter your login information for that platform. Please know that CSU has no access to this information, nor any other personal information stored within your account like contact lists, photos, messages, etc.

8) Once your information is entered and submitted, you'll get a message from Donor Connect that you are properly linked. On the "Success!" screen, you can click "Return to Donor Connect" to go back to your individual home screen. Now, any time you want to access Donor Connect, please choose the same social option for quick and easy access.
**Other Helpful Hints:**

**Q: What if I can't remember my local login username and password?**
A: Alumni can click on any of the social media options directly from the main www.donorconnect.colostate.edu page. You will be asked to verify your identity, using a series of questions, so that we can locate your Donor Connect account. Alumni can also call the Office of Donor Relations and Stewardship at donor_relations@colostate.edu or at (970) 491-7774 for assistance.

CSU employees, students, and retirees may use the Colorado State University (eID) option.

Non-alumni, including corporations and foundations, will need to contact the Office of Donor Relations and Stewardship at donor_relations@colostate.edu or at (970) 491-7774.

**Q: I am a retiree, but I have forgotten my CSUeID**
A: Please call Human Resources at (970) 491-6947 to have it reactivated.

**Q: What if I don't have one of the social media accounts.**
A: Alumni may sign up for a free lifetime CSU alumni email account at https://alumni.colostate.edu/lifetime-email/, which is hosted by Gmail (Google).

Non-alumni without any of the provided social media platforms will need to contact the Office of Donor Relations and Stewardship at donor_relations@colostate.edu or at (970) 491-7774.