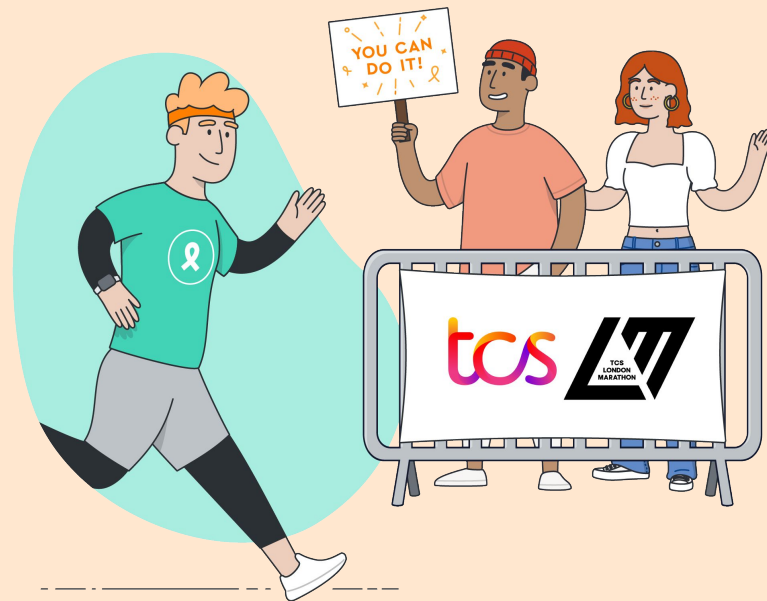


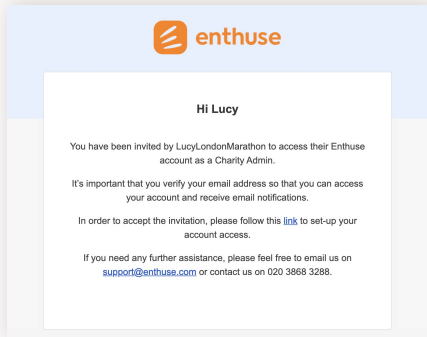
# Onboarding in three simple steps



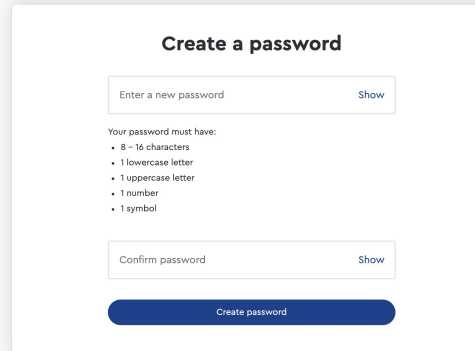
# Onboarding Process - Step 1

## Activate your account

Email sent with activation link (if not received or the link expired, please contact support@enthuse.com)

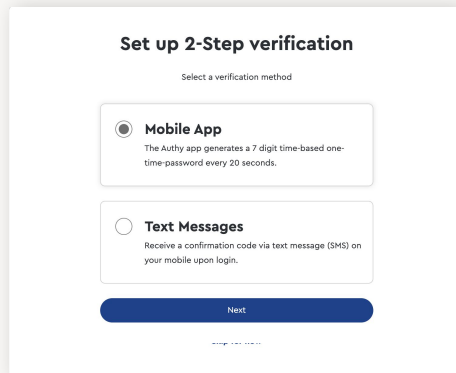


The link will be **active for 24 hours** from receipt for security reasons

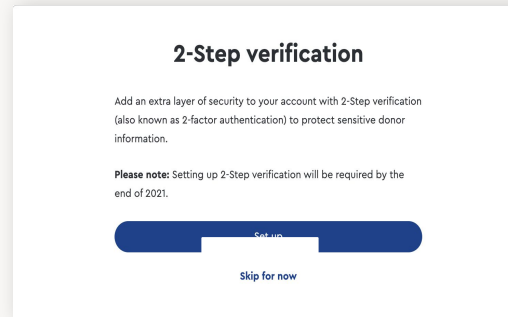


Your password must be / include:

- 1-16 characters
- 1 lowercase letter
- 1 uppercase letter
- 1 number
- 1 symbol



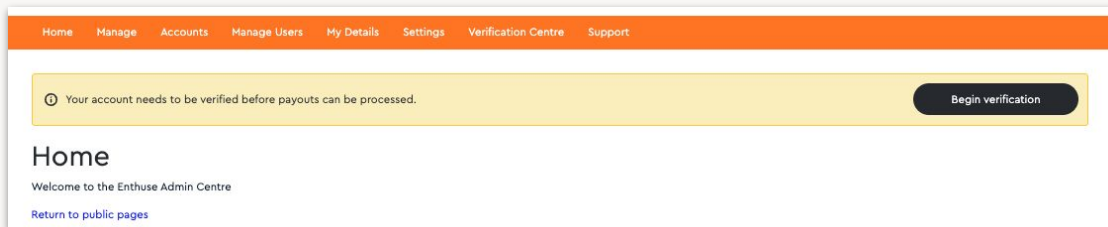
Two methods available for verification



For additional security, 2-step verification is required

## Onboarding Process - Step 2

[Verify your account for payments](#) by clicking 'Begin Verification' on the homepage banner



There are **4 steps** to complete in order to verify your account.

