Cool Tips and Tricks with TeamRaiser

Mark Becker Founding Partner Cathexis Partners

bbcon°2021



Mark Becker

Founding Partner

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We help nonprofits use technology to raise funds and engage supporters effectively and affordably.

virtual team = low overhead = affordable prices!



13+1000+2500+yearsnonprofits servedprojects completed

team members

Administrator Home Page



Edit your instance's Admin Home Page to put common links and shortcuts front and center!

Teamraisers: My Event 2020 View Manage Edit Status Donations: \$2,285.00 Registrations: 6 My Event 2019 View Manage Edit Status Donations: \$7,345.00 Registrations: 5 My Event 2018 View Manage Edit Status Donations: \$5,321.00 Registrations: 6 Event #2 View Manage Edit Status Donations: Registrations:	Admin	istrator Ho	ne Pa	ige					
My Event 2020ViewManageEditStatusDonations: \$2,285.00Registrations: 6My Event 2019ViewManageEditStatusDonations: \$7,345.00Registrations: 5My Event 2018ViewManageEditStatusDonations: \$5,321.00Registrations: 6									
ZÓ20 SZ,285.00 6 My Event 2019 View Manage Edit Status Donations: \$7,345.00 Registrations: 5 My Event 2018 View Manage Edit Status Donations: \$5,321.00 Registrations: 6		Teamraisers							
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2018 \$5,321.00 6			View	Manage	Edit	Status		Registrations: 5	
Event #2 View Manage Edit Status Donations: Registrations:			View	Manage	Edit	Status			
		Event #2	View	Manage	Edit	Status	Donations:	Registrations:	
Teamraiser Reports:		Teamraiser	Reports:						

Pagebuilder > adminhomepage

TeamRaiser Status Tab

uminate Online [™]							All Centers Switch	Hello, Mark Be to another center E	
Content Fundraising	Advocacy	Email Con	stituent360 Library	Data Manag	ement Setup				
Aanage TeamRa	aisars								
nanago roanna	113013							_	
TeamRaiser List Particip	ants Teams	Local Compar	ies Unconfirmed Gifts	Event Gifts	Delayed Self-Pledges	Coaching Emails	Event Managers	Library Status	
Event Name"						\$2,285.0	0		5~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
atus: Accepting Registrations an	d Gifts								6 46%
ays Remaining: 2,265						\$5,000.0	0		
Participant Contor						Total Goal			
Participant Center Event Page									
Event Management									
Event Donation Form									
vent Statistics									
Total Participants			💮 Total Teams			🛷 Total Registra	tion Fees		
		5	4		3	\$0.00		\$0.00	
6		ous Event	Current Event		Previous Event	Current Event		Previous Event	
6 Current Event	Previo								
-	Previo					🖀 Total Donation	ns		

blackbaud

Site Data Parameters (Setup > Site Options)

Luminate	Online [™]											
Content	Fundraising	Advocacy	Email	Constituent36	0 Library	Data Management	Se					
Site Opt	tions											
Site Options	Open API Co	nfiguration										
Site Options	Reset Ca	Incel			Select a Site Opti TeamRaiser	on Group to view: Go						
Site Option	Name and Descrip	otion		Site Op	tion Value							
Enable T (NOTE: If	PT_OFFLINE: eamRaiser partici f set to TRUE, F2F_ o be set to TRUE, a	CENTER_INCLUD			TRUE							
	PT_OFFLINE_SERVER		rver-side Ad	dGift	TRUE							
Comma notificati his/her F	IN_EMAIL: separated list of e ions are sent when Personal Page (Lea sed or sent.)	n a registered pa	rticipant mo	difies	[[S0:SITE_CONTACT_EMAIL]]							
	IN_REG_INCLUDE_P/ a password compo		ne registratio	FALSE								

