

FAQs

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This document includes a list of frequently asked questions for team fundraising on our website. If the document does not answer all of your questions, please contact us.

Dashboard Overview

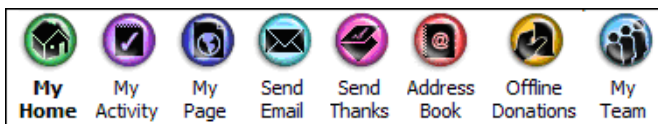
1. How do I participate in online fundraising?

First, register for our website. You must provide basic information and create a user name and password. If you already have an account for our site, you can use that user name and password. Look for a **Login** link on our registration form. Then follow the numbered steps to register for the event you select. Please complete all of the registration steps. You can join a team, create a team, or register as an individual.

Step 1: Register	Step 2: Join Options	Step 3: Event Options	Step 4: Attendees	Step 5: Payment	Step 6: Confirmation	Step 7: My Dashboard
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2. What can I do through my participant dashboard?

After you register or log in to our site, your dashboard Home page appears. This is a centralized location for your personal management tasks. The toolbar appears at the top of each dashboard section. Click the icons to navigate between tasks.

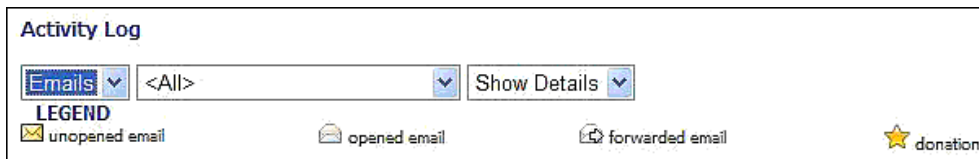


- **My Home** - **My Home** is the starting point for your dashboard. You can view and edit your personal fundraising goal, track individual and team fundraising progress, and view web traffic and email statistics. At the bottom of the page, you can subscribe to important email notifications.
- **My Activity**- Under **My Activity**, you can view email statistics. For each email message, you can view how many times it was sent, opened, forwarded, and delivered unsuccessfully. You can also view whether particular recipients opened email messages or forwarded them to others.

To view a list of offline donors and contacts who received email messages, select “People” on the action bar. For each contact, the number of received messages appears. You can determine whether the recipients opened or forwarded messages.



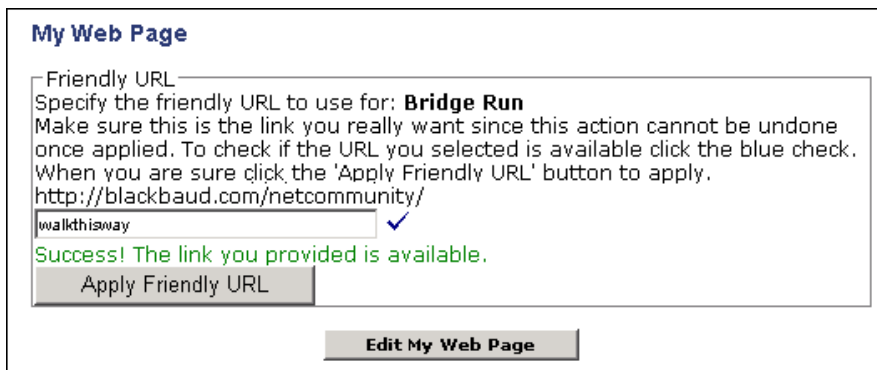
You can also sort your activity by “Emails.”



Under **My Home**, three icons appear to take you to **My Activity**. The icons display activity sorted by “People.” A link to **My Activity** from **My Home** sorts activity by “Emails.” Regardless of how you navigate to **My Activity**, you can change the view in the action bar.

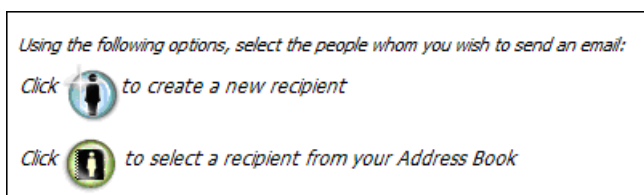
- **My Page** - Use **My Page** to design and preview your personal fundraising page. The initial view includes a **Friendly URL** frame and a preview of your page.

To create a friendly URL for your personal page, in the **Friendly URL** frame, enter the remainder of the URL for the friendly URL. To verify the friendly URL entered is available, click the blue check. If it is, a “Success!” message appears. To secure the friendly URL, click the **Apply Friendly URL** button.

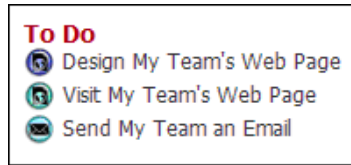


To change the content of your personal page, click **Edit My Web Page**. You can customize text or modify page titles and captions.

