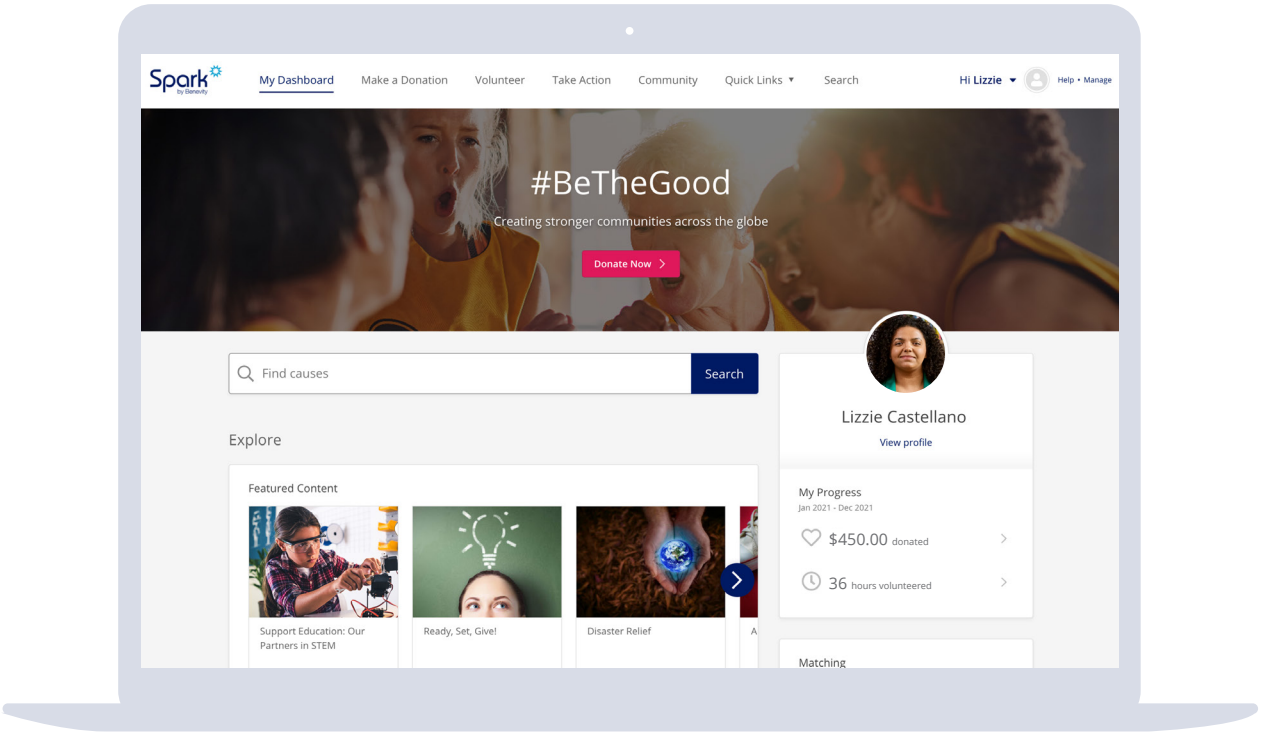