F2F_ADMIN_REG_QUESTIONS_REQUIRED: Require Event Administrators and Managers to record answers to required registration questions when registering participants in order to complete the registration.	TRUE
F2F_ALLOW_COMPANY_COORDINATOR_CENTER: Enable Company Coordinators to log into the Company Coordinator Center to manage teams and their company	TRUE
F2F_ALLOW_CONFIRM_ALL: Enable Event Administrators and Managers to confirm all offline gifts for an event with a single action	FALSE
F2F_ALLOW_CROSS_EVENT_REPORTS: Allow TeamRaiser reports to be executed across multiple TeamRaiser events as determined by fiscal year, event type, and security category (instead of for a specific event only)	FALSE
and security category (instead of for a specific event only)	
F2F_PART_FINDER_CHOOSE_EVENT: Enable users to select different events when searching for a participant. When set to TRUE, the page where users search for a participant contains a list of all published TeamRaisers so that the user can choose one to search. When set to any other value, that list is not presented and the user can only search within the TeamRaiser for which that page was configured. The default value is TRUE.	TRUE
F2F_PART_FINDER_CHOOSE_EVENT: Enable users to select different events when searching for a participant. When set to TRUE, the page where users search for a participant contains a list of all published TeamRaisers so that the user can choose one to search. When set to any other value, that list is not presented and the user can only search within the TeamRaiser for which that page was	FALSE

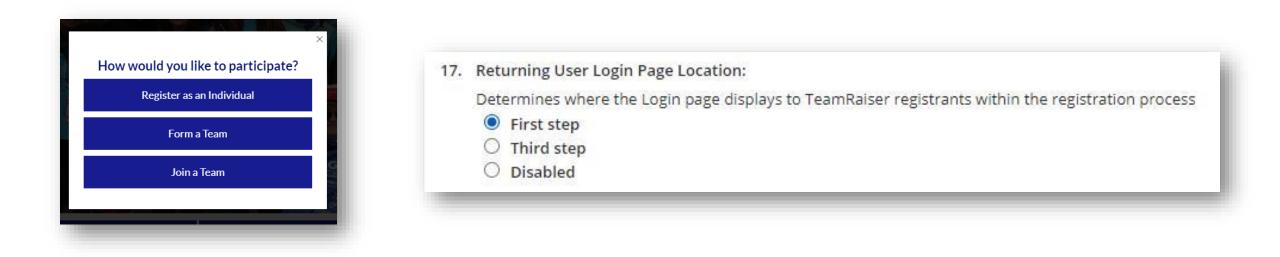
Message Catalog (Setup > Product Configuration)

Product Configuration									
Message Catalog Editor	Data Extension Elements								
Message Catalog Editor									
Language: English (US) V	The Messa List button								
Application: TeamRaiser	~								
Refresh List >>	- Messa								
	Records 1								

	Current la	nguage:		English (US)	
	S https://secure3.convio.net/cp/admin/BundleE	ditor?bundle=message_	.e — 🗆 🗙	TeamRaiser	- 1
- Message Catalog List -	secure3.convio.net/cp/admin/BundleB	ditor?bundle=messa	age_edit&action @		- 1
Records 1 - 12 of 12 First Previous Next Last submit Q Search Show All	Message Catalog Editor Property File: friendraiser Key: teamraiser_but	tton_submit		ge 1 of 1	
Default Label	Default text: Submit			÷	Custo
	Submit			· · · ·	
After any changes, submit your changes so they will be saved. To return to the previous page, use the need to refresh the previous page to view your changes.	Enter Custom Text below:			no_popup_back	
Javascript will automatically submit form when a selection is made from the dropdown list.				_onchange_508	
Preview data for the selected page does not exist. Please submit a page to preview and try again.	Submit Cancel	ĥ		t_exist	
Submit	Caller,	Edit Custom Delete Custom	friendraiser: teamraiser_button_	submit	
Submit Payment		Edit Custom Delete Custom	friendraiser: reg_payment_page_	_title	
The changes you made to your fund page have been submitted for approval.		Edit Custom Delete Custom	friendraiser: fund_page_save_su	bmitted_msg	
The changes you made to your personal page have been submitted for approval.		Edit Custom Delete Custom	friendraiser: personal_page_save	e_submitted_msg	
The changes you make to this fund page are submitted to an administrator for approval when you sav will receive an email notification and your changes will become visible.	e your fund page. Upon approval, you	Edit Custom Delete Custom	friendraiser: fund_page_approva	al_required	

Registration flow optimization

- Make registration intuitive and as easy as possible.
- Enforce returning user login.
- Set the returning user login page to the first step.



