Access Guide for New Donor Connect Users

Donor Connect is Colorado State University’s premier online donor portal to view and celebrate your individual giving story.

To find the login option that’s best for you, let’s first identify your CSU affiliations:

1) Are you a current employee, student, or retiree of CSU? If so, then please use the “Colorado State University (eID)” option.
2) Are you an alumnus or alumna of CSU? Proceed to Option A.
3) Are you a friend of CSU, corporation, or foundation? Proceed to Option B. Commonly asked questions are found on Page 6.

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

OPTION A: I’m an alumnus or alumna of CSU
If you are an alumnus or alumna logging in for the first time, you will need to choose a social media account to authenticate your identity in a one-time process. Alumni, who have yet to finish a CSU degree, can also use this option.

1) Please visit www.donorconnect.colostate.edu and click on the social media login option of your choice. The homepage looks like this:
HELPFUL TIP: There is a green “Need Help?” box directly below the login options, and you may also expand the FAQ’s at the bottom of the login page, for additional support.

2) Once you’ve selected the login option that works best for you, please enter the username (or email address) that you use for that social media platform. If you are already logged into that platform on your computer, you may not be prompted to enter in this information. Please keep in mind that CSU has no access to your login information or any other personal information stored on this social platform (i.e. contact lists, messages, photos, etc.).

3) Once your login and password information is entered, you’ll be brought to the Alumni Verification screen, which will ask you some personal identifying information. Please know that the information asked is already on file at the CSU Registrar’s Office, and after you enter it, this information is not stored or used in any additional places. Of the five verification options, you only need to provide the correct information for one of them.
4) Once you’ve correctly provided your identifying information in one of these five options, you’ll be asked to verify information regarding your student experience at CSU. This helps us more confidently associate you to your Donor Connect profile. Please note that you only need to answer 4 questions correctly, but you do need to attempt to answer all of the questions.

5) Once you’ve successfully answered the questions, the following notice will appear:

6) You can now click on “Access Donor Connect” to get to your customized Donor Connect homepage. Keep in mind that this was a one-time verification. Moving forward, every time you want to access Donor Connect you can choose that social media option without having to answer any personal questions.

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

Alumni with graduation dates prior to 1970: The records we use to authenticate you via your CSU student experience may not yet be in electronic form. If you are experiencing difficulties in Steps #3, #4 or #5, this could be the reason. For help, please contact the Office of Donor Relations and Stewardship at donor_relations@colostate.edu or at (970) 491-7774.

(Keep reading for Option B)
OPTION B: I’m a friend of CSU, Corporation, or Foundation

Because our new user verification process is based on the user’s student record, non-alumni, friends, corporations, and foundations who have access to one of the provided social media login options, will need to contact the Office of Donor Relations and Stewardship at donor_relations@colostate.edu or at (970) 491-7774 for a quick and easy link to access Donor Connect.

1) After contacting the Office of Donor Relations and Stewardship, you will be provided a custom link and passphrase to access Donor Connect. Please check your email.
2) Click on the custom link in your email, and also look for the passphrase, which will have been provided to you via email or by phone.
3) Once you click the link, you’ll be brought to a screen that looks like the one below. Please enter the passphrase where prompted.

![TEMPORARY AUTHENTICATION](image)

4) Then please click “Confirm Identity”, and you will see a successful verification screen.

![TEMPORARY AUTHENTICATION](image)

5) Next, please click “Access Donor Connect”, and you’ll be brought to your Donor Connect homepage. Now that you are logged in, you’ll notice an alert at the top of this page that will prompt you to associate a social media account to your profile to use as your login.

![WELCOME, RICH!](image)
6) Please click on the “associate a social identity account” link, which will bring you to the below screen. Please choose the option that best meets your needs.

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. Furthermore, the social media option that you choose will have no access to your Donor Connect information.

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 homepage. Now, any time you want to access Donor Connect, please choose the same social option, for quick and easy access.
**Other Helpful Hints:**

**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.

**Q: Is using social media to access Donor Connect safe?**
A: Social media companies like Google and Facebook have large teams devoted to improving security, and are trusted daily by millions of users. You’ve likely already experienced similar options of connecting to websites through your social identity, as it’s becoming increasingly popular to not have to reestablish your identity everywhere you go online. Thus you have fewer passwords and usernames to remember. Also, please know that CSU has no access to passwords or any other information that you use with you social media accounts. Furthermore, your social media accounts have no access to your Donor Connect record. Donor Connect is the first campus to migrate its authentication process to social media platforms and others are soon to follow.

**Q: What information is shared between my social account and Donor Connect?**
A: Social accounts are used solely for the purpose of authenticating into Donor Connect. CSU contracts with a third party vendor (Cirrus Identity) to provide a universal authentication framework for qualifying social identity providers. Cirrus' privacy policy can be found here: http://www.cirrusidentity.com/privacy/.

Each social identity provider shares a unique ID with CSU, which is stored to facilitate future logins. This unique identifier (similar to '892729439849339@google.com) is not your email address or account name, and does not contain personal information. Some providers may also share your name and email address; Donor Connect does not store this information. Depending on your social provider, you may be presented with a one-time prompt requesting your permission to share information with CSU; please review this agreement carefully.

Once authenticated, there is no further communication between Donor Connect and your social provider. All content presented within Donor Connect is entirely self-contained and involves no third party for cookies or other tracking. No information from Donor Connect is shared back to your social media provider.

**Q: How does my social identity connect with my record in Donor Connect?**
A: While a social account is used to authenticate you, a separate one-time process is required to identify you within Donor Connect. If you are an alumnus/ae or past attendee of CSU, you will be presented with a two-step form process, hosted by the CSU Registrar's Office, which allows you to find your record by name, CSUID, and/or SSN. It then requires you to answer questions related to your time at CSU.