giving.sg

User Manual

For Non-Profit Organisation (NPO)

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Powered By

nvpc

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Section A

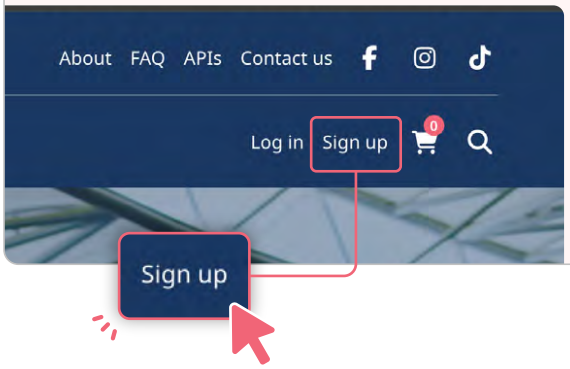
NPO Account Profile

Creating an NPO account

Note: Religious organisations, political organisations and their affiliates, as well as any organisations that are of a non-secular or non-moralistic nature are not eligible to join.

STEP 1

Go to **www.giving.sg** and click **"Sign up"**.

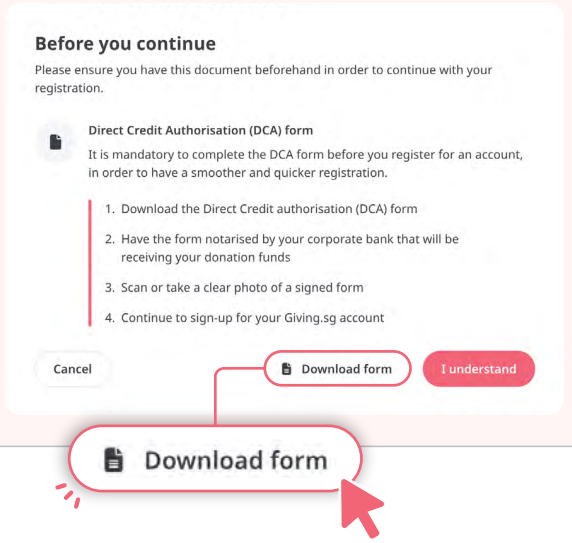


STEP 2

Select **'Registered charity'**.



You will be prompted to download the Direct Credit Authorisation form.



STEP 3

Fill in the four sections below and click **"Next"** to proceed.

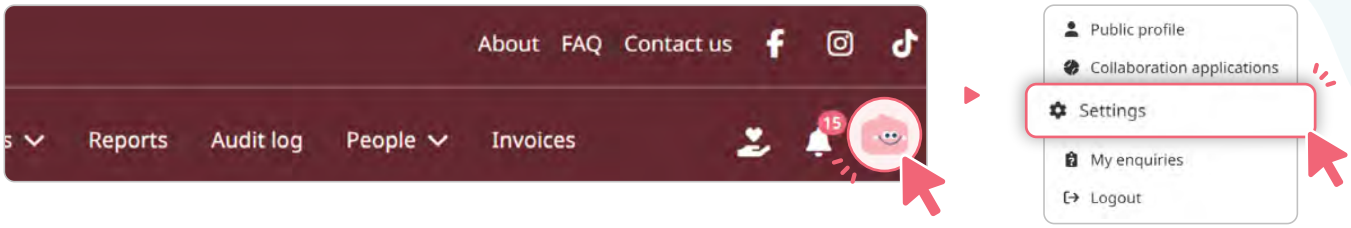
1. Organisation details
2. Bank details
3. Tag your organisation
4. Create account

After submission, you will see a confirmation page and an email will be sent to you.

Your application will be reviewed by our relevant team within **3-5 working days**. Once it is approved, you will receive a separate notification.

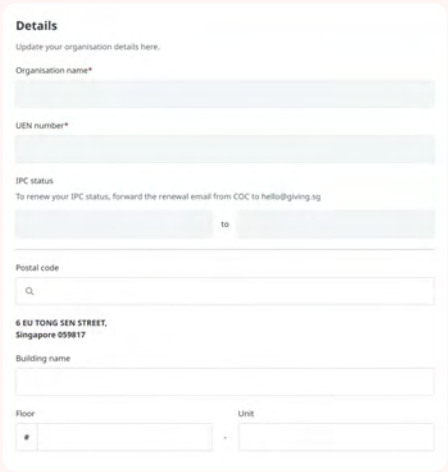
Setting up NPO profile page

On the top right corner, click the **“Avatar”** button and select **“Settings”**.

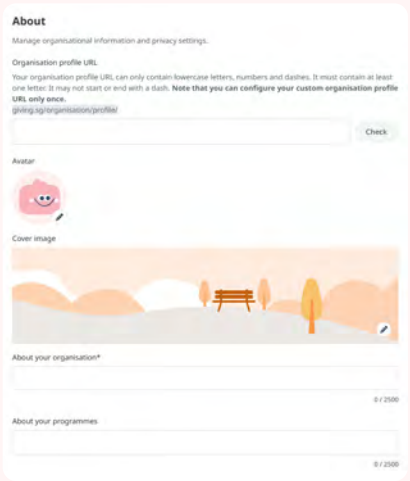


An employee with the Admin role can view and edit the following sections:

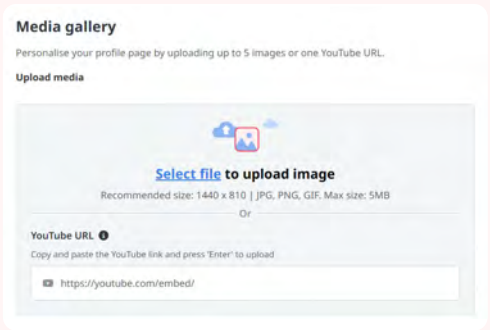
1 Details



2 About



3 Media Gallery

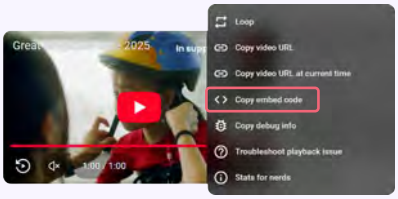


Tips:

Uploaded images can also be rearranged by holding and dragging the images with the order being actively changed.

How to upload YouTube video?

1. Locate the YouTube video you want to upload, right-click on the video cover, and select **“Copy embed code”**.



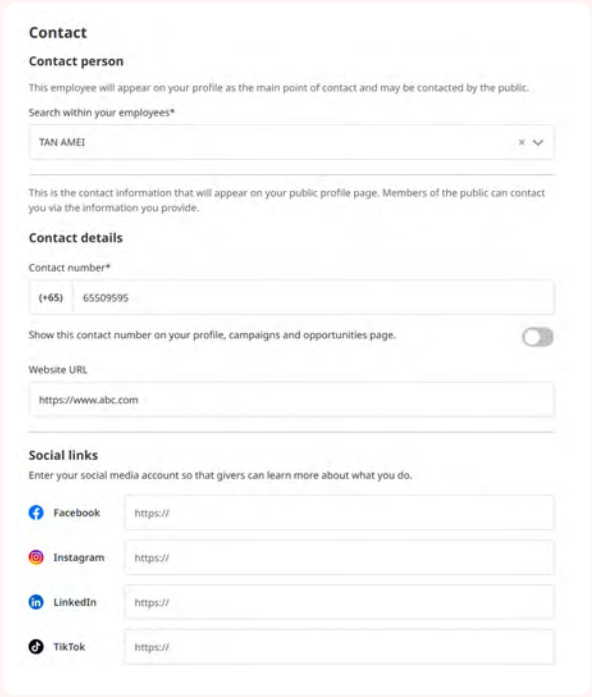
2. Copy the link highlighted in blue (for your reference).

```
<iframe width="424" height="238" src="https://www.youtube.com/embed/BBFcz3D9gtg" title="Great Singapore Give 2025" frameborder="0" allow="accelerometer; autoplay; clipboard-write; encrypted-media; gyroscope; picture-in-picture; web-share" referrerpolicy="strict-origin-when-cross-origin" allowfullscreen></iframe>
```

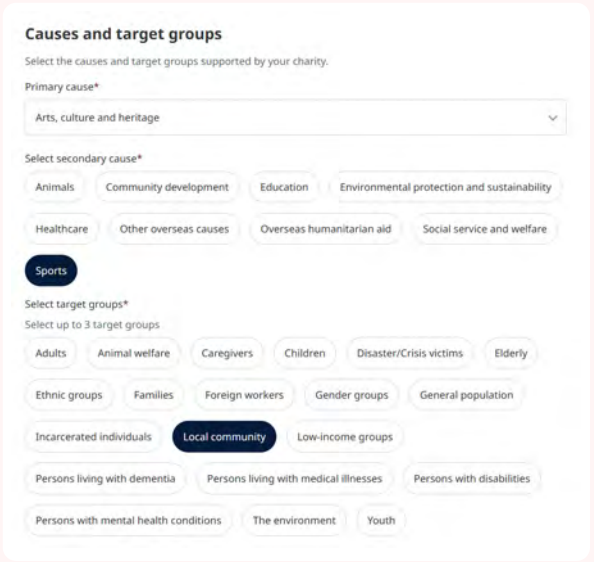
3. Paste the YouTube embed link into the field and press **“Enter”**. The video will then be added to the gallery.

Continue to the next page for more sections.

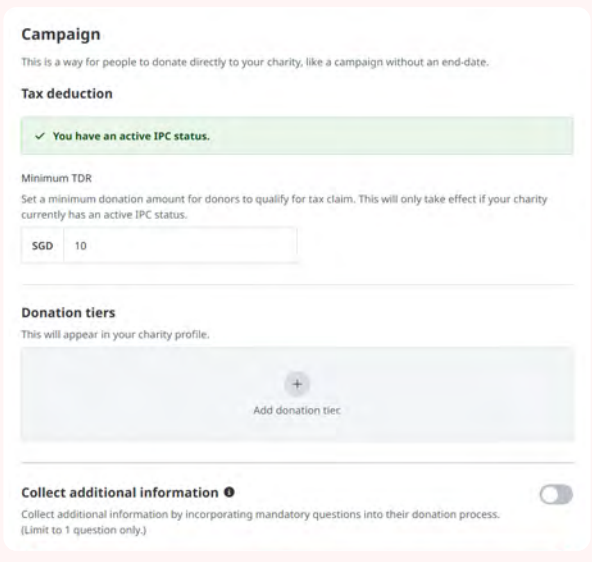
4 Contact



5 Causes and Target Groups

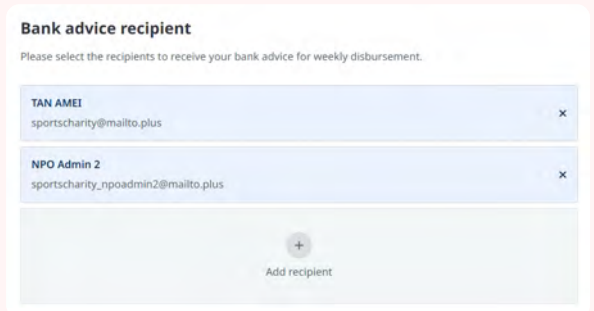


6 Campaign



7 Bank Advice Recipient

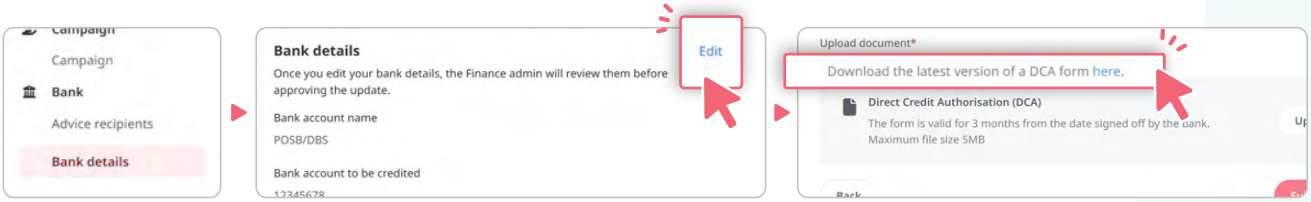
This function allows the weekly bank advice to be sent to users with the NPO Admin access or Finance Manager role on giving.sg. You can add or remove recipients as needed.



Change bank details

STEP 1

In the **“Bank details”** tab, click **“Edit”** and download the latest DCA form.



STEP 2

Complete the DCA form:

Part I:
To be completed by the charity and stamped with the organisation’s rubber stamp.

Organisation Name	
UEN	
Address	
Contact Person	
Contact No.	
Email	

Account Holder	
Name of Bank	
Branch Name	

Bank No.	Branch No.	Bank Account No.

Organisation’s Stamp

Part II:
To be signed, verified and stamped by your new bank.

Bank No.	Branch No.	Bank Account No.

Bank SWIFT Code	

Name & Signature of Authorised Bank Officer | Bank’s Stamp | Date

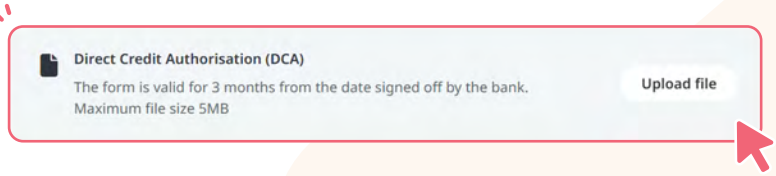
Note:
- Ensure the authorised signature matches the bank’s records.
- Ensure the account number is the same in both Part I and Part II.