Registration flow optimization

Event Questions: How many steps do you pledge to complete by event day, M Suggested goal: 2,025 steps (approximately 1 Mile) 2,025 represents GO ₂ Foundation's goal to double the lung cance		Personal Gift I Donated to this Event
 5. Number of Steps Pledged: 2025 		Steps Completed I have completed my pledged steps!
 ★ 6. T-shirt size (Earned at \$50 Raised) Please select response 		
* 7. How did you hear about this event? Please select response <		FUNDS RAISED: 50% \$30 of Goal Raised
8. (Optional) Would you like to help on the planning committee for Please select response 🗸	or increase your pledged steps and continue challenging yourself, navigate to: Profile > Questions and update the number in the Number of Steps Pledged field.	Goal: \$6 <mark>0.00</mark>
PREVIOUS STEP	Enter your total steps taken since registration (1 mile = about 2,000 steps): '(Note: Add your new steps to the previous total shown below and click 'Submit'.) 201	
	Please Note: Once you update your steps, you should see an update to your personal meter within a few minutes, however, the overall meter for the event will not update until the next business day.	STEPS FOR LUNG CANCER
	Submit Your Steps	201 200 Steps Taken Steps Pledged

Additional registration questions can be used in creative ways, to shorten the registration flow or power custom badges or progress meters.

#bbcon

DONATE NOW

Achievements

DONOR HONOR ROLL

Encouraging self-donation

This is a fundraising event.

Make it easy for participants to donate as part of the registration process!

- ✓ Turn on Additional Gift setting (basic!)
- ✓ Activate the Self-Donor badge
- ✓ Appeal to the desire for participants to be seen as good people and role models
- ✓ Show value of impact

Be the first to make a donation on your own pag	e. How much will you give? Leads by example This person has donated in support of essential family programs!	
Soin the Supporter Circle	Would you like to kickstart your fundraising by making a gift to your page right now?	
\$325.00 Annual cost of program services for one child	○\$25.00 ○\$50.00	
○ \$80.00 One year's worth of books for two children to keep	 ○ \$100.00 ○ Additional Gift: 	
○ \$40.00 One year's worth of books for one child to keep		
○ Additional Gift:		
	Allow donation levels to be configured on donation forms in	FALSE
	TeamRaisers	

Encouraging self-donation

- ✓ Use follow-up communications to address and convert non-donor participants.
- Encourage those who have fundraised but have not made a gift to join their donors by making a gift.
- ✓ Every time you thank someone for participating, write two versions:
 - For the participant self-donor
 - For the participant non-self-donor
- ✓ Use Conditionals in your autoresponders and coaching emails.

Encouraging self-donation

Don't be afraid to use Conditionals in communications leading up to the event and post-event.



 If
 Is a self donor
 Is not a sel...

 How generous of you to give your time to run in the EventName Half Marathon. Your donation leads the way to a better life for people with cancer in our community.

if Is a self donor Is not a self donor How generous of you to give your time to run in the EventName Half Marathon. Show that you truly want to help people with cancer by <u>making a gift</u> to support the programs in your hometown.



http://yoursite.convio.net/site
/Donation2?df_id=3080&3080.dona
tion=root&PROXY_ID=[[S1:cons_id
]]&PROXY_TYPE=20&FR_ID=2161

Think of the default PC as a starting point

What to do next?

Set up your Personal Page

- Customize your Personal Page with a story about why you are raising funds for this cause.
 - Add Contacts to Your Address Book Add contacts to email from your personal Address Book on our site.

