

# QUICK REFERENCE GUIDE

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## Sponsor Portal

# 2025



# LOGGING IN

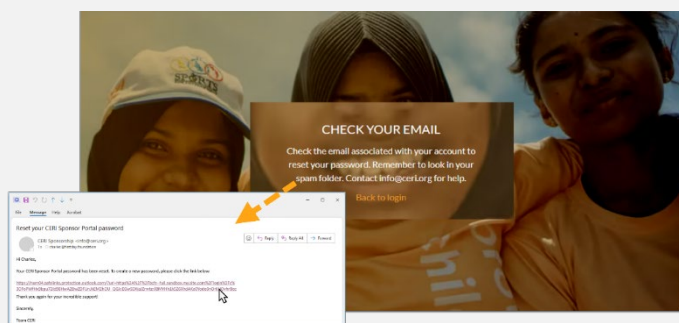
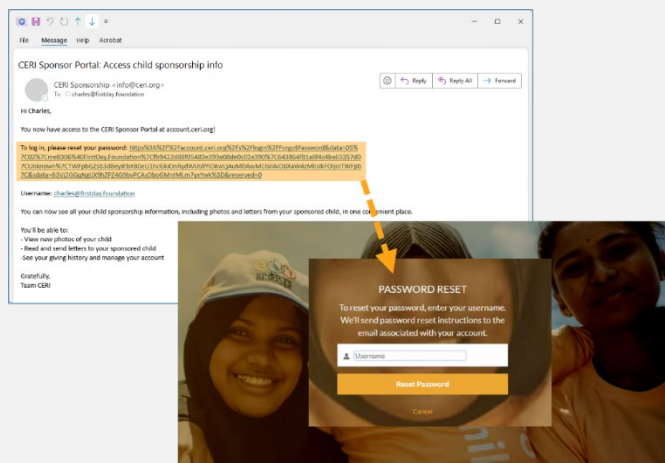
## Accessing the CERI Sponsor Portal for the First Time

The Sponsor Portal allows you to view photos, letters, and giving history all in one convenient place. Follow these three steps to log in for the first time:

### Step 1: Open your welcome email

Look for an email from [info@ceri.org](mailto:info@ceri.org) with the subject line *CERI Sponsor Portal: Access child sponsorship info*.

Click the link in the email to set your password.



### Step 2: Enter your username

Enter your email address (your username) and click **Reset Password**.

A confirmation message will appear instructing you to check your email.

### Step 3: Reset your password

Open the password reset email and follow the link to the **Change Your Password** page.

