

General FAQs

1. What does Givelife Do?

Givelife gives you an integrated platform to manage entire life cycle of your Donors and Volunteer records. You can also view the donations made by each donor and track the donation against the cause donation is made.

2. Will you integrate with our software / servers?

Givelife can be integrated with existing software.

3. Can GIVELIFE run on the customer's servers instead of being hosted by GIVELIFE?

As Give Life is hosted on Cloud so it will not run on customer's server.

4. Synchronization of GIVELIFE with Microsoft Outlook?

GIVELIFE seamlessly integrates with Microsoft Outlook including your appointments, tasks and emails.

5. How does GIVELIFE guarantee my data is secure?

We are a PCI compliant system, so all your data is secure.

6. Can you manage different emails within GIVELIFE, for the case where I manage emails for multiple people?

Yes, with the Donor management and Volunteer Management module you can create multiple contacts and save their emails in the system.

7. Lead to opportunity process- when do you promote a Lead to a Commitment, and Contact?

The qualification criteria of stage promotion can be configured as per your business process.

8. What is the largest size email attachment that can be sent through the system?

The system can be customized to have maximum attachment size up to 131072KB.

9. What does it cost for customization?

Contact us on (888) 257 – 4274 for Pricing info.

10. How can I delete users?

Admins can delete the users by visiting the admin center.

11. What browsers do you support?

Give Life is supported by Microsoft Edge, Chrome and Mozilla Firefox browsers.

12. How do I attach files to email templates in GIVELIFE?

13. To attach files to an email template, such as a direct email or quick campaign:

- a. Open the template
- b. On the Actions toolbar in the Attachments area, click New Email Attachment.
- c. Select the desired file to be attached.

14. Can I access GIVELIFE from my mobile?

Yes, you can use a mobile that is web-enabled to connect to your GIVELIFE system. Users will be able to access real time data from anywhere.

15. Can we customize the font type and font size used?

You cannot change the size of the font used in GIVELIFE, but you can change your browser setting so the font appears bigger or smaller by doing one of the following:

- a. Use Ctrl + and Ctrl - to control the zoom feature on your browser
- b. Change the screen resolution on your computer e.g. with a lower resolution your text will appear larger

16. Does GIVELIFE integrate with Microsoft SharePoint?

GIVELIFE does integrate with Microsoft SharePoint.

17. Is it easy to make GIVELIFE suit our business processes?

GIVELIFE is designed to work the way your business does.

18. How do I get my users, especially my sales people, to use GIVELIFE?

GIVELIFE was designed to the familiar Microsoft Outlook environment support faster user adoption and high utilisation. It also works with familiar tools like Microsoft Office Word and Microsoft Office Excel. With role tailored access your users can only access information they want and need, delivered how they want.

Is GiveLife free?

Please contact us on **(888) 257 – 4274** to get the free demo and pricing information.

What kind of Dynamics 365 licenses needed to install GiveLife?

You would require Sales and Project service license for Give Life CRM

19. Which payment Gateway GiveLife uses? How do you configure it?

Give Life uses Stripe Payment Gateway. Please refer to the Payment gateway support document to view more information on Configuration.

20. How is it different from Microsoft Non-Profit accelerator?

Give Life suits the Specific Needs of Non-Profit Organizations spanned across the Canada and North America. Unlike the accelerator which is generic and would require a lot of customization to make it market specific. Also, with Give Life the size of solution is very less as compared to Non-Profit accelerator, thus saving data space for you.

21. I need to customize GiveLife further. Can you help me?

Yes, Our CRM consultants will help you to customize the GiveLife further to suit your specific needs. Kindly contact us on ** for more information.

22. What are the languages supported by GiveLife?

Give Life currently supports English and French Language.