

# Facebook Fundraiser

## Frequently Asked Questions

**Q: 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 “Create a Facebook Fundraiser” from your fundraising Dashboard.

**Q: 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.

**Q: 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.

**Q: 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.

**Q: 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.

**Q: 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.

**Q: I donated on Facebook and need my receipt.**

When someone makes a donation on Facebook, a payment receipt is sent to the primary email listed on their Facebook account. Find your receipt in Facebook: <https://bit.ly/3dOrvYK>. We cannot issue receipts for donations made on Facebook.