

# Using the Mobile FUNdraising App and Frequently Asked Questions

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We're here to answer any questions you might have about the American Cancer Society FUNdraising App. Below are answers to some of the most frequently asked questions, but if you have a question that is not answered below, please let us know. The American Cancer Society's support team is available 6 a.m. to 11 p.m. CST (Monday–Friday) and 6 a.m. to 7 p.m. CST (Saturday–Sunday) at 1-800-227-2345, option 2.

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## [American Cancer Society FUNdraising App Overview](#)

### **What is the objective of the American Cancer Society FUNdraising App project?**

The goal of the American Cancer Society FUNdraising App is to assist fundraisers, staff, and volunteers in raising additional revenue for the Society by supporting the easy acceptance of donations at any time, wherever they are fundraising on their mobile phones. We currently support direct credit card, debit card, PayPal and check donations.

Users of the app are also able to solicit donations from friends, family, directly from the app via SMS, Email, Facebook, or Twitter. Recipients will receive a mobile optimized link enabling them to make a donation quickly and easily.

Additionally, the new ACS FUNdraising app allows event participants to easily check their fundraising progress, access fundraising tools, communicate with donors and to keep track of all event news.

### **What will the American Cancer Society FUNdraising App do?**

The American Cancer Society FUNdraising App is a mobile payments app for mobile phones that allows registered fundraisers/participants to accept credit, debit card, PayPal and check donations via their mobile device. The app also supports sending both mail and email receipts, as well as displays the donations made towards your fundraising efforts in near real-time.

## **What is the benefit of using the American Cancer Society FUNdraising App?**

There are many benefits to utilizing the American Cancer Society FUNdraising App, both for fundraisers and for American Cancer Society staff. For fundraisers, the app provides easy ability to take credit, debit card, PayPal and check payments on their phones, which increases their ability to fundraise at any and all times. Users can also use the app to get additional donations via SMS, Facebook, Twitter, and even email.

Donations collected utilizing the American Cancer Society FUNdraising App will be displayed on their personal fundraising dashboard so that they can monitor their progress, and the progress of their team and event, in near-real time. For Society Staff, the American Cancer Society FUNdraising App assists in increasing event FUNdraising dollars and reducing fundraiser reliance on non-approved credit card payment methods.

## **How is this different from the other American Cancer Society Apps for Relay For Life® and Making Strides Against Breast Cancer?**

Now you can track your fundraising activity for all American Cancer Society online fundraising efforts in one App. Our Relay For Life and Making Strides Against Breast Cancer Apps have been combined into the new FUNdraising App, making it easier than ever for you to raise money towards the fight against cancer. Users will be able to take payments directly within the app, plus solicit donations via other channels (email, SMS, Twitter, Facebook).

## **Why is the American Cancer Society creating their own FUNdraising app instead of using Square or PayPal?**

By creating our own American Cancer Society FUNdraising App, we can ensure that the app will support the specific needs of our fundraisers. For example, the Society's FUNdraising app is fully integrated with our existing systems so that donations through the app will be credited to individuals, teams and events, as shown on their fundraising dashboard.

## **When should I use Square and when should I use this App?**

Use a Square if you don't have a registered login for your event. If you are registered for the event, you can use the ACS FUNdraising app to credit your online donations to your event.

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## **Customer and Technical Support**

### **What customer and technical support is available to fundraisers and donors?**

For fundraisers having questions or needing assistance with technical issues while utilizing the American Cancer Society FUNdraising App and for donors requesting a duplicate receipt or additional information about their donation, phone support is available through the National Cancer Information Center at 1-800-227-2345, option 2. The Income Support team is available 6 a.m. - 11 p.m. CST (Monday - Friday) and 6 a.m. - 7 p.m. CST (Saturday - Sunday).

### **I'm having difficulty signing in.**

Are you using an older browser on your device? The list of browsers compatible with our App login can be found here: <http://developers.gigya.com/display/GD/Supported+Browsers>. If you're not sure what browser you are using, you can use <http://www.whatbrowser.org>. Be sure that you're logging into the App using the email address associated with your registration. If you've forgotten your login credentials, use the 'Forgot username or password?' link on the Login page.

