

JOIN US IN SOMETHING BIGGER



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

› eCAMPAIGNER FAQ'S:

› HOW CAN I ACCESS MY PROFILE TO MAKE CHANGES?

Your profile can be accessed through the "MANAGE YOUR PAGE" button that is in the confirmation email you receive when you sign up as an eCampaigner. Bookmark this link when you first visit your page so that you can always access your profile. If you need to recover your link and have lost the initial email, you can enter the email address you used to sign up in the "RETRIEVE INFO" box on the right hand side of the "Register" page.

› MY PROFILE WON'T SAVE ANY CHANGES. WHAT'S GOING ON?

If your profile isn't saving correctly, it may be due to a formatting issue with your text. If you copied your text from Microsoft Word or another word processor, try typing it straight into the text box on the website, or copying from a plain text editor. Occasionally, it may be necessary to refresh the page or close/re-open your browser to save changes. Be sure to save your text in an outside file on your computer - if all else fails, you can email your text to us and we'll save it to your page for you.

› HOW CAN I GIVE PEOPLE ACCESS TO MY DONATION FORM? WHERE IS MY PERSONAL GIVING LINK?

Your giving link is located in the initial confirmation email you receive when you sign up to be an eCampaigner. You can also email your personal donation form via the "Email" button at the bottom of the form. When you click on that link, an email is automatically generated for you containing the link.

› WHAT IS A 'COMMITMENT GOAL' ? HOW DO I GET CREDIT FOR A CASH OR CHECK DONATION?

A **commitment goal** is the amount that you pledge to raise as a campaigner. This includes your personal gift to the Y, as well as any funds that you raise through your online donation form OR any cash or check donations you turn in to your branch. A **recognition gift** can be entered through your personal eCampaigner portal on the "Recognitions" page. Simply enter the donor's name and amount in cash or check. The amount will be reflected on your progress bar! (NOTE: See below for information on when to turn in a pledge card.)

› IS MY INFORMATION SECURE?

YES. All information you enter into the donation form on yours or another campaigner's personal giving page is secured with an SSL Protocol, which ensures a secure connection between you and the Kimbia server.

› CAN I ACCEPT INTERNATIONAL ONLINE GIFTS?

YES. As long as you select the appropriate country in the drop-down form, the form will change to accommodate any information we require to process an international gift.

When to turn in a pledge card:

Turn in a pledge card
to your branch?

Enter as eCampaigner
Recognition Gift?

Online Donation paid by Credit Card

NO

NO

Donation paid by cash or check

YES

YES

Pledge Amount Received by Pledge Card

YES

YES



Need more help?
Contact: **Marcie Crabtree**

MCrabtree@ymcafw.org
817-566-1087