General Questions

How do I create a user account?
Creating a user account is easy! To start, visit the https://chestercountyfoodbank.fenly.org

On the homepage, scroll down to the three boxes labeled – Individual Fundraiser, Team Fundraiser, and Virtual Food Drive. Select which fundraiser type you would like to create first and click the corresponding button.
You will be directed to the registration page. Fill in your name, an email address, set a password, and click "Register Now." You will now be on the Chester County Food Bank's (CCFB) Fenly User Dashboard and ready to create your new fundraiser.

Each Fenly user account will let you create one of each fundraising type. If you want to create multiple virtual food drives or fundraisers, you will need to register a new user account, with a different email, for additional fundraising pages.

How can I change my fundraising goal, featured image, or description text?
To make any changes to your fundraiser or virtual food drive, visit your personal Dashboard page via the link in the top right corner of any page. Once on your Dashboard, just select which fundraiser or virtual food drive you want to edit.

How can I delete my fundraiser or virtual food drive?
Completely deleting a Virtual Food Drive, Individual Fundraiser, or Team Fundraiser is not possible. If you want to completely close your fundraising user account, contact Drew Margerum, Development Associate at the Chester County Food Bank (dmargerum@chestercountyfoodbank.org or 610-873-6000 x129).

Rather than deleting fundraisers, you can rename them, edit the information and goal, and change the end date if they have expired. When editing or restarting your fundraisers and virtual food drives, we will keep all previous donations linked so your goal percentage doesn't go down either. All the options to modify or relaunch your fundraisers can be found on your user dashboard.

How does the nonprofit get the donated money?
All donations made to Chester County Food Bank's Fenly-hosted fundraising pages or virtual food drives go directly to CCFB via our integrated payment processor.

What if I don't reach my goal?
All donations made to fundraising pages or food drives go straight to CCFB, whether or not you reach your goal.

Are donations tax-deductible?
Donations made through Fenly are tax-deductible. You can view our financial information here. However, we recommend consulting your tax professional with questions relating to your specific charitable giving.

Campaign Questions

How do I create an individual fundraiser?
To create an Individual Fundraiser, head to your User Dashboard and click the Start Your Campaign button under the Individual Fundraiser option.

On your Individual Fundraiser page, you can set basic information, like the campaign name and a custom URL. You can also set your fundraising goal. Finally, upload a profile image for the page and use the text box to set a "Short Description for Your Individual Fundraising Page." This is where you can share a bit about why you are fundraising for the Chester County Food Bank

Finally, select "Save and Close." Your fundraiser is now live on http://ChesterCountyFoodBank.Fenly.org
To make any edits to the fundraiser, just click the "Edit my Individual Fundraiser" button on the User Dashboard.

How do I create a team fundraiser?
To create a new Team Fundraiser, select the option "Create a Team" from your User Dashboard.
From the Team fundraiser creation page, you will be able to set a Team name and a custom URL. You can also upload a Team Image and select a Banner Color to represent the Team. You will need to set a Team Fundraising Goal which all donations to your Team members' Individual Fundraising pages will go towards. Finally, set a Start and End Date for your Team Fundraising Drive.
Once you click "Save and Close," your Team Fundraising page will be active. To make any changes to the Team page, just head to the User Dashboard.

How do I join a team fundraiser?
Fundraisers can join any team just by going to the Team Fundraiser page and clicking the "Join This Team" button.
To find teams, click the "Join a Team" button from your User Dashboard or the Team link in the top menu bar. You can also find teams by using the search feature.

How do I create a virtual food drive?
To create a Virtual Food Drive, head to the User Dashboard and click the "Start a Virtual Food Drive" button. With Virtual Food Drives, you have a number of customization options. https://chestercountyfoodbank.fenly.org/

Basic Information includes setting a food drive name, custom URL, adding a company/organization name (if desired), and uploading a food drive profile image. You can then set your overall Virtual Food Drive goal. Virtual Food Drives are set by default to always be open, but you can set a start and end date if desired.

Finally, you can select the products available for purchase during the Virtual Food Drive. You can add as many products from the list as you would like. Just click "Save and Close" to launch your Virtual Food Drive. Changes to the Virtual Food Drive can be made at any time via the User Dashboard.

Have a question we haven't answered?
Please contact Drew Margerum, Development Associate
dmargerum@chestercountyfoodbank.org
610-873-6000 x 129