Learning about App Profiles

Last updated Dec 8, 2025

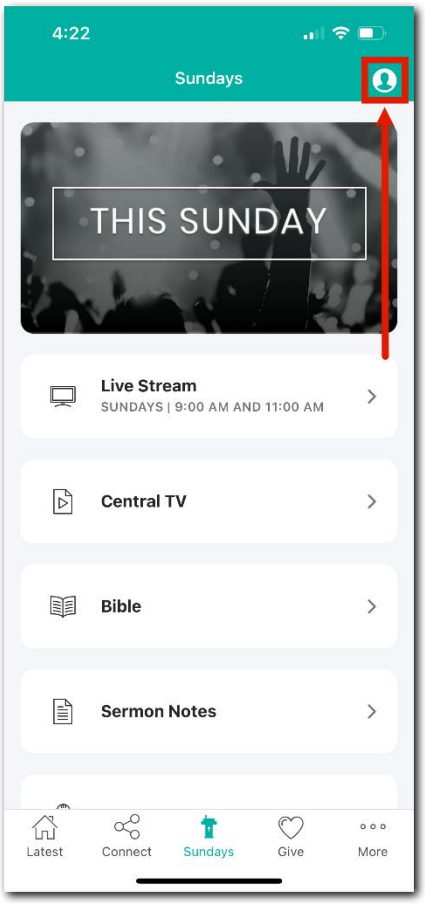
Overview

This article is for App admins and users who want to learn more about the App Profile feature. **App Profiles** allow app users to sign into your app and customize a profile. Signing in results in the person being matched to a new or pre-existing Pushpay account.

The App Profile provides people with a section where they can see the notification inbox, **bookmarked content**, **downloaded audio files** , and the selected **notification categories**. In addition, it provides people an onramp for giving, reducing the effort required to make their first gift, and making giving easier for all members!

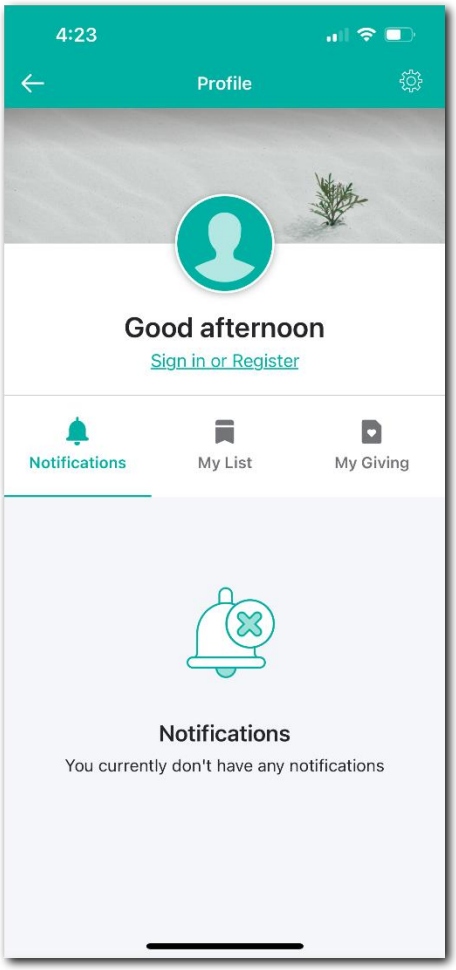
How App Profiles Work

The App Profile icon can be accessed on the top right of the app home screen.



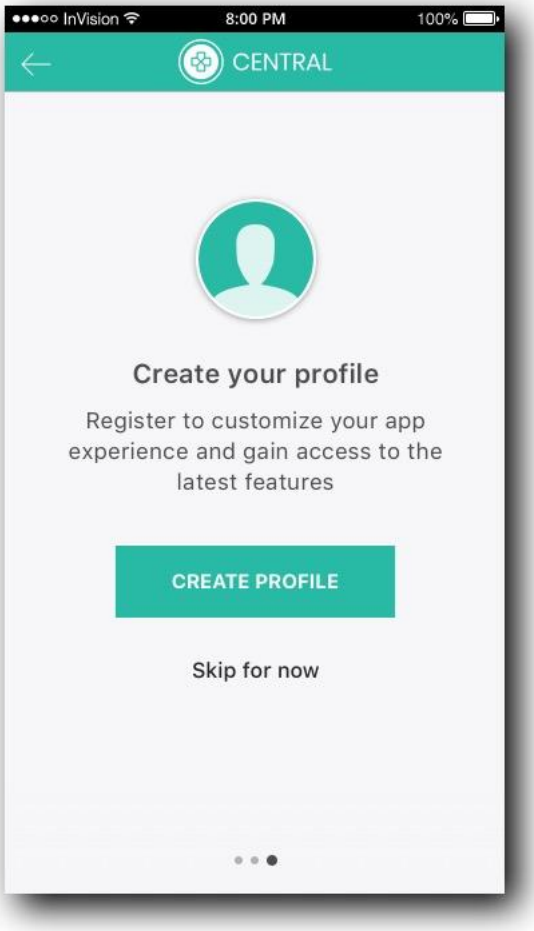
Once a person clicks on the App Profiles icon, they will be able to sign in and out of their profile by clicking **Sign In Or Register**, or via the **Settings** screen.

