

DONOR DRIVE RESOURCES



Facebook Fundraisers

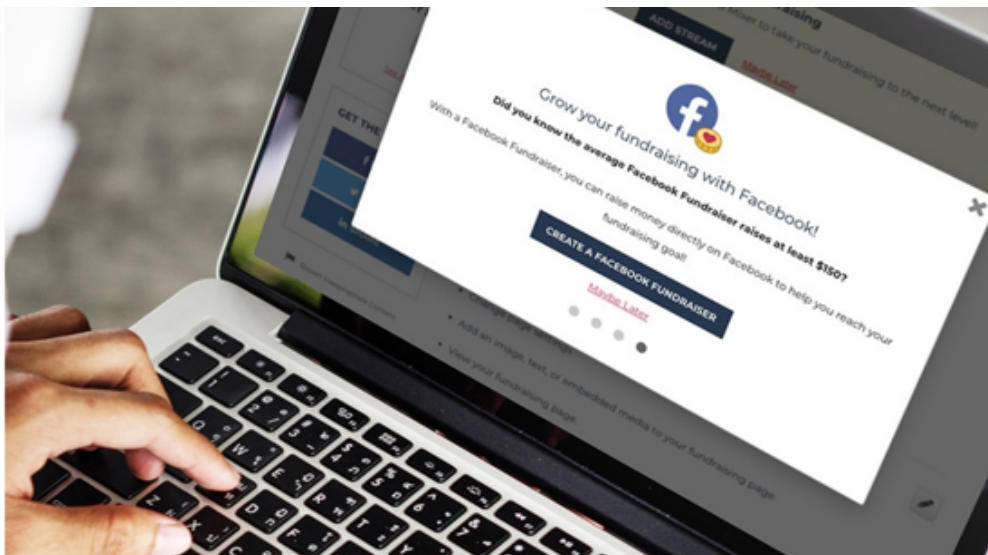


Facebook Fundraisers

Facebook Fundraisers can now be created from and sync with your fundraising page!

We are thrilled to announce we have launched a tightly-integrated experience with Facebook Fundraisers to help you increase your impact on your local hospital.

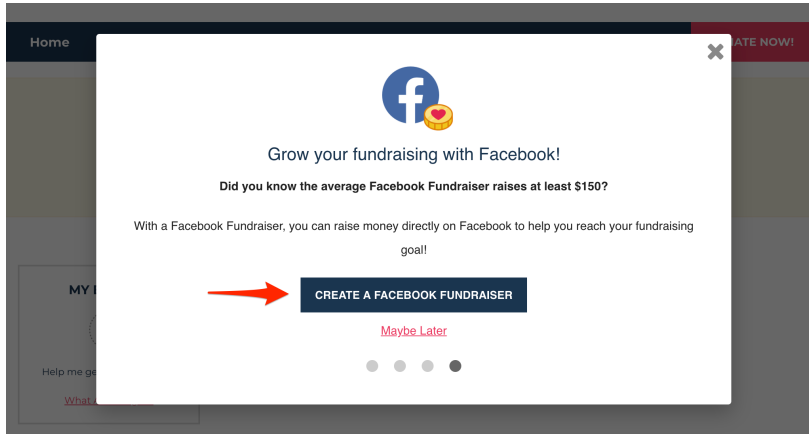
Facebook Fundraisers are one of the fastest ways for anyone to raise money for charities. People raise \$150 on average through Facebook Fundraisers. Many of those donations happen within the first few minutes of the Facebook Fundraiser being published due to its relevance in the News Feed and timely alerts to friends.



With this new feature, you can now:

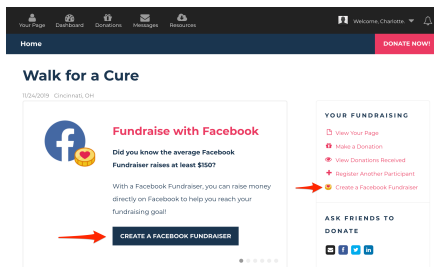
- Create a Facebook Fundraiser from your fundraising page on our site. Once your fundraising page is connected, your fundraising progress syncs in real-time between our fundraising site and Facebook Fundraisers.
- Extend your reach. After you've created a Facebook Fundraiser from your fundraising page, potential donors are alerted immediately. Facebook sends out regular alerts to your Facebook Friends.

Creating a Facebook Fundraiser in DonorDrive

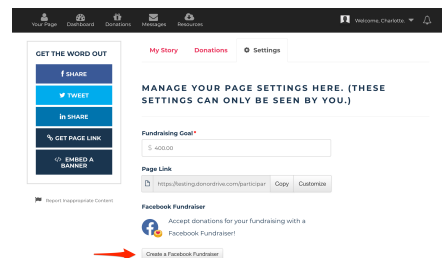


After fundraisers register or create a page, they have the opportunity to create a Facebook Fundraiser.

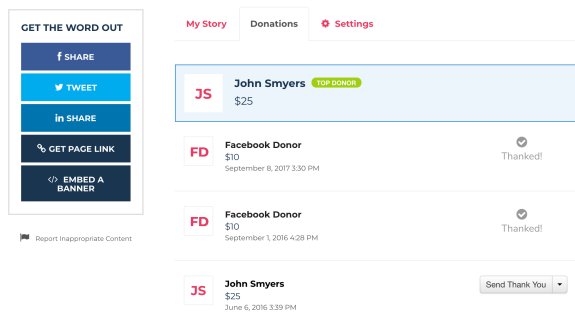
If a participant wishes to create a Facebook Fundraiser later, they can do so in their Fundraiser Portal.



