





## How can I see which banks are approved?

You can create a personal donor account & begin the process of creating your own Round-Up registration. During the second/last step (connect your bank), you can search for the bank you're looking for.

## Can I support in a different way?

Sure! If you can't find your provider or would rather not authorize your card for Roundups, please select giving a one-time donation!

## What should I do if none of the above answered my question?

Don't hesitate to reach out to Michelle Hammitt, [michelle@cacionline.org](mailto:michelle@cacionline.org), if you have ANY questions!

# Troubleshoot

## I successfully registered for Round-Ups, why am I not being charged?

Harness partners with [Plaid](#) to connect to a donor's bank. Plaid has relationships with 15,000+ banks across the U.S. - if your bank is listed, this means Plaid currently has (or has previously had) a relationship with your bank. If your bank is listed, but round-ups are not accumulating or withdrawing, this means that Plaid & your bank have [become disconnected](#).

Unfortunately, Plaid does not alert Harness to when these disconnects occur and we have no way to identify specifically *what* is causing your personal disconnect (ex: bank makes a security update, Plaid updates their policy, etc.) or *when* Plaid + your bank will resolve the issue (as the disconnects are occurring OUTSIDE of Harness).

Because we are unable to know when a solution will occur, we recommend you try to register a different card (associated with a different bank) and/or make a "classic" monthly gift for a comparable amount (ex: \$15-\$35).

## The Round-Up registration screen gives me an error message & isn't letting me connect to my bank - what do I do?

Some banks require two-factor authentication and/or special permissions before allowing you to register for Round-Ups. While Harness cannot control which banks require this and/or know the exact steps your bank requires you to take to connect, we encourage you to reach out to your institution directly for support/next steps.