STEP 3

Return to the **“Bank details”** tab and click **“Edit”** again.

STEP 4

Update the bank details and upload the completed DCA form.



STEP 5

Click **“Submit update”**.

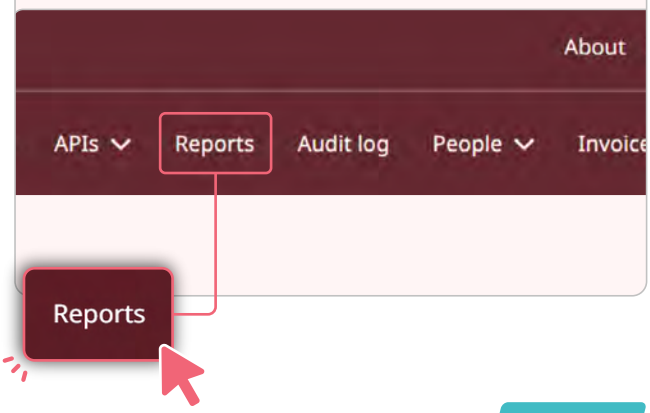


Your request will be sent for review after submission.

Download donation report

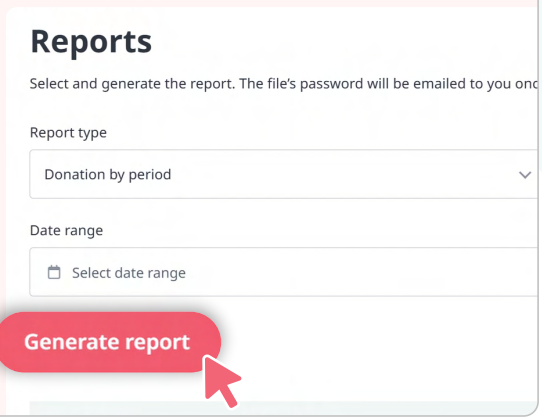
STEP 1

Click **“Reports”**.



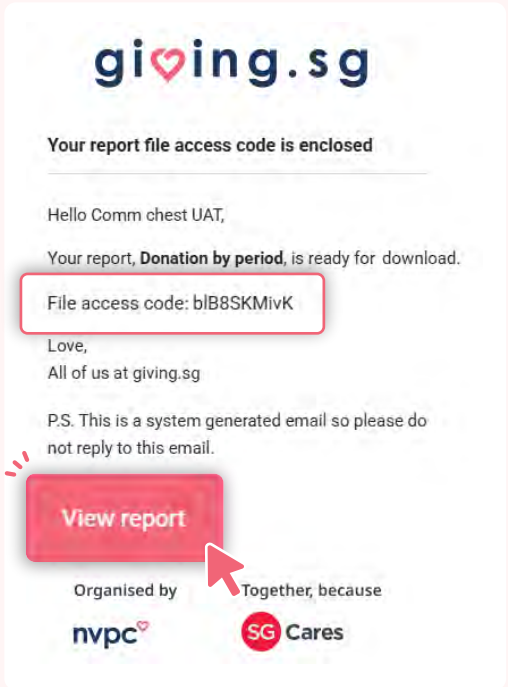
STEP 2

Select a report type and date range, then click **“Generate report”**.



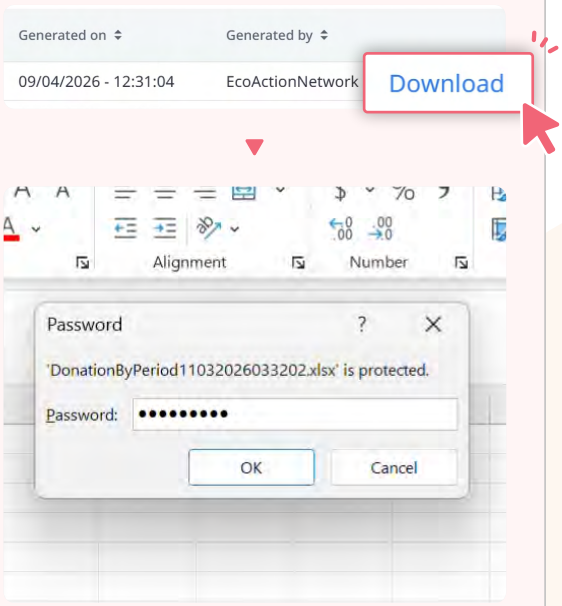
STEP 3

Check your registered email for the password and click **“View report”**.



STEP 4

Download and open the file using the access code/password provided.



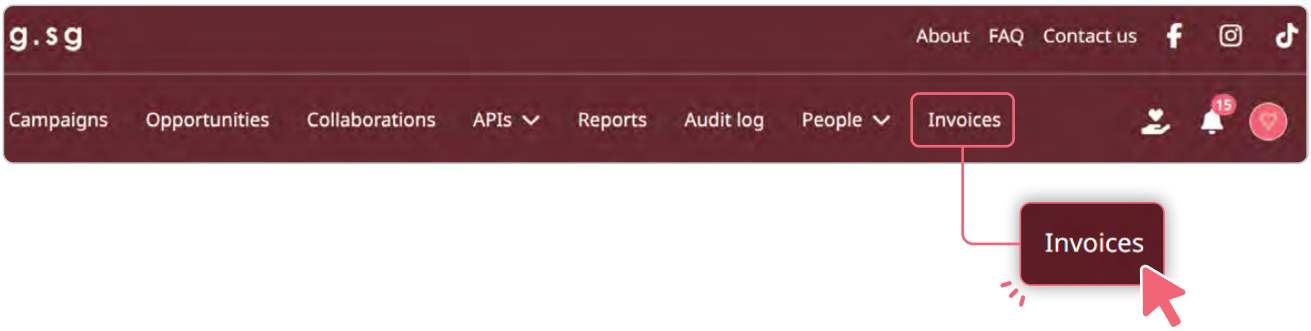
Download invoices

A fee of 1.8% of the donation amount, plus prevailing GST, is charged to cover bank charges, maintenance costs, and ongoing platform improvements.

Note:
- Fees are deducted upfront before weekly disbursement.
- Invoices can be generated from the Invoice tab by users with NPO Admin or Finance Manager access.

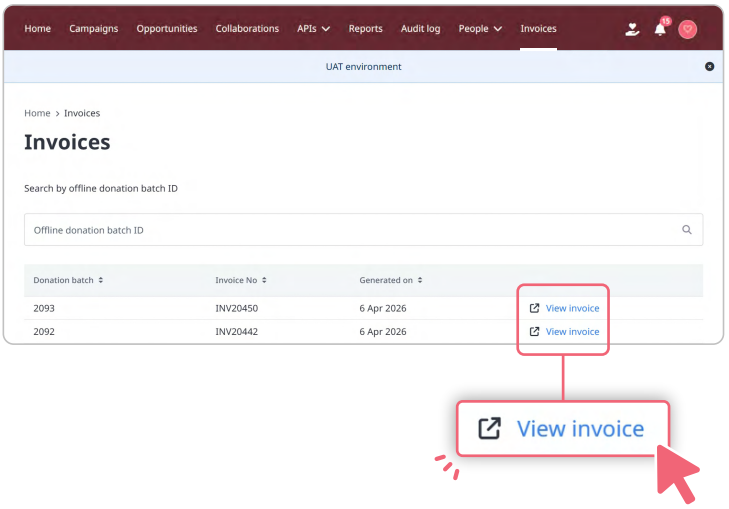
STEP 1

Click **"Invoices"**.



STEP 2

Click **"View invoice"**.





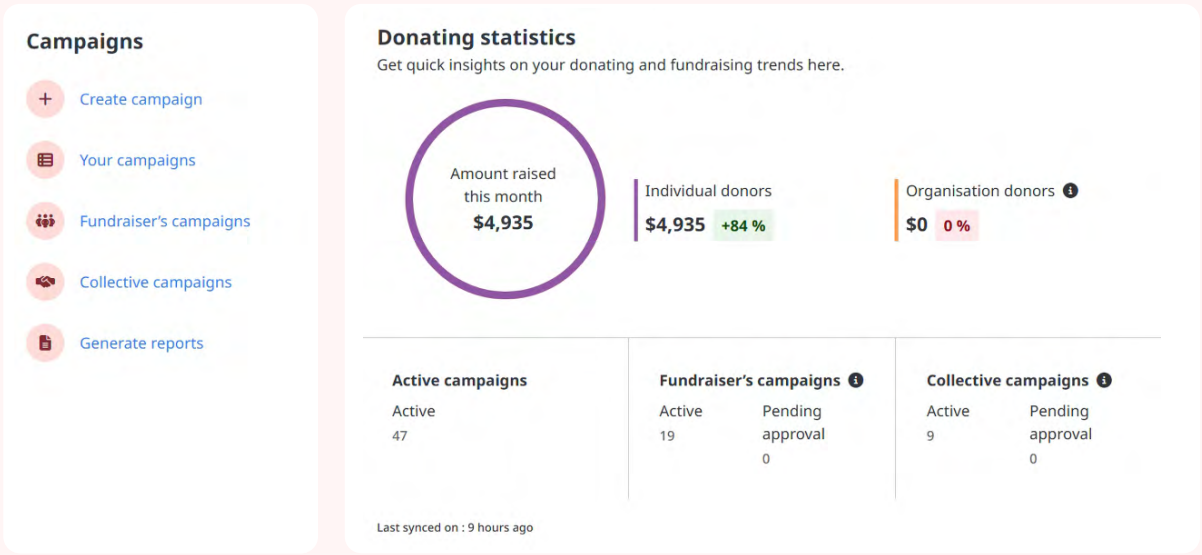
Sample Invoice

Dashboard

The dashboard allows you to create/view the following:

1 Campaigns

Number of active campaigns created by your organisation, create new campaigns, and the current statistics.



2 Volunteer Opportunities

Number of active opportunities and collaborations opportunities which are active or pending approval.

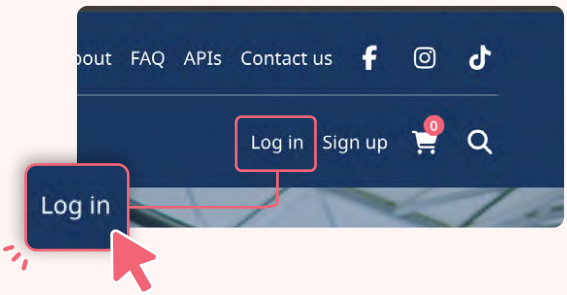


Reset password

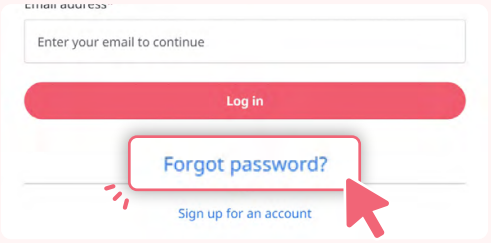


STEP 1

Go to **www.giving.sg** and click **“Log in”**.

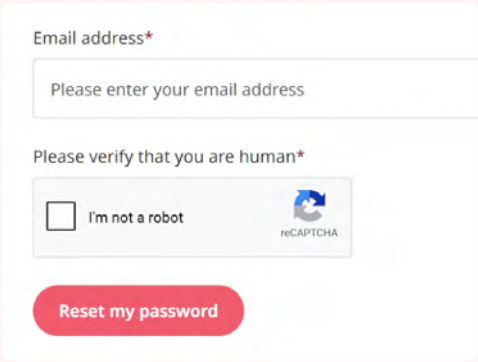


Click **“Forgot password?”**.



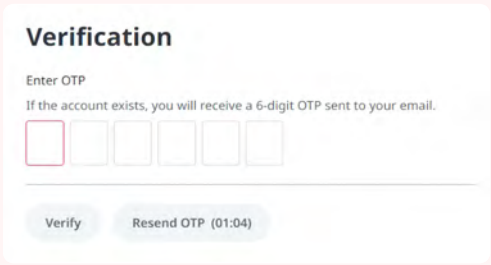
STEP 2

Enter your registered email.



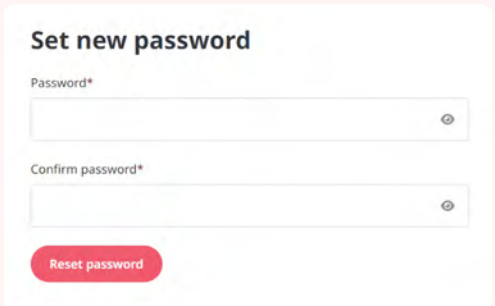
STEP 3

Enter the OTP from your email.



STEP 4

Set your new password.





Your password has been changed successfully.

Section B

Manage Employees

Employee access is permission-based, and only users with the relevant rights can access specific functions. Only NPO Admin users can invite, manage and delete employees on the platform.