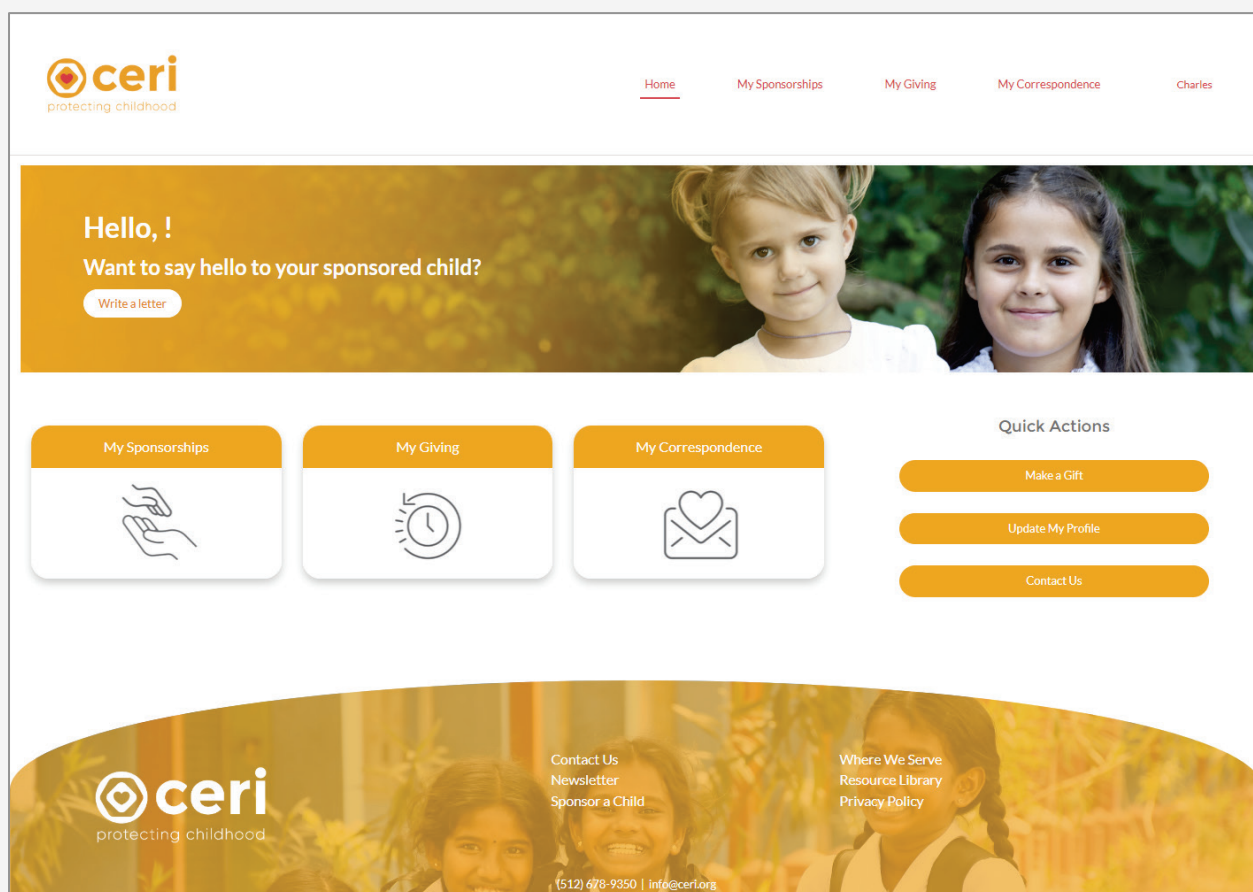
Enter a new password that includes at least **8 characters**, **1 letter**, and **1 number**.

Re-enter your password to confirm, then click **Change Password**.

Once your password is changed, you can log in at [account.ceri.org](https://account.ceri.org)

# LOGGING IN

## HOME



The **Home** page is your personal starting point in the sponsor portal. From here, you can easily connect with your sponsored child(ren) and navigate to everything related to your sponsorship, including:

