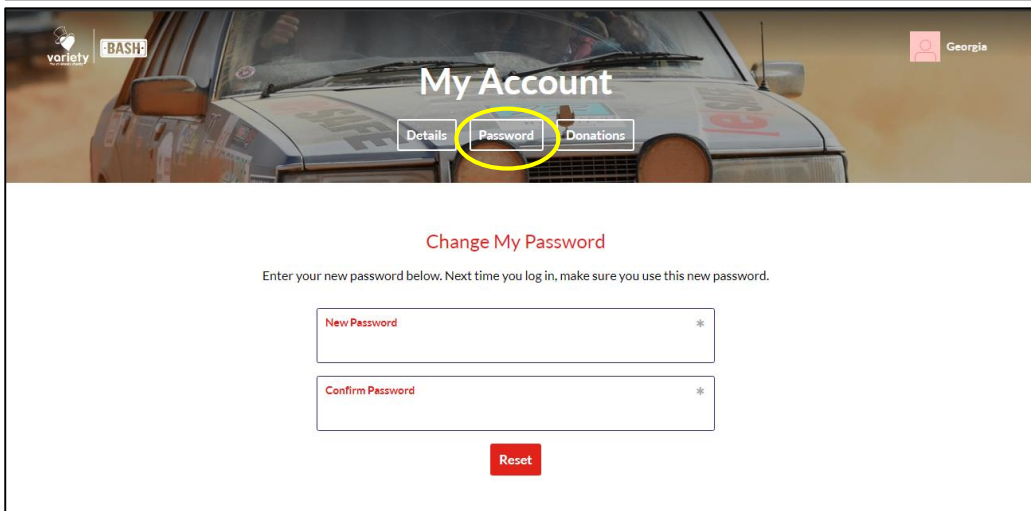
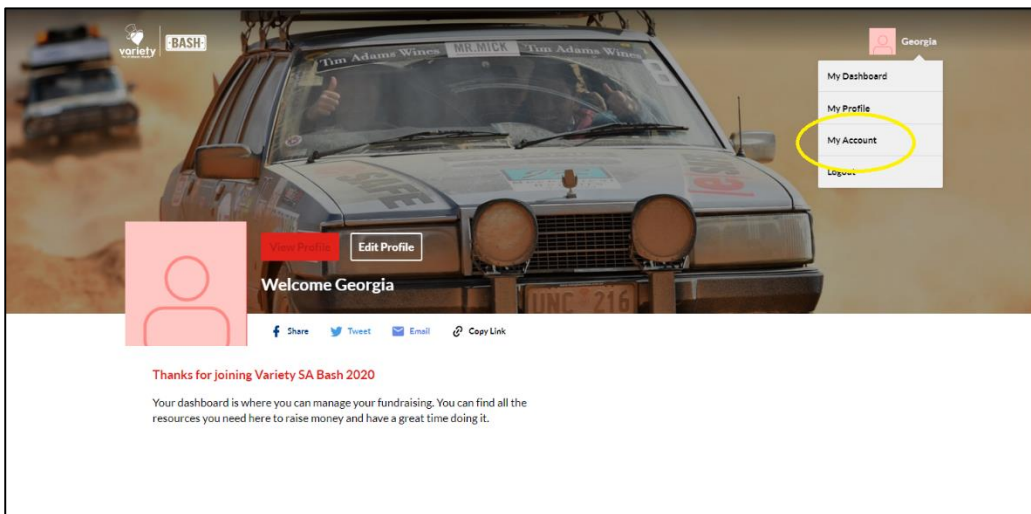