Role access matrix for users

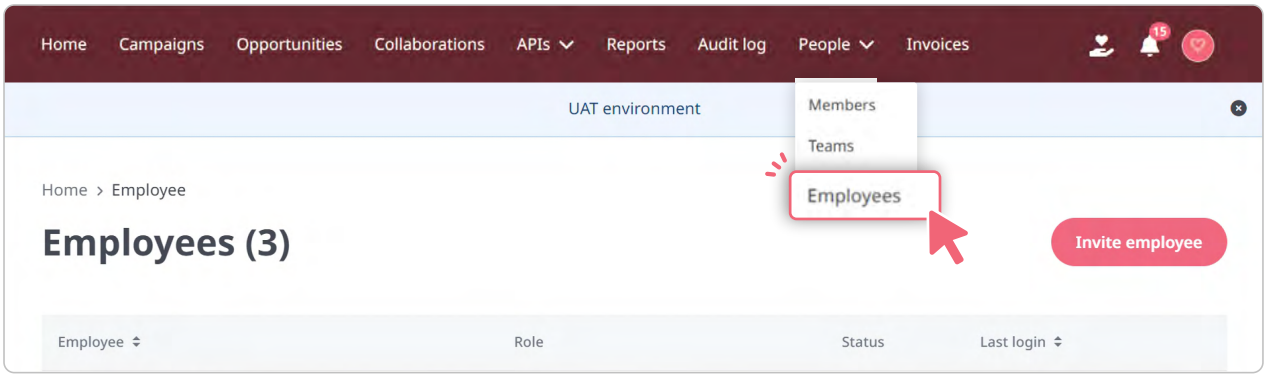
Function	NPO Admin	Campaign Manager	Volunteer Manager	Finance Manager	NPO Developer
Account					
NPO's profile • Edit NPO's details • Select NPO contact person • Update media gallery • Causes and target groups • Update bank details and Advice recipients	✓	✗	✗	✗	✗
Edit NPO's profile page-Donation tiers and set additional question	✓	✓	✗	✗	✗
Employees Management • Manage employees' access • Invite employee • Delete employee	✓	✗	✗	✗	✗
Campaign					
Manage donation campaigns • Create donation campaigns • Manage donation campaigns	✓	✓	✗	✗	✗
Manage sub-campaigns • View sub-campaigns • Review sub-campaigns request • Manage sub-campaigns	✓	✓	✗	✗	✗
Opportunity					
Manage opportunities • Create volunteer opportunities • Manage volunteer opportunities	✓	✗	✓	✗	✗
Manage collaborations • View collaboration details • Review collaboration request • Manage opportunity collaboration	✓	✗	✓	✗	✗
Manage volunteers • View volunteers • Review volunteer request	✓	✗	✓	✗	✗

Continue to the next page for more role access matrix.

Function	NPO Admin	Campaign Manager	Volunteer Manager	Finance Manager	NPO Developer
Report					
Donation reports • Generate donation reports • Download donation reports	✓	✗	✗	✓	✗
Batch reports • Download batch reports	✓	✗	✗	✗	✗
Volunteer reports • Generate reports • Download reports	✓	✗	✓	✗	✗
API					
Manage API • View API credentials • Request for APIs access	✓	✗	✗	✗	✓
Audit Log					
Audit log • View audit log • Export logs	✓	✗	✗	✗	✗

I View employees

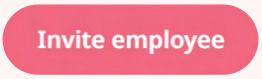
After logging in, click on **“People-Employees”** to view current employees, and access employee management actions.



I How to invite employees

STEP 1

Click **“Invite employee”** at the top right corner.



STEP 3

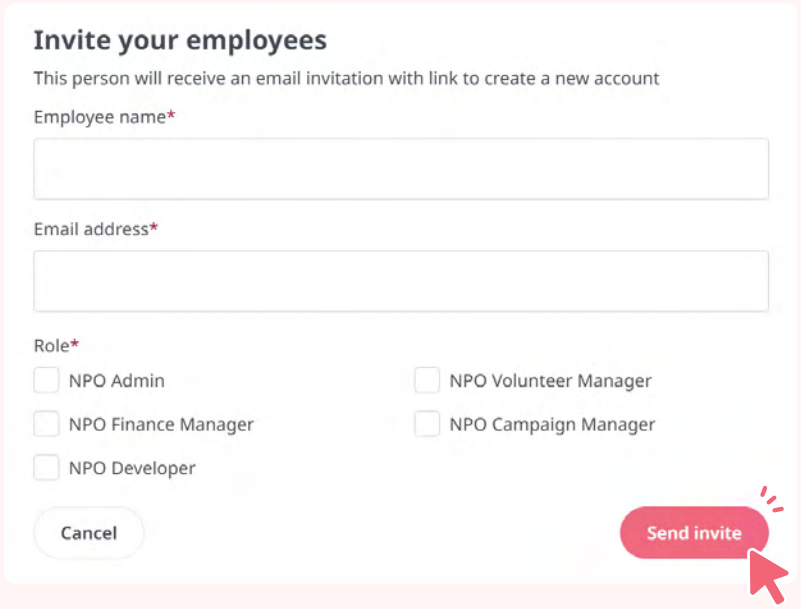
A notification will appear once the invitation has been sent.



STEP 2

Enter the employee’s:
- Name
- Email Address
- Role

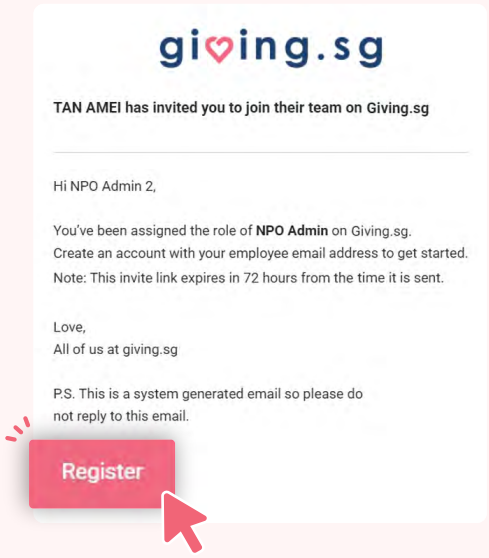
Then Click **“Send invite”**.



How to accept an invitation and join the organisation

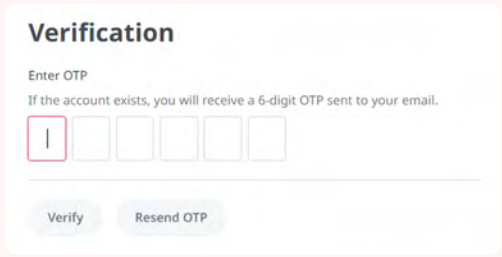
STEP 1

Open the employee invitation email and click **“Register”**.



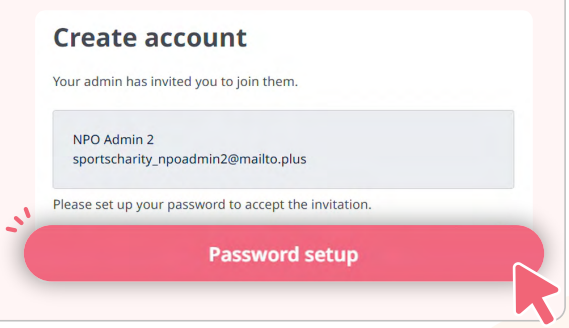
STEP 2

Enter the OTP to verify the account.



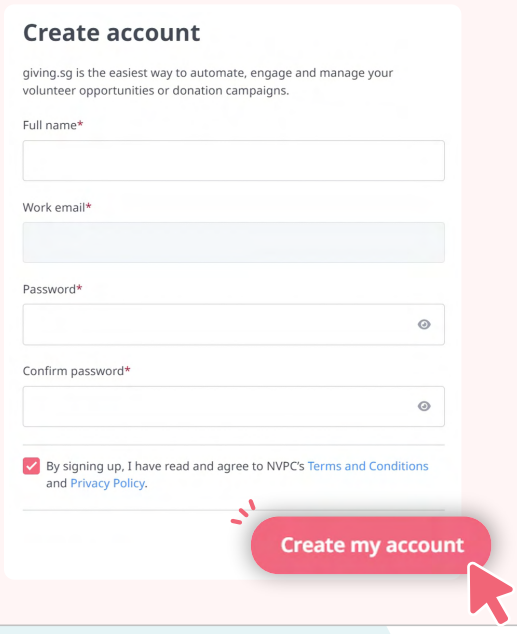
STEP 3

Click **“Password setup”** to continue.



STEP 4

Enter the employee’s account details and click **“Create my account”**. The employee can now logging in.

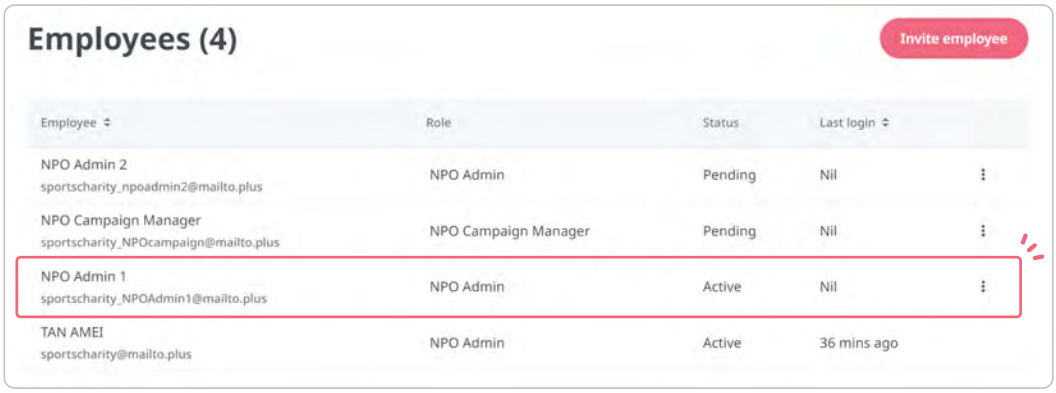




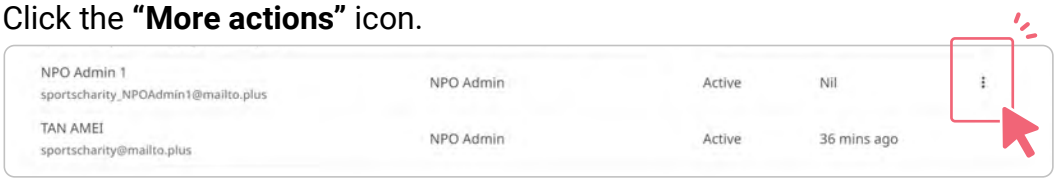
Edit employee roles

STEP 1

On the **“Employees”** page, locate the employee whose role needs to be updated.



Click the **“More actions”** icon.

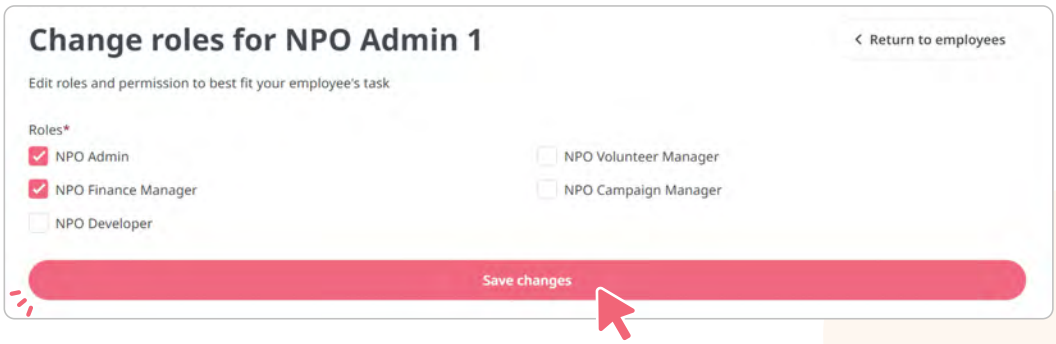


Click **“Manage roles”**.



STEP 2

Update the employee’s assigned role(s) and click **“Save changes”**.



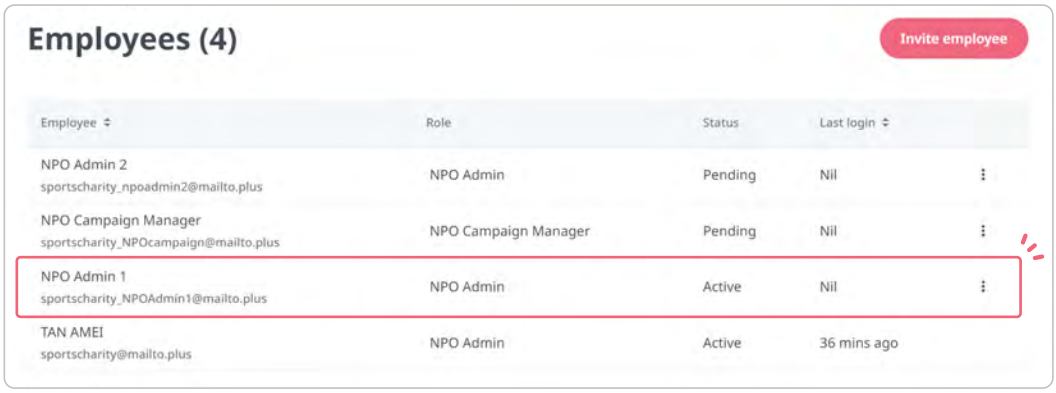


A notification will appear once the update is completed.