Send an Email

3 You have sent no emails to your family or friends. Add them to your Address Book and email them about your fundraising effort.

Thank your Donors Thank your donors!

Insert Personalization

Select the Personalization Type that you want to insert and then select the s to constituents when the Personalization is empty. Click Insert to finish.

Group	Туре	
Additional Information	Days Since Registering	
Biographical	Days Until the Event	
Constituent	Race Number	
Email	Participant ID	
Home Address	Amount Raised Online	
Membership	Offline Confirmed Amount	
Phone	Offline Unconfirmed Amount	
Rewards	Amount Raised Offline	
TeamRaiser	Donation Count Online	
Work Address	Offline Confirmed Donations	
	Offline Unconfirmed Donations	
	Donation Count Offline	
	Screen Name	
Text to display when empty Insert	Optional text to display w specify "Friend" when Fire Cancel	

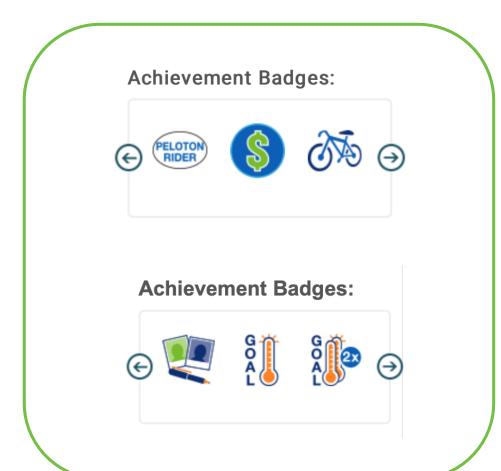
2

1. Personal Gift Achievement Badge: Displays the icon representing the Personal Gift achievement badge on the Personal Page and relevant lists for each 2. Select Fundraising Options **Milestones and Badges** participant who makes a donation to this TeamRaiser event a. Configure Personal Gift ☑ Yes, enable the Personal Gift achievement badge for this event Achievement Badge 🙀 2. Personal Gift Achievement Badge Icon: 3. Select Event Options Identifies the image to display on the participant Personal Pages and lists for participants who make a personal gift to the event during registration or from their own Personal Page 4. Select Team Options If you don't like this image, you can... 5. Team Divisions Delete this image 6. Associate Upsells or use an image that was previously uploaded... 7. Manage Participation Search the Image Library **Default Milestones** Types or select a different image to upload. Enter the name of the file on your computer or use the Browse button to select the file. Images must be .gif, .jpg, or .png files. 8. Manage Milestones The maximum acceptable file size is 2 Mb. Browse... No file selected. 9. Manage Discounts 10. Manage Stationery Upload a different image 11. Manage Autoresponders 12. Customize Suggested 🙀 * 3. Personal Gift Achievement Badge Name: Messages ✓ Participant Displays as the label to the right of this badge on the Personal Page of each participant who makes a donation to the event during registration or from their own Personal Page and as the hint text displayed when someone hovers over the 13. Customize Pages badge in a list 14. Customize Event URLs Personal Donor 15. Test Drive ✓ Team **Create a Participant Milestone Create a Team Milestone** al Page to describe the purpose of the badge ✓ Self Donor This is the list of fundraising milestones representing monetary levels that people participating in this TeamRaiser event can reach in order to be awarded a badge to display on fundraising pages. You can create new milestones by clicking the button above or copying an existing milestone to use as a model. Participant Milestones **Team Milestones** Actions Name Amount No milestones are currently defined for this TeamRaiser event Next Save or Cancel

TeamRaiser List > Team Roswell - 2019 - Birthdays > Configure Personal Gift Achievement Badge

