

## Cheerfully FAQs

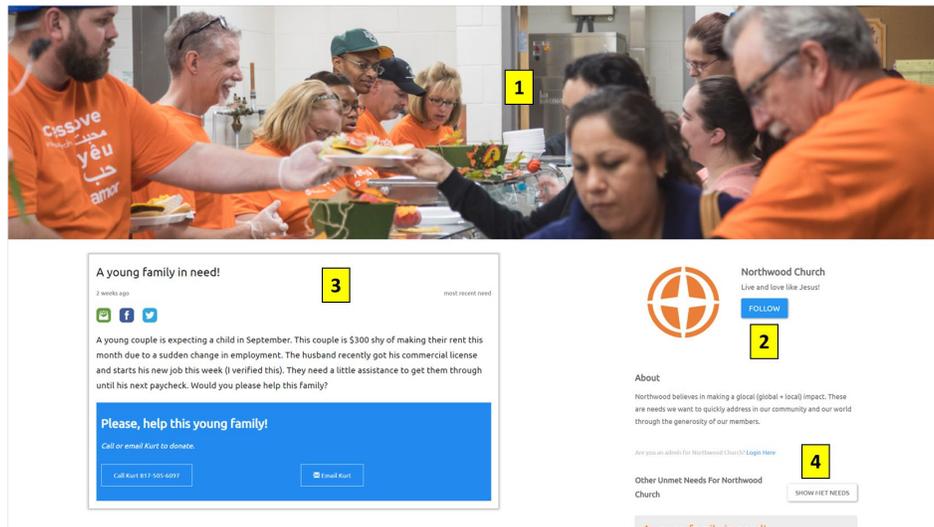
### What is Cheerfully?

Cheerfully is a megaphone for micro-needs. We provide a fully customizable web application for organizations to post needs and have them met by their own members. It's a great way to engage membership, create an additional stream of giving, and grow the impact of your organization's work.

It's simple and effective, and it tells an incredible story to the public!

To view some current member sites please visit a [church using Cheerfully here](#), [a non-profit here](#), [and a teacher's site here](#).

### What does a Cheerfully site look like?



1. Upload your organization's custom banner image here.
2. This is an area devoted to your organization. You can upload your own logo, tagline, and message to users. Here is where a new follower can click "Follow" to sign up to receive either email alerts and/or text message alerts when a new need is posted.
3. This is the most recent need featured on the site, and it's highlighted in the right-side need list.
4. This is the list of all open needs. If you click "Show Met Needs" you will be able to see the impact your organization has made.



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### How would my organization use a Cheerfully site?

Cheerfully allows someone at your organization to post a need, whether it be a financial need, a call for volunteers, or a refrigerator for a family.

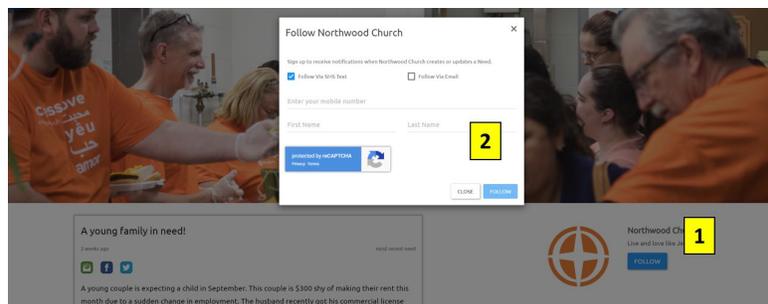
When posting a need, you decide whether to email the need out to all email subscribers and/or text to all text subscribers in the database of users you have built as well as whether to include social share buttons.

You have the option to *not* alert your membership every time there is a need in case you want to post something that people will see as they check in once a week. We are another tool to communicate with the membership you have built – we have seen Cheerfully cut through the digital clutter proliferation.

### What benefits have organizations seen from using a Cheerfully site?

Cheerfully members have seen a 5:1 return on investment. Best practice has shown posting one need a week is the right rhythm and avoids inundating subscribers. This once-a-week alert shows members you are working year-round to meet needs and make a difference in your community. We have seen increased engagement from organizational members, and the growth of an important funding source.

### How does someone follow my organization?



A new user will click “Follow” (see 1 above). Then they enter their email and/or text message to follow your organization (see 2 above). They must verify via method of subscription to receive the alerts from your site.



## **Cheerfully FAQs**

### **Can I bulk upload emails and phone numbers?**

We do provide a way for you to upload emails and phone numbers for members of your organization. Make sure you have their permission.

