

## Challenge 32 – FAQs

### **What is the Challenge 32?**

In response to thousands of fundraising events being cancelled due to the COVID-19 outbreak, JustGiving in partnership with Charities Institute Ireland have come together to create a new campaign to raise vital funds to help support Ireland's Charities.

From the 20th of June, the public is asked to dream up an activity based around the number 32 and fundraise or donate.

Challenge 32 is open to anyone of any age – the only requirement is that the activity must follow the Government guidelines on exercise and social distancing. Challenge 32 is a simple and fun way for everyone to do their bit to help support Ireland's charities.

The official website is live [Challenge32.JustGiving.com](https://Challenge32.JustGiving.com)

### **Do we need to pay JustGiving to take part?**

No. You'll just need to have live account with the JustGiving platform. There is no extra cost to taking part in Challenge 32.

### **We are not a member with JustGiving – how do we join?**

Not already a member? It's free to join JustGiving – there's no sign-up or monthly fee and we charge 0% platform fee to donors. Instead, we give donors the option to make a voluntary contribution to the cost of maintaining our platform should they wish. A payment processing fee is applied which covers the external card provider charges and the costs of processing millions of donations.

Head to [just.ly/Welcome-Ireland](https://just.ly/Welcome-Ireland) to find out more and sign-up. Use promocode IE32 to FastTrack your setup.

Once the JustGiving registration process for your charity is approved Customer Success will be able to generate your unique link which you can share/promote to your supporters. When applying, we'd ask that you add 'IE32' into the promo code so we can fast track your application.

### **We are a member of everydayhero but not JustGiving. Can we join?**

Yes! You may have heard that everydayhero and JustGiving are both part of the Blackbaud family. JustGiving is the world's largest and trusted online fundraising platform and we recently [removed the platform fee](#). You can setup a JustGiving account with no additional fee. If you have yet to setup your JustGiving account, please use the following link to begin the registration process: [just.ly/Welcome-Ireland](https://just.ly/Welcome-Ireland). Use promocode IE32 to FastTrack your setup.

Once the JustGiving registration process for your charity is approved Customer Success will be able to generate your unique link which you can share/promote to your supporters. When applying, we'd ask that you add 'IE32' into the promo code so we can fast track your application.

*Help support Ireland's charities*

**Is JustGiving waiving their fees?**

JustGiving have 0% platform fees, so more money goes to good causes – instead donors can leave a voluntary contribution to support the work of JustGiving if they wish.

**How much is the payment processing fee?**

The payment processing fee in Ireland is 2.9%. This accounts for the varying costs of processing different payment types (e.g. PayPal, credit cards, and debit cards). You can find more about our JustGiving fees [here](#).

**Could you please advise me when the Challenge 32 landing page stops taking donations? When does it start and when does it expire?**

You can get started right away, here's the link you can use to promote the event <https://challenge32.justgiving.com/>. The campaign is promoted to take place on the 20<sup>th</sup> June, but some fundraisers will keep their activity going into July.

**Can you tell me how we sign up for this? How can we be a part of this?**

All charities registered with JustGiving are included on this campaign. Email us for your unique link [success@justgiving.com](mailto:success@justgiving.com)

**Is it OK for the charity to edit the images provided in the toolkit for the 32 challenge? To include their own logo etc.**

Yes, these logos have been designed for you to promote the campaign, you're welcome to add your logo. You can download all the assets [here](#).

**Reporting and Data**

**Is there a way to pull reports for the Challenge 32?**

You can see how much has been raised for Challenge 32 via your JustGiving reports, all fundraising will appear under the campaign name "Challenge 32"

If you'd like to see how much has been raised in total, you can download a donation report and filter on 'appeal name' for Challenge 32.

**We like to thank our donors but we can't seem to see who has donated through that campaign.**

You can see who has donated to the campaign by downloading a donation report and filtering 'Appeal Name' to only include Challenge 32

**Campaign/ Event Set-up**

Do we need to set up a campaign page?

No need to set up a campaign. We created you a web link unique to your charity that makes it easy for people to donate to or fundraise for your cause.

### **Is Challenge 32 listed as an event?**

It is, but the best way to promote fundraising is to encourage fundraisers to use your charities link.

### **Can I set up a team page for Challenge 32?**

Absolutely! Here are the steps to create a team:

- Create a fundraising page that you want connected to a team (you can delete this later if you don't want your own page)
- If you already have a page head to view your page to begin
- On your page click the link called 'create a team' and give your team a name
- You'll be asked to confirm the charity and the event
- Add a team story and cover photo, and set the team's fundraising target
- You can set targets for individual team member's by using the drop down
- Choose your team's web address and hit 'create a team'
- Use the 'invite team members link' to ensure those joining your team are connected to right charity and event

### **How can we get our corporates involved?**

- We'd advise setting them up a team page, so they can work together to reach a combined target with a public totaliser. Here are the steps to create a team:
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