

# USER GUIDE FOR THE DONORDRIVE CHARITY FUNDRAISING APP

## A RESOURCE FOR SMILE TRAIN FUNDRAISERS



Smile Train is thrilled to share an exciting new development with our fundraising community: You can now fundraise for Smile Train from anywhere with the **DonorDrive Charity Fundraising** app!

### *Here's a look into what you can do:*

- Register, manage, and share fundraising pages
- Track activity with Apple Health, Fitbit, Google Fit, and Strava
- Ask for support and give updates to your donors through text, email, and social media
- Motivate your supporters to give to your page with milestones and incentives
- Make a donation

We believe this app can help take your fundraising to new heights. If you have any questions or need assistance, please don't hesitate to reach out to us at [community@smiletrain.org](mailto:community@smiletrain.org).

Thank you once again for your unwavering support and commitment.  
*Together, we are changing the world one smile at a time.*



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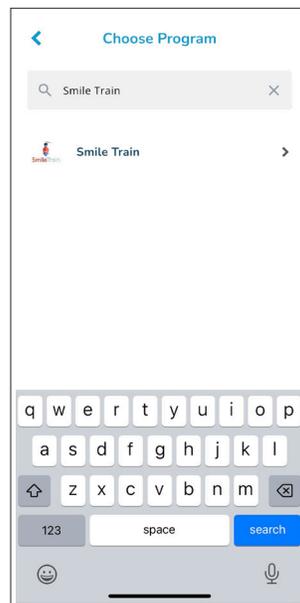
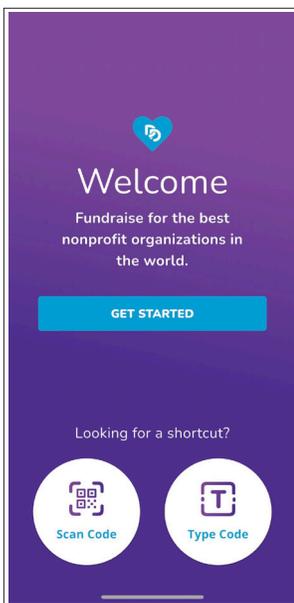
## DOWNLOAD

1. Download the DonorDrive Charity Fundraising app from either the [Apple App Store](#) or the [Google Play Store](#).

*\*Currently, only users located in the US and Canada are eligible to download and use the DonorDrive Charity Fundraising app.*

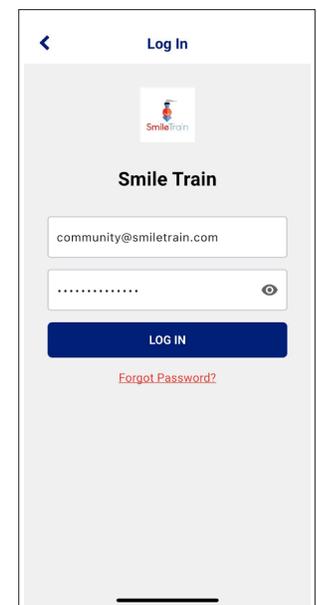
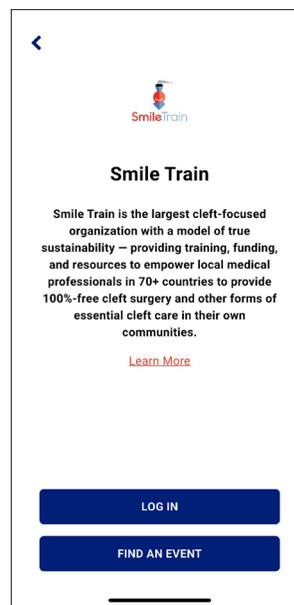
## LOG IN

1. Tap “Get Started”
2. Under “Choose a Program” search for “Smile Train”
3. Tap “Log In” and enter your username and password for your fundraising page on the desktop
4. If you’re a new user, select “Register” and follow the given instructions



## FINDING AN EVENT OR CAMPAIGN YOU’VE REGISTERED FOR

1. On the mobile app welcome screen, tap “Type Short Code”
2. Type either the code provided to you by the event organizer or “Smile Train” in the “Short Code” text box
3. Tap on the “Submit” button
4. Either log in to your existing fundraising account or register for the event/campaign



