

**Bonterra**<sup>TM</sup>

**Getting Started with  
NFG as a New Admin**

# Agenda

Bonterra Academy

How to Get Help

Fundraising Software Demo

**Bonterra Academy**

# What is Bonterra Academy?

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**An excellent resource for learning how to set up, use, and manage your Bonterra software. You have access to live instructor-led webinars and on-demand recordings of trainings.**

**<https://bonterratech.com/training#network-for-good>**

# How to Get Help from the Customer Support Team

# Contacting the Customer Support Team | 8am – 7pm ET

## Chat



- In-app messenger support for quick, technical questions
- Blue dot in bottom right corner of system
- Expect a reply in 2-3 hours



## Email



- [success@networkforgood.com](mailto:success@networkforgood.com)
- Dedicated team to resolve product problems and questions
- Expect a reply in 2-3 business days

## But first!



You can access **View Guides and Help Articles** in the Help tab in your software to find a comprehensive library of articles, guides, walkthroughs, and videos.

# Fundraising Software Demo

# How Funds are Disbursed

- All credit card donations are processed through Network for Good's Fundraising Pages
- Donations immediately populate in your Donor Management system on the Giving tab
- Transaction fees can be covered by the donor during the checkout process
- If you have questions about your payment processor, please contact our Customer Support team at [success@networkforgood.com](mailto:success@networkforgood.com)

## Network for Good's Donor Advised Fund

Previous month's donations disbursed on 15<sup>th</sup> of month

- Or -

## Bonterra Payments (Powered by Stripe)

Disbursed in five business days

Need to complete sign up before you can receive donations

Apple Pay and Google Pay as checkout options

## PayPal

Funds available in your PayPal account

Must complete signup to use

Includes Venmo as payment processor



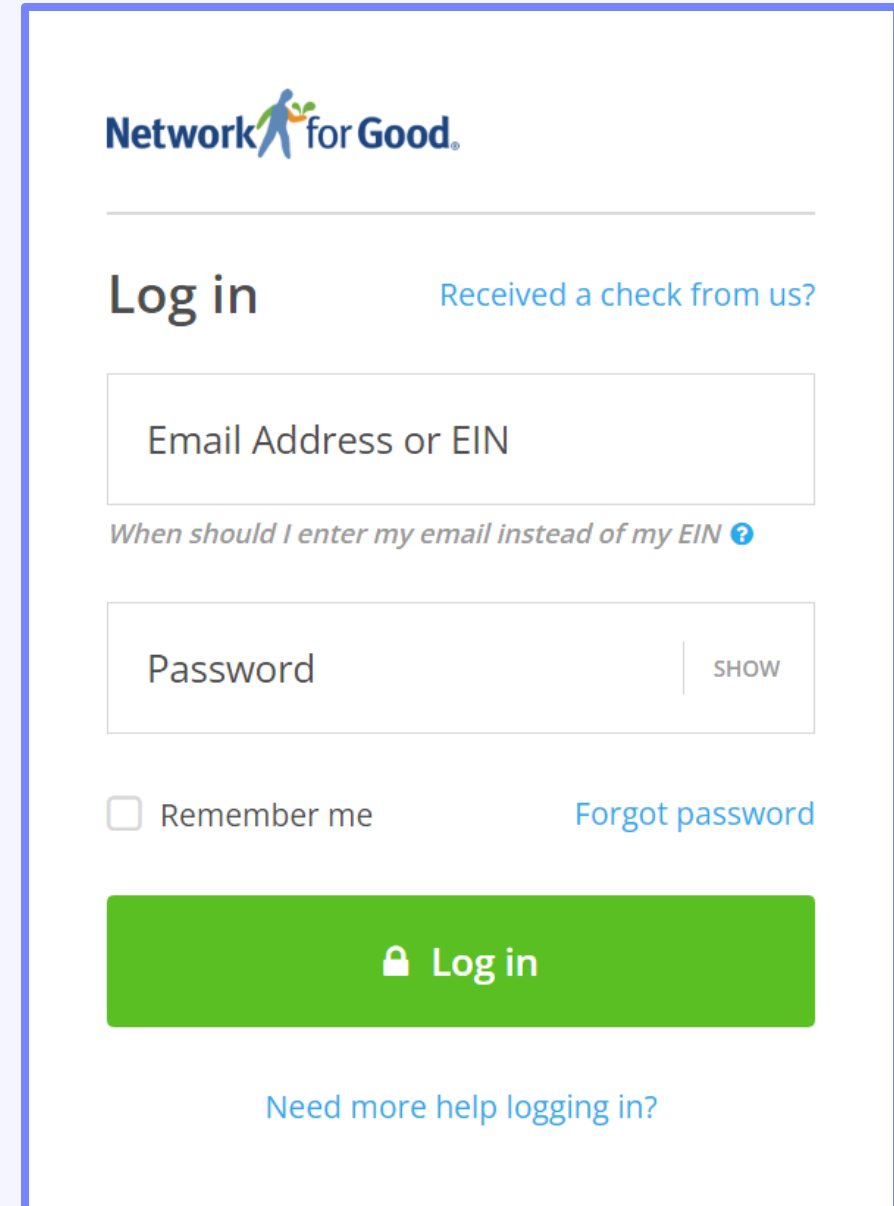
# Let's Log in!

Visit <https://networkforgood.com/login> directly in your browser

If you haven't set your password yet:

1. Select **Forgot password**
2. Enter your email address
3. You'll receive a link to set your password
4. Log in!
5. Enter the code texted to you

Please be sure to log in with your email address and not your organization's EIN



The screenshot shows the Network for Good login interface. At the top left is the logo "Network for Good" with a stylized figure. Below the logo is a horizontal line. The main heading is "Log in" in a large, bold font. To the right of "Log in" is a link "Received a check from us?". Below this is a text input field labeled "Email Address or EIN". Underneath the field is a note: "When should I enter my email instead of my EIN" with a question mark icon. Below the email field is another text input field labeled "Password" with a "SHOW" button to its right. Under the password field is a checkbox labeled "Remember me" and a link "Forgot password". At the bottom of the form is a large green button with a lock icon and the text "Log in". Below the button is a link "Need more help logging in?".

## Q & A

**We value your feedback!**

Ask questions about functionality covered in this training

Ask real-life application questions

Or sign off and we will see you in the next training!



**Thank you for watching!**

**We hope to see you  
in future trainings.**