From their Dashboard by logging in to their DonorDrive account and selecting Dashboard:



From their page by logging into their DonorDrive account, selecting Your Page, and selecting Settings:



When a participant or personal campaign creator receives a donation to their Facebook Fundraiser on DonorDrive, they will immediately see those donations synced into DonorDrive. The donations will be listed on the participant or personal campaign creator's donation list:

FAQs for Facebook Fundraisers

How can the donations I raise on Facebook be applied to my fundraising page for my event?

Your Facebook Fundraiser must be started through your personal fundraiser portal in DonorDrive for donations to appear on your page. Simply log in to your account, then click "Start a Facebook Fundraiser" from the your fundraising Dashboard.

I connected a Facebook Fundraiser to my fundraising page but photos and text formatting did not show up on my Facebook Fundraiser.

Facebook Fundraisers allows us to sync plain-text only. Any images, videos, or other rich content on the "My Story" tab on your fundraising page will be stripped out when syncing the content to Facebook.

I connected a Facebook Fundraiser to my fundraising page, what happens when I change my goal on my fundraising page?

Whenever you change your goal on our fundraising website, the fundraising goal will be synced so that both pages show the same fundraising goal.

I connected a Facebook Fundraiser to my fundraising page, what happens when someone donates?

When someone donates on your Facebook Fundraiser, their donation will count toward your fundraising goal on our website. Fundraising progress will always be in sync between Facebook and our website.

I connected a Facebook Fundraiser to my fundraising page. How can I thank my Facebook donors?

You can thank your Facebook donors directly on Facebook by commenting on their donation, sending a one-to-one message through Messenger, or recognizing the publicly by mentioning them in a post. Once you've thanked your donors, you can mark each donor as "thanked" on your fundraising page on our website.

Someone donated to me on Facebook and I can't see their name or email address.

Facebook users may opt not to share their email address. We recommend thanking them from your Facebook Fundraiser page or by commenting/posting on Facebook. Once you've thanked your donors, you can mark each donor as "thanked" on your fundraising page on our website.

I donated on Facebook and need my receipt.

Your receipt was issued by Facebook and sent via email. You will need to fill out this form to get another copy of your receipt. We cannot issue receipts for donations made on Facebook.

I donated on Facebook and need a refund.

You will have to fill out this [form](#) for any refund requests for donations made on Facebook. We cannot issue refunds for donations made on Facebook.

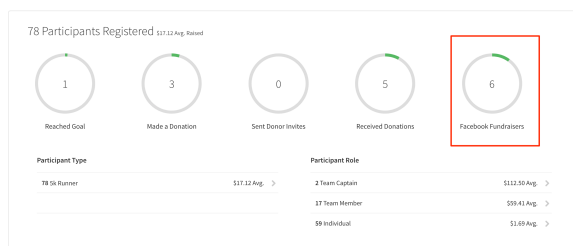
Pulling a Report for Facebook Fundraisers

Event Insights in DonorDrive gives you a quick way to break down how many of your participants are creating Facebook Fundraisers and gives you tools to report on more in-depth information about these participants.

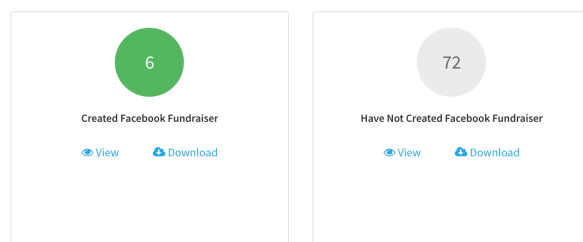
Not only are you able to report on how well your participants are fundraising with Facebook Fundraisers, but you are also able to report on transactions that have come in from Facebook.

Facebook Fundraisers in Event Insights

Within Event Insights, you can see the breakdown of how many participants have created Facebook Fundraisers and how many have not:



When you click on the Facebook Fundraisers option, you have the option of viewing or downloading a list of participants who have or have not created their Facebook Fundraiser yet:



Facebook Fundraisers in Participant Registrations Export

Exports - Participant Registrations

Back to Profiles

New Downloads Profiles

Create a new Profile

Profile Name*
Facebook Fundraisers

Choose and reorder the columns for your profile.*

Available Fields	Selected Fields
Connected Live Fundraising	Event Name
Connected to Facebook	Participant First Name
Connected to Twitter	Participant Last Name
Customized Fundraising Page	Participant Email
Event City	Created Facebook Fundraiser
Event Country	Participant Total Raised
Event Fiscal Year	Participant Total Raised from Facebook
Event ID	
Event Organization Code	
Event Program Code	
Event Site Code	
Event Status/Province	

Add filters to refine your results.

Created Facebook Fundraiser is Equal To Yes

+ Add Filter Advanced Filter

You also have the option of including fields in your Data Exports to help you see just how much participants are raising with Facebook Fundraisers.

The fields available in the Participant Registrations export to report on Facebook Fundraisers are:

- Created Facebook Fundraiser
- Participant Total Raised from Facebook
- Facebook Fundraiser Created Date

FURTHER QUESTIONS?

Check out Donor Drive's Support Portal by clicking the "Support" tab within the admin portal.

Or contact us at:
helpdesk@cmnhospitals.org