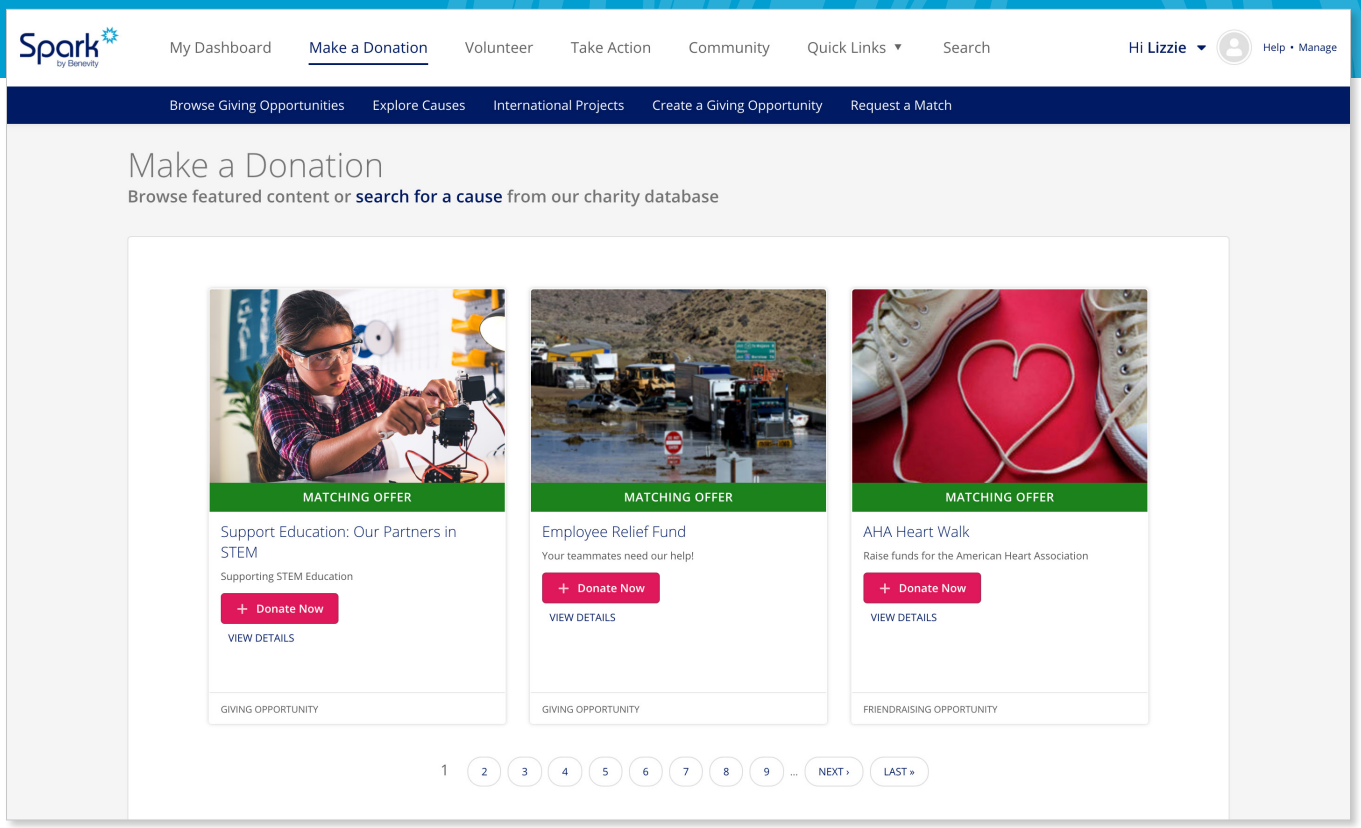
Spark User Guide