Raisely Frequently Asked Questions

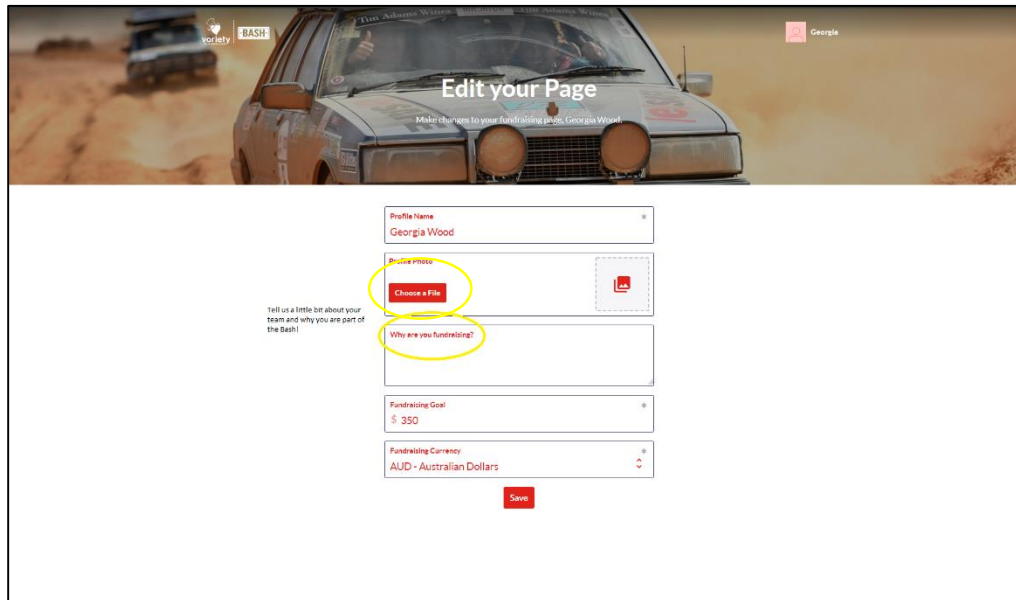
How do I change my password?

Dashboard > Name (top right corner) > My Account > Change Password



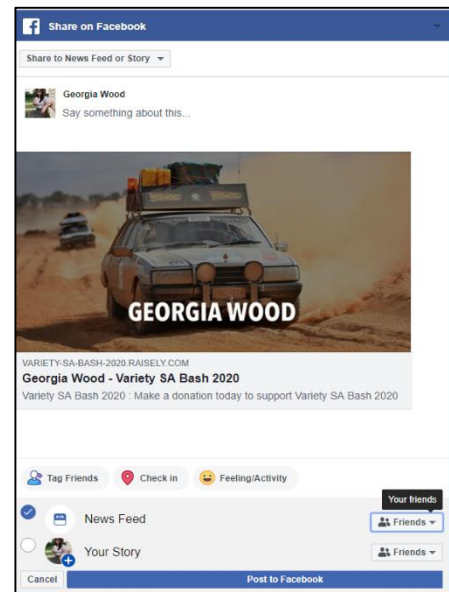
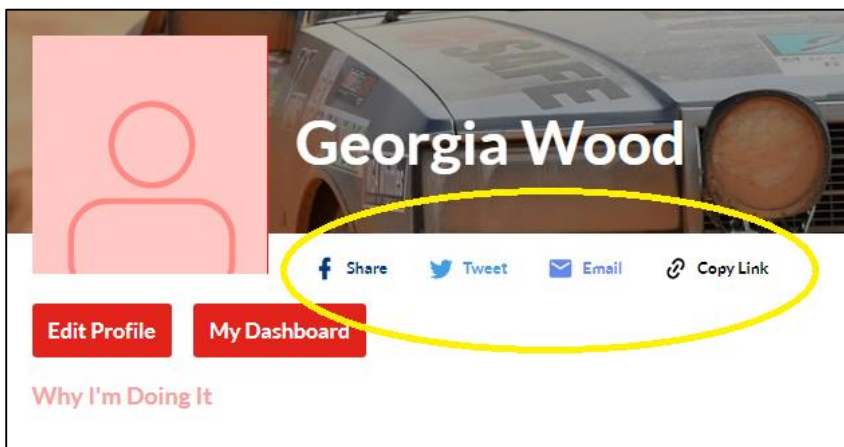
How do I change the team bio and photo?

Dashboard > Edit Profile > Change text in “why am I fundraising” box



Can I share my profile to social media?

Raisely gives you the ability to share your profile on social media. On your dashboard there are multiple links which allows you to share on Facebook, Twitter and Email. You can also copy the link to send to people individually.