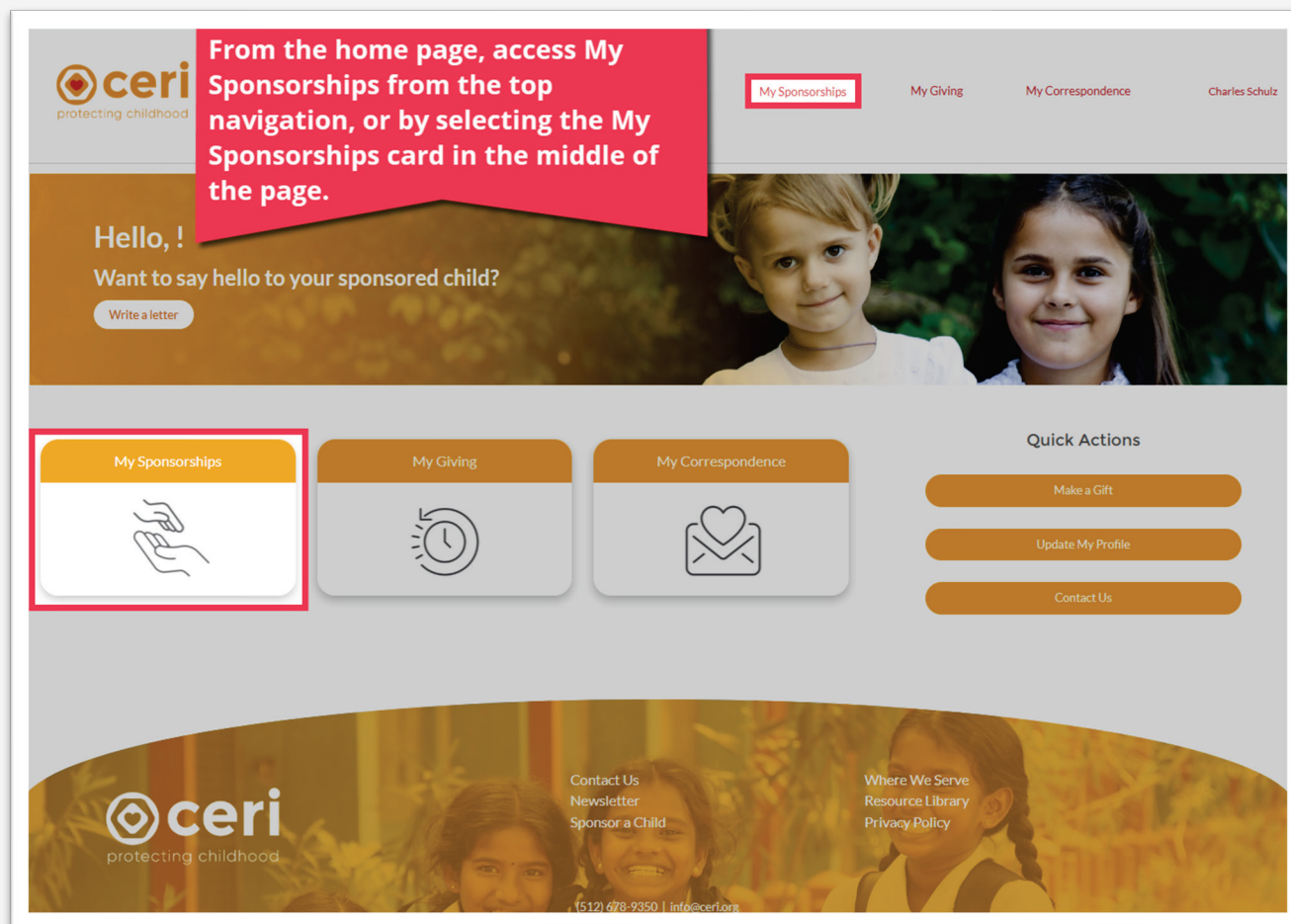
- ◆ **Write to your sponsored child(ren):** Click **Write a letter** to send a message that will be translated and delivered.
- ◆ **Access your pages quickly:** Use the tiles or top navigation for **My Sponsorships**, **My Giving**, and **My Correspondence** to go directly to each section.
- ◆ **Take quick actions:** Use the buttons on the right to **Make a Gift**, **Update Your Profile**, or **Contact Us** for support.

**Start here to stay connected with your sponsored child and access all your sponsorship tools.**

## HOME



## MY SPONSORSHIPS



The [My Sponsorships](#) page is where you can see the children you sponsor and stay connected with them.

Here, you can:

- ◆ View current and former sponsorships
- ◆ Access child profiles
- ◆ Write a letter

This page helps you stay connected to every child you've sponsored and celebrate the impact your generosity has made over time.





Use the My Sponsorships page to see all your sponsored children, with their current status and quick access to each child's profile. Click **Write a letter** below your child's photo to send a personal message that will be translated and delivered to them.