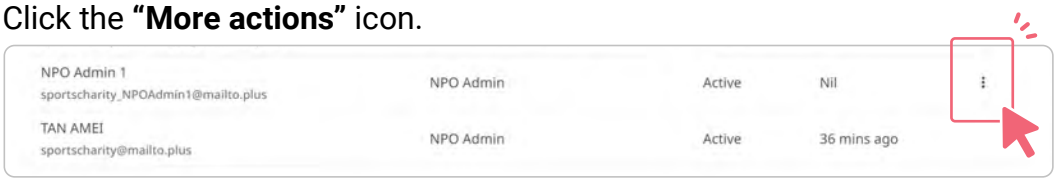
Remove employee

STEP 1

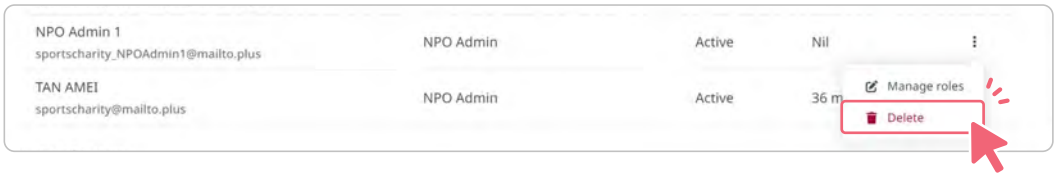
On the **“Employees”** page, locate the employee to be removed.



Click the **“More actions”** icon.



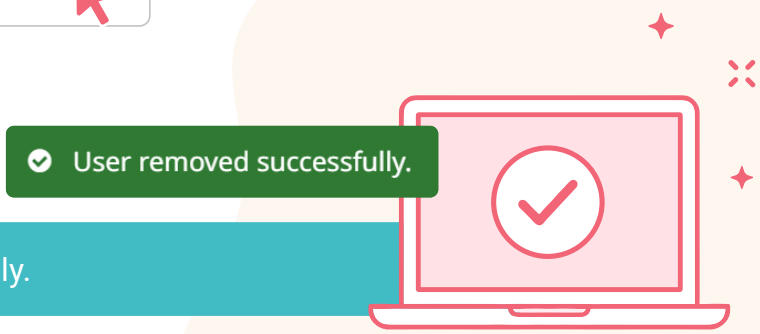
Click **“Delete”**.



STEP 2

A pop-up window will appear asking you to confirm that you want to remove the user.
Click **"Confirm"** to proceed.





The employee has been removed successfully.

Section C

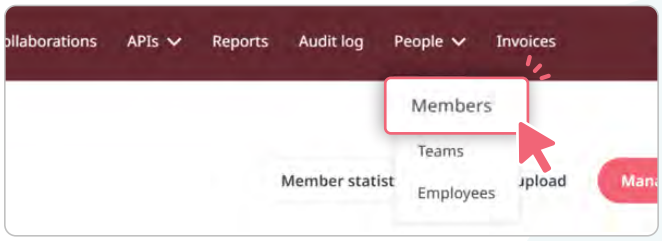
Manage Members

This teaches you how to add a specific group of members to connect to your private fundraising campaign or opportunity page.

Inviting members

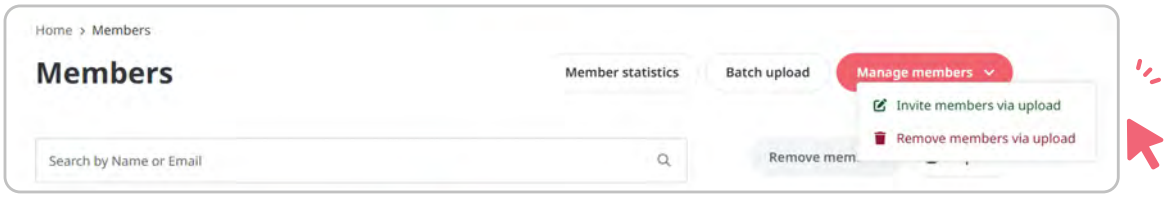
STEP 1

logging in to the admin portal and click **“People-Members”** in the main navigation.



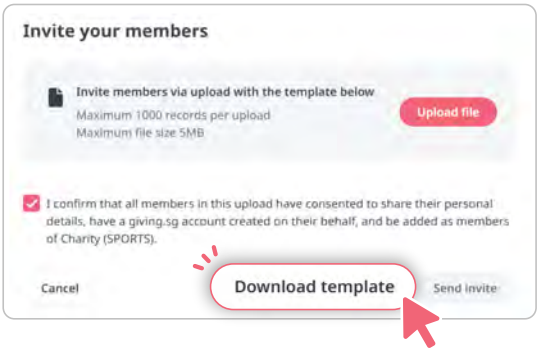
STEP 2

To add new members to your organization, click **"Manage members"** and select **"Invite members via upload"**



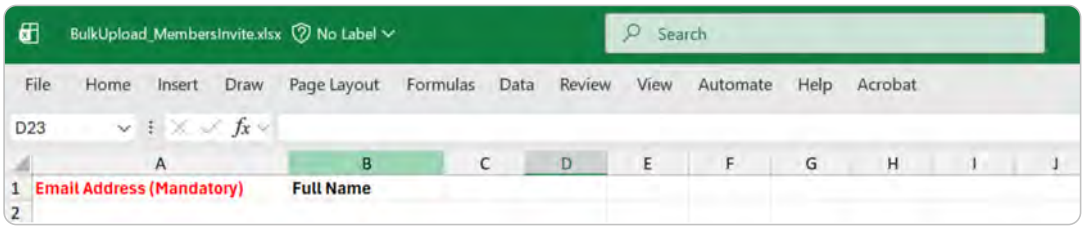
STEP 3

In the pop-up window, click **“Download template”** to download the Excel template.



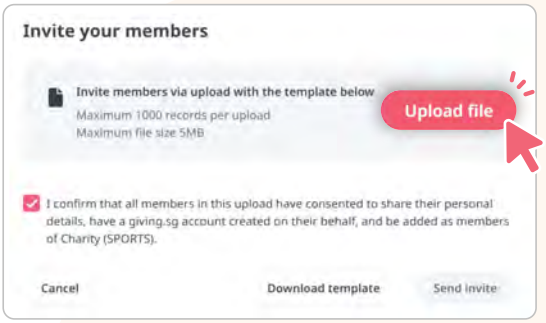
STEP 4

Open the file. Enter the email addresses of the members you want to invite, using **one email address per row** under the **“Email Address”** column. Save the completed file in **.xlsx** format.



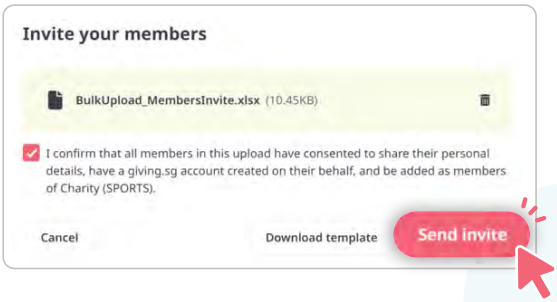
STEP 5

Click **“Upload file”** and upload the updated Excel file.



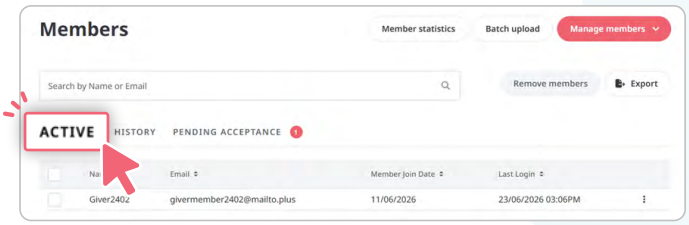
STEP 6

Once the file is uploaded successfully, click **“Send invite”** to send the invitations.



STEP 7

Navigate to the **“ACTIVE”** tab to view list of active members.

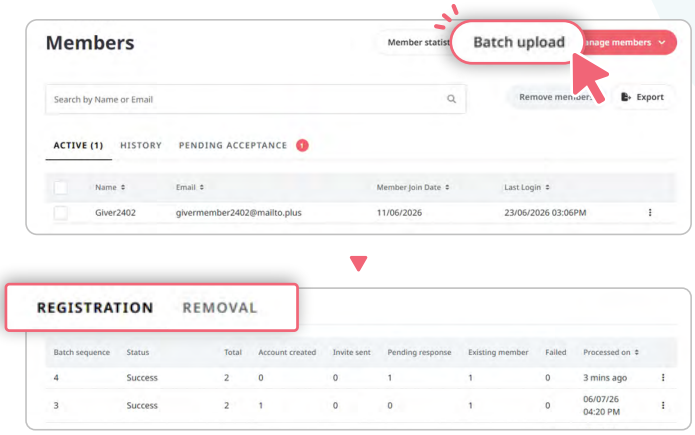


STEP 8

Click **"Batch upload"** to view the upload status and the number of email addresses that were successfully processed.

The Batch upload page now includes upload statuses for:

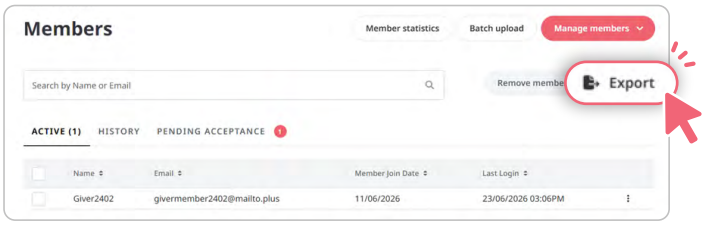
- **REGISTRATION**
- **REMOVAL**



> **Tip:**
> To view each upload status in greater detail, click **“More actions”** icon.

STEP 9

Click **"Export"** to view the list of members.



Choose to filter the list by:

- Status
- Date

The exported Excel file contains the following columns:

- Full Name
- Email
- Status
- Joined Date
- Leave Date
- Expired on / Rejected on / Revoked on
- Invite Date



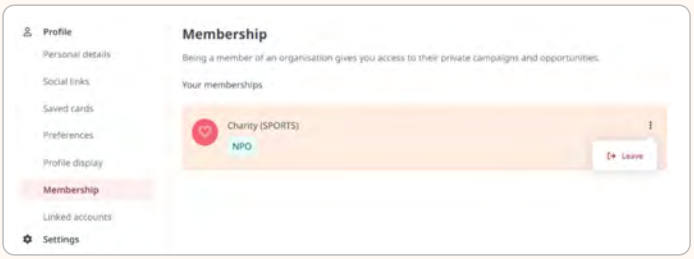
You are now able to view your list of members.

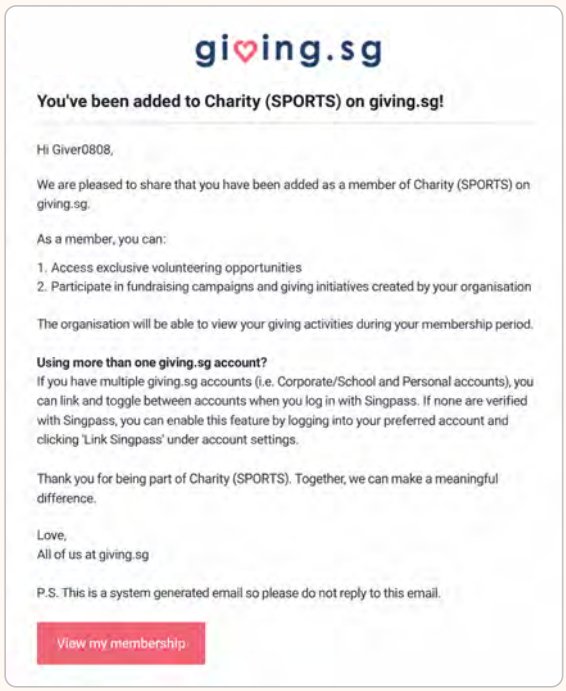
Continue to the next page for more notes.

Note: How to accept membership invitation?

If the member already has an existing giving.sg account:

The member will be notified via email and be automatically added to the charity member list. Members can view their membership from their profile setting page after logging in to their individual giver account.





giving.sg

You've been added to Charity (SPORTS) on giving.sg!

Hi Giver0808,

We are pleased to share that you have been added as a member of Charity (SPORTS) on giving.sg.

As a member, you can:

1. Access exclusive volunteering opportunities
2. Participate in fundraising campaigns and giving initiatives created by your organisation

The organisation will be able to view your giving activities during your membership period.

Using more than one giving.sg account?
If you have multiple giving.sg accounts (i.e. Corporate/School and Personal accounts), you can link and toggle between accounts when you log in with Singpass. If none are verified with Singpass, you can enable this feature by logging into your preferred account and clicking 'Link Singpass' under account settings.

Thank you for being part of Charity (SPORTS). Together, we can make a meaningful difference.