### **I'm having difficulty scanning a check, what should I do?**

First, ensure that you are using a uniform, dark background, in a reasonably well-lit area. Trying to scan a check against light or patterned background, or in low lighting conditions is the most common check scanning problem.

If that fails, try scanning the check by filling about 50% of the viewer. Slowly move the device toward the check so that the image generally fills the screen without going past the edges. Keep the check centered and squared within the view until the scan occurs.

The check scanning is a feature that depends on many external variables: condition of device camera, presence of a phone case, ambient lighting, background, signature going over the MICR line (line of numbers on the bottom left side of the check), non-standard check sizes and other less common factors. In case you are not able to scan a check with repeated attempts, please thank the donor, accept the check physically and send in your checks in the mail, drop off at your local office, hand in at bank night, etc.

### **Can I deposit a check to my FUNdraising efforts that is made out to me personally?**

Yes, you can sign over your check to the American Cancer Society on the back of the check and then deposit the check through the App.

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## **Privacy and Security**

### **Is the American Cancer Society FUNdraising App secure?**

Yes. The American Cancer Society FUNdraising App has been developed using state-of-the-art security and encryption methods. They include: Protection using the latest open standard security protocols; 256 bit TLS SSL encryption on all external communications; and security vault software to protect sensitive API credentials. Note: For security purposes, the app will not run on jail-broken iPhones. In addition, it is always recommended that you increase security by password-protecting your phone and locking it when it is not in use. Never leave the phone open and unattended while a transaction is in process.

### **During a transaction, is the American Cancer Society FUNdraising App taking a picture of the donor's credit/debit card?**

No. The American Cancer Society FUNdraising App uses scan technology that captures the donor's card number. The FUNdraising App only transmits the numbers for credit authorization and payment processing.

## **Is the credit/debit card or check kept on the mobile phone after a transaction?**

No card or personal data is kept on the mobile phone once the transaction is complete.

## **Where is the credit/debit card or check and donor information stored?**

Donor information is stored in our secure data storage service. The last four digits of the card number along with basic details of the transaction are stored in our secure payment systems to assist in customer service.

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## **Functionality of the American Cancer Society FUNdraising App**

### **Are there any restrictions on the donation size or type?**

There currently isn't a minimum or maximum payment amount that can be processed through the American Cancer Society FUNdraising App. However, only individual, team and event donations can be collected utilizing the app at this time. Additional types of transactions may be added in future updates.

### **Are all credit card types accepted?**

Visa, MasterCard, American Express, Discover, and cards with an expiration date and CVV security are accepted.

### **Are all check types accepted?**

All US bank checks, both personal and business, are accepted. Cashier's checks and money orders are also accepted through the App.

### **How do checks work with the Mobile FUNdraising app?**

Checks should be scanned immediately and handed back to the donor. The donor should write 'VOID' on the check and discard it after 14 days. If the participant receives a check from a donor who is not physically present (they got it in the mail, for example) the participant should scan the check to process the donation, write 'VOID' on it, store it in a secure location, and then discard it after 14 days. If the check won't successfully scan, the participant should take the check, store it securely, and then turn it into the office, at a Bank Night, or at the event (just as they would with a check donation if they didn't have the app).

### **Does the American Cancer Society FUNdraising App support acknowledgements/receipts?**

Yes. Donors may choose to receive an email or mail (\$10 and over) receipt. Donations of \$250 or more will automatically require a receipt. All receipts will include a thank you and acknowledgement when an email address or mailing address is provided.

### **What do I do if I accidentally process a donation more than once?**

Call us to have your duplicate donation refunded.

## **Will I see these donations on my events dashboard, personal page, and team page when I log in?**

Yes. All donations taken through the American Cancer Society FUNdraising App will be included in the event dashboard, personal page and team page of the individual collecting the donation in near real-time. Any donation you've accepted to your fundraising efforts, whether it was online via a desktop computer, through the FUNdraising App, or entered as an offline donation in your Dashboard, will now appear when you log into the FUNdraising App.

## **What information will be displayed on the Fundraising area of the App?**

The dashboard will display each donation including date, first name, last name and the amount.

## **Can I take memorial donations through the American Cancer Society FUNdraising App?**

Not at this time. We may look at adding this functionality later if there is a strong need.

## **Can fundraisers use the app at events when collecting donations for branded merchandise?**

Yes. Only if merchandise is being given away with a donation, then the app may be used to take that donation.