The screenshot shows the CERI My Sponsorships page. At the top, there's a navigation bar with links: Home, My Sponsorships, My Giving, My Correspondence, and a user profile for Charles. The main heading is "My Sponsorships" with the tagline "Protecting childhood" and a "Make a Gift" button. Below this, there's a section titled "View which children you currently sponsor." with two columns: "Current" and "Former". The "Current" column shows a child named Charlie, Age 8, Country: Sri Lanka, with a "View" button. The "Former" column shows a child named Franklin, Age 25, Country: Sri Lanka, with a "View" button. A red callout box states: "Any sponsorships that ended before 9/1/2023 will not appear in the sponsor portal." A yellow callout box points to the "View" button for Charlie, saying: "Click View to open each child's page and learn more about their story." Below this, the child's profile page is shown. It features a large photo of Charlie and a "Write a letter" button. To the right of the photo, the text reads: "Charlie in Sri Lanka", "Age: 8", "Birthdate: February 26, 2017", "Gender: Male". Below this are tabs for "Details", "Child's Story", "Family", and "Community". Under "Details", it lists "Grade: 2nd", "Favorite Sport: Cricket", and "Career Goal: Doctor". To the right, it lists "Favorite Subject: Social Sciences" and "Favorite Color: Yellow". At the bottom, it says "Sponsoring since 2024". A yellow callout box on the right says: "When you click View on the My Sponsorships page, you'll open your sponsored child's profile. This page helps you learn more about your child and stay connected."