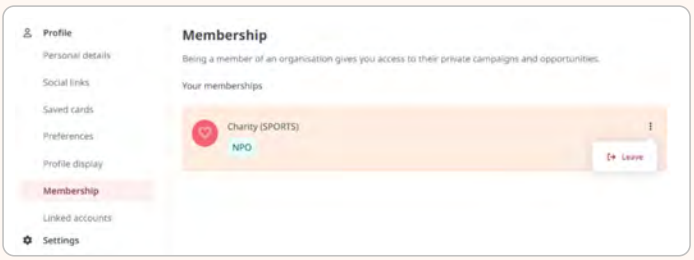
Love,
All of us at giving.sg

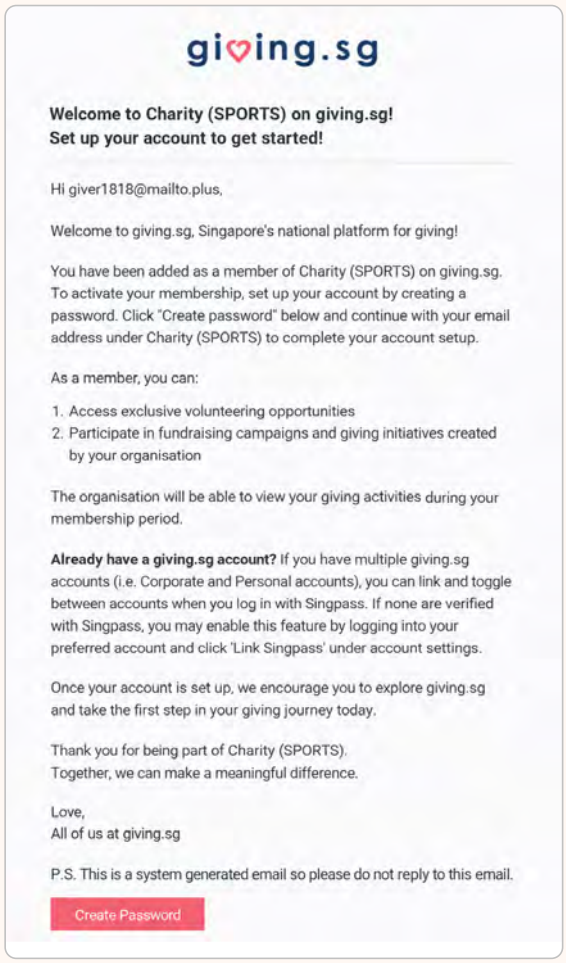
P.S. This is a system generated email so please do not reply to this email.

View my membership

If the member does not have an existing giving.sg account:

- They will receive email notification with instructions to set up their account.
- The members will be added to the charity member list. They can view their membership from their profile setting page after logging in to their individual giver account.





giving.sg

Welcome to Charity (SPORTS) on giving.sg!
Set up your account to get started!

Hi giver1818@mailto.plus,

Welcome to giving.sg, Singapore's national platform for giving!

You have been added as a member of Charity (SPORTS) on giving.sg. To activate your membership, set up your account by creating a password. Click "Create password" below and continue with your email address under Charity (SPORTS) to complete your account setup.

As a member, you can:

1. Access exclusive volunteering opportunities
2. Participate in fundraising campaigns and giving initiatives created by your organisation

The organisation will be able to view your giving activities during your membership period.

Already have a giving.sg account? If you have multiple giving.sg accounts (i.e. Corporate and Personal accounts), you can link and toggle between accounts when you log in with Singpass. If none are verified with Singpass, you may enable this feature by logging into your preferred account and click 'Link Singpass' under account settings.

Once your account is set up, we encourage you to explore giving.sg and take the first step in your giving journey today.

Thank you for being part of Charity (SPORTS).
Together, we can make a meaningful difference.

Love,
All of us at giving.sg

P.S. This is a system generated email so please do not reply to this email.

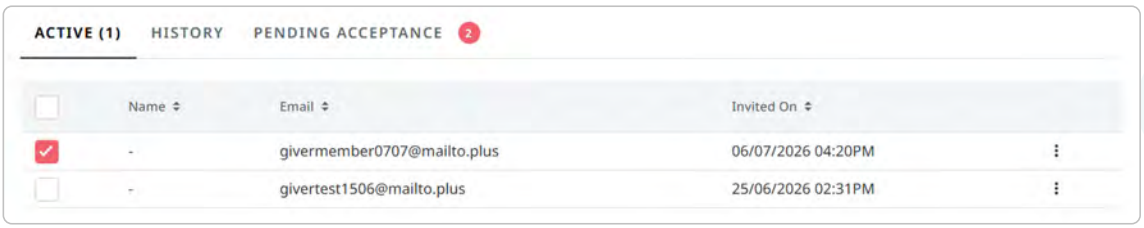
Create Password

Removing members

Removing individuals:

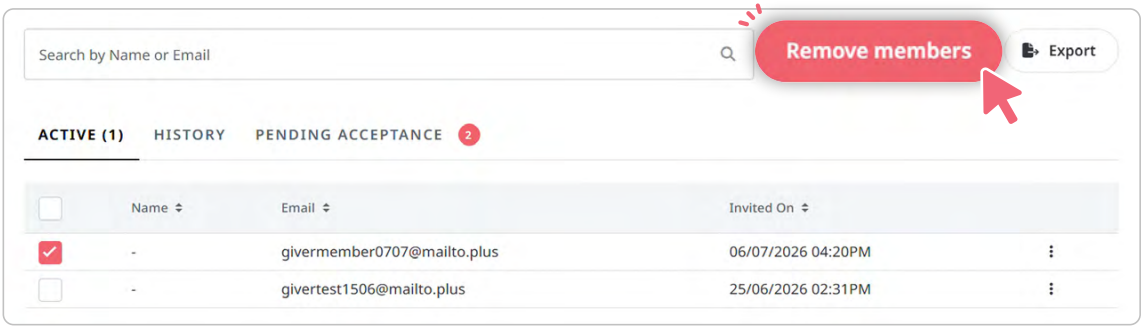
STEP 1

At the "**Members**" page, navigate to the "**ACTIVE**" tab and locate the member to be removed.



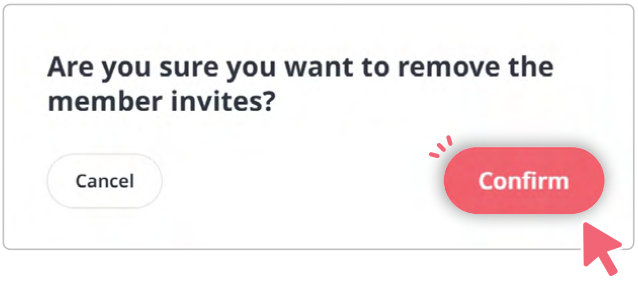
STEP 2

Select the member you want to remove, then click "Remove members".



STEP 3

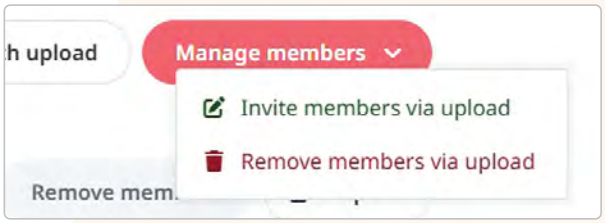
A modal confirming the decision to remove the member appears. Click "**Confirm**" to remove the member.



Removing batches:

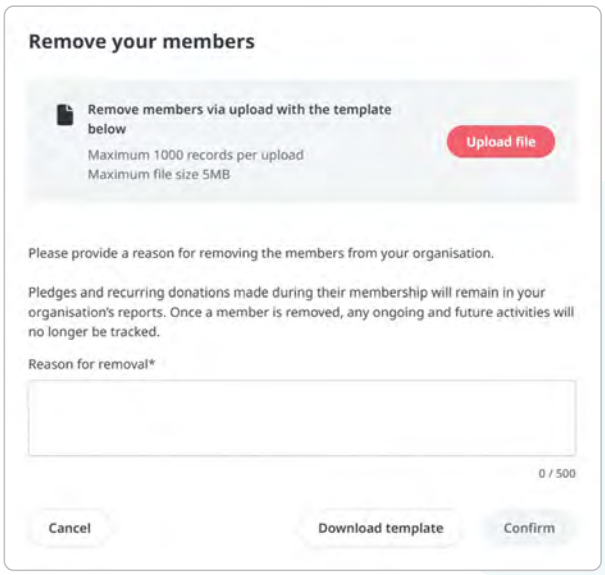
STEP 1

Click on the **“Manage members”** button and select **“Remove members via upload”**.



STEP 2

Click the **“Download template”** button to download the membership template Excel file.



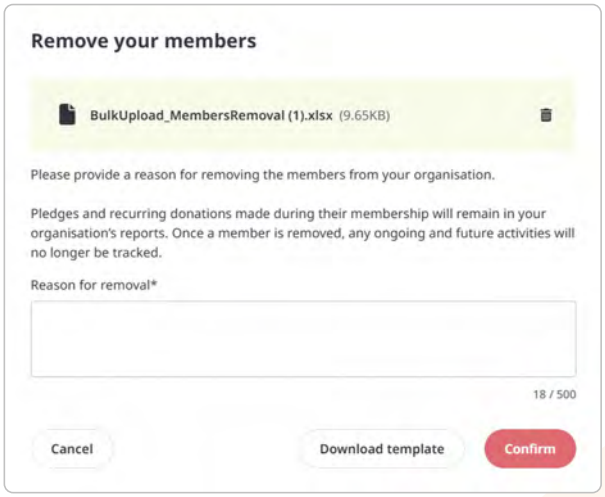
STEP 3

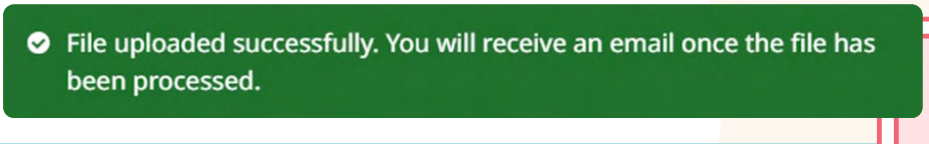
Open it and under the **“Email address”** column, enter the email addresses of the Givers you want removed. Next, save the file in **.xlsx** format.



STEP 4

Click the **“Upload file”** button to upload your Excel file. Key in the reason for removal and click **“Confirm”**.



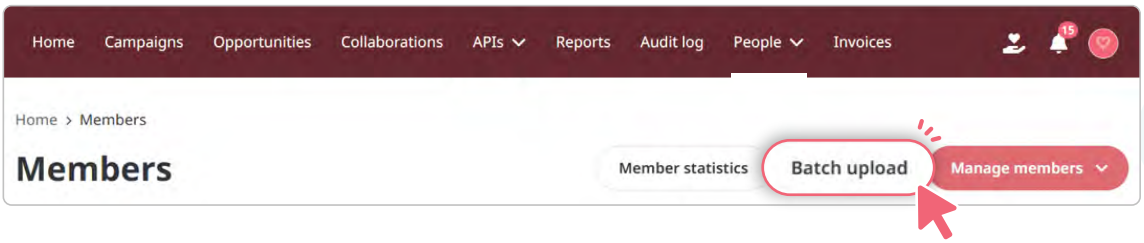


A confirmation message will appear.

Checking batch upload status

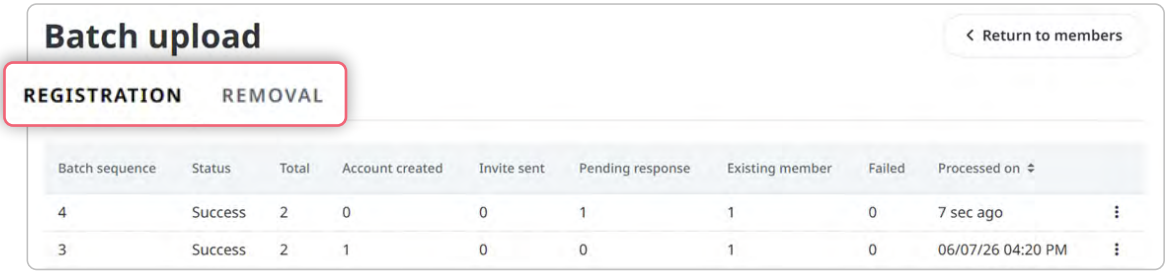
STEP 1

At the "**Members**" page, click "**Batch upload**" to view the upload status and the number of email addresses successfully processed for batch registration and batch removal.



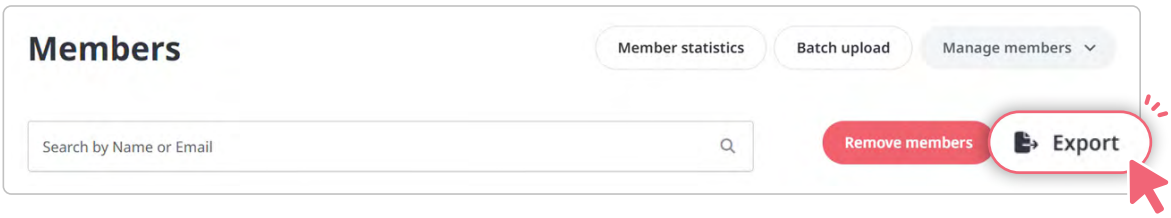
STEP 2

Click the "**REGISTRATION**" tab to view the upload status for batch member registration.
Click the "**REMOVAL**" tab to view the upload status for batch member removal.