### **Tell me about texting.**

A subscription to the Cheerfully service provides unlimited email alerts and unlimited posts to the 'need feed', however if you would like to also send needs via text alert there is an additional monthly fee. This text alert capability provides an additional way to reach out to your membership with requests. It's particularly useful when working with more immediate needs.

### **What is the URL of my Cheerfully site?**

Your URL would be [give.cheerfully.com/\[Organization Name\]](http://give.cheerfully.com/[Organization Name]) Some members have bought unique URLs that are redirected to their site. In the future, we plan to provide an update to customize a URL to whatever you desire.

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### How do you process money collection?

You already have a system for donations, so Cheerfully isn't collecting money at this time. We provide customized 'call to action' buttons that will take users directly to your payment portal- see the area in the blue below. You can also create multiple buttons for a single need posting – this is helpful if you have a need that can be filled via online store.

A young family in need!

2 weeks ago most recent need

A young couple is expecting a child in September. This couple is \$300 shy of making their rent this month due to a sudden change in employment. The husband recently got his commercial license and starts his new job this week (I verified this). They need a little assistance to get them through until his next paycheck. Would you please help this family?

**Please, help this young family!**

*Call or email Kurt to donate.*

Call Kurt 817-505-6097

✉ Email Kurt





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### What does it look like to enter a new need?

Below is a list of needs for your organization on the back end of the Cheerfully site. You click "Create New Need" to create a need. The "Need Met" allows you to indicate once the need is met.

[CREATE A NEW NEED](#)

Title	Created On	Notifications Sent	Need Met	
<a href="#">Get real creative</a>	December 6, 2018	0	<input checked="" type="checkbox"/>	<a href="#">EDIT</a>
<a href="#">This is a met need</a>	December 6, 2018	0	<input checked="" type="checkbox"/>	<a href="#">EDIT</a>
<a href="#">What else?</a>	December 6, 2018	0	<input type="checkbox"/>	<a href="#">EDIT</a>
<a href="#">This is the subject of the need - a title meant...</a>	December 6, 2018	0	<input type="checkbox"/>	<a href="#">EDIT</a>
<a href="#">Third grader needs glasses for reading.</a>	December 6, 2018	2	<input type="checkbox"/>	<a href="#">EDIT</a>

The image below is what it looks like as an individual need on the back end. You can enter a custom email, phone number, and custom button to your payment portal.

### Create A New Need ×

Title

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Description

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Contact Email Contact Phone Number

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Show Social Share Icons

[ADD BUTTON LINK](#)

Who should be notified of this new Need?

Email followers

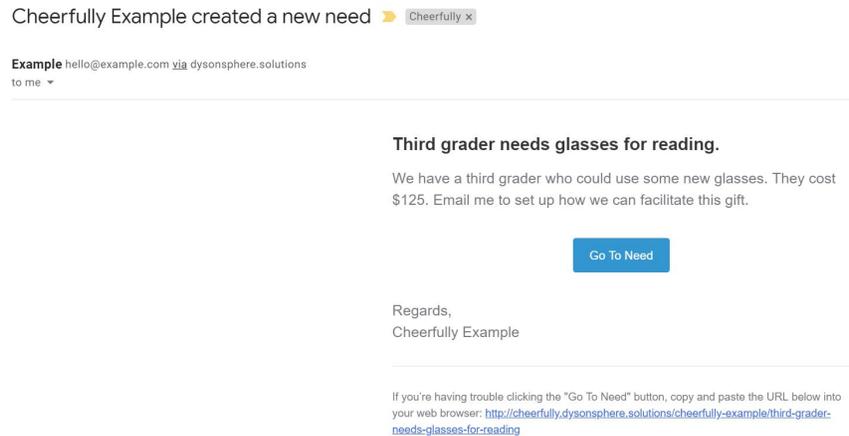
[CLOSE](#) [CREATE NEED](#)



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### What does the email alert for a new need look like?

An email alert for a new need will come from your organization's email and look like the screen shot below. The subject line of the need is the heading in the email, and subscribers simply click the "Go To Need" button to see the need.



### How much does it cost to have my own Cheerfully site?

Number of Emails	>100	101-500	501-1000
Cost Per Month	\$45.00	\$65.00	\$95.00
Customized Micro-Grant Page	●	●	●
Post Unlimited Micro-Grants	●	●	●
Share Micro-Grants on Social Media	●	●	●
Email Micro-Grants to members	●	●	●
Text Need to members*	+\$10	+\$30	+\$50
Pay Annual – One Month Free!	\$495	\$715	\$1,045
Pay Annual w/ Text – One month Free!	\$615	\$1,075	\$1,645

\*4 text blasts per month