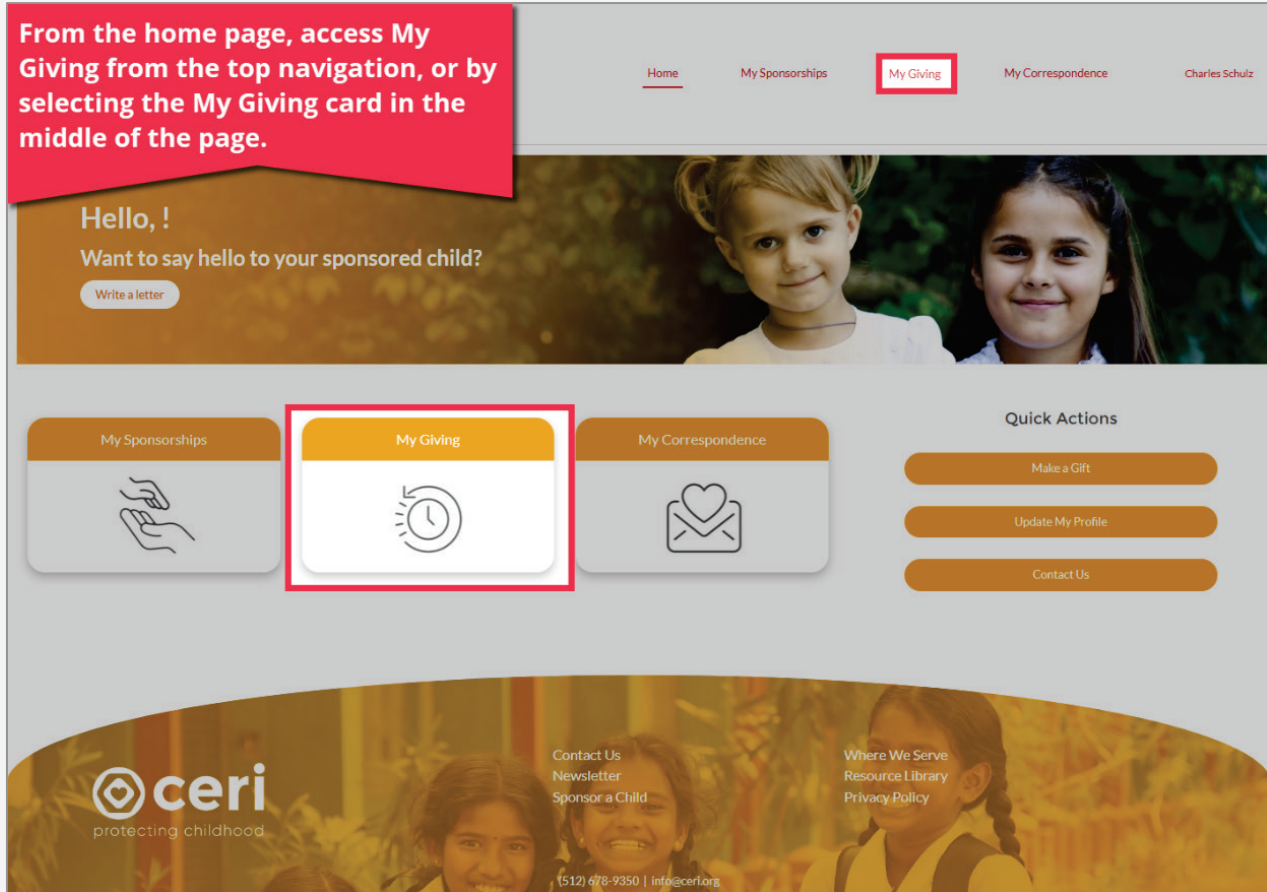
## MY SPONSORSHIPS





## MY GIVING

**From the home page, access My Giving from the top navigation, or by selecting the My Giving card in the middle of the page.**



The **My Giving** page is where you can see and manage all of your contributions.

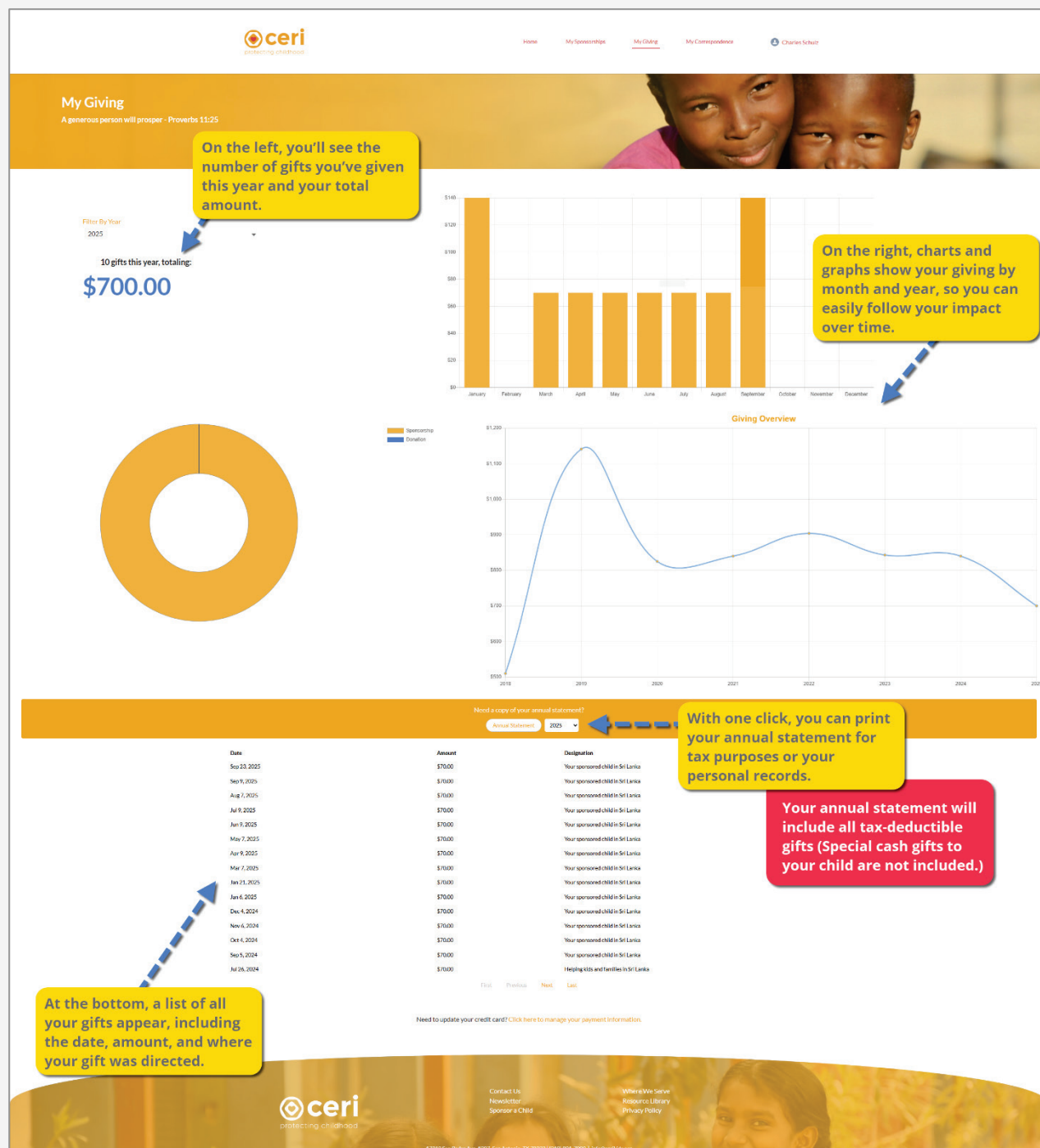
Here, you can:

- ◆ Print statements
- ◆ Track your gifts
- ◆ View your giving history
- ◆ See your designations

This page is designed to give you a clear and simple view of your giving, so you always know how your support is making a difference.



Use the My Giving page to quickly see your total gifts at the top, review your giving history through charts on the right, and scroll down to view individual gift details in the table.



## MY GIVING



# MY CORRESPONDENCE

From the home page, access My Correspondence from the top navigation, or by selecting the My Correspondence card in the middle of the page.

Hello, !  
Want to say hello to your sponsored child?  
[Write a letter](#)

My Sponsorships



My Giving



My Correspondence



Quick Actions

[Make a Gift](#)

[Update My Profile](#)

[Contact Us](#)



[Contact Us](#)  
[Newsletter](#)  
[Sponsor a Child](#)

[Where We Serve](#)  
[Resource Library](#)  
[Privacy Policy](#)

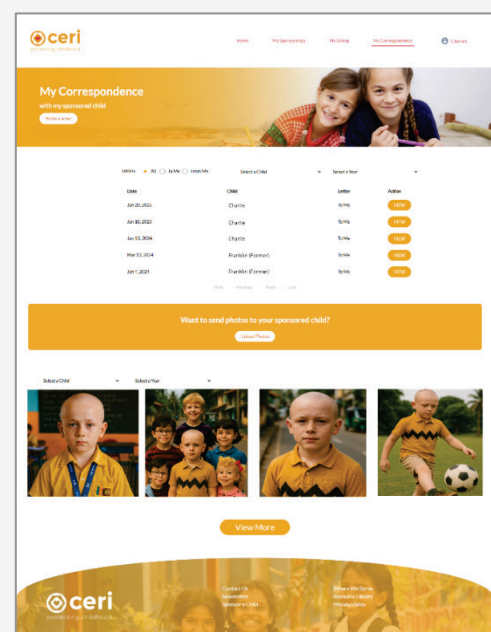
(512) 678-9350 | [info@ceri.org](mailto:info@ceri.org)

The **My Correspondence** page is where you can read and manage the letters you exchange with your sponsored child(ren).

Here, you can:

- ◆ Write letters to a sponsored child
- ◆ Read letters from a sponsored child
- ◆ Upload photos to share with a sponsored child
- ◆ View a gallery of photos

This page helps you stay connected with your sponsored child(ren) through regular communication.







Read your letters, write to your sponsored child, and share photos-all from one place.

