



Live. Give. Better Together.

www.desmoinesfoundation.org

515.883.2626

GIVEdsm FAQs for Nonprofits

Thank you for choosing to amplify your impact through GIVEdsm. As you utilize your GIVEdsm profile [watch this video outlining the features](#), utilize the resources below or contact us at givedsm@desmoinesfoundation.org.

Getting Started

What organizations qualify to add projects to GIVEdsm?

Organizations must be approved by the Community Foundation of Greater Des Moines before they can add projects to GIVEdsm. To qualify you must be a 501(c)(3) organization or a charitable function of a unit of government based in Greater Des Moines.

Is there a cost to be featured on GIVEdsm?

No, GIVEdsm is free to qualified organizations. There is a standard 3.5% credit card fee on all gifts, but it does provide the opportunity for donors to increase their gift to cover the fee. The Community Foundation is not charging administrative fees on transactions through GIVEdsm.

How can my organization be approved for GIVEdsm?

Email givedsm@desmoinesfoundation.org with the name of your organization, your nonprofit tax ID number and your contact information.

What will not be approved for posting to GIVEdsm?

Funding requests for nonprofits and projects *outside* of Greater Des Moines, sponsorship requests, and ticket/table purchases for events will not be approved to post on GIVEdsm. In addition, postings that are contrary to inclusivity as well as funding needs from organizations ineligible to receive grants from donor advised funds will not be included.

Once approved, how do I log in to GIVEdsm?

Visit givedsm.org and select "My Account." Enter your user name and password sent in your organizational approval email. From there, you can select "Your Organization" or "Add New Need" to make edits and updates.

How do we receive the gifts collected through GIVEdsm?

The Community Foundation will be issuing checks weekly to organizations who have received project support through GIVEdsm.

Using “Your Organization”

What is the “Additional Names” field?

The “Additional Names” field allows you an opportunity to list other names your organization may be known as. Perhaps you are known by an abbreviation, a condensed name or you recently rebranded. By putting alternative names in this field, you can be assured your projects will appear if a prospective donor enters your alternate names into the search field.

Why won’t my logo upload?

The recommended size for your logo is **300 pixels wide x 300 pixels high**. You can easily resize a photo using a free online tool like [Adobe Spark](#). It is recommended that file size not exceed 500 kb. You can compress images using a tool like [Optimizilla](#).

How do I know who gave to my projects?

Under the “Funding needs posted to GIVEdsm” header you can see each of your projects, the type of project, its goal, the amount raised, the date it was created and the deadline for the project. On the far right you will see a hyperlink that says, “See Donors.” By clicking here, you can see a listing of those who have given to your project through GIVEdsm and you can export the file for use in your donor database. Please note that donors can choose to give anonymously through GIVEdsm and this preference will be indicated as such on the listing.

Who should be the GIVEdsm user for our organization?

You can add multiple users from your organization to GIVEdsm, so feel free to determine the individual(s) from your organization that you would like to have access. You can add or remove users on the “Your Organization” page.

Using “Add Funding Needs”

What if my organization has multiple projects we want to add to GIVEdsm?

Each nonprofit organization may have multiple project listings in GIVEdsm.

When selecting what type of project we are submitting, what is the difference between timely needs, ongoing needs and capital campaigns?

A timely need is a funding need that is timely in nature and must be met by a specific deadline. For example, an organization in need of support to purchase school supplies before the start of a new semester or support to repair a broken air conditioner. An ongoing need is support for operations. A capital campaign is a specific large capital fundraising campaign on behalf of your organization.

Why won't the image for my project upload?

The recommended size for the image that will be displayed with your project on GIVEdsm is **700 pixels wide x 525 pixels high**. You can easily resize a photo using a free online tool like [Adobe Spark](#). It is recommended that file size not exceed 500 kb. You can compress images using a tool like [Optimizilla](#). Additionally, automated gif images will not be approved.

What types of images do you recommend?

Select a photo that best portrays your organization's mission and the project you're adding to the site using the recommended guidelines below.

- **Avoid images that include text, clipart, your logo or any other graphic elements.**
- Use a full color, high resolution photo without filters if possible.
- Crop it to the appropriate size.
- If you don't have a photo of your mission/project in action, consider using a free stock photo from a site like [Pixabay](#) or [Unsplash](#).

How do I add additional contributions we have received so that the progress bar or thermometer associated with our project is updated?

Under the “Add Funding Needs” page, put in the amount raised outside of GIVEdsm in the “Amount Given To Date” field. You can update this field as often as needed.



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How did the “Suggested Gift Amounts” get populated and can I change them?

The suggested gift amounts are recommendations populated based upon what you entered as your goal amount and what you have raised to date. You can easily edit each of the suggested gift amounts. What you enter is what will appear for donors when they seek to give to support your project. An “Other Amount” field also appears so they can give a custom amount.

How do I delete a project from GIVEdsm?

You can contact our team to make the project inactive at givedsm@desmoinesfoundation.org, otherwise all projects will be removed from GIVEdsm following the project deadline date you entered.

I selected “Save” to add my new project, why is it not appearing on GIVEdsm.org?

Community Foundation staff must approve all new projects to GIVEdsm. You will receive an email when the project is approved and live. This email will also include information on how to access the GIVEdsm marketing toolkit to help you amplify your project.

We want to share our GIVEdsm projects with our networks, but we don’t want them to have to search for the project.

Each project on GIVEdsm has its own unique url. Visit www.givedsm.org and find the individual project you want to share and select “View Project.” Simply copy and paste the url from your project page. You can also share a url to a page with all of your organization’s GIVEdsm listings. When you are on a specific project’s page, hover your mouse over your organization’s name. When it turns green, click on your organization’s name and you will be taken to a page that includes all of your projects listed on GIVEdsm. You can then copy and paste this url. This url will always be updated with your currently active projects.

Note: *The Community Foundation of Greater Des Moines believes that we are better together. To this end, we respect and value the diversity of our community and the importance of creating an inclusive environment. We honor the fundamental value and dignity of all individuals through the respect of diverse traditions, heritages and experiences rooted in respect. The Community Foundation reserves the right to deny submissions that are contrary to our better together philosophy.*



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