Welcome to *Spark*, our convenient connection to a *world of Goodness*.

This program helps you find your favorite causes, make donations, receive matching, sign up for volunteer opportunities and track your volunteer time. Let's get started!

Giving



Find a Giving Opportunity

Giving opportunities are ways you can help support featured initiatives, efforts & campaigns. There are several ways to locate them:

- By scrolling through the available opportunities in the Explore section of your Dashboard.
- By selecting **Make a Donation** on the top navigation bar.

1) Select **View Details** to learn more about an opportunity.
2) Click **Donate Now** to make a donation.

Make a Donation

*After finding a cause or giving opportunity you want to support, start by clicking the **Donate Now** button.*

1) Enter the amount you want to donate (if it's eligible for matching, the match amount will appear).
2) Choose your donation frequency, and how you'd like to pay.
3) Add any comments you'd like to send to the recipient charity along with your gift.
4) Click **Next: Confirm Donation**.
5) Review the details of your donation (to edit anything, click **Make Changes to This Donation**).
6) Click **Submit Donation**.

Have Your Donation Matched

Some causes and giving opportunities are eligible for matching, which will be automatically added when you make an eligible donation.

1) The green Matching Offer banner appears whenever a donation to a cause or giving opportunity is available for matching.
2) Click **View Details** on a cause or giving opportunity with the Matching Offer banner.
3) The matching details are described on the right side of the screen.
4) Click **Donate Now**.
5) When you enter your donation amount, the match amount will appear underneath.