- **Send Email** - Under **Send Email**, you can generate email messages to friends and family. You can select contacts from the **Address Book** or add contacts to the **Address Book**. After you select contacts, a preview screen displays the names, email addresses, and greetings included in the email. From this screen, you can change greetings. You can also click the contact name or email address to change the contact information. Next, you can select an email template and create the content. Before you send, you can click **Preview** to review your email message.



Team captains can send messages to their team from **My Team**. The **Design My Team’s Web Page** and **Send My Team an Email** options are available only to captains.

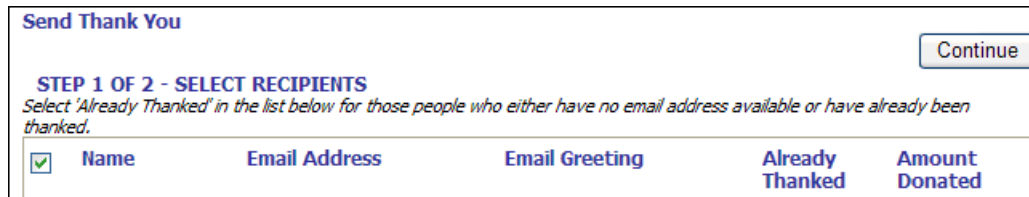


Email messages sent from the team captain dashboard do not use a pre-designed email template. The recipients do not appear in **My Activity** when the team captain selects “People” on the action bar. However, email statistics do appear when the team captain selects “Emails.”

- **Send Thanks** - Under **Send Thanks**, you can acknowledge gifts. A message appears on your dashboard Home page when a donation is received through your web page or is added as an offline donation. For information about offline donations, see “Offline Donations” on page 4.



Under **Send Thanks**, the names of the donors to acknowledge are checked. If you do not want to acknowledge a donor, uncheck the box beside the name. You can indicate that donors have already been acknowledged. When you do this, the website does not remind you to send an acknowledgement. When a reminder appears, provide an email address and greeting. To compose, preview, and send the acknowledgement, click **Continue**.



- **Address Book** - The **Address Book** stores email addresses and contact information. When you send an email message, the recipient’s address automatically saves in the **Address Book**. When you receive a donation through your web page, the donor automatically saves in the **Address Book**. To add contacts, click **New Contact**. You can also import email addresses from address books in email programs such as *Yahoo!* or *Outlook*. To do this, create a .csv (comma separated values) file with columns titled “First Name,” “Last Name,” and “Email Address.” To import the contacts from the .csv file, click **Import Contacts**.





Tip: To include organization contacts in your address book, include an “Organization Name” column in the file. When you do this, if you do not have a value in the columns for First Name and Last Name, such as Jane and Smith, you must enter a value for Organization Name. The reverse applies. If you do not have a value for Organization Name, such as Company ABC123, you must enter a value for First Name and Last Name.

- **Offline Donations-** Under **Offline Donations**, you can manage offline gifts, such as checks and cash gifts. You can also view a history of these gifts. Offline donations can be sent directly to our office for your fundraising credit. If you accept offline donations, view this section of your participant dashboard for updates. For more information about offline donations, see “Offline Donations” on page 4.
- **My Team -** Under **My Team**, team captains can manage Fundraiser teams. You can track the progress of your team, send team email messages, and design the team web page. Team captains also can add and remove members from the team.

3. Why am I unable to complete my donation? How will I know if it has been successfully received?

There are several common errors that could prevent you from completing your donation.

1. A required field is incomplete (look for a red asterisk)
2. Incorrect email address format
3. Incorrect credit card
4. Incorrect expiration date
5. Incorrect security code

After your donation is complete, you will receive an email confirmation. If you do not receive this within an hour of the transaction, check your junk mail folder. If you do not receive an email confirmation, your gift probably did not process. Contact your credit card company or our office during business hours.

If you think you unintentionally donated more than once, please call our office. We can help you remove unintentional donations from your account. To avoid this, click **Submit** only one time.

4. Why can I not access your website from a specific computer?

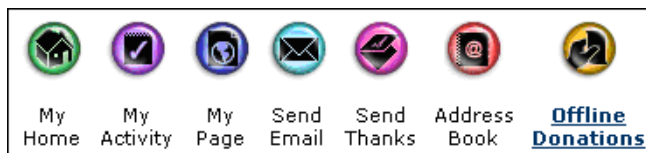
Many computers have firewalls, spam blockers, and other software in place that can prevent you from accessing our website. Likewise, some corporate network security policies can prevent traffic to our site. Each situation is different, but the best advice we can give is to add our website URL to your trusted sites list. Hopefully, this will do the trick.

Offline Donations

Review this information to learn about **Offline Donations** on your dashboard.