STEP 3

Click "**Export**" to export the list of members.



STEP 4

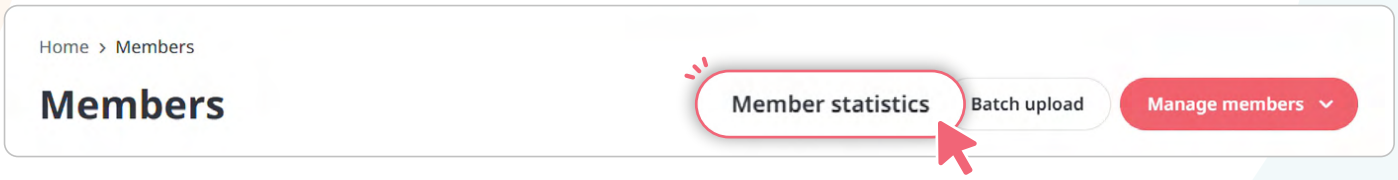
To export a filtered list, enable "**Filter by status**" or "**Filter by date**", then click "**Export**".

The exported Excel file contains the following information:

- Full Name
- Email
- Status
- Joined Date
- Leave Date
- Expired on / Rejected on / Revoked on
- Invite Date

Members statistics

Use the **"Member Statistics"** page to view member-related statistics and overview information.

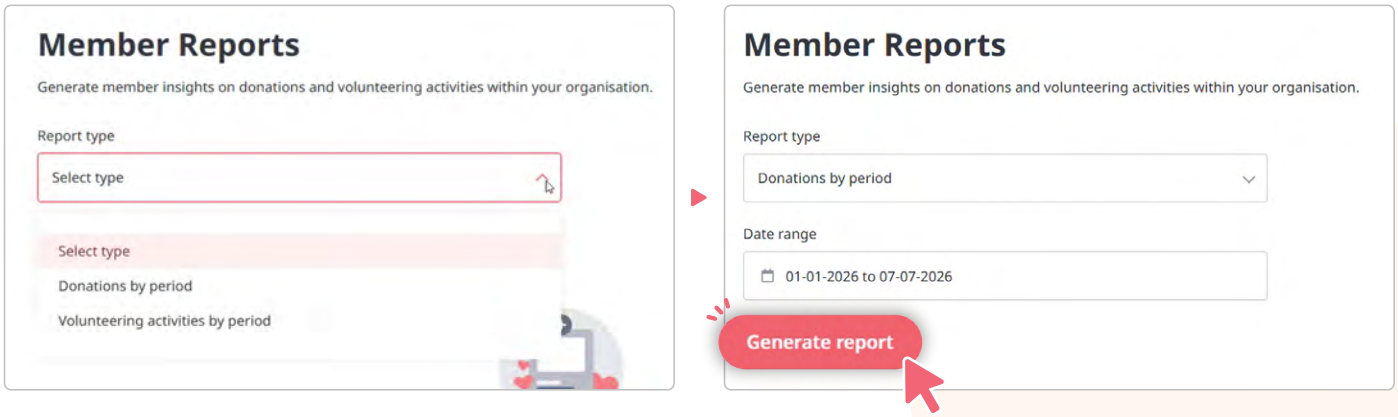


The dashboard provides an overview of your organisation's donation and volunteering activities.



You can also generate Member Reports to gain insights into donation and volunteering activities within your organization.

Select the preferred Report Type and click **"Generate report"**.



Section D

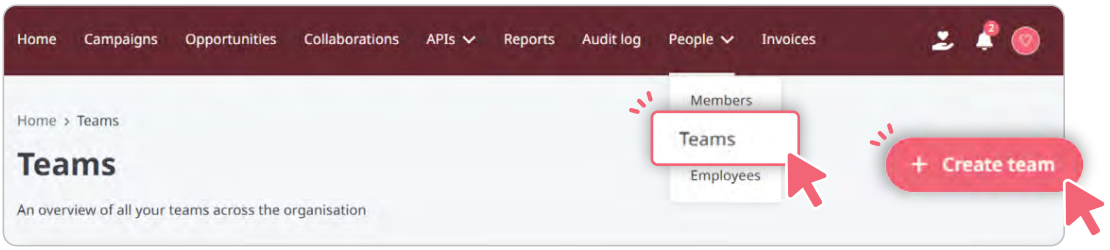
Manage Teams Segmentation

Create team

As part of the Teams Segmentation initiative, organisations can organise their members into teams, making them easier to manage.

STEP 1

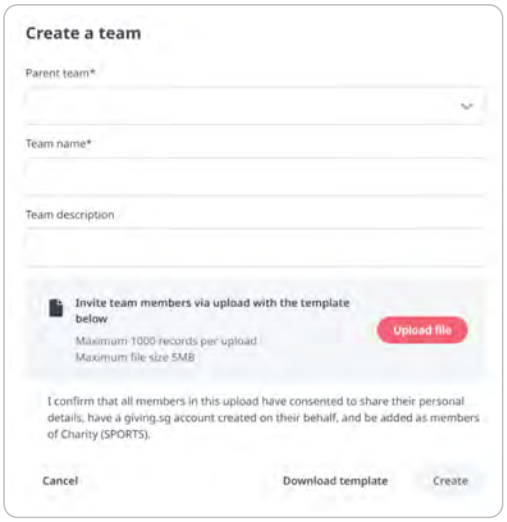
logging in to the admin portal and click on **“People-Teams”**. Then Click **“Create team”**.



STEP 2

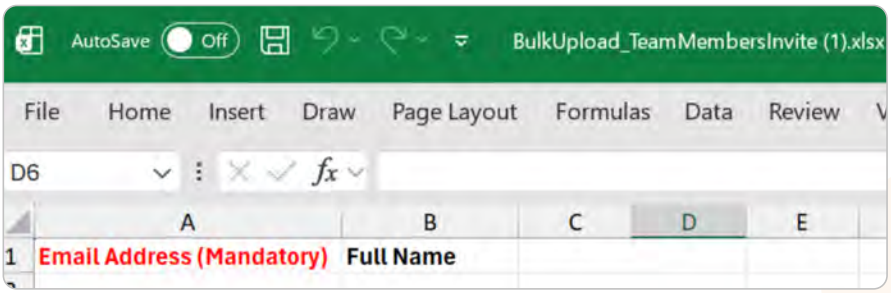
Configure team details:

- Select the **“Parent team”**.
- Enter the **“Team name”** and **“Team description”**.



STEP 3

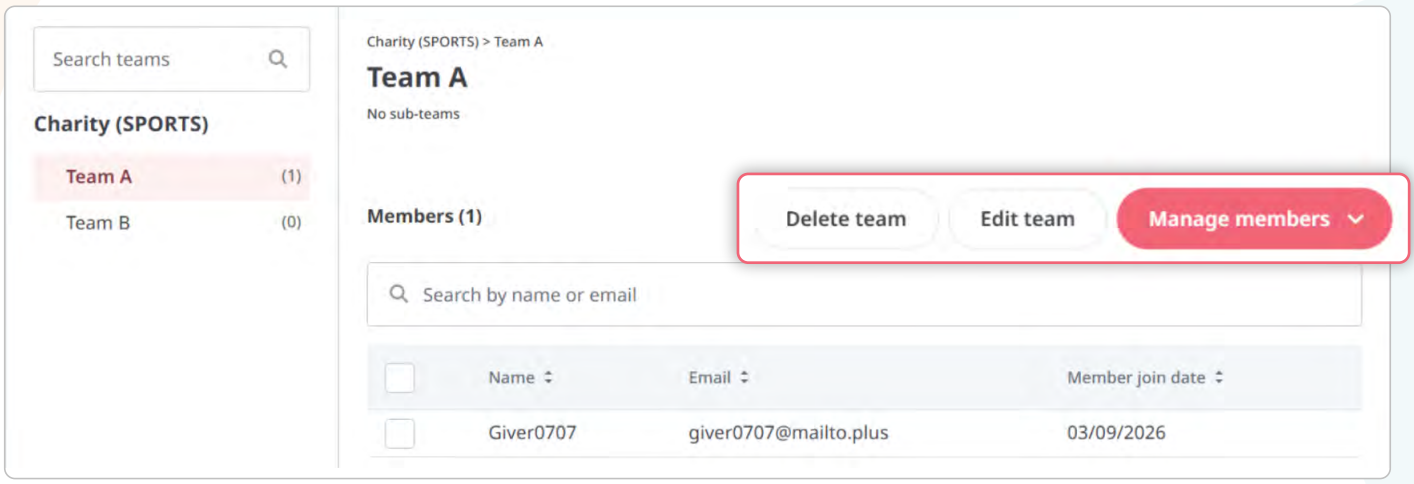
Click **“Download template”** to download the membership invite Excel file.
Complete the template with the member details, then click **“Upload file”** to upload the completed file.



STEP 4

Click **“Create”** to create a team.

Delete team, edit team & manage members



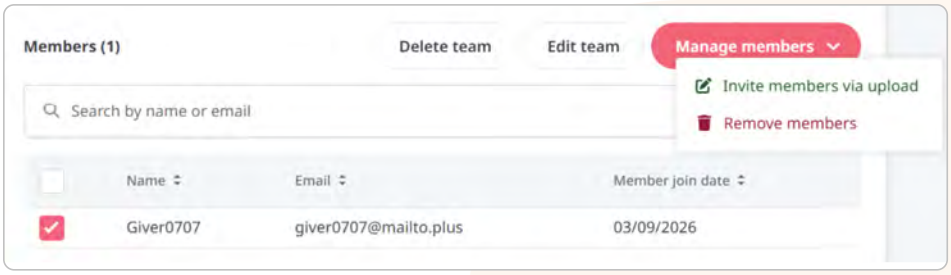
Delete team:
Removes the team from the team list.



Edit team:
Updates the team details.



Manage members:
Invites members or removes existing members from the team.



Section E

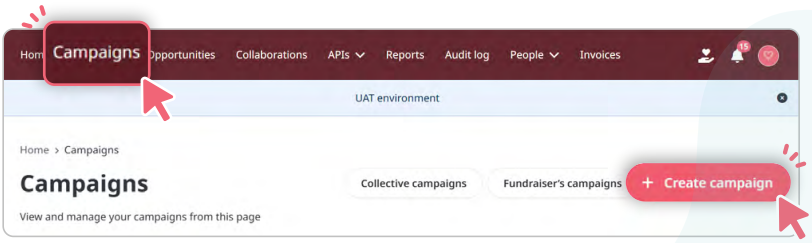
Manage Campaigns

Campaigns are donation fundraisers through which you can raise funds for your charity. They have a predetermined target goal and a specified end date.

Create campaign

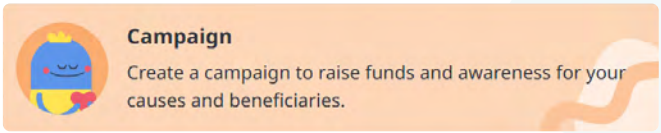
STEP 1

After signing in on giving.sg, click **“Campaigns”** followed by the **“Create campaign”** button.



STEP 2

Select **“Campaign”**.



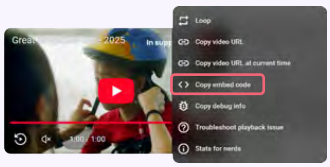
STEP 3

Fill up the campaign details.

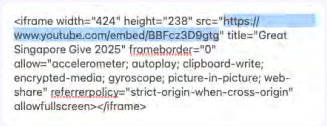
Note:
Campaign URLs are automatically generated from your campaign title. They have a validation of the following:
- No spaces
- No underscores
- No capital letters
- No special characters other than hyphens (-)

How to upload YouTube video?

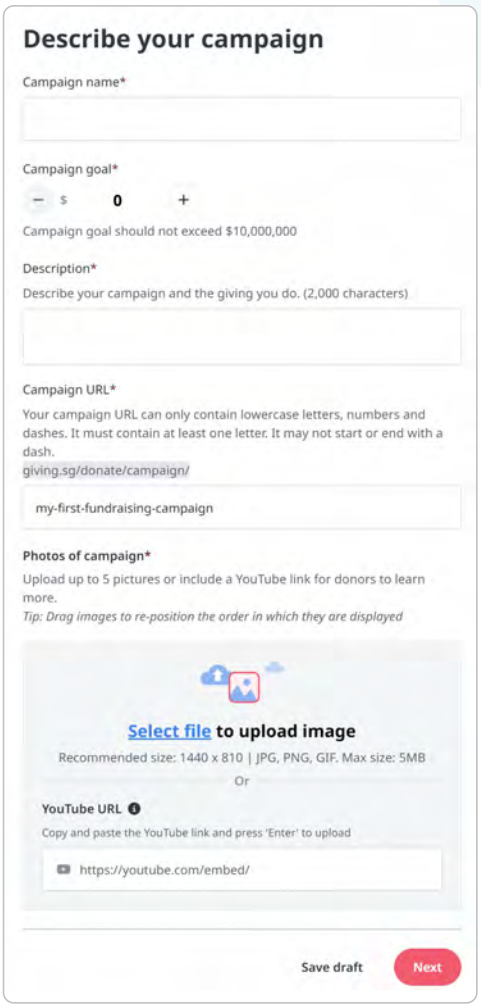
1. Locate the YouTube video you want to upload, right-click on the video cover, and select **“Copy embed code”**.



