

boundlessFUNDRAISING™ FAQ

- **What are the steps involved in adding the application?**
 - Register for the event (the application is only available for event participants)
 - Click on the fundraise with Facebook icon
 - Login to Facebook if you are not already logged in
 - On the “Request for Permission” dialog box, click “Allow”
 - You are now on the application canvas page and can send a quick stream story to friends, donate your Facebook profile picture, view your fundraising progress and share your story! All stream stories delivered from your *boundlessFUNDRAISING™* application will include a link back to your donation form.
- **How do I return to the application canvas page (to view the badge, send a stream story, etc.)?**
 - Navigate to the Home page on Facebook. You should see a link for the application on the left side of your Facebook home page. Simply select the link to return to your application canvas page.
- **Does *boundlessFUNDRAISING™* work on LinkedIn or MySpace?**
 - Currently *boundlessFUNDRAISING™* has only been released for Facebook. However, we’re actively monitoring other social networks to see if there is an opportunity to make additional versions available.
- **What will happen after the event?**
 - The application is available post event. Participants can continue to use the Donate Your Picture, Get The Word Out and Share Your Story features found on the Canvas page. The badge design will update to the retired version as defined during the deployment of your application.
- **If I accidentally deleted my application can I re-add it?**
 - Yes, you can simply go to the Participant Center/HQ Page link within the event or an old email with the link and re-add the application.
- **I accidentally added my application when I already had it on the page does that matter?**
 - No, it should simply refresh the application. You will still see all the donations made to your before you added and after.
- **Can my friends or family add my application to their pages?**
 - No, the application was intended to be used by event participants individually only. We don’t currently support the ability for friends to fundraise on behalf of participants.

- **Can I remove the application?**

Yes, to remove the application, follow these steps:

- Login to Facebook
 - In the upper right-hand corner, click “Accounts”
 - Click “Privacy Settings” from the drop-down menu
 - Select “Edit your settings” under Applications and Website in the lower left section of the screen
 - Select “Edit Settings” next to the Applications You Use section
 - You will see a list of any applications you have added; you should see the *boundlessFUNDRAISING*TM application
 - Next to the *boundlessFUNDRAISING*TM application, click the “X” in the right-hand column
 - This will remove the application from your page completely
 - If you are still having trouble, please email us at support@charitydynamics.com
- **I received a donation but my badge doesn’t reflect it yet?**
 - Depending on when the donation came through, it may not be reflected yet on the badge. If you would like it to update immediately, you can click on the refresh link on the application and it will update the information in 2-3 minutes.
 - If you do not see a “refresh” link on your badge, please contact us at support@charitydynamics.com for assistance.
 - **How can I get increased visibility within Facebook about my fundraising activities?**
 - One of the most effective methods to get visibility to your friends is to change your status of “What’s on your mind” to include information about your participation in the event and your fundraising activities.

Boundless Fundraising 2.0 and Facebook Changes

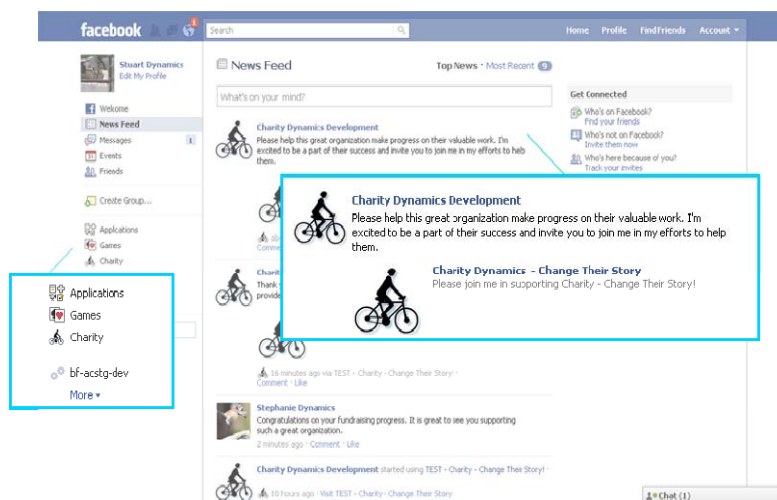
Boundless Fundraising 2.0 came out at the end of the summer and introduced a number of exciting and effective new fundraising features. This new release of Boundless Fundraising introduced a new emphasis on the stories that you can put into your Newsfeed and the Newsfeeds of your friends within Facebook. This document will present these new features to you and explain how you can use them to effectively raise funds for your event.