Use Your Giving Account

You might receive donation currency in your Giving Account, or purchase it yourself to use at any time. The balance in your account is always shown on your Dashboard. Here's how to use it to make a donation.

1) Find the cause or giving opportunity you want to support and click the **Donate Now** button.
2) Enter the amount you want to donate.
3) Under Choose a Payment Method, select **Giving Account Balance**.
4) **Confirm & Submit** your donation.

Set Up a Recurring Payroll Donation

*After finding the cause or giving opportunity you want to support, start by clicking the **Donate Now** button.*

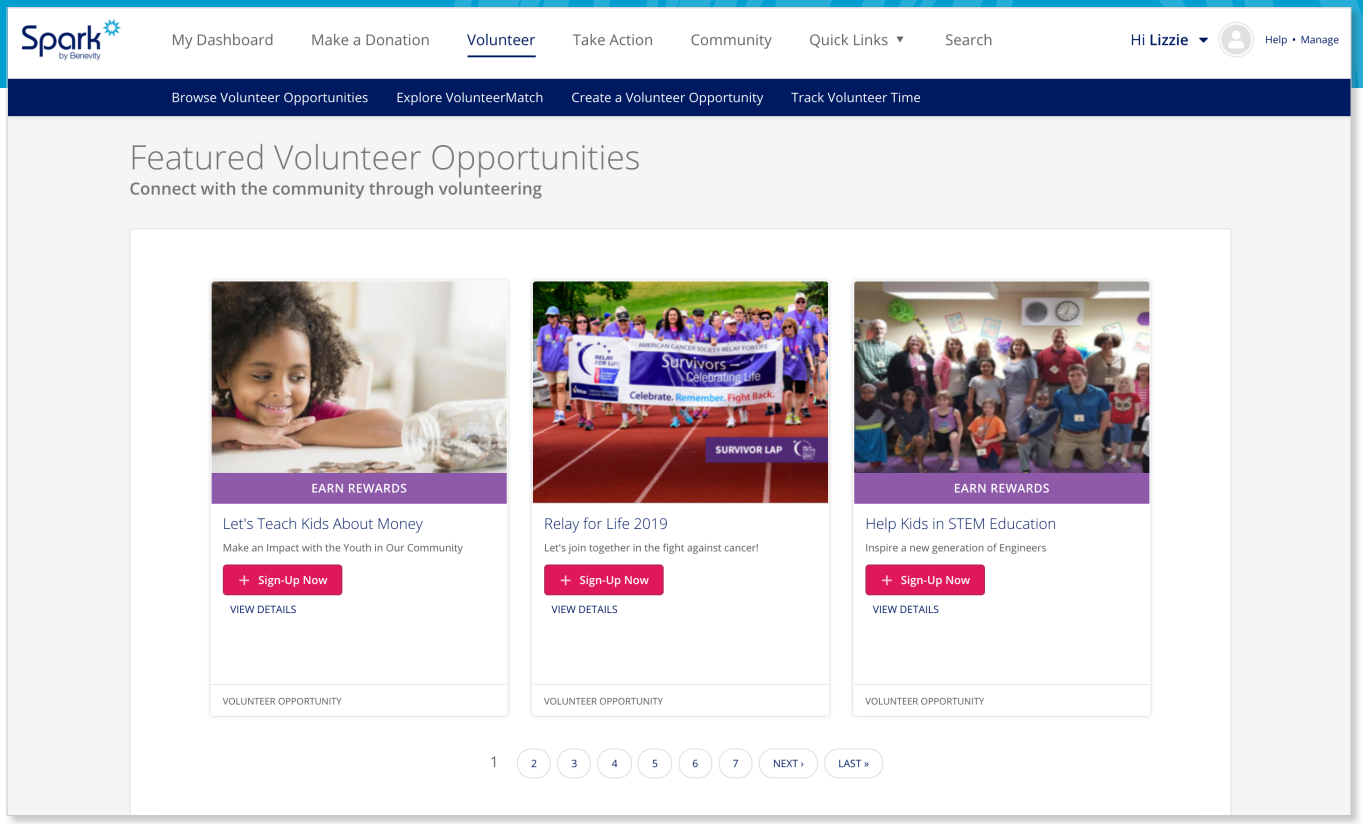
1) Enter the amount you want to contribute each payroll period in the Donation Amount field.
2) Under Choose a Donation Frequency, select **Repeating**.
3) Under Choose a Payment Method, select **Payroll Deduction**.
4) **Confirm & Submit** your donation.
5) Your donation will be regularly deducted from each payroll, starting with the next period.

