

Boundless Fundraising FAQ

Boundless Fundraising™ is a Facebook application that enables you to extend your fundraising efforts to Facebook. After registering for the Arthritis Walk, you are given the option to add the *boundless* Fundraising™ application to your Facebook page with a few simple clicks.

How do I download the Facebook application?

- The easiest way to download the Facebook app is to click on the “Fundraise with Facebook” located in the Social Networking tab of your HQ page. After you click on the button the link will take you to your Facebook account and prompt you to accept the app.
- The “Fundraise with Facebook” button is also located on your registration confirmation email as well as the Boundless Fundraising introduction email.

Once I've downloaded the app, how do I access it from Facebook?

Visit your Facebook homepage and click on the Arthritis Walk logo on the left side of the screen under the “Apps” navigation bar. The logo will look like this. 

How does the Facebook app work?

- The primary function of the Facebook app is to allow you to send and schedule messages on your Facebook newsfeeds or Wall. The messages state that you are participating in the Arthritis Walk and include a donation request. Your friends on Facebook can view this message and click on the “donate” button, which takes them to your personal page and donation form.

What are the features and how do they work?

- **Get the Word Out** – quickly select one of four template messages to push onto your Wall.
- **Donate Your Profile Picture** - update your profile picture to the Arthritis Walk logo to let your friends know you're participating in the event. A donation request message is also sent out.
- **Schedule Newsfeeds** – Let Facebook do the work for you. Select up to six messages that will automatically be sent out at various days before your event.
- **Share Your Story** – Go into greater detail about what the event means to you and connect with other participants.
- **Target Messages** – push messages to your Facebook Wall based on your fundraising progress.

How do I track my progress?

- Use the progress indicator on the bottom left corner of your Facebook app to view your raised and goal amount. Click on the “My HQ” button on the progress indicator to easily access your HQ page.

What steps do I take if I'm having problems using or downloading the app?

- If you have problems downloading the app, copy and paste the link below into your web browser. This link will take you to a support form. Fill out the necessary information and submit the form. The support form is then sent directly to our Boundless Fundraising support queue where it will be addressed within 24-48 hours. http://www2.charitydynamics.com/site/PageServer?pagename=Boundless_Fundraising_sfdc_support_convio
- If you are able to install the app but have questions about its usage, please click on the “Need some technical help?” hyperlink located within the app landing page next to the progress indicator. This link will take you a comprehensive FAQ page.

We hope you'll take advantage of all the great features on the Facebook application to lift your fundraising efforts to the next level!
