

# Mobile Experience

Last Modified on 08/11/2023 12:01 pm PDT

Once donors open a new text message on their phone and text the keyword to the appropriate shortcode (for Fundraising keywords, 41444 or 91999), they immediately receive an automated response with a link to complete the donation.

When they click the link, they are redirected to your donation form.

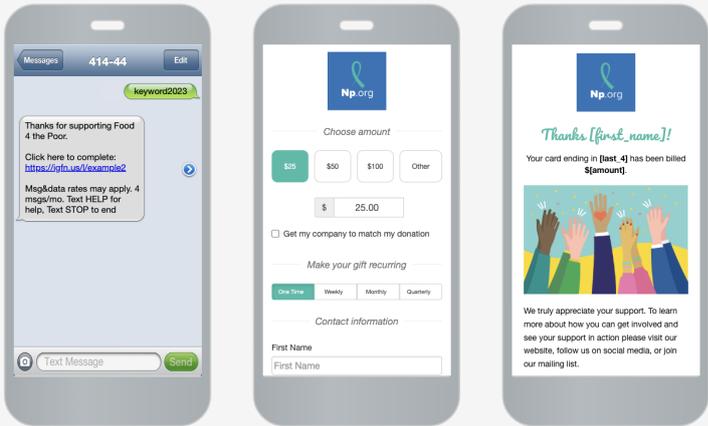
After the donation form is completed they are directed to the [confirmation page](#).

When you are editing your form, on the left column in **Mobile Experience** will show how your donors experience the entire text to donate process:

**Your Organization Short Name:** Food 4 the Poor [✎](#)

**Choose Keyword Reply:**

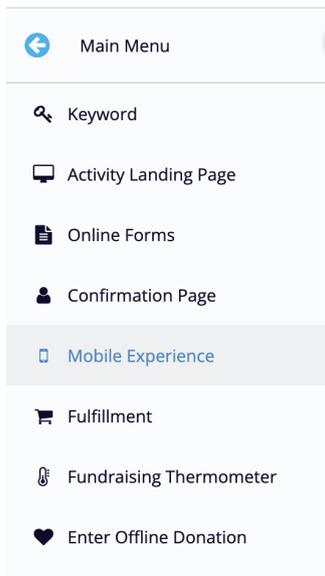
- Activity Landing Page - Thanks for supporting Food 4 the Poor. Click here to complete: <https://igfn.us//example1> Msg&data rates may apply. 4 msgs/mo. Text HELP for help, Text STOP to end
- Online Form - Thanks for supporting Food 4 the Poor. Click here to complete: <https://igfn.us//example2> Msg&data rates may apply. 4 msgs/mo. Text HELP for help, Text STOP to end



The image displays three mobile phone screens illustrating the donor experience. The first screen shows a text message received from '414-44' with the keyword 'keyword2023'. The message content says: 'Thanks for supporting Food 4 the Poor. Click here to complete: <https://igfn.us//example2> Msg&data rates may apply. 4 msgs/mo. Text HELP for help, Text STOP to end'. The second screen shows the 'Choose amount' form with options for \$25, \$50, \$100, and Other, a text input field for a custom amount (showing 25.00), and a checkbox for 'Get my company to match my donation'. Below this is the 'Make your gift recurring' section with buttons for 'One Time', 'Weekly', 'Monthly', and 'Quarterly'. The third screen shows the confirmation page with the message: 'Thanks [first\_name]! Your card ending in [last\_4] has been billed \$[amount]'. It includes an illustration of diverse hands raised and a note: 'We truly appreciate your support. To learn more about how you can get involved and see your support in action please visit our website, follow us on social media, or join our mailing list.'

## Change Keyword Reply Link

To change the keyword reply link that appears when a donor texts in the keyword, select an activity, then click Mobile Experience from the left navigation.



Here you can choose from any forms or the activity landing page under that keyword.

**NOTE:** If the Activity Landing Page is selected, **pledges** will not be created that send the fulfillment reminders. In order for a pledge to be accepted, the link must direct to an Online Form.

Your Organization Short Name: Food 4 the Poor

**Choose Keyword Reply:**

- Activity Landing Page - Thanks for supporting Food 4 the Poor. Click here to complete: <https://igfn.us//example1> Msg&data rates may apply. 4 msgs/mo. Text HELP for help, Text STOP to end
- Online Form - Thanks for supporting Food 4 the Poor. Click here to complete: <https://igfn.us//example2> Msg&data rates may apply. 4 msgs/mo. Text HELP for help, Text STOP to end

