Technical Q&A

Q: I want to change my goal, ambassador name, picture or link for my ambassador page, how do I do that?

A: Please reach out to your BTCTE Campaign Coordinator, Jasmin Raab, at [help@btcte.org](mailto:help@btcte.org) or, if needed asap, text or call 732-690-6040.

Q: Can I get notifications when a donor donates to my ambassador page?

A: Yes! You should automatically receive a notification. If you are not receiving these notifications (or would like them to stop) please reach out to your Coordinator.

Q: What is the image that shows up when I share the link? Can I personalize that?

A: The organization provides a Featured Image for the campaign. If it is not showing when you share or it has a problem, please contact your Coordinator. This will be the same image for everyone.

Q: A donor’s credit card info didn’t go through. What should I do?

A: First, check your internet connection and refresh the page. Next, if you are on the phone with them, ask them to verify the card number, cvv, and expiration date. If it doesn’t go through again, provide the email address associated with the attempted donation to your Coordinator.

Q: What is an abandoned donation notification? What am I supposed to do if my Coordinator sends me one?

A: If your coordinator sends you information from an abandoned donation that means you had a friend or family member try to donate to your page! Your friend automatically gets a notification from CauseMatch letting them know that they did not finish their donation. But after a few hours, if they do not return, you’ll get a notification to ensure you follow up! Call or message them to say you saw they abandoned their shopping cart and help them complete their transaction.

Q: I am in a different location! Can I raise money in my local currency? Can my ambassador goal be in my local currency?

A: Fortunately, if a credit card is allowed to be charged internationally, anyone can donate! However, the money will be converted for the transaction in US currency on the checkout page (it will also show up on the campaign page in that currency). Regarding the goal on your ambassador page- you can only select a goal in US currency.