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## Boundless Fundraising FAQ

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- **What are the steps involved in adding the application?**
  - Register for the event (the application is only available for event participants)
  - Click on the fundraise with facebook icon
  - Login to Facebook if you are not already
  - Click on add application
  - Click on allow offline access so we can send their goals and amount raised to app
  - Click add to profile button
  - After it shows you example click on add
  - Press add button
  - It should now show on the profile page. If a user has too many applications on their profile page, it would show up on under the Boxes tab. The user can select to move it their profile if they desire.
- **Does *boundlessFUNDRAISING* work on LinkedIn or MySpace?**
  - Currently *boundlessFUNDRAISING* has only been released for Facebook. However, we're actively monitoring other social networks to see if there is an opportunity to make additional versions available.
- **What will happen after the event?**
  - The application is available post event and will change the application design to direct users to your primary donation form instead of the event.
- **If I accidentally deleted my application can I re-add it?**
  - Yes, you can simply go to an old email with the link or the link within the event and re-add the link.
- **I accidentally added my application when I already had it on the page does that matter?**
  - No, it should simply refresh the application. You will still see all the donations made to your before you added and after.
- **Can my friends or family add my application to their pages?**
  - No, the application was intended to be used by event participants only. We don't currently support the ability for friends to fundraise on behalf of participants.
- **Can I remove the application?**

Yes, to remove the application, follow these steps:

  - Login to Facebook
  - On the lower left part of your page you will see the little Facebook logo with the word Applications next to it.
  - Click on the little Facebook logo

- A menu will pop up; click on the Edit link at the top of the pop-up box
- You will see a list of any applications you have added; you should see the *boundlessFundraising*<sup>TM</sup> application
- Next to the *boundlessFundraising*<sup>TM</sup> application, click the X in the right-hand column
- This will remove the application from your page completely
- If you need to, you can add the application again by clicking on the link in your Participant Center/HQ page, and make sure you continue to the step where you click “Keep” on it on your Facebook Profile page.
- If you are still having trouble, please email us at [support@charitydynamics.com](mailto:support@charitydynamics.com)
  
- **I received a donation but my application doesn’t reflect it yet?**
  - The application gets updated every few hours. Depending on when the donation came through it may not be reflected yet. If you would like it to update immediately, you can click on the refresh link on the application and it will update the information in 2-3 minutes.
  
- **How can I get increased visibility within facebook about my fundraising activities?**
  - One of the most effective methods to get visibility to your friends is to change your status of “What’s on your mind” to include information about your participation in the event and your fundraising activities.