Milestones and Badges

Non-Monetary Badges



Insert Personalization

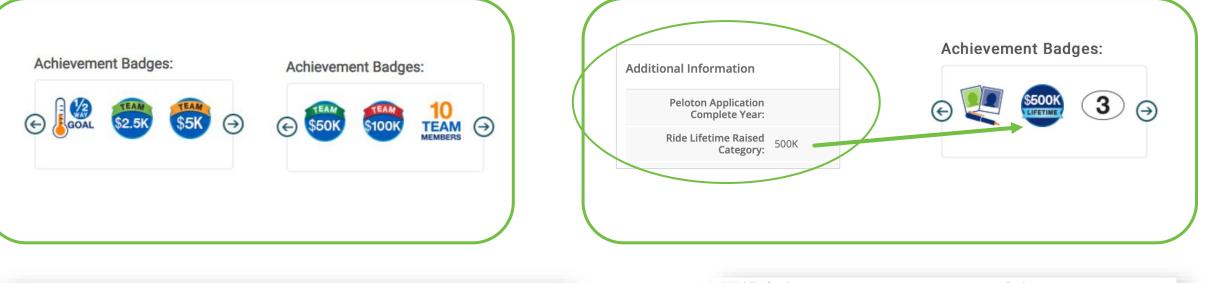
Select the Personalization Type that you want to insert and then select the specific Personalization. You can also provide text to display to constituents when the Personalization is empty. Click Insert to finish.

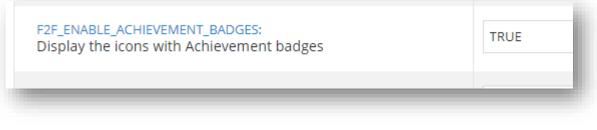
Additional Information Biographical	Participation Type
Biographical	
	Participation Type ID
Constituent	▶ Team ID
Email	▶ Team Name
Home Address	Company Name
Membership	Honorary Team ID
Phone	Honorary Team Name
Rewards	Fundraising Goal
TeamRaiser	Emails Sent
Work Address	Percent of Goal
	Goal Remaining
	Days Since Registering
	Days Until the Event

Milestones and Badges

Team Badges

Lifetime Achievement Badges





Setup > Database Configuration

CMS Web Site Informati	on											Exp	pand						
Membership Informatio	n											Exp	pand						
Sustained Giving Inform	ation											Exp	pand						
Additional Information	Additional Information Collapse																		
Column Name	Field	Use this field	User can see	User can change	Required for registration	Admin can see	Admin can change	Required for admin	Sensitive	Include in Highlights	Show in Directory	Show in Directory List	Visible in Directory Profile	Modifiable in Directory Profile	Show in Directory Basic Search	Show in Directory Advanced Search	Use for Authentication	ReportWriter Selection Default	Offline Field Name
custom_string1	Constituent Code											0	0			0	0		custom_string1
custom_string2	Import ID		0					0	0			0	0		0	0	0		custom_string2
custom_string3	Favorite Color				0			0	0	0	0	0	0	0	0	0	ο	0	custom_string3
custom_string4	Legs		0		0			0	0			0	0		0	0	0		custom_string4
	Fund Value			0				0	0	0		0	0	0		0		0	custom_string5



Milestones and Badges

The Parts

reus_badgeconditionals_ride19 This page is NOT to be opened with the WYSIWYG editor.	badge_scroll_ride19 Do NOT open this page with the wysiwyg editor.
reus_badgeconditionals_team Do NOT open this page with the wysiwyg editor.	badge_scroll_team_1320 Do NOT open this page with the wysiwyg editor.

:: <convio:session name="51" param="badge_scroll_ride19"></convio:session> <convio:session name="51" param="reus_social_share_addThis"></convio:session>]] <convio:session name="51" param="reus_ride_personal_page_scripts_2019"></convio:session> <!-- TEAM PAGE BADGE ADDITIONAL CODE x [[S4]] x [[E151:badge_scroll_team_[[S42:0:fr-id]]]] --> [[?x26x::x[[S4]]x:: [[?xteamx::x[[S334:pg]]x:: [[?xTRUEx::x[[E151:badge_scroll_team_[[S42:0:fr-id]]]]x:: [[E51:badge_scroll_team_[[S42:0:fr-id]]]]x:: [::]] ::]]