Note: The "Good morning" will be dynamic between Morning, Afternoon, & Evening based on the person's device time.



How to Create a Profile

When a new app user initially launches the app, they receive a few prompts related to setting up the app. One of those prompts is related to creating an App Profile.

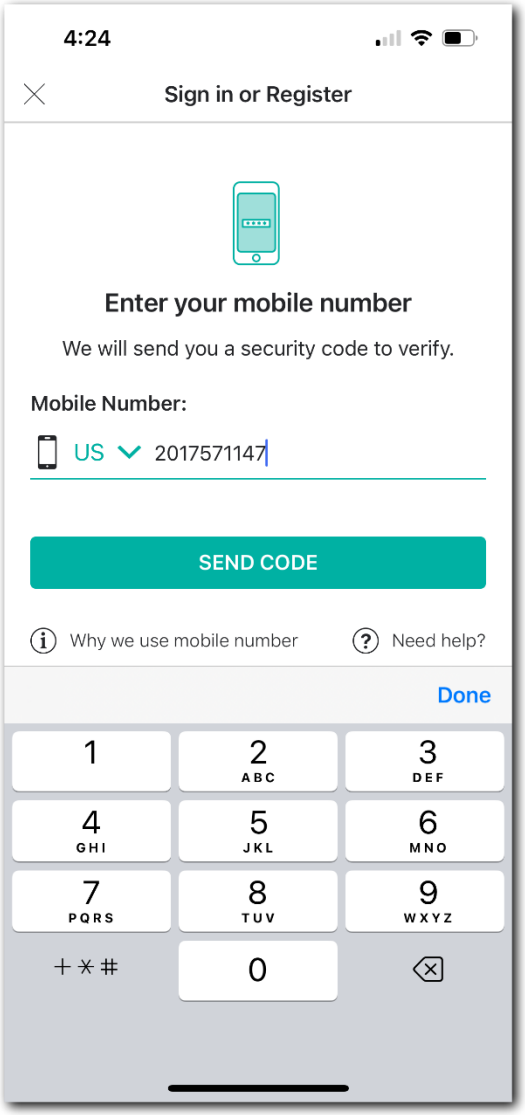


When a person receives this prompt, they can select between the following:

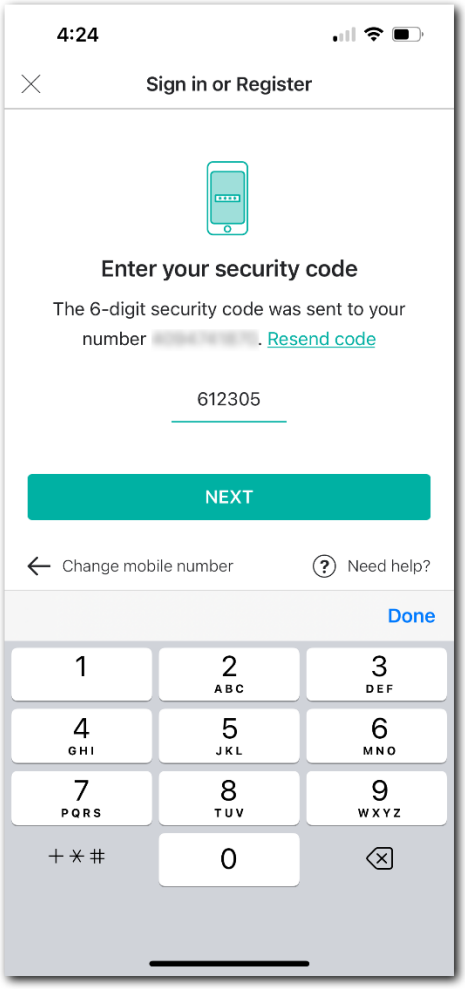
- **Create Profile** to begin creating their app profile
- **Skip for now** to navigate to the app home screen

Sign in or Register

Once a person begins creating or signing in to their profile, they will be prompted to enter their mobile number. Once the mobile number is entered, the person will tap **Send Code** to receive an SMS verification code.



