



Facebook Frequently Asked Questions

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 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.