

## Donor Central FAQ

### **Q: Why Donor Central vs. another online system?**

Donor Central is a system that communicates directly with our internal database. It was created and is managed by the same company that created our database. This means the backend connections between the two systems are relatively seamless and we can get support for both in one place.

### **Q: How do I make a grant to my friend's TF account?**

If you wish to make a grant to another TF Fund please enter the name "Toronto Foundation Grants" into the search section and indicate the name of the Fund you wish to donate to in the *grant purpose* section.

### **Q: Do I need to do anything?**

If you haven't yet, you'll need to sign your Confidentiality Agreement and send it into us. After that, all you have to do is use the login information provided to you to set up your own password within 7 days of receiving it (otherwise it expires and you'll need to contact us to send a new temporary password).

### **Q: Why do I need to have a signed confidentiality agreement?**

You need to have a signed agreement because you will be able to view gift history and donor information on Donor Central. Our privacy policy requires a signed confidentiality agreement before we can share this information with you.

### **Q: Will this system cost me more?**

No.

### **Q: What internet browser is best to use?**

Donor Central is browser agnostic, meaning you can use whatever browser you prefer.

### **Q: How do I know when my grants have been completed?**

Once your grant has been processed you will receive an email notification letting you know that the cheque will be sent out within 5 business days.

### **Q: Who do I reach out to if I need help?**

You can reach out to us via email through this address: [donorcentral@torontofoundation.ca](mailto:donorcentral@torontofoundation.ca). You can also call a member of our Fundholder Engagement team for help anytime!

**Q: Why can't I see any information prior to April 2010?**

Our data from April 2010-Present required a great deal of clean up – removing acronyms, etc. In future, when we have time to clean up more data we hope to add more history.

**Q: Why would I want to set up the two-step authentication?**

This provides you with increased security should you wish to have it. With this extra layer of security, your Blackbaud ID requires a unique verification code - received on your personal device - in addition to your email address and password. Meaning someone with your password would still need the verification code to log into your account.

**Q: What other security features are there to ensure my data is protected?**

Aside from the two-step log in feature, Donor Central will automatically log you out if you haven't been using the system after a short period of time.

**Q: Where is my data stored?**

Your data will be stored in Canada.

**Q: Why can't I see the donation I just made on my TF website in Donor Central?**

It can take up to 10 business days for a gift made online through our partner, CanadaHelps, to be transferred to Toronto Foundation. We have chosen to work with CanadaHelps because it is a nonprofit serving Canadian charities and donors that is dedicated to increasing charitable giving across Canada by making it easier to donate and fundraise online. Increasing the amount of funds available to Canadian charities is directly in line with our values. The other reason we've chosen to work with them is their fees are a fraction of the for-profit alternatives, so your donation dollars go further. Once we receive the gifts from CanadaHelps it is our policy to post them online as soon as possible.