

# A guide to your Coffee Morning fundraising page

## It's quick and easy to use your Coffee Morning fundraising page.

If you are having issues with your page, you can contact JustGiving directly via [help@justgiving.com](mailto:help@justgiving.com), or email us at [coffee@macmillan.org.uk](mailto:coffee@macmillan.org.uk)

## Check out our video tutorials for guidance on how to personalise your page – [Fundraising page video tutorials](#)

### How do I access my page?

Once you've registered to host a Coffee Morning, a JustGiving fundraising page will automatically be set up for you, so you can start fundraising straight away. To access this page, use the 'personalise your fundraising page' link at the bottom of the emails sent to you by the Coffee Morning team.

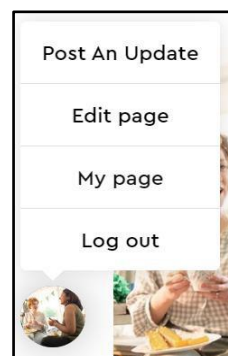
You'll need to log in to your existing JustGiving account or create a new one if you want to personalise your page and add a photo, a fundraising target, select your event date and update your story with more details about your event. After you have logged in or registered for an account you will get to your fundraising page. You will need to press 'log in' again and log back into your account to edit your page. Once you have done this, you can update your page as often as you like, even adding photo updates to let everyone know what you're up to!

### I can't see how to edit my page

You will receive an email from the Coffee Morning team shortly after you register. This email will contain a link to personalise your page. Once you've clicked the link and logged in to JustGiving or created an account, you need to log in again to be able to edit your page. You can do so by pressing 'log in' on the top right of the page.

### What can I edit on my fundraising page and how?

You can change the title of your fundraising page, fundraising target, story and profile picture as well as adding offline donations you have received and posting updates to your page. To do this, click on the small circle image in the bottom left-hand corner of the page (when logged in) and select 'Edit page' or 'post an update' (see image). You can also change the date of your event in the 'updates' section or by clicking on the pencil icon next to the event date.



### Do I need a JustGiving account?

You don't need a JustGiving account to use your Coffee Morning fundraising page or QR code. However, you will need a JustGiving account if you want to personalise your fundraising page. Either way, any money raised on your fundraising page or QR code will be added to your Coffee Morning total.



### **Once I've logged in or created an account, do I have to personalise my page?**

Pages that have been personalised raise 50% more on average. This is because people can understand more about your event, why you're hosting it and how their donations will help. However, you can still receive donations and share your page link if you choose not to personalise it.

### **How do I share my page?**

On your fundraising page, you will find buttons to share your link directly to Facebook, X, WhatsApp and email. You can also copy your fundraising page URL and send your page directly to your guests to donate. You will find the link to your fundraising page at the bottom of each email you receive from the Coffee Morning team.

### **I've lost the link to my page. How do I find it?**

You will find the link to your fundraising page at the bottom of the emails that you receive from the Coffee Morning team and in your fundraising kit on the QR code sticker sheet.

If you have personalised your page, you can [log into your JustGiving account](#) at any time, head to your profile and you'll find all of your JustGiving pages under 'Fundraising'. If you still can't locate your link, please get in touch by emailing us at [coffee@macmillan.org.uk](mailto:coffee@macmillan.org.uk) and we should be able to find it for you.

### **How do people donate to my page?**

You can collect donations ahead of your Coffee Morning, on the day and after the event. There are two ways people can donate to your page:

1. By clicking the URL link you share with them directly and clicking on the 'Donate' button
2. By scanning the QR code in your fundraising kit with the camera on their smartphone - this will take them directly to donate to your unique page

Anyone who donates to your page will follow a secure donation payment process and receive an email receipt. Guests can choose if their name is shown publicly on your event page.

### **How do I know who has donated?**

You can see your total fundraised amount and the donations you have received by visiting your fundraising page. All donations will appear on your page, although guests can choose to donate anonymously during the donation process by choosing to hide their name. If you have used the link to personalise your page and have registered and/or logged in to JustGiving, you'll also receive an email every time somebody donates to your page – don't forget to check your junk folder.

### **What is a QR code?**

You will find QR code stickers in your fundraising kit that, once scanned, will lead directly to donate to your unique Coffee Morning fundraising page. A smartphone is able to scan your QR code (using the camera) so your guests can donate safely without needing cash. These donations will go directly to Macmillan Cancer Support and will be included in your fundraising total that you can see on your page.



### **How do I use a QR code?**

1. Open up the camera on your smartphone
2. Hold the camera over the QR Code so the whole image is in view - don't take a picture!
3. You'll then be prompted to click on a link which will take you to make a secure donation for your Coffee Morning via JustGiving
4. You can then choose to give one of the pre-defined donation amounts or select 'Other' to input your desired donation.
5. Follow the instructions on screen to securely enter your payment details. Remember, please select Gift Aid if your donation is eligible – this means we are able to claim an extra 25% on your donation at no extra cost to you.
6. An email receipt will be sent to confirm the donation has been processed.

Not working? Some phones may require you to download a QR Reader app and scan the code using the app instead.

### **Will I be thanked for donations on this page?**

Yes, donations on your fundraising page will be added to any other Coffee Morning donations you make to us and you will be thanked by Macmillan Cancer Support within 8 weeks of us receiving them.

### **How are my donations collected?**

All money donated to your page will automatically be securely sent to Macmillan Cancer Support.

### **What happens if I don't meet the target I set myself?**

Don't worry if you don't meet your target, we will still be delighted to receive any funds that you raise.

### **Can I add offline donations to my page?**

Yes, you can add offline donations to your fundraising page total when you have personalised your page and you are logged into your JustGiving account. However, please be aware that Macmillan are only able to thank you for donation income that we have received and processed.

### **How long will my page remain live for?**

It will remain active until June 2027 if you want to hold your event later in the year.

### **I need help!**

If you are having any problems with your page, donating, or the QR code stickers in your fundraising kit isn't working, please get in touch with our friendly team at [coffee@macmillan.org.uk](mailto:coffee@macmillan.org.uk) or call 0330 102 7810. You can also contact JustGiving directly via [help@justgiving.com](mailto:help@justgiving.com)

