



Thank you for deciding to take part in the Paris to London Cycle Challenge 2015 – we appreciate your support!

Habitat for Humanity GB Giving Portal FAQ

How do I create a fundraising page?

1. Go to <http://fundraising.habitatforhumanity.org.uk/event/paristolondon2015>
2. Click on “Start Fundraising”
3. Enter your name, email address and phone number and create a password (if you haven’t created a fundraising page with us before)
 - You can also use Facebook to login so that you don’t have to remember another password!
4. Give your fundraising page a name (this will appear on your fundraising page and when you share your fundraising page with your social networks)
5. Then you’re done! Now time to get fundraising!

Go the extra mile and personalise your fundraising page to make it easier to reach your goal

1. Upload a profile photo so that your friends and family recognise your fundraising page
2. Write a bit about why you are fundraising for this amazing cause in “My Story”
3. Start promoting your fundraising page with friends and family by sharing the URL or posting an update and clicking the Twitter and Facebook icons next to “Post Now”

SHARE   + 

*Hint: You can tick “Remember to post on Facebook” to make your posts auto-synch with Facebook every time

Remember to post on Facebook

4. Keep everyone updated on your progress by posting additional updates as you continue to fundraising and prepare for the event. You can add additional photos to make your fundraising page really unique.

I’ve made a post, but I would like to remove it. How do I do that?

1. Look for the blue gear in the top right side of your post and click on it
2. Select Delete Post and it’s gone!



NICOLE

27 MAY 2014 

Despite the bad weather - gotta keep the training up! Appreciate any encouragement - as well as sponsorship!

Why can't I use JustGiving or VirginMoneyGiving?

We have worked with a partner called Everyday Hero to design a fundraising portal which puts our cause first. With their help, we designed this fundraising portal for you to use to raise awareness and support our mission. It's easy to use and will help you reach your target faster and easier – and Everyday Hero ensures that the money you collect gets delivered straight to us with minimal fees and processing time. Features include social sharing, blog-style updating and safe and secure donation processing. Sharing your page really helps as your friends and family get a chance to learn more about our organisation and mission; widening the reach of our cause.

Can I link my fundraising page to Facebook or Twitter?

You can share your fundraising updates and posts with your social networks with the click of a button. Look for these buttons next to your posts and updates. Click the social networking icon(s) you want to include in your update.



You can also tick "Remember to post on Facebook" to make your posts auto-synch with Facebook every time

 Remember to post on Facebook

This is a great way to get your friends and family involved and remind them to sponsor you and our cause.

Can I use my smartphone to fundraise?

Yes! Our Giving Portal works seamlessly on mobiles and tablets. You can use it to set up your page and share with friends and family. They can also make donations to your page safely and securely via a mobile-optimised webpage.

How do I upload offline donations?

You can add offline donations by clicking the "Add offline donation" link on the right hand side of your fundraising page.

Alternatively, you can send cheques made payable to Habitat for Humanity Great Britain, to: 10 The Grove, Slough, SL1 1QP

Can I join /create a team?

Yes! You have links on the right-hand side of your fundraising page which let you create a new fundraising team or join an existing one.

Click Join an existing team

1. Using the search box, enter the name of the team. Once found, click "Join This Team".

If you join a team by accident and/or wish to be moved to a new team, simply call our Support line for assistance: 0845 680 9719. Please note: you can only be on one team per event.

Click Create a new team

1. Give your team a name and click "Create Team"
2. Now you need to personalise the Team Page, like you personalised your own page
3. Add a team photo and edit the story to be relevant for you and your group
4. You'll see your page listed under "Team Members" with a Gold Star – this means you are the Team Captain

5. As the Team Captain, you can click on “Invite Members” to get your friends and family involved. They’ll receive an email from the Giving Portal asking them to join your team. As Team Captain, you approve or decline anyone who asks to join your team.

You can review the team members and pending invites by clicking the link “Show All Members and Invites” at any time.

If you’ve created a team by accident, you can disable your team page and keep your individual page live. But we know you have it in you to be a Team Captain! But if you must - the disable page option is listed under Edit this Team Page.

How safe/secure is this system?

Our Giving Portal uses state of the art online security for processing payments safely and securely. Your credit card details are never stored. And by using this portal, we receive the monies safely in our bank accounts with minimal delay.

What is Gift Aid and why is it showing on my fundraising page?

Gift Aid is a simple way for us to increase the value of gifts of money received from UK taxpayers. For every £1 qualifying donation received, we can claim repayment of 25 pence. All you need to do is tick the Gift Aid box and encourage eligible friends and family to do it too. For more information about Gift Aid, visit <http://www.hmrc.gov.uk/>

Who can I call if I need assistance?

You can call our Supporter Services team on **01753 313539**. If you have questions about the Giving Portal specifically, you can also reach out to our Donor Service Line on **0845 680 9719**.