

How to register on GivenGain in 30 seconds – your GivenGain questions answered



1. How do I register on GivenGain for the TOM 2021 Virtual Charity Challenge? [TOM 2021 Virtual Charity Challenge | Event | GivenGain](#)

2. How does individual fundraising work?

Simply click on “Start fundraising” and set up your fundraising project, linked to your charity on GivenGain, in 30 seconds! When you’ve added your preferred copy and images, share the project link with your friends and ask them to donate. It’s quick, easy and fun!

2. Does it cost anything?

No, it is 100% free to fundraise online via GivenGain.

3. Is it safe?

Yes, all pages on the GivenGain platform are secure. Read more here on our security: <https://support.givengain.com/hc/en-us/sections/201626362-Security-privacy>

4. What if I surpass / don’t reach my fundraising goal?

All funds raised by you will always be transferred to your charity, whether you’ve exceeded your goal or got half-way there.

5. Can I link my Strava to the project?

Yes, you can add your Strava run information as an update to your project update and share it with all your donors! Read more here:

<https://support.givengain.com/hc/en-us/articles/205243491-Adding-Strava-or-Runkeeper-activities-to-a-project>

6. Can friends from overseas donate to my project?

Yes, donors can donate from anywhere in the world, in a number of currencies. The fundraised amount on your project page will be updated with the corresponding value of the currency you selected for your project.

7. Can I fundraise for myself?

No, a fundraising project on GivenGain will always be linked to a registered, verified charity, and GivenGain does not offer an option for individuals to raise funds for personal needs.

8. How does the money I fundraised get to the charity?

You needn't do anything – all funds are automatically transferred to your charity by GivenGain on a weekly basis.

9. What if my charity is not on GivenGain?

No problem! Please ask your charity to apply for a free charity account here: <https://www.givengain.com/list/>.

When their charity profile is visible on GivenGain, you'll be able to create your fundraising project in their benefit.

10. Can I raise funds for more than 1 charity?

Yes, but you'll need to create a new fundraising project on your fundraising profile, this time in benefit of the new charity – 1 project can't be split between 2 charities.

11. Who can I contact if I have fundraising questions?

Please contact the GivenGain team at fundraising@givengain.com for any questions you may have.

Please also have a look at FAQs here: <https://support.givengain.com/hc/en-us/categories/200813791-Fundraisers-donors>

12. Who is GivenGain?

GivenGain is a global, secure online fundraising platform that enables individuals to donate to and fundraise for registered charities globally. GivenGain also partners with sport events, to enable their participants to “do it for charity” when participating in an event. Read more here: <https://www.givengain.com/about/>

For charities:

1. How do I join GivenGain?

As the charity, please apply for a free charity account here: <https://www.givengain.com/list/>.

Once your application has been verified and approved, you'll be able to set your charity profile, be visible on the GivenGain platform, and receive donations from your supporters.

2. Does it cost anything?

No, GivenGain is 100% free to charities, with no monthly fees.

3. How do I add my GivenGain profile to the TOM Virtual 2021 event page?

Simply send a request to support@givengain.com to have GivenGain add your campaign and profile to the event page.

4. What link do I share with my supporters, so they can run and fundraise for my charity?

For the TOM 2021 Virtual Charity Challenge, please share this link:
<https://www.givengain.com/e/tom-2021-virtual-charity-challenge/>

5. Can donors cover the donation fees when donating to my charity?

Yes, donors can cover 100% of the GivenGain fee and bank fees, to ensure that 100% of the donation reaches you. And 90% of donors do cover the fees, which is great!

View more on donation fees here: <https://www.givengain.com/pricing/processing/>

6. How do donation transfers work from GivenGain?

Donations, made by your supporters to your GivenGain charity account, are automatically transferred to your charity bank account on a regular basis. Please view detailed information here: <https://support.givengain.com/hc/en-us/articles/205243781-Transfer-schedules-and-donations-with-pending-status>

7. Is it safe to use GivenGain?

Yes, please view detailed information on GivenGain's security here:
<https://support.givengain.com/hc/en-us/sections/201626362-Security-privacy>

8. Does GivenGain provide tax certificates to donors?

No, but GivenGain provides detailed donation information to the charity, to enable them to use the data to create their tax certificates, if needed.

9. Can anyone donate and fundraise from anywhere for my charity?

Yes, your supporters can donate and fundraise for you from anywhere globally, in a number of currencies. The sky's the limit!

10. Who can I contact if I have any GivenGain-related questions?

View detailed FAQs here: <https://support.givengain.com/hc/en-us/categories/200834642-Charities>

For any questions, you can also send a query to support@givengain.com.

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