Request a Match

*You can Request a Match for donations you made outside of the program. The quickest way is to click **Request a Match** at the bottom of your Dashboard.*

1) Submit your request following the steps provided and click **Submit**.
2) Your request will be queued for approval.
3) See the status of your external match requests by clicking **My Match Requests** on your Profile Page.

Volunteering



Find Volunteer Opportunities

You can search for opportunities in several ways:

- Click **Volunteer** in the top navigation bar and browsing the featured volunteer opportunities at the top of the page.
- Enter the name of a cause or activity in the search field under Find an Opportunity at the bottom left of the page and click Search.
- Use the filters at the top of the results page to narrow your search.
- Click the interactive map to see available opportunities in your area.

1) When you find an opportunity, click its name or the **View Details** link to learn more.
2) Click **Sign-Up Now**.

Track Your Time

After volunteering, be sure to track your time!

1) Find the volunteer opportunity.
2) Click its name or the **View Details** link.
3) Click the **Track Time** button under the opportunity name.
4) Complete the form.
5) Click **Submit Volunteer Time**.

Track Your External Volunteer Time

You can also track time for volunteering you've done on your own. The easiest way to do this is using the box marked "Track your volunteer time" at the bottom of your Dashboard.

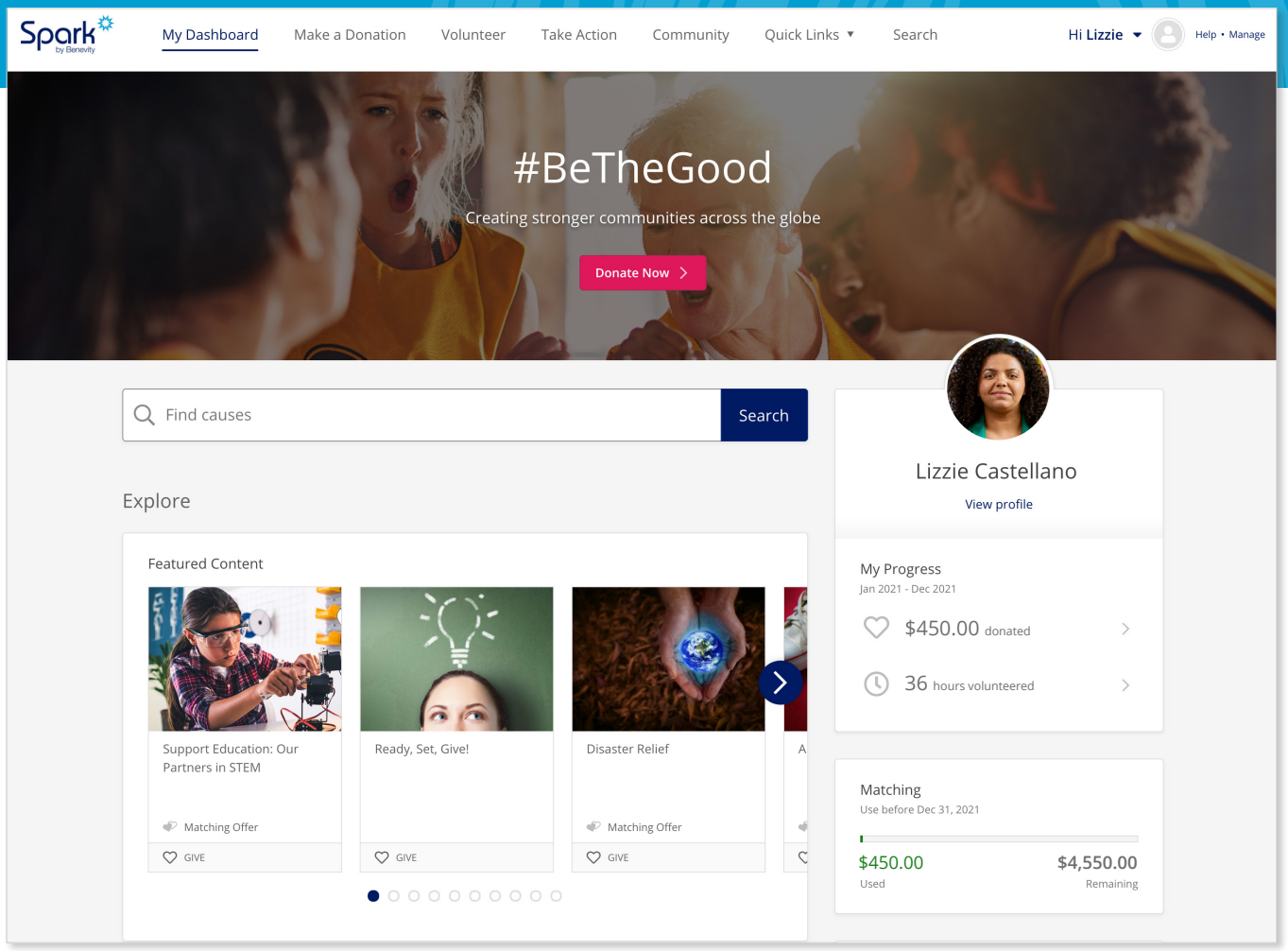
1) Complete the form provided.
2) Include the name of the organization where you volunteered, a contact there who could verify your participation, and the hours and date you volunteered.
3) Click **Submit Volunteer Time**.