By studying the source of donations from Boundless Fundraising 1.0, we realized that roughly the same number of donations came from the generated stream stories as from the badge itself. As we studied this behavior, we realized a couple of key reasons explained it:

- The stories provide a message to a wide audience, instantly going out to all of your friends.
- The stories show up in your friend's Newsfeed, which is the most popular location within Facebook

Boundless Fundraising and its new features present you with easy and effective ways to take advantage of these key factors to support your fundraising effort.

The Application

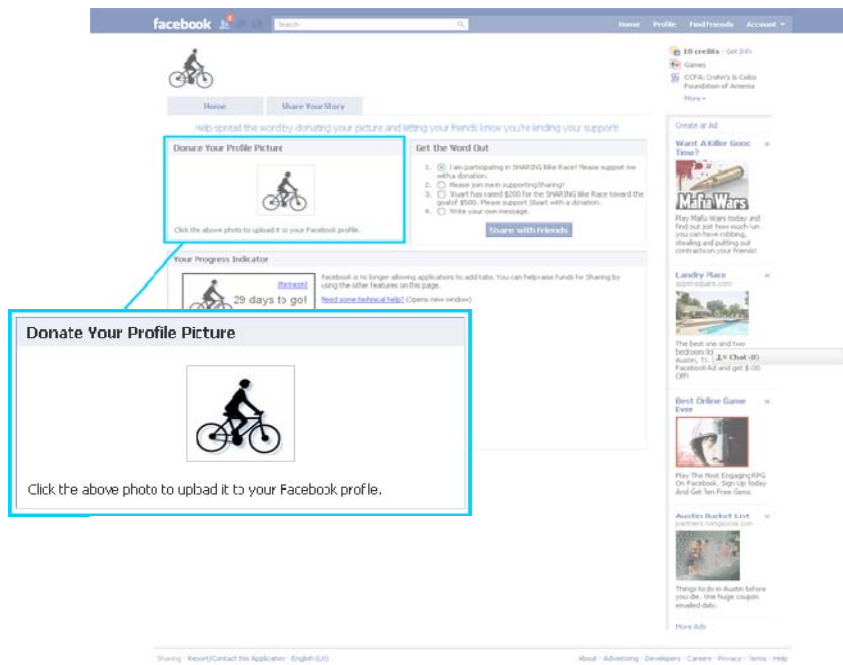


Once you have installed Boundless Fundraising for Facebook, it will create a bookmark on your account's "Home" tab. This makes it very easy for you to launch the application, since the link resides right next to your Newsfeed. This provides easy access to the applications you most often use. If you don't use an application for a period of time, Facebook may return it to the general list. You can access this general list by selecting the "More" link located just below the bookmarks.

Once you launch the application, you will be presented with the full set of features offered by Boundless Fundraising.

The Features

Donate Your Profile Picture



You should donate your picture because it provides a consistent reminder to your friends of your participation and support for the upcoming event. This will help raise overall awareness of your work and increases the likelihood of your friends making a donation on your behalf.

Get the Word Out



This feature provides the most effective and direct way for you to receive support from your friends, and also from their contacts within Facebook. With two clicks, you can publish a nicely formatted message, personalize with your own additional comments, and reach your full network of friends. This stream story will appear within your friend's Newsfeed and provides the link to your donation page in the subject line of the story.

Your Progress Indicator

The screenshot shows a Facebook interface with a fundraising progress indicator. The indicator displays a goal of \$500, with \$200 achieved, and 29 days to go. A progress bar shows 40% completion. The text 'boundless fundraising by charityDYNAMICS' is visible at the bottom of the indicator. A blue box highlights the progress indicator section in the screenshot.

Your Progress Indicator

29 days to go!

Goal: \$500
Achieved: \$200

Support Me
Join Me

40%

boundless fundraising by charityDYNAMICS

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This feature shows the results of your fundraising efforts from within Facebook. This provides great convenience to you, since it puts the information one to two clicks away whenever you are logged into Facebook.

Share Your Story

This feature provides a great opportunity to explain why you choose to participate in the event and also a chance to read about why other people have joined you in this decision. You can visit this feature, add your own story and also see stories from other participants. Sharing these stories provides everyone with encouragement, support, and a great sense of community focused around the upcoming event and the support it provides the organization.