Once the person receives their verification code, they will need to enter that code and tap **Next**.

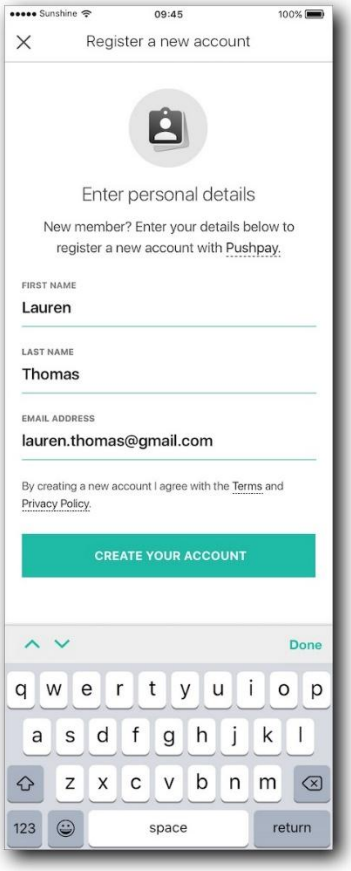


Sign In

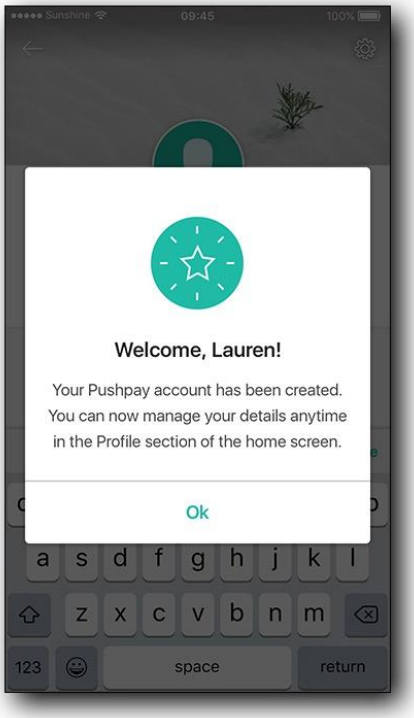
If the person's mobile number is **recognized as a verified mobile number for an existing Pushpay account**, the person will only need to enter the SMS verification code to be matched with their existing account.

Register

If the person's mobile number is **not recognized or is unverified**, additional information such as name and email address is required.



Once this information is inputted, the person's profile has been completed!



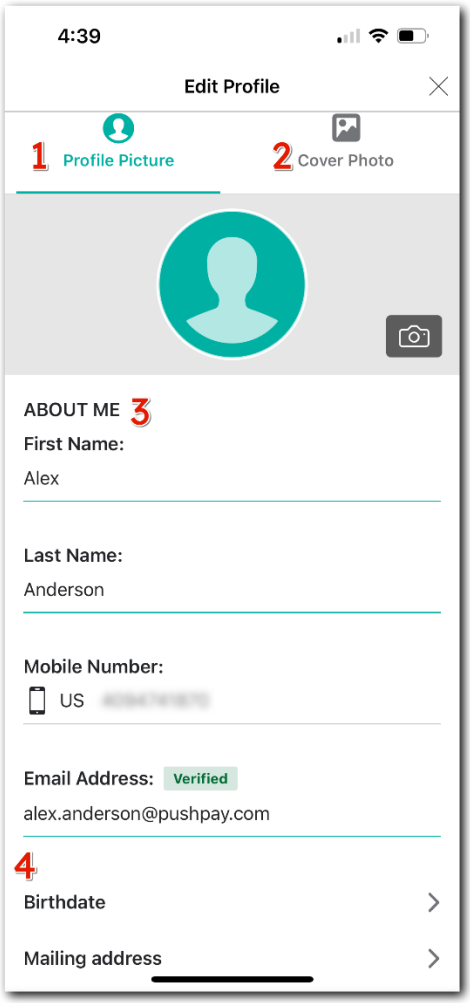
What if an 'unexpected error' message appears, or the user otherwise can't login?