2. Copy the link highlighted in blue (for your reference).



3. Paste the YouTube embed link into the field and press **“Enter”**. The video will then be added to the gallery.

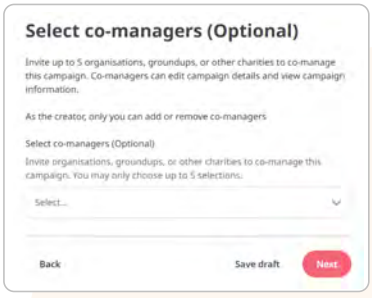


STEP 4

Select co-managers.

Note:
Co-manage Campaign allows you to invite up to 5 co-managers to work together to manage a fundraising campaign.

Co-managers will receive a notification to review the request to co-manage campaign. If they approve it, they will be able to edit campaign details and view campaign information.



STEP 5

Tag your campaign with the right causes.



STEP 6

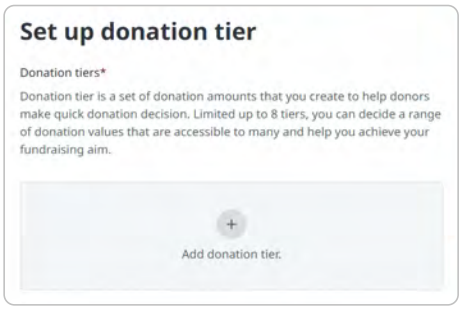
Select the campaign's start and end dates.

Note: Your campaign can run for a maximum of **two** years.



STEP 7

Customise donation amounts by tiers.



STEP 8

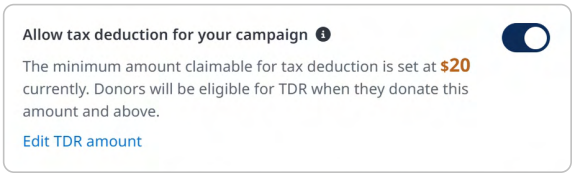
Select **“Local”** or **“Foreign”** for the fundraising type.

Note: For the foreign fundraising type, a Certificate or Permit Number is required.

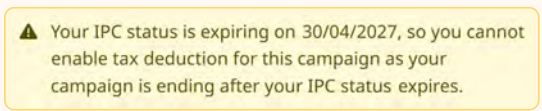


STEP 9

Enable the **"Allow tax deduction for your campaign"** button if applicable.

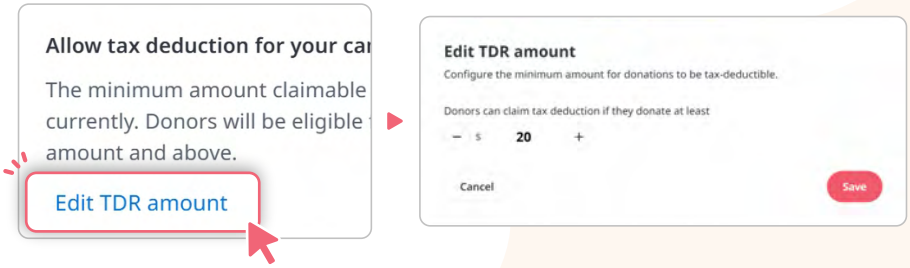


Note: If the campaign’s end date falls outside of the Charity IPC end date, the tax deduction function will be disabled and you will see a pop-up.



STEP 10

Click **“Edit TDR amount”** to change the minimum amount that is eligible for tax deduction.

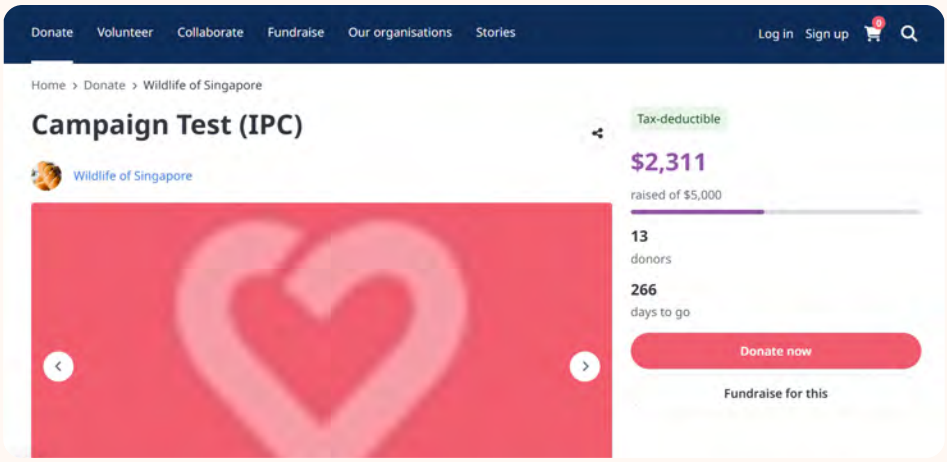


STEP 11

Enable **"Allow others to fundraise for my campaign"** to let public fundraisers create sub-campaigns.

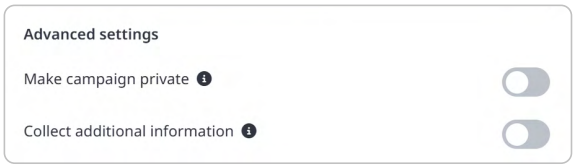


Note: Public fundraisers will find a "Fundraise for this" option on the charity's campaign page. By selecting this option, they can create their sub-campaigns. Charity donation tiers are auto-populated for sub-campaigns. Fundraisers may customise them or use existing tiers. Donations count towards the main campaign total, and sub-campaigns are active during the main campaign period.



STEP 12

Privatise a campaign by enabling **"Make campaign private"**.

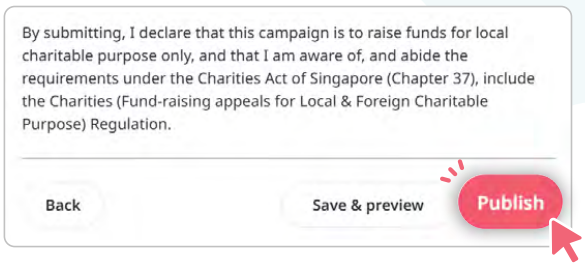


The difference between a public and private campaign is as follows:

Campaign types	Key features
A public campaign is a fundraising campaign that is open to everyone and can be accessed, viewed, and donated to by the general public.	Visible to Everyone: The campaign is listed on the fundraising platform and can be found through searches. Open to All Donors: Anyone can contribute without needing an invitation.
A private campaign is a fundraising campaign that is only accessible to a specific group of invited members, rather than being publicly available to all users. Refer to Part 1 Page 18 of the User Manual on how to invite members.	Restricted Access: Only members invited by the campaign organiser can view and contribute. Not Publicly Listed: The campaign will not appear in public searches or on the main fundraising platform.

STEP 13

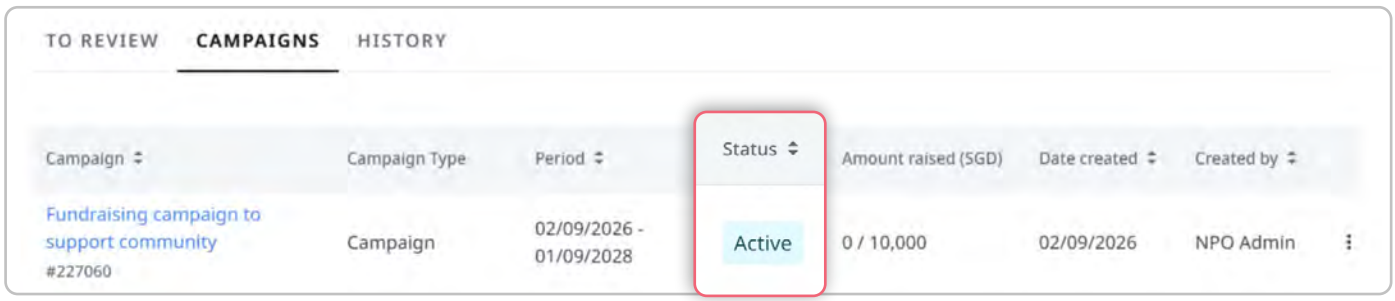
Click **“Publish”** to launch your campaign.





Your campaign is live now.

Your submitted campaign will now have an **“Active”** status.



Glossary of Terms

Campaign status	Definition
Active	Campaigns currently live and accessible to the public. Donors can donate to the campaign or fundraise for the campaigns (if the option is enabled).
Approved	Campaigns in ‘Approved’ status are approved with a future start date. It will only be updated to ‘Active’ on the actual start date of the campaign.
Draft	Campaigns are in the preparatory stage and have not been published.
Ended	Campaigns that have ended manually before it has reached its campaign end date. Once a campaign has ended, it is no longer open for donations or for others to fundraise.
Expired	Campaigns that have reached its campaign end date. Once a campaign has expired, it is no longer open for donations or for others to fundraise.

Tip: Expired or ended campaigns cannot be reactivated or modified.

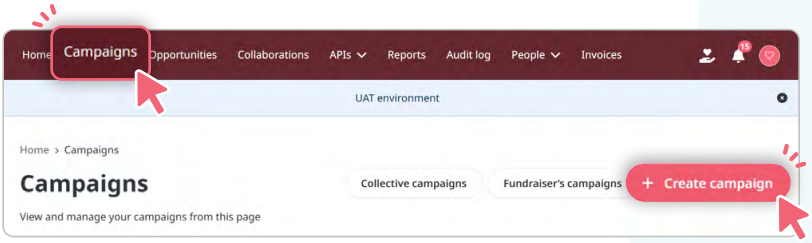
You may use the 'Duplicate' function to create a new campaign. The donation amount will start from $0, and the campaign URL link will be re-generated with a new link for your new campaign.

Create a collective campaign

Collective campaigns allow multiple charities to raise funds together for shared causes. Donors can support more than one charity in a single donation journey.

STEP 1

After signing in on giving.sg, click **"Campaigns"** followed by the **"Create campaign"** button.



STEP 2

Select **"Collective campaign"**.



STEP 3

Fill up the campaign details and tag the campaign to relevant causes.

STEP 4

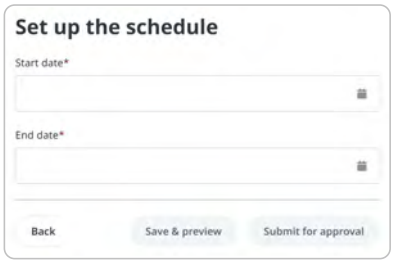
Select the partner charities you want to collaborate with.



STEP 5

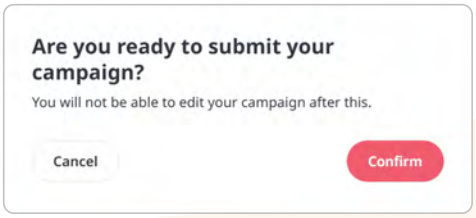
Select the collective campaign's start and end dates.

Note: The start date cannot be changed after it has been approved by the charity.



STEP 6

Submit the campaign for approval when ready.

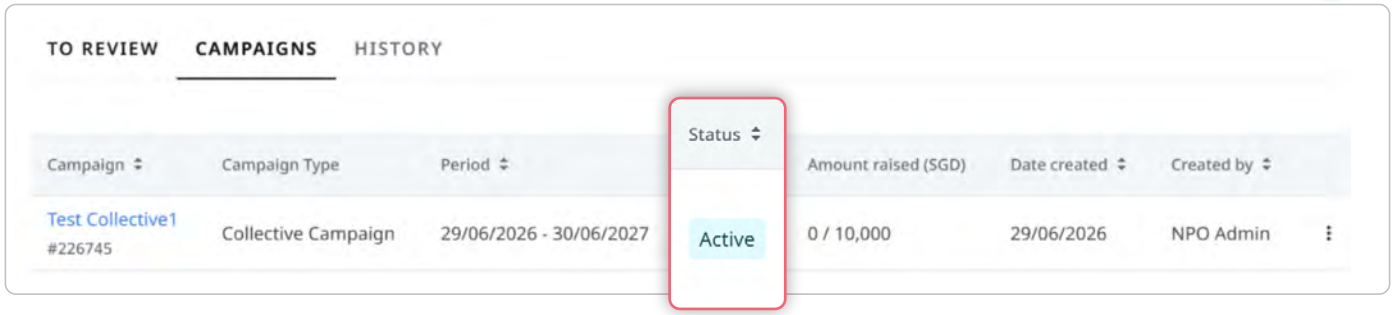


Your campaign will go live as scheduled. The charity may contact you if any clarification is needed regarding the partnership.



Continue to the next page for more information.