➤ Record check or cash gifts on your participant dashboard

1. On your dashboard, click **Offline Donations**.



2. Click **Enter New Donation**.

Offline Donations		Total Displayed: \$0.00
filters		
<input checked="" type="checkbox"/> pending	<input checked="" type="checkbox"/> accepted	<input checked="" type="checkbox"/> rejected
<input type="button" value="Apply Filters"/>		<input type="button" value="Enter New Donation"/>
Donor Name	Amount	Payment Method
Last Updated	Status	Action

3. In the **Amount** field, enter the gift amount. A red asterisk indicates a required field.

Amount:	\$ <input type="text"/>	*
	<input type="checkbox"/> This donation is on behalf of a company	
	<input type="checkbox"/> The donor would prefer to make this donation anonymously	

To update the form to include a **Company** field under **Billing Information**, mark **This donation is on behalf of a company**. The company name appears in the **My Sponsors** list on your personal web page.

First Name:	<input type="text" value="John"/>	
Last Name:	<input type="text" value="Doe"/>	*
Company:	<input type="text" value="Acme Inc."/>	*
Country:	<input type="text" value="United States"/>	
Address lines:	<input type="text" value="1234 Main Street"/>	*

To prevent a donor name from appearing in your **My Sponsors** list, mark **The donor would prefer to make this donation anonymously**. An “Anonymous” entry appears in the list in place of the donor name.

My Sponsors

Name	Date	Amount	Comment
Anonymous	3/27/2008	\$10.00	

4. Provide the billing information for your sponsor. Your list of sponsors displays the first and last name or the company name. If you include an email address, you can send the sponsor an email acknowledgement directly from your dashboard.

Billing Information

Title:

First Name:

Last Name: *

Country: *

Address lines: *

City: *

State: *

ZIP: *

Phone:

Email:

5. If the offline donation is cash, under **Payment Information**, click **Save Donation**.

Payment Information

Payment Option: Cash Check

If the gift is a check, select **Check**. Enter the check number and date, and click **Save Donation**.

Payment Information

Payment Option: Cash Check

Check Number: *





Check Date:

That's it!

The donation now appears under **My Sponsors**. For information about your offline donation log, please review the next section.

Understand Your Offline Donation Log

Under **Offline Donations** on your dashboard, you can view offline gifts. The log includes gifts you submit through the dashboard and gifts sent directly to us that we credit to your fundraising progress. This log does not include online gifts submitted directly by sponsors.

Offline Donations		Total Displayed: \$10.00			
filters		<input type="text" value="Enter New Donation"/>			
<input checked="" type="checkbox"/> pending	<input checked="" type="checkbox"/> accepted	<input checked="" type="checkbox"/> rejected	<input type="button" value="Apply Filters"/>		
legend					
 pending	 accepted	 rejected			
Donor Name	Amount	Payment Method	Last Updated	Status	Action
Acme Inc.	\$10.00	Cash	3/27/2008		<input type="button" value="Edit"/> <input type="button" value="Delete"/>

In the **Status** column, you can distinguish between the offline gifts you submit and the gifts we post.

- A gift with a green star is “accepted.” This indicates we received the money and posted it to your account. Accepted offline donations are credited toward your fundraising progress. You cannot edit or delete an accepted gift.
- A gift with a yellow star is “pending.” This indicates you submitted an offline donation through your dashboard but that we have not received the money. The gift retains the pending status until we receive the money. It still counts toward your progress on your fundraising web page. To edit or delete a pending gift, click **Edit** or **Delete**.
- A gift with a red star is “rejected.” You should not see rejected gifts in your offline donation log. If you do, please contact us.

The **Last Updated** column displays the date the offline donation was last modified. For an accepted gift, it is the date we posted the gift to your dashboard. For a pending gift, it is the date you last edited the gift.

The **Total Displayed** amount displays only the sum of your offline donation amounts. To view calculations for all sponsorship gifts, click **My Home** on your dashboard.

Offline Donations - Miscellaneous Information

Q. What is an offline donation?

An offline donation is any money given in support of your participation that was not received through our website. Offline donations are typically check or cash gifts. Gifts entered on the dashboard and gifts received in our office are offline donations.

Q. How do I know when a gift sent directly to your office is in support of my participation?

When a gift is sent to our office and applied toward your progress, it appears in **Offline Donations** as an accepted gift. Look for a green star in the **Status** column. Your dashboard also notifies you to acknowledge the new donation.

Q. Why do my offline donations have a status of pending?

A pending offline donation is one that you entered through your fundraiser dashboard, but has not been received in our office. Do not worry. You receive credit for these gifts after we receive the money and update your dashboard.

Q. What if a supporter wants to donate with a credit card or debit card?

Please ask your supporter to visit our website. On our website, supporters can search for your name and make a donation that sponsors your team.