**My Correspondence**  
with my sponsored child

[Write a letter](#)

Click the **Write a letter** button to send a sponsored child a message and photos directly from this page. Your letters to your sponsored child will appear in the portal after it has been reviewed by the CERI team.

You will be notified via email and text when you receive a new letter from your sponsored child. You can view all of the letters you've exchanged with sponsored children here. Use the filters at the top to sort by year, child, or letter type. All letters, starting at the end of 2023, will appear in this list.

Date	Child	Letter	Action
Jan 20, 2025	Charlie	To Me	<a href="#">VIEW</a>
Jan 10, 2025	Charlie	To Me	<a href="#">VIEW</a>
Jun 18, 2024	Charlie	To Me	<a href="#">VIEW</a>
Mar 13, 2024	Franklin (Former)	To Me	<a href="#">VIEW</a>
Jan 4, 2024	Franklin (Former)	To Me	<a href="#">VIEW</a>

Letters: ☒ All ☐ To Me ☐ From Me

Select a Child:

Select a Year:

First Previous Next Last

Want to send photos to your sponsored child?

[Upload Photos](#)

Share photos by selecting **Upload Photos** below the letters section.

Select a Year:

View annual photos of sponsored children and their families in the photo gallery. Use the dropdowns to filter by child or year. In the future, you will also be able to view photos you've shared or that a child has sent to you.

[View More](#)

**eri**  
childhood

Contact Us  
Newsletter  
Sponsor a Child

Where We Serve  
Resource Library  
Privacy Policy

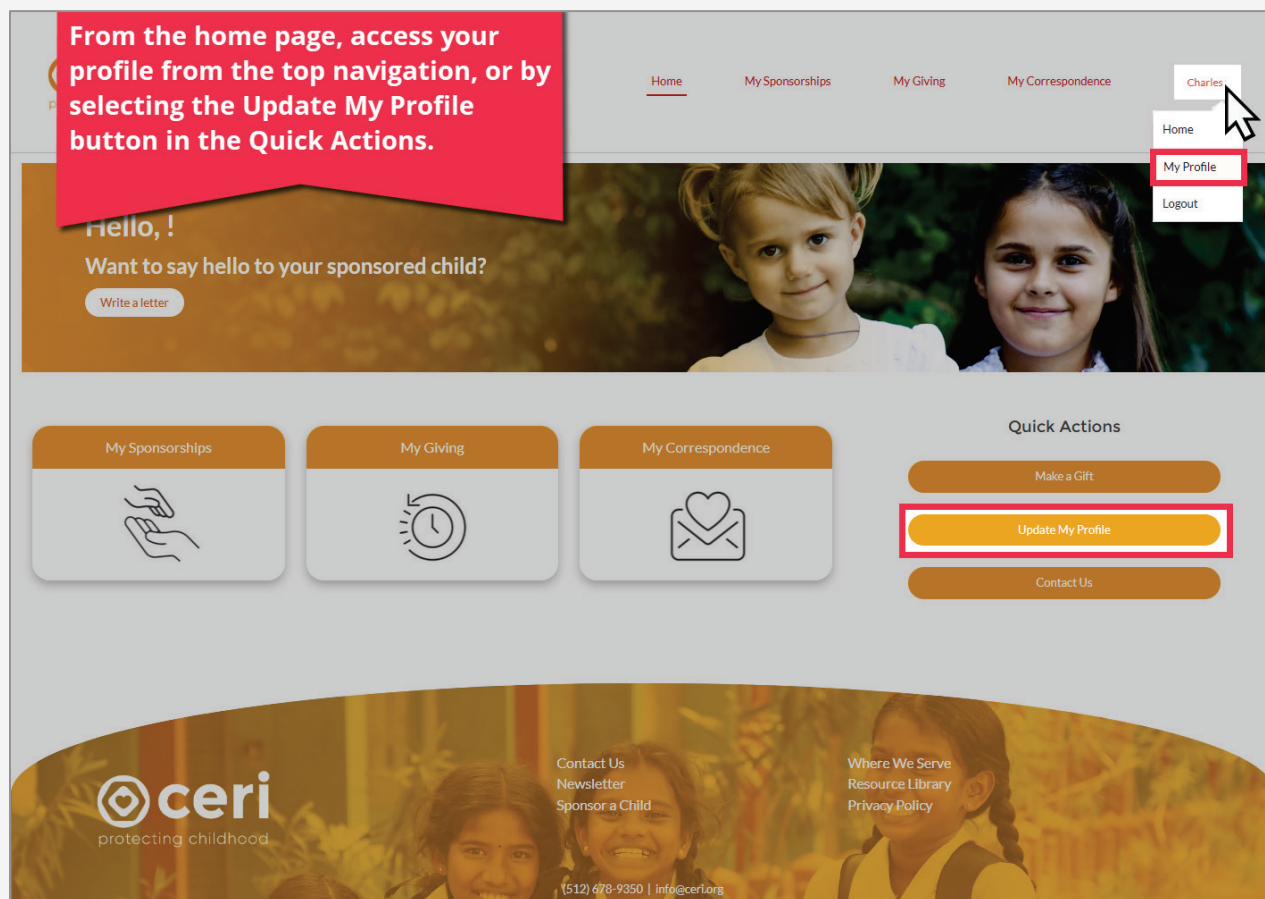
17389 San Pedro Ave. #207, San Antonio, TX 78222 | (210) 801-7000 | info@cerikids.org

