

## Charity partner help: How it works and common questions answered.

### How does it work?

Please login to the charity dashboard and click on the Resources tab. Spending a few minutes reading through this section will give you a full overview of fundraising via the platform.

### Do you have any FAQs for Charities?

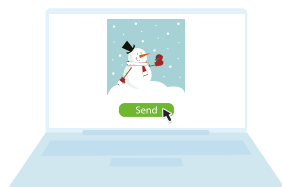
Yes please view our [Charity Partner FAQ](#) here.

### How do we upload our own e-card artwork?

Please follow the artwork specifications and upload instructions found in the charity resources section. From the charity dashboard click on Resources and go to Upload E-Cards.

### Is there a cost to upload e-cards?

No. It's part of the charity dashboard system so there's no cost to your charity.



*Thank you for joining us! At the time of writing we are almost at 1000 charity partners.*

### Why won't my e-card designs upload?

Please ensure that the file sizes are well under 1mb. They also need to be in JPG or GIF format only. Attempting to upload huge file sizes and files in the incorrect format are common reasons why they won't upload.

### Why is our charity logo not appearing as intended?

Please follow the same artwork specifications as the e-card designs for your logo file. You can find these in the charity dashboard under Resources and Upload E-Cards. To replace your charity logo from the dashboard go to Edit Profile.



*You can upload JPG or animated GIF designs via the charity dashboard.*

### Quick Links

[Sign in to charity dashboard](#)  
[Charity partner FAQ](#)



*Measure the performance of each e-card design uploaded.*

### **Can I measure the performance of my designs?**

Yes we've built an artwork performance tool where you can view how each of your designs has performed. We match up the donation amounts with your card design and display a total raised. Go to Card Performance in the dashboard.

### **How do we collect the data required for Gift Aid?**

In the charity dashboard go to the Gift Aid and Donor Email tab.

### **A staff member has left. How can we change our email username for the charity dashboard?**

We can do this in the database for you. Please [email us](#) the request with which email username that you would like this updated to. We will only honour requests from the same organisation email suffix.

### **Can you provide custom features for us?**

There are additional optional customisations that you can hire us to perform – please go to the Customisations tab in the dashboard.

### **Are you GDPR compliant?**

Absolutely. We're a light-hearted alternative to cards but we take operating a fundraising platform seriously. Any data collected is by consent from the user. Data is accessible via secure CSV download.

### **When supporters and corporate partners send e-cards what do you do with the data that they input?**

We will only ever use the email addresses that are input or uploaded via CSV for the sole purpose of delivering e-cards. Read more about [Data & Security](#).

### **What is your data retention policy?**

Please find our [data retention policy here](#) within our Privacy Notice.

#### **Quick Links**

[Sign in to charity dashboard](#)

[Charity partner FAQ](#)