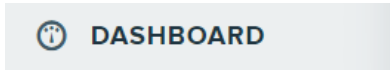
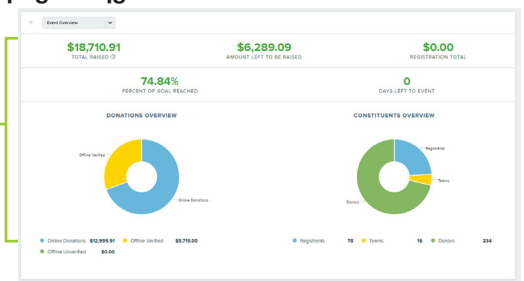


Visit qgiv.com and click **log in** using the username/password provided by JAUM. This log in gives you access to the back end of your specific event.

NOTE: New in 2018 - you can log in using the same username/password for your company page and the admin side. If you have problems with your password, use the "Forgot your password?" link on the log in page of qgiv.com.



The **Dashboard** provides a snapshot of your event.



Click **Manage Form** to view a more detailed profile of your event.

- **Share Your Event**
 - Here you have access to the Social Settings and Social Templates that appear for bowlers in the Share Event section of their individual fundraising pages.
 - There are settings and templates preloaded into the system. You can leave them as is or customize/add as appropriate.
- **Constituents**
 - This area lets you view individual participants, teams, and donors
 - You have the ability to search and find individuals, or download a report.
 - If you click into any participants or teams, you can edit their information such as bowling time, team name, or password.
 - "Ghost" lets you view and edit individual/team fundraising pages as if you were them. This is great for when a bowler is having difficulties. You can view their page and make changes for them, rather than having to walk them through the steps.



Hover over **Reporting** and choose **Reports**. From there, click **View Report** on any of the first three reports.

Participants Use this option to pull data on anyone that has registered for your peer-to-peer event. View Report	Donations Use this option to pull data on all donations associated with your peer-to-peer event. These will include both online and offline gifts. View Report	Teams Use this option to pull data on all teams associated with your peer-to-peer event. You'll have the ability to download a summary or a more detailed version. View Report
---	---	---

For all reports, **make sure to change the range**. You can also add filters, or search by participant name. All reports are downloadable as an Excel or CSV file.


- **Participants:** Will show all participants registered for your event. From here, you can click on any participant to:
 - Edit contact info
 - Change their team
 - Reset their password
 - Resend registration email

- **Donations:** Will show all donations made to your event. From here, you can:
 - Resend email receipts
 - Change who their donation credits
 - Edit donation permissions
 - **Note: If you are utilizing a registration fee, this will not appear in this report! You must use the Transactions report located in Reporting.**
- **Teams:** Shows all teams registered for your event. From here, you can:
 - Edit team fundraising and recruitment goals, as well as the team name
 - See who is registered as team members



These two menu items do not house relevant information to you as a coordinator.

Managing Participants and Donors

Use the steps below to troubleshoot some common problems. The system is very user friendly, so feel free to explore and familiarize yourself! As always, reach out to JA for assistance! **For all problems listed below, start by navigating to your form by choosing  Go To A Form and then selecting your event.**

Common Problem 1: Donation miscredit

- Hover over **Constituent** menu and select **Donors**
- Click the donor name (you can search using the search bar)
- Scroll to **Donation Details**
- You will see **Donate To** with the information about where their donation was credited. Simply click **Change** and edit as necessary.
- Scroll to the bottom and click **Save Donation**

Common Problem 2: Registered for the wrong team

- Hover over **Constituent** menu and select **Participant**
- Click the participant name (you can search using the search bar)
- Scroll to **Registration Information** and use the **Team dropdown** to select their new team
- Scroll to the bottom and click **Save Participant**

Common Problem 3: Participant forgets password

- Hover over **Constituent** menu and select **Participant**
- Click the participant name (you can search using the search bar)
- Click **Reset Password** on the right side menu
- NOTE: Many times, when individuals are having trouble, it is because of a typo in their email address. From this same screen you can edit their email address.