## MY CORRESPONDENCE



## MY PROFILE

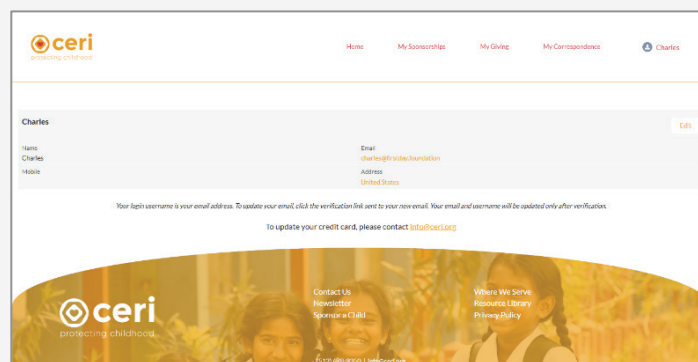
From the home page, access your profile from the top navigation, or by selecting the Update My Profile button in the Quick Actions.



The **My Profile** page is where you can view and update your personal information used for your sponsorship account.

Here, you can:

- ◆ Review your information
- ◆ Update your details



This page ensures your information stays accurate, so you never miss important updates or messages from your sponsored child(ren).

Keep your contact details current - your email address is also your username for the sponsor portal.

Update your name, phone number, or address here. Remember to verify your new email before it becomes your login username.

**Review your name, email address, mailing address, and mobile number.**

**Click Edit to make changes to your contact information.**

**When you update your email, a verification link will be sent to your new address. Your email and username will update only after you click the verification link in your new email.**

**There may be up to a 3 minute delay before changes take effect.**

**On the Edit screen, update your name, address, or phone number, then click Save when finished.**

Your login username is your email address. To update your email, click the verification link sent to your new email. Your email and username will be updated only after verification.

To update your credit card, please contact [info@ceri.org](mailto:info@ceri.org)

**Edit Charles**

\* = Required Information

**Contact**

\* Name  
First Name: Charles  
Middle Name: Monroe  
\* Last Name: Schulz  
Suffix:  
Mobile: 555-555-1234

\* Email: charles@firstday.foundation

Address  
Search Address  
Street: 17319 San Pedro, Suite #110  
City: San Antonio  
State/Province: TX  
Zip/Postal Code: 78232  
Country: United States

Cancel Save

MY PROFILE





Thank you!