Benefits:

- ✓ Immediately receive funds; processed through BBMS
- ✓ Guaranteed donor name; possible donor email opt in earlier in donation process
- ✓ Donations populate progress meters
- ✓ Facebook "coaching" on actions to take
- ✓ Targeted TeamRaiser communication based on if fundraiser is set up

Set up:



- 1. Facebook donation approval
- 2. Facebook Business Manager Account
- 3. Facebook App set up
- 4. Participant Center 2 (v18 or higher) or PC3
- 5. Connect with TeamRaiser

https://webfiles.blackbaud.com/files/support/helpfiles/luminate-online/help/luminateonline.html#../Subsystems/TeamRaiser/Content/Concepts/Admin_TeamRaiser_FBSetup.html?Highlight=facebook%20fundraising

Home	Send an Email Viev	v Your Fundraising Proc		Personal Page Edit 1	/our Team Page	nd email	
Your Fundraising Progress					Enter	Enter Offline Gift	
	\$0.00 I Have Raised	\$100.00 My Goal (change)	0% Percent	39 Days Left	Add Contacts View Your Fundraising Edit your personal pag Email Team View Team Roster	1 Progress	
	lo next? ustomize Your Personal F rsonalize your Fundraising We		hy you support the Scler	roderma Foundation.	You did not set a me	our Team Captain essage for your team. leave a message on er Home page of Edit	
Add yo	Contacts to Your Address our email contacts into your Pa end an Email u have sent no emails to your f ort.	rticipant Center address boo			can raise money throu The money you raise y goal.	er to Facebook so you ugh your social network.	F
		(1)		our Fundraising \ he Scleroderma F	Veb Page with a story a oundation.	about why	1 Conn
	Add Contacts to Your Address Book Add your email contacts into your Participant Center address book so you can easily send messages.					2 Invite Face	
		3	Send an Email You have sent no emails to your family or friends. Add them to your Address Book and email them about your fundraising effort.			3 Keep Face	
	Remember to Thank Your Donors with an Email						



REACH YOUR GOAL FASTER RAISE MONEY DIRECTLY ON FACEBOOK

- 1 Connect this fundraiser to Facebook.
- Invite friends, share updates and collect donations on Facebook.
- 3 Keep track of your progress. The money you raise on Facebook will count toward your goal.

Gonnect Fundraiser to Facebook



Х	AE
Email	TeamRaiser Donor Recognition Name
devnull+fbbaca7t55cgjlxaovxamtznbzvrtuw4vwdnydb87xwgfiu@convio.com	Facebook Fundraiser
devnull+fbbacvjl8o_qyoykdlc_aknavumx3g-u3heqchqxs1d9tna@convio.com	Facebook Fundraiser
devnull+fbbarosv4bdirrr4rcvchfjz1zfb-c4fopf-9fdk2eda-ti@convio.com	Facebook Fundraiser
devnull+fbbax7kcyrziwy5kodnhvvcg227svqqo4ksyvwd89wbug0m@convio.com	Facebook Fundraiser
devnull+fbbapl7w7f3fg_2ogv7ljp-rnu8swmuxcb2n3qn2zhvgfci@convio.com	Facebook Fundraiser
devnull+fbbau_luvqozbtnwv8s9oxwisugxfu7y1dfxfrd-0w8cl9q@convio.com	Facebook Fundraiser

Gift History Enter New Gift						
Show Gifts: A	ll Gifts	~ Filter	First Previous Next Last			
Gift Type 🌲	Action	Name 🗘	Email 🗘	Gift Date 🌲	Amount 韋	Payment Type 🌲
Online	View/Edit	Fritter, Marcia (Facebook Fundraiser)	mjcording@aol.com	01/07/2020	\$5.00	Credit Card

Coaching emails and follow-up ARs

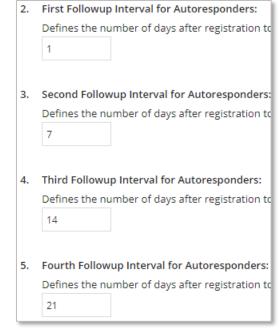
Use **follow-up autoresponders** to encourage users to leverage their participant center + the tools and templates you have made available.