If an app user tries to log in and sees 'unexpected error' or the sign in process simply isn't working, we suggest the following:

1. Make sure the user is fully signed out of the app (in case the system is experiencing some kind of caching issue). If they tap the profile image in the top right, they can select the gear icon, then **Sign Out**.
2. Suggest the user clear their browser history and app cache. To clear the app cache:
    a. Open the device's **Settings** app.
    b. Find your organization's app from the list of apps on your device.
    c. Select **Storage**, then **Clear cache**.
3. Fully close and reopen the app.
4. If the issue remains, suggest uninstalling and reinstalling the app.
5. If the issue still remains, please **submit a ticket** and our team can investigate further.

The Editable Elements of a User's Profile

There are a handful of parts of your app profile you can edit.



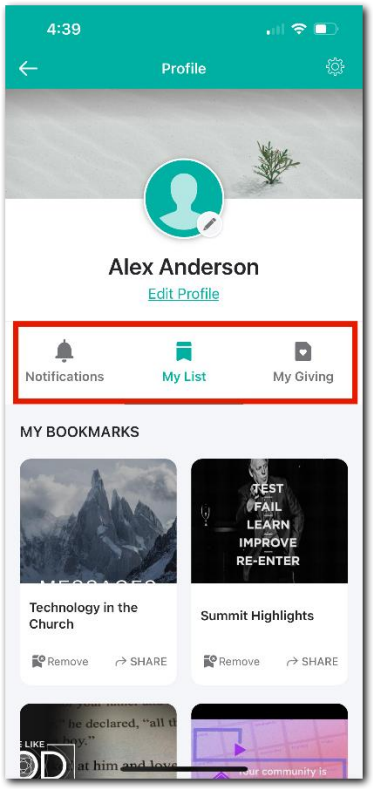
1. **Images** - Users can add both a profile and a cover photo.

Tip: The profile picture will also be displayed in community member's profile when exploring **People** in your Pushpay community.

2. **Personal Information** - Users' name, email address and phone number can be edited here.
3. **Birthdate and Mailing address** can also be changed from the app.

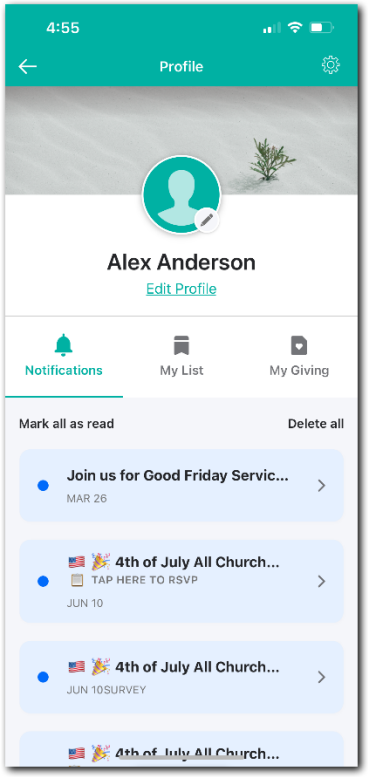
Notifications, Bookmarks, and Downloading Audio

Once logged in, people will be able to access three tabs: **Notifications, My List, and My Giving**.



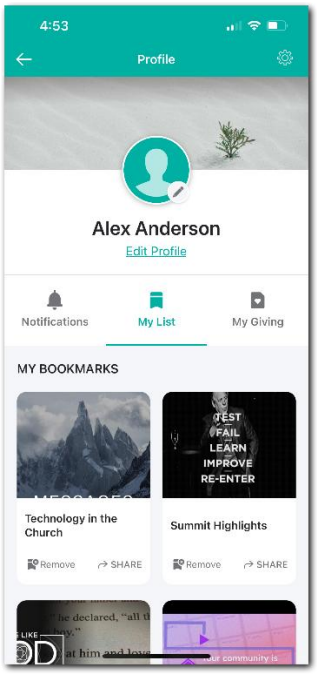
Notifications

From the **Notifications** tab, they can access their push notification inbox. From this screen, users can click on each push notification to review it, or choose to mark all as read or delete them all.



My List

When people are in the **My List** tab, they will be able to access content that they Bookmarked and/or downloaded.



My Giving

This tab allows users to see a quick overview of their giving history (1), make a donation (2), access giving statements (3), and see their latest transactions (4).