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## **[Downloading and Using the American Cancer Society FUNdraising App](#)**

### **Is the American Cancer Society FUNdraising App available on all types of phones?**

The American Cancer Society FUNdraising App is available for iPhones and Android devices at this time.

### **How do I get the American Cancer Society FUNdraising App?**

You can easily download the app from the Apple iTunes and Google Play stores in the same way you download other apps for your phone. Anyone may download the app but users must be registered for an upcoming event and use the email address they used for registration.

### **How will I know when to download an update to the American Cancer Society FUNdraising App?**

Your phone will notify you when updates are available through the Apple iTunes and Google Play stores. If you have selected "Automatic Downloads" for apps in your phone's settings, then any available updates will be downloaded when your phone is on. If you're using an Android device, you will automatically be prompted to update the App. Otherwise, you will need to select "App Store" and "Updates" to manually download the update.

### **How do I change my login?**

When you log into your American Cancer Society Dashboard on desktop, tablet, or through the mobile web site, you'll have access to your My Society Account area. This is where you can update your email address and password, add or remove social login options, and change your email preferences. These features are currently not available on the mobile FUNdraining app.

### **What if I still have questions about the login process?**

Feel free to call us at 877-957-7848. We're ready to assist you with any question you might have and we are available 6 a.m. - 11 p.m. CST (Monday - Friday) and 6 a.m. - 7 p.m. CST (Saturday - Sunday).

### **What should I do if I signed up with multiple email addresses in the past?**

Use the email address with which you registered for your event. Once you've updated your account and created a new password, you'll be able to access any of our event or program websites using your My Society Account login. If you have multiple logins that you would like merged into one so that you can access your history, feel free to call us at 877-957-7848.

### **What should I do if I change my email address?**

Log in with your existing email address, and once you are in My Society Account, you can change your email address and password.

### **Can I take donations over the phone using the app?**

No. The app should only be used for in-person donations where the cardholder is present and you have access to the credit or debit card. Check donations must be processed using the actual check, as the FUNdraining App does not currently allow checking account details to be manually entered.

### **Can I use the American Cancer Society FUNdraining App at team FUNdraining events?**

Yes. You can use the app to take team donations as well as individual donations. When collecting a payment, you will be asked to select whether to credit the donation to your individual FUNdraining, to your team, or to your event.

### **How will team donations made through the American Cancer Society FUNdraining App be credited?**

Team donations through the American Cancer Society FUNdraining App will be credited in the same way as other team donations are currently. You will see the donation on the team's progress dashboard and FUNdraining page.

### **How can a donor get a refund, get a receipt if they didn't ask for one during the transaction or get a duplicate receipt if they lost the one they originally received?**

Donors can get assistance made via the American Cancer Society FUNdraining App by calling the American Cancer Society at 1-800-227-2345 and selecting Option 2. The IRS only requires a receipt from the charitable organization for credit/debit card gifts over \$250. For gifts under \$250, the IRS accepts a bank or credit card statement that shows the name of the charitable organization, the date of the contribution, and the amount of the contribution.

### **How can fundraisers/participants get assistance with transactions made via the American Cancer Society FUNdraising App (for example: a donation attributed to the team instead of the individual)?**

Fundraisers can get assistance related to their transactions via the American Cancer Society FUNdraising App by calling the American Cancer Society at 1-800-227-2345 and selecting Option 2.

### **How does personal and team FUNdraising recognition work with the American Cancer Society FUNdraising App?**

Donations collected through the American Cancer Society FUNdraising App are credited in the same way as other donations. The usual rules will apply to FUNdraising recognition.

### **Can corporate matching be applied to donations made through the American Cancer Society FUNdraising App?**

Yes. Donors can request their employers match their donation by completing their employer's matching gift form and supplying a copy of their receipt.

### **Can I use the American Cancer Society FUNdraising App to take payments for FUNdraising goods and services that I sell?**

The American Cancer Society FUNdraising App can be used to take payments for goods and services supplied as a gift with a donation.

### **How is taking a payment by debit card different from taking payment by credit card?**

When using the app, there is no difference in taking a payment by credit card or by debit card. The donor will not have to enter a PIN code. Payments made via debit card will show up on the donor's statement as a credit transaction.