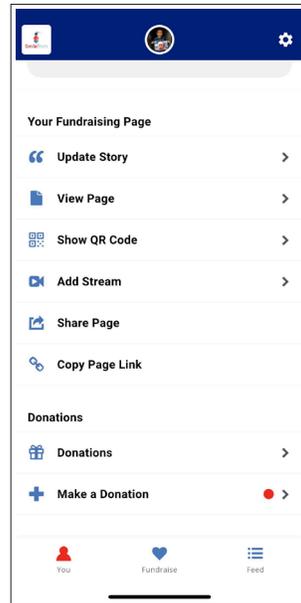
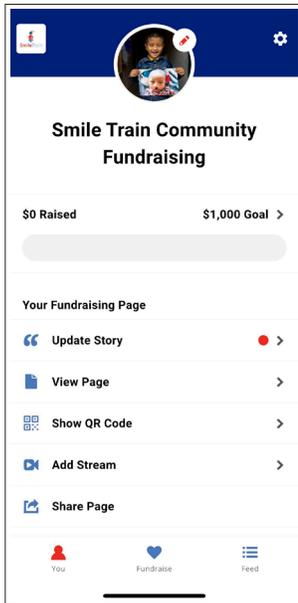
## PERSONALIZE

1. Navigate to the “You” tab at the bottom of the screen to manage your personal and fundraising information, like:
  - Profile image and display name: To edit your profile image, tap the “Edit” icon or the image itself and choose:
    - “Update Avatar”
    - “Delete Avatar”
    - “Cancel”
  - Fundraising goal: To edit your fundraising goal, tap your thermometer, enter a new fundraising goal, and tap “Save Goal.”

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- Milestones leading up to your goal: Smile Train may enable milestones or “mini-goals” to help you achieve your overall fundraising goal. To view or add a fundraising milestone, tap “Add Fundraising Milestone.” You can view a list of available milestones or tap “Add Milestone” to add a new one.



- Enter your Milestone Amount and Milestone Description, and then tap “Save Milestone.”
- Achievement badges: Smile Train may issue achievement badges that recognize specific actions you’ve taken or accomplishments you’ve achieved. You can see all the badges you’ve earned already as well as those you can still earn by completing certain tasks.

- Incentives for donors: Smile Train may offer incentives that let you establish specific donation amounts your donors can select in return for something else. To view or add a donor incentive, simply tap “Add Donor Incentive.” You can also see a list of available or completed incentives or tap “Add Incentive” to add a new incentive.

- Enter your donation amount, incentive description, image (optional), quantity (either unlimited or a set amount), the dates the incentive is available, and a fulfillment note (optional) if you need any information from the donor in order to complete the incentive. When you are finished, tap “Save Incentive.”

- Fundraising story: To edit your fundraising story, tap “Update Story” to access your current fundraising page. From there, you can import your story from a previous event or create a new one. You can also add images or videos. Once you’re finished, tap “Update Story” at the bottom to save your changes.
- Donations you’ve received: To view the donations you’ve received or to make a donation yourself, tap “Donations.” In the list of past donations, you can mark the donation as thanked or say thank you to the donor. If you tap “Make a Donation,” you’ll be taken to an in-app browser to complete the donation.

You can also make donations directly towards your fundraising goal and share out your fundraising page to contacts and social platforms.

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### TEAM UP

If you are part of a team, the “Team” tab allows you to access your team fundraising page. Under this tab, all team members can:

- See the team’s fundraising goal progress.
- Share the team page to contacts and social platforms.
- See the team roster and other teammates’ fundraising progress.

To view the members on your team, tap “Roster.” You’ll see all current team members, their profile images, and the total raised toward their overall personal fundraising goal.

Team captains can make updates to the team page, including updating the profile image, editing the fundraising story, and more.

### FUNDRAISE

The “Fundraise” tab helps you complete actions to boost your personal and/or team fundraising such as:

- Displaying your QR code to allow others to directly access your page in person
  - Sharing your page with friends and family across social platforms and text messaging to ask for donations
- You can switch between “Your Page” and “Your Team’s Page.”

### CONNECT

The “Feed” tab provides you with updates about your personal and team fundraising progress, as well as important messages from Smile Train. On this tab, you’ll see, from most recent to least recent:

- Personal donations
- Team donations
- Personal milestones
- Team milestones
- Achievement badges
- Organization updates

### UPDATE

The “Settings” icon appears in the top right-hand corner of any tab you’re viewing while logged into the mobile app. It allows you to update your fundraising account information, including:

- Your Name
- Display Name (*The name displayed on your fundraising page*)
- Team Name (*Only available for team captains*)
- Email Address
- Password
- Feed (*To receive push notifications regarding messages from Smile Train, keep this enabled*)