To enable and configure the delay period, navigate to:

3. Select Event Options > Edit Advanced Options > c. Define Misc Options > set the value for the delay

Coaching emails: The best tool to communicate with new or returning participants, donors, and event managers.

(You could use the standard email tool, but coaching emails have purpose-built audience filtering tools that simplify the process of reaching your target audience.)



Donating user interface and flow

Leverage the TeamRaiser/Personal Fundraising Caption in donation forms. This adds clarifying text to the top of the donation pages.

Use CSS to enlarge the font on this piece to make it more noticeable.

TeamRaiser Participant Caption This caption will be displayed when the donor has chosen to suppor	rt a TeamRaiser Partici		
Please enter your gift to [[S120:dc:eventName]] on behalf of [[S120:dc:pa	articipantName]].		
Select Personalization Option 🗸	Please enter your gift to 2021 Crawford Walk. If you prefer to make your gift count for a friend who is fundraising, please search for a fundraiser or team here »		
TeamRaiser Team Caption This caption will be displayed when the donor has chosen to suppor Please enter your gift to [[S120:dc:eventName]] on behalf of [[S120:dc:te			

Reduce administrative work and confusion over soft credit corrections.
 Increase donor confidence and happiness!

Content management

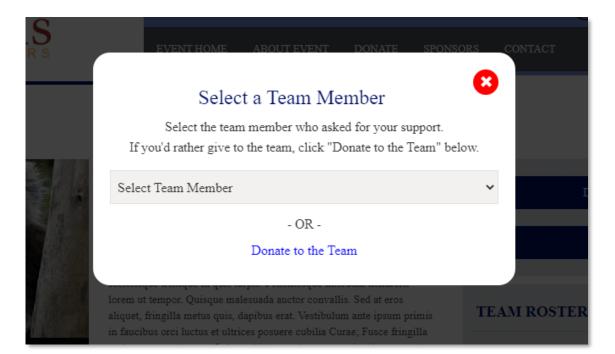
Reusables are smart!

+ Protects you from editing errors.

- + Protects sensitive code/styling (i.e., css, javascript).
- + Preserves past versions of your content.
- Takes a moment longer to open to edit when used correctly.

* Page Name	Event Information	
Page Body	Use Plain Text Editor Help	Put your autoresponder content in a reusable if you'll need to change content later in your event season.
	Path: component	

Provide a team search popup



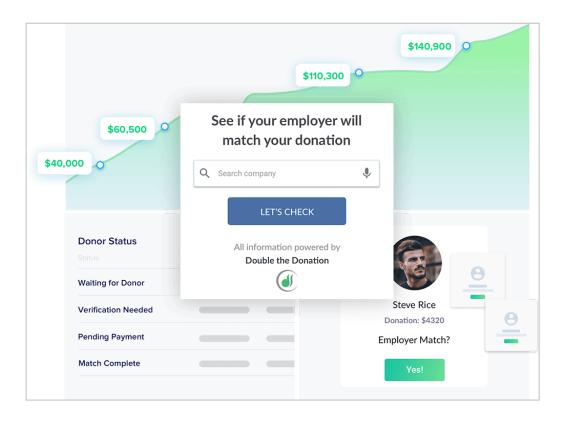
*requires code customization

Donor covered transaction fees



*requires code customization

Embed a matching gift tool



*requires 3rd party tool:

- Double the Donation
- HepData

Let's Connect!



https://www.linkedin.com/in/markbeckercp/

@cathexispartner



https://www.facebook.com/cathexispartners

Additional Resources

https://cathexispartners.com/resources/

mark@cathexispartners.com

Thank you!



The Tech Conference for a Better World