View Your Volunteering History

Start by selecting My Dashboard at the left side of the top navigation bar, and then the tab indicated as My Volunteering History just below it.

1) Click **Volunteer History** to see your previous activity.
2) Click **Volunteer Commitments** to see your upcoming activity.

Causes



Find Your Favorite Causes

Causes are what we call eligible charities and non-profit organizations. You can search for a cause in several places:

- The main search field on your Dashboard.
- The right corner of the top navigation bar.
- At the bottom of the Make a Donation page.
- On the Explore Causes page.

1) Enter the name of the organization you're looking for in the Search field.
2) If you know the organization's tax identification number (called the EIN number in the United States) you can Search for that as well.
3) Click **Search**.

Narrow Your Search Results

Here's how you can find exactly what you're looking for.

1) Search by Tax ID or EIN number, which is usually the most accurate way to find your charity.
2) Search using an exact phrase by surrounding your term with quotes (e.g., "Diabetes Research Institute").
3) Find specific combinations using words like AND and OR (e.g., Dogs OR Cats).
4) Filter out specific words using a minus sign in front of the word, (e.g., Environment -Foundation).
5) Select **Filters** at the top to narrow your results according to region or category.

Nominate a Cause

You can add an organization to your Favorite Causes for easy reference.

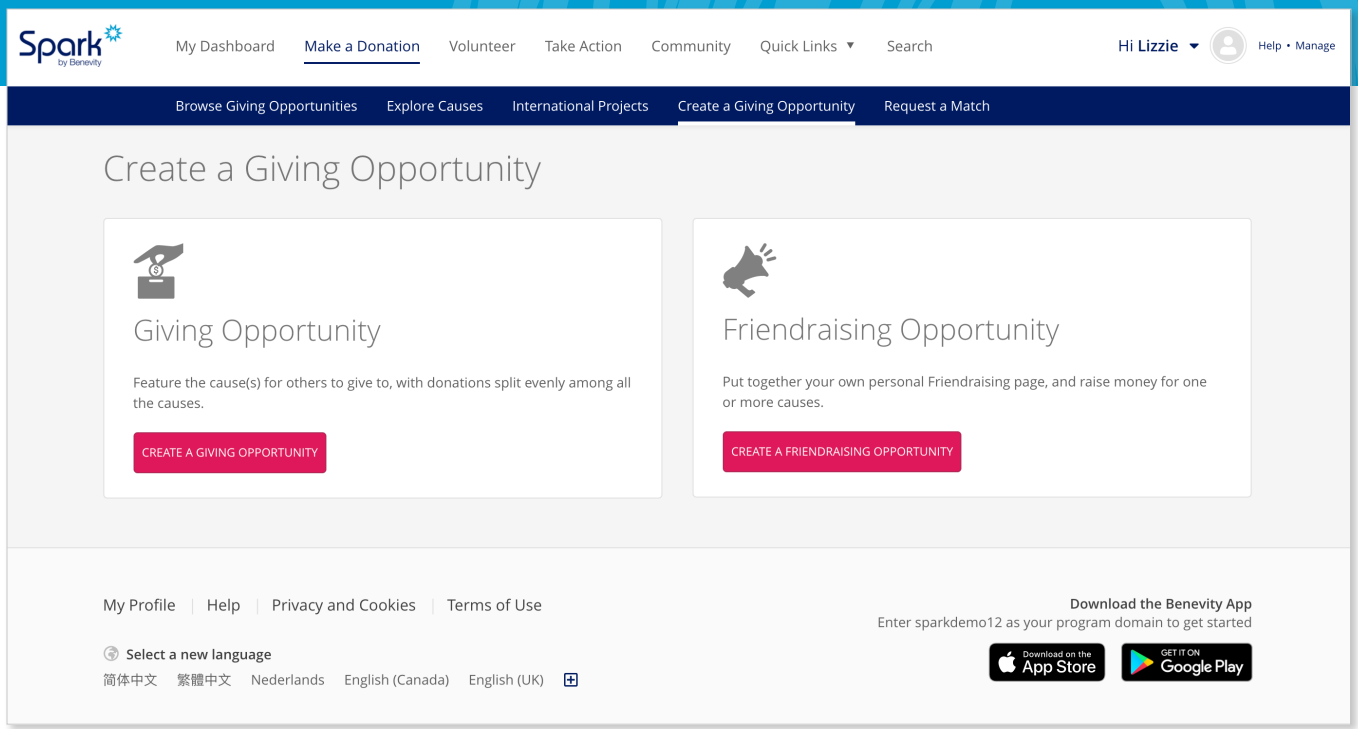
1) Select **Quick Links** at the right side of the top navigation bar.
2) Select **Nominate a Cause** from the drop-down options.
3) Complete the form provided with info that will be used to determine the cause's eligibility.
4) Click **Submit** and your nomination will be queued for approval.
5) You'll receive an email letting you know the status of your nomination.

Add a Favorite Cause

You can add an organization to your Favorite Causes for easy reference.

6) Click a cause's name, or the View Cause Profile link beside it.
7) Click the **Favorite** button at the top of the Cause Profile to add it to your Favorites.
8) See your list of Favorite Causes any time on the right side of your Dashboard.

Creating Opportunities



Giving Opportunities

A giving opportunity lets you raise funds and awareness for a cause that you're passionate about. Giving opportunities are often used for disaster relief, holiday campaign drives and company fundraising. Start by selecting ***Make a Donation*** *in the navigation, and then* ***Create a Giving Opportunity****.*

1) In the giving opportunity box, click **Create a Giving Opportunity**.
2) Complete the form.
3) Click **Submit**.
4) Your opportunity will either be published immediately or sent for administrator review, depending on your configuration.
5) You can come back and **Edit** or **Unpublish** the opportunity whenever you like.

Friendraising Opportunities

A friendraising opportunity lets you set goals and raise funds and awareness for a featured cause, while also allowing others to add their own friendraising pages to the opportunity. You can also share the initiatives with friends and family outside the program, if the feature has been enabled by your program administrator. Start by selecting ***Make a Donation*** *in the navigation, and then* ***Create a Friendraising Opportunity****.*

1) In the friendraising opportunity box, click **Create a Friendraising Opportunity**.
2) Complete the form.
3) Click **Submit**.
4) Once the opportunity has been published, other people will be able to create friendraising pages of their own attached to the opportunity.

