

## Facebook Fundraiser Questions

---

### ***How is creating a Facebook Fundraiser different than just sharing a link to my Personal Page on Facebook?***

Unlike a basic link share, posts through a Facebook Fundraiser include an image, story, thermometer, donate button and more. You can easily invite all of your friends, and they will see updates from the fundraiser, as well as from other friends who donate. Your friends are also encouraged to invite and share with their friends, which means you may receive gifts from people you do not even know who were moved by your story!

### ***What is connected between my Personal Page and my Facebook Fundraiser?***

When you create a Facebook Fundraiser, your personal story and fundraising goal will be populated in Facebook. A cover photo and fundraiser name are also provided. Following the creation of your Facebook Fundraiser, all donations will sync, meaning all donations received either on Facebook or through your Personal Page will be included in thermometers in both places.

### ***I updated my goal through my participant center. Will it change on my Facebook Fundraiser as well?***

Yes. When you update your fundraising goal on your personal page, your goal will also be updated on your Facebook Fundraiser. However, if you update your goal in Facebook it will not update the goal on your Personal Page. For consistency, we recommend that you do not update your goal on Facebook.

### ***I updated my story or photograph through my participant center. Will it change on my Facebook Fundraiser as well?***

No. Following the creation of your Facebook Fundraiser, updates to your story or photograph on your Personal Page will not be reflected on your Facebook Fundraiser. This allows you to tailor content appropriately in either location.

### ***How do I change my cover photo or description for my Facebook Fundraiser?***

From your Facebook Fundraiser, click “More” under the invite button, then click “Edit Fundraiser”. Changes that you make to your cover photo or description on Facebook will not be reflected on your Personal Page. This allows you to tailor content appropriately in either location.



***Why did my Facebook Fundraiser end?***

This means Facebook Fundraising has completed. Typically, all Facebook Fundraisers are scheduled to end 14 days following the event end date.

***Is my Facebook Fundraiser public?***

Yes. Fundraisers are public, so anyone can see them. Only people with Facebook accounts can make a donation.

***How can I delete my Facebook Fundraiser?***

From your Facebook Fundraiser, click “More” under the invite button, then “End Fundraiser”.

***How do I connect my personal page with a Facebook Fundraiser?***

You must first be a registered participant of Connor’s Cure Superstar Challenge. To connect with a Facebook Fundraiser, log in to your participant center and click to connect with Facebook. Accept Facebook’s permissions and your new Facebook Fundraiser is created!

***What if I previously created a Facebook Fundraiser on Facebook and now want to link it to my Superstar Challenge Personal Page?***

Existing Facebook Fundraisers cannot be linked to your Connor’s Cure Superstar Challenge Personal Page. You must visit your Participant Center to create a new Facebook Fundraiser. Facebook Fundraisers not created through the Participant Center will not sync to your thermometer. We recommend you delete any existing Facebook Fundraisers then visit your Participant Center to create a new Facebook Fundraiser.

***What data will Facebook receive once I connect my Personal Page to Facebook Fundraisers?***

When connecting your personal fundraising page to a Facebook Fundraiser, Facebook receives information on the campaign you are fundraising for and your personal story from your Personal Page at the time of the connection. On an ongoing basis, Facebook also receives updates on the amount of funds you have raised in order to keep the thermometer on your Facebook Fundraiser synced to the thermometer on your Personal Page. Facebook does NOT receive information about donors that donate through your Personal Page.

***Why can I see my donor’s name on Facebook, but on my Personal Page it is shown as “Facebook Fundraiser”?***

Because the personal page does not allow for public display rules the donor could set on Facebook (ie. friends only or friends of friends). All donors display on the personal page as “Facebook Fundraiser”.



***Do donations still go to the V Foundation if people donate through my Facebook Fundraiser?***

Yes, all donations will go to your personal Connor's Cure Superstar Challenge campaign and the V Foundation.

***Will donors to my Facebook Fundraiser receive a receipt?***

When someone makes a donation through a Facebook Fundraiser, a receipt is sent to the primary email listed on the donor's Facebook account. This receipt includes the organization's tax ID number and confirms that the person has made a donation as a charitable contribution and that they're not receiving any goods or services in return.

***Why did I receive two emails acknowledging my donation to a Facebook Fundraiser?***

All Facebook Fundraiser donors receive an email from Facebook on behalf of the organization. If you also elected to receive email from the V Foundation at the time of your donation, you will receive an email receipt directly from the organization as well.

***How can I get a receipt for my donation to a Facebook Fundraiser?***

You can find your donation under "Payment History" on Facebook or by visiting <https://www.facebook.com/settings?tab=payments>. You may print a receipt here.

***Can I contact Facebook directly about my donation to a Facebook Fundraiser?***

Yes, you may contact Facebook by visiting <https://www.facebook.com/help/contact/162031714239823>.