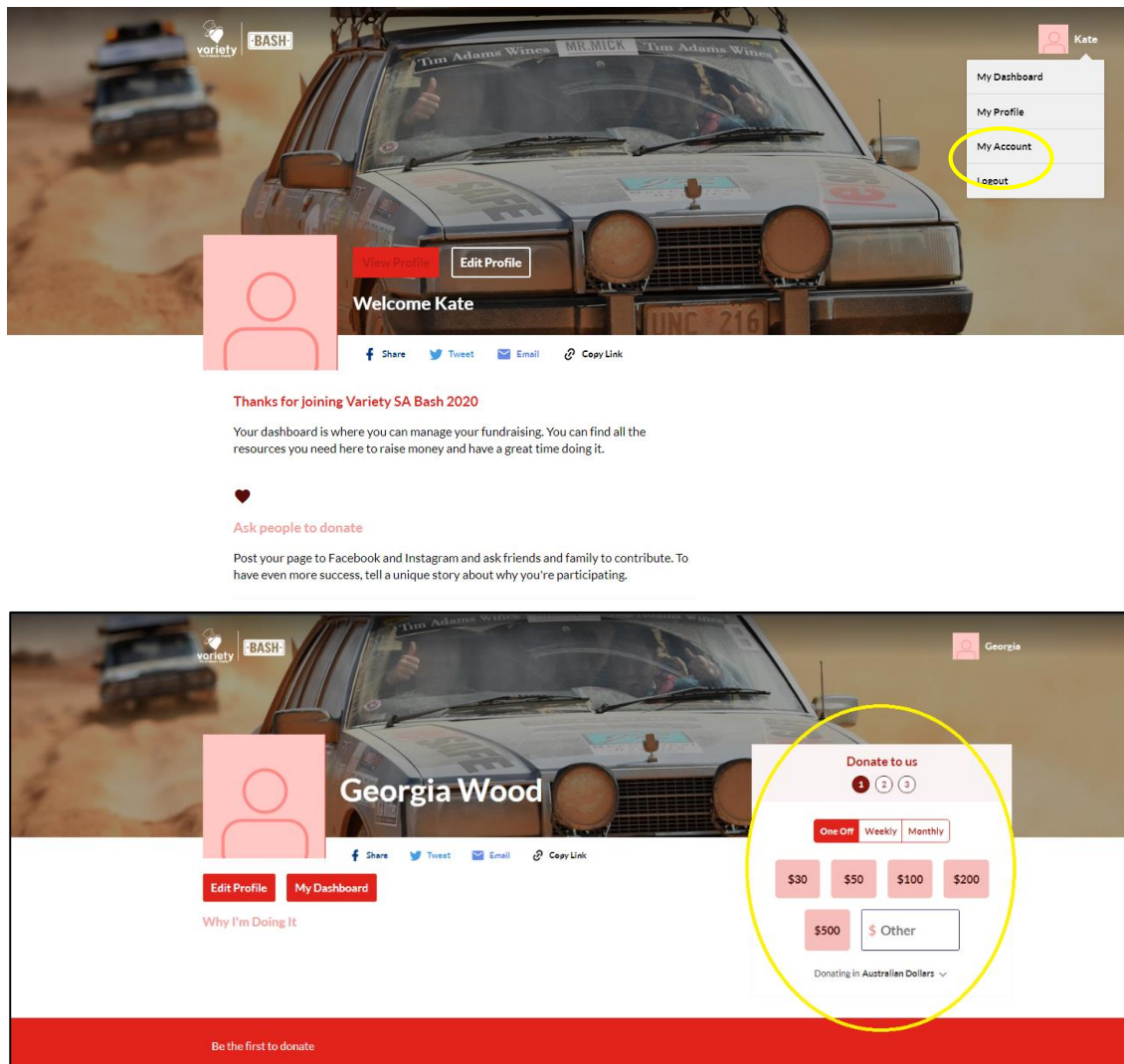
How can people donate to my car?

Raisely seamlessly integrates Stripe.com, this is a low cost option and payments go directly to our bank. Each donation received on your fundraising profiles is credited straight to your car.

From your dashboard go to "My Profile" (this is the page that will be sent when you share your link)

On your profile there is a "Donate to us" box.

All they have to do is enter an amount > fill in their details > enter payment details.



Can I donate the proceeds from my fundraiser through Raisely?

Yes, we encourage that after you host a fundraising event that you use the "donate to us" option and donate all proceeds through your profile.

Can I donate a cash donation via Raisely?

To show any cash donations through Raisely you are welcome to donate the money through the “donate to us” box using your own card and retaining the cash.

Why is my fundraising total is incorrect?

Please note that the fundraising tally is exclusively donations that have been made through the Raisely platform. Donations made through bank transfer, EFTPOS in the Variety office, and cash will not be counted. Furthermore, the tally visible is not your total overall figure.

How do I post updates?

You can add blog entries to their fundraising page to update your supporters on their progress.

On your profile page down the bottom there is a column called “Latest updates” – This gives you and your team the opportunity to post regular updates e.g. photos, videos, and upcoming fundraising events.

Simply click “Add Post” to write your first blog post and follow the prompts.