Peer Matching

With peer matching, you can add your own matching funds to a giving opportunity, or even join others to create a pool of matching funds. It's a great way to amplify your impact and get others interested in your chosen cause. Start by selecting ***Make a Donation*** *in the navigation, and then* ***Create a Giving Opportunity****.*

1) In the giving opportunity box, click **Create a Giving Opportunity**.
2) While completing the form, check the box **Turn on peer matching for this giving opportunity**.
3) Enter the maximum donation amount that you would like to match. This amount will appear in the peer match pool on the giving opportunity.
4) Click **Submit**.

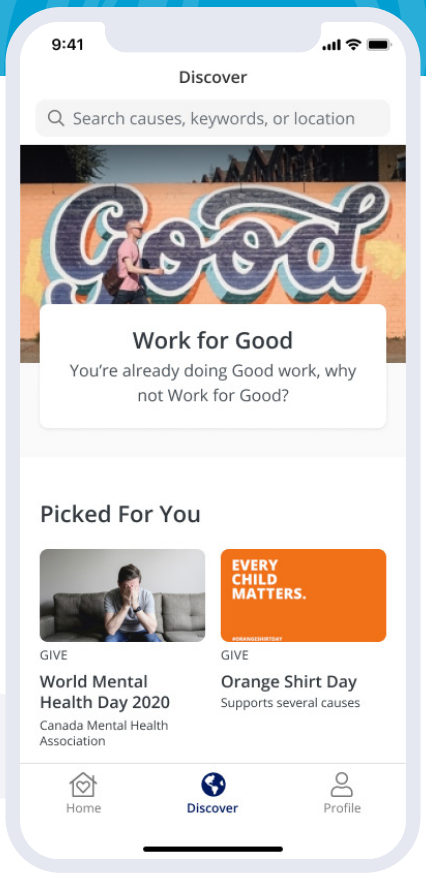
Now, when people see the giving opportunity, they'll see that a peer match pool has been created, and that they can add a match of their own to the pool.