**Step 1:** Organisation details such as Charity name, charity registration number & charity address.

**Step 2:** Payment details such as sort code and account number.

**Step 3:** Representative's details where we will need 2 forms of ID, we recommend using your passport and driving licence.

The individual registering must be at least one of the following:

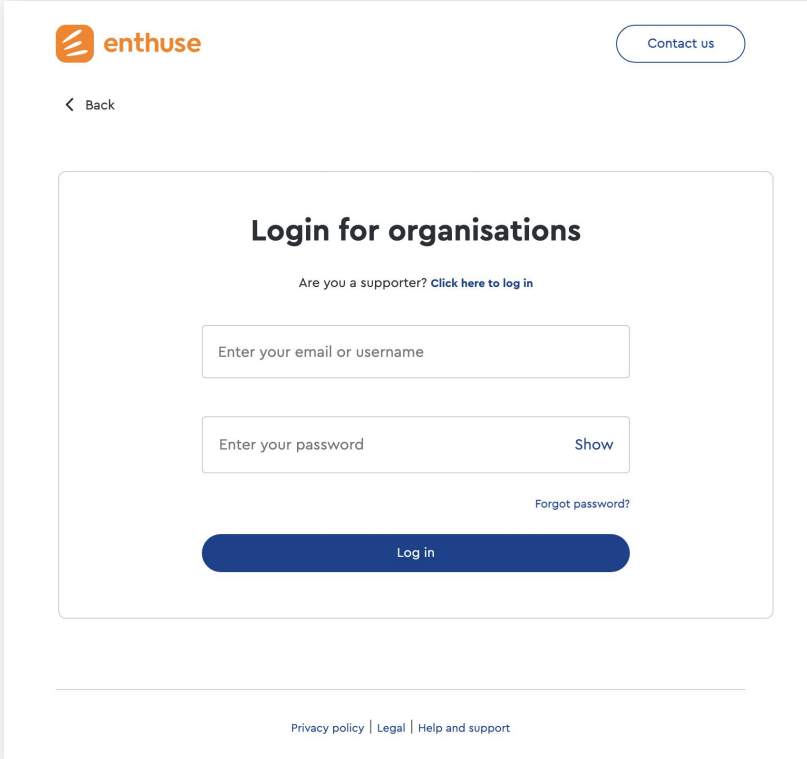
- This person owns 25% or more of the company.
- This person is a member of the governing board of the company.
- This person is an executive or senior manager with significant management responsibility.

**Step 4:** The review stage will ask you to read the terms of service and submit to finish the process.

Please **notify Enthuse** once verification process have been completed [support@enthuse.com](mailto:support@enthuse.com), your charity will then be added to all LME events.

## Onboarding Process - Step 3

Once your account is verified, you can continue to **log in** to your account via [enthuse.com](https://enthuse.com) to download reports and data.



The screenshot shows the Enthusse login interface for organisations. At the top left is the Enthusse logo, and at the top right is a "Contact us" button. Below the logo is a "Back" link. The main content area is titled "Login for organisations" and includes a link for supporters. There are two input fields: one for email/username and one for password with a "Show" toggle. A "Forgot password?" link is positioned below the password field. A prominent blue "Log in" button is at the bottom of the form. The footer contains links for "Privacy policy", "Legal", and "Help and support".

enthuse

Contact us

< Back

### Login for organisations

Are you a supporter? [Click here to log in](#)

Enter your email or username

Enter your password [Show](#)

[Forgot password?](#)

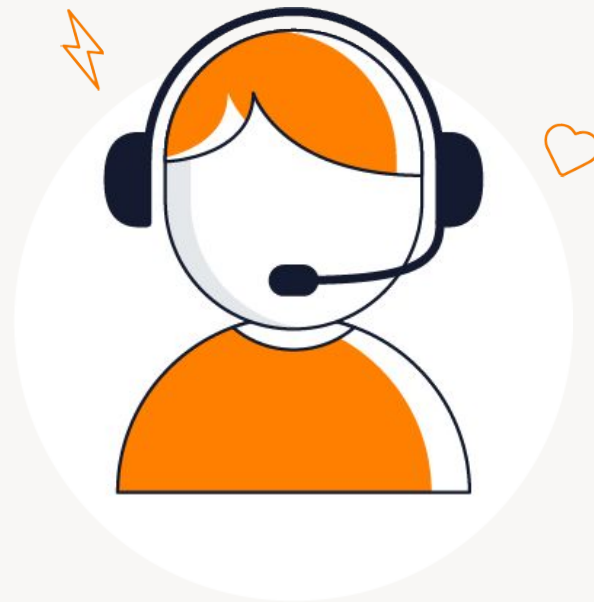
Log in

[Privacy policy](#) | [Legal](#) | [Help and support](#)

## Contacting Support

We have a dedicated collection of support articles in our [Help Centre](#)

For onboarding and bank verification question please email [support@enthuse.com](mailto:support@enthuse.com)



**Thank you!**

t: +44 (0) 20 3872 2090

e: [support@enthuse.com](mailto:support@enthuse.com)



Official online fundraising partner