The submitted campaign is in the table and has status **“Active”** once campaign goes Live on the start date.

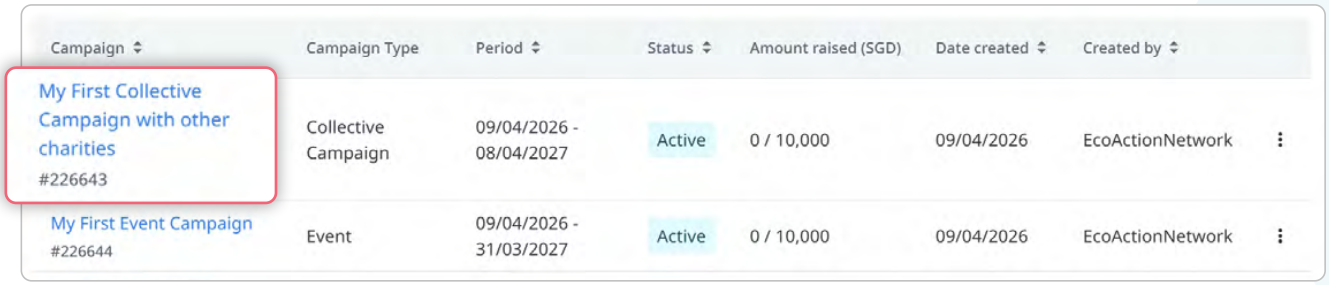


Note: After publishing, partner charities must review and approve the collective campaign request. Once published, the campaign cannot be edited.

Adding or removing partner charities from a collective campaign

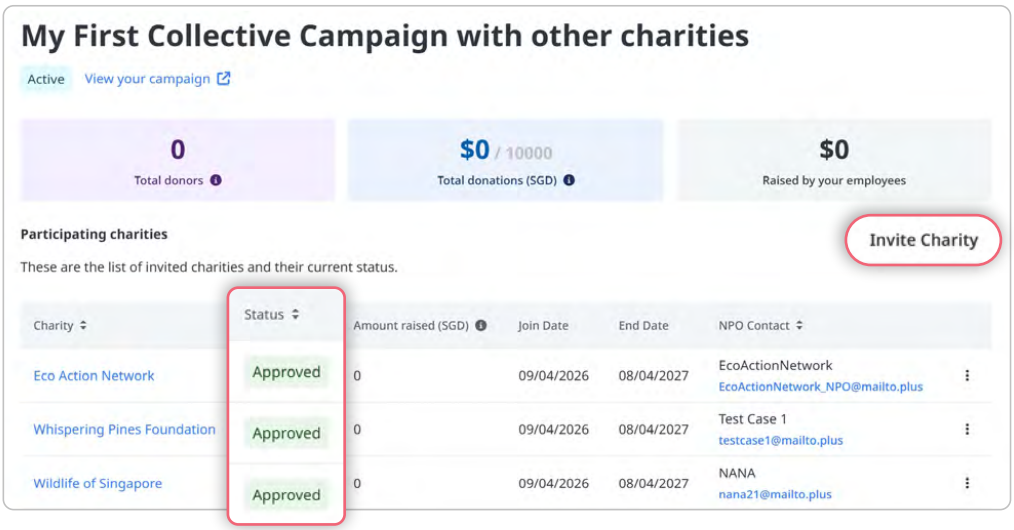
STEP 1

Open the collective campaign by clicking the campaign name.

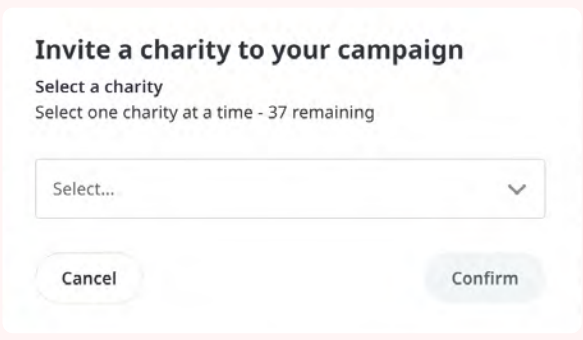


STEP 2

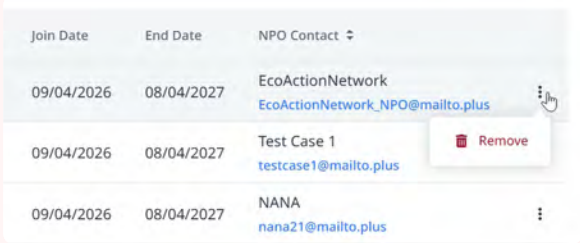
You can view the list of charities with **“Approved”** or **“Pending Approval”** status.



Click **“Invite Charity”** to add a charity you wish to partner with.

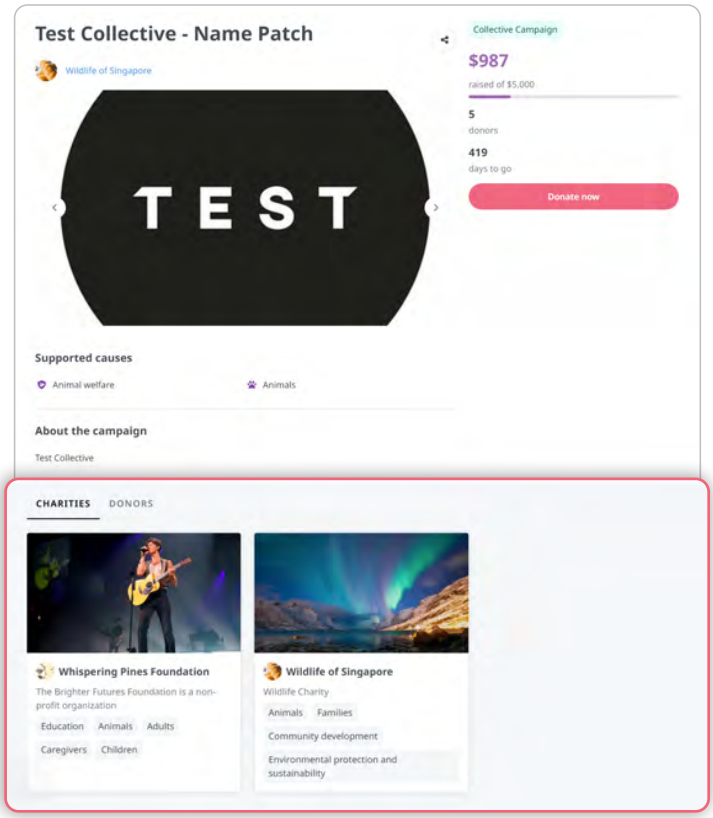


Click **“Remove”** to delete a charity from the participating charities list.

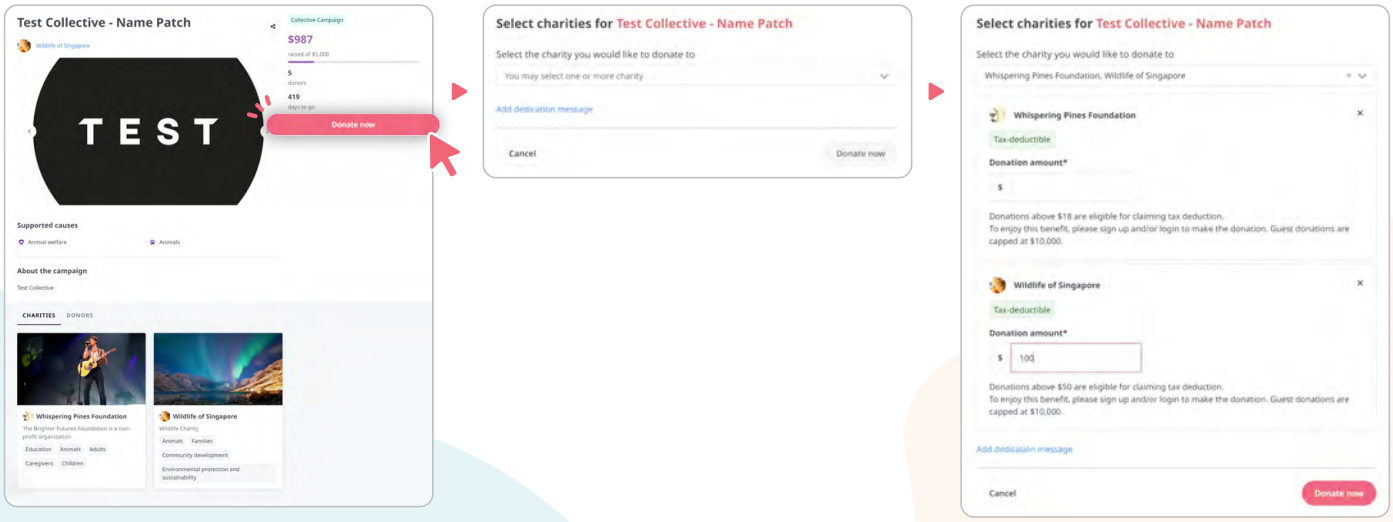


Additional information for collective campaign

The campaign page displays a list of charities, including your own and those that have approved the collective campaign request.



Donors who wish to contribute to a collective campaign have the option to select the charities they wish to support and specify the donation amount.

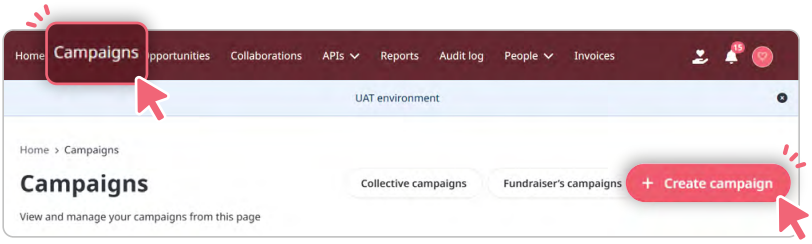


Create event campaign

Event campaigns are used to raise funds through an activity or event, such as charity runs, walkathons or gala dinners.

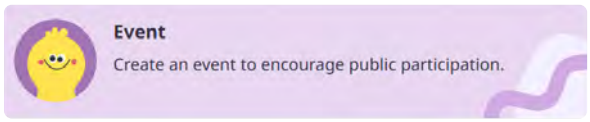
STEP 1

After signing in on giving.sg, click **“Campaigns”** followed by the **“Create campaign”** button.



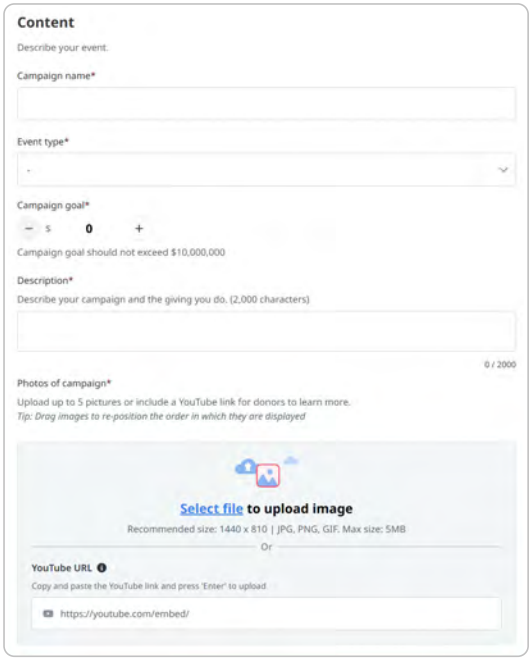
STEP 2

Select **“Event”**.



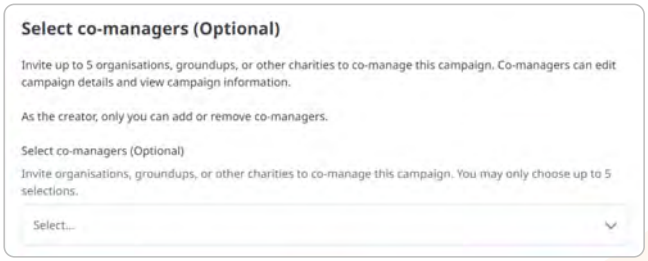
STEP 3

Fill up content details.



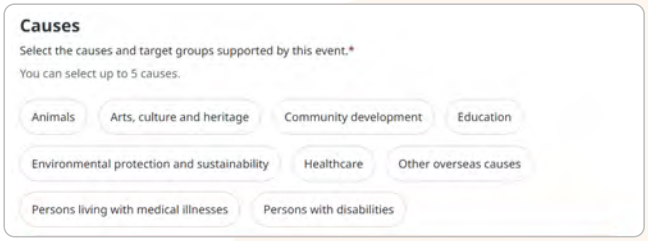
STEP 4

Co-managers will receive a notification to review the request to co-manage campaign. If they approve it, they will be able to edit campaign details and view campaign information.



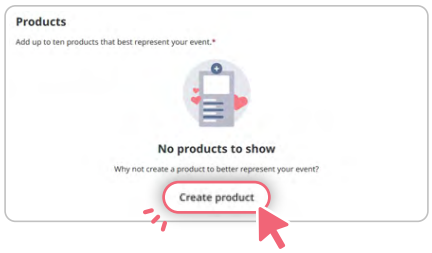
STEP 5