Going Mobile

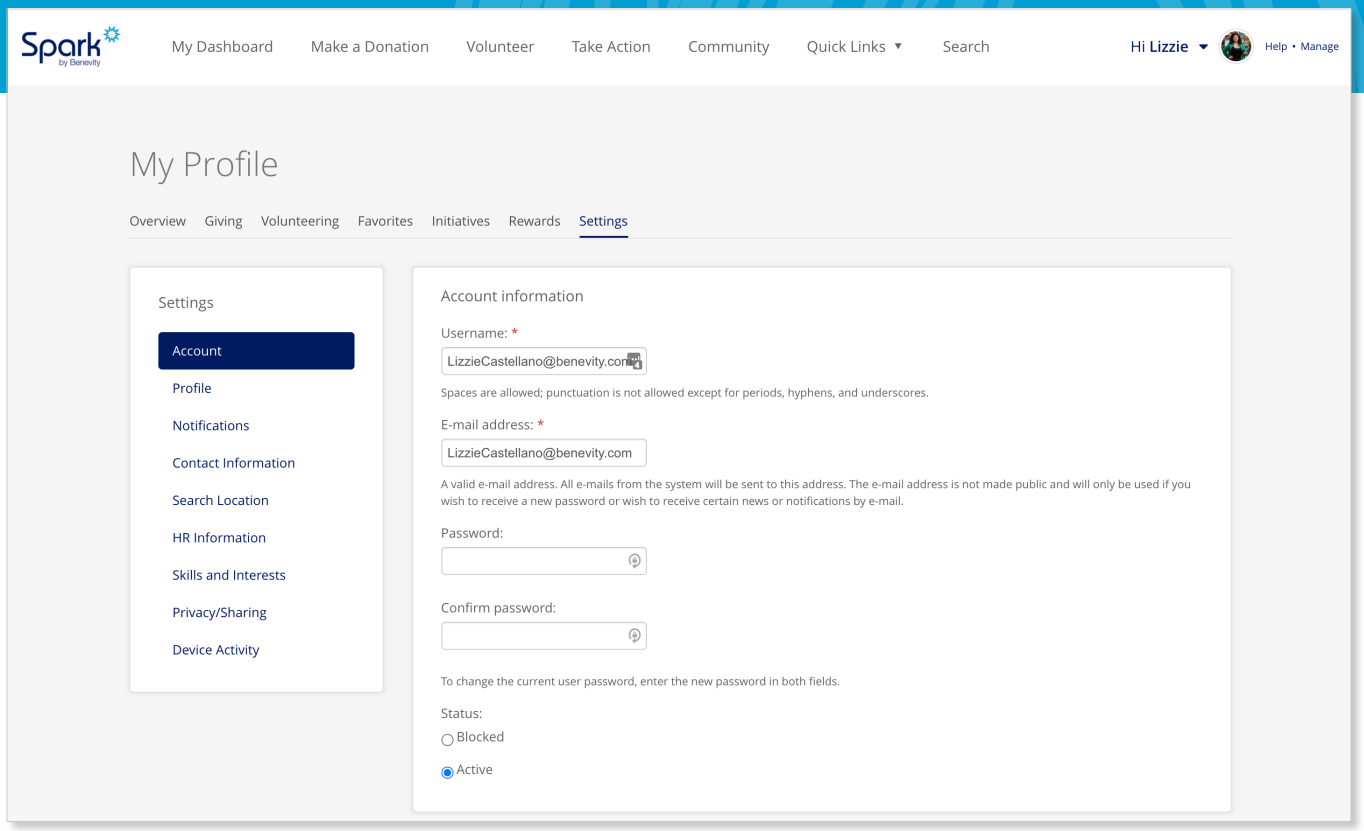
The Benevity App

With the Benevity app, you can access your giving program anytime, anywhere and seize the moment to do good. Donate whenever and wherever you feel inspired. Track your volunteer time right at the event. All the functionality of the desktop version is at your fingertips, and adding the app is easy.

- Download **Benevity** from the App Store or from Google Play.
- Open the Benevity app and tap **Get Started**.
- Enter your program name and tap **Continue**.



Managing Your Account



View Your Donation History

*To see the record of your previous donations, start by clicking **View Profile** below your name on the Dashboard.*

1) Select **Giving/Donation History**.
2) Click **Donation History** to view a list of your previous donations.
3) Find all the activity for a specific month by selecting click to show/hide monthly history.

View Your Recurring Donations

*To see all your recurring donations, start by clicking **View Profile** below your name on the Dashboard.*

1) Select **Giving/Upcoming Donations**.
2) Any recurring donations you've set up will be listed.

Find your Donation Receipts

*To locate your receipts, start by clicking **View Profile** below your name on the Dashboard.*

1) Select **Giving/Donation Receipts**.
2) Click **Download Receipt** to view an individual receipt.
3) Your receipt includes an appendix that lists individual transactions and the organizations you supported.

Change Your Password

*To change your password, start by clicking **View Profile** below your name on the Dashboard.*

1) Click **Account/Profile Settings**.
2) Select Password from the dropdown options.
3) Enter and confirm your new password in the fields provided.
4) Click **Save**.

Change Your Address

*To change the address that will appear on your donation receipts, start by clicking **View Profile** below your name on the Dashboard.*

1) Click **Settings/Contact Information**.
2) Enter your new address in the field.
3) Click **Confirm** and then **Save**.

Update Your Time Zone

*To change your time zone, start by clicking **View Profile** below your name on the Dashboard.*

1) Click **Settings/Account**.
2) Select a time zone from the options.
3) Scroll to the bottom of the page to Locale Settings.
4) Select the correct Time Zone from the drop-down options.
5) Click Confirm and then Save.

Add Skills & Interests to Your Profile

*To add skills and interests tags that will help you find relevant content, start by clicking **View Profile** below your name on the Dashboard.*

1) Go to My Skills and My Interests at the bottom of your profile page.
2) Click **See All Tags** under Skills or Interests.
3) Click a tag to add it your skills or interests.
4) You can remove a tag by clicking the **X** beside it.
5) Add as many skills and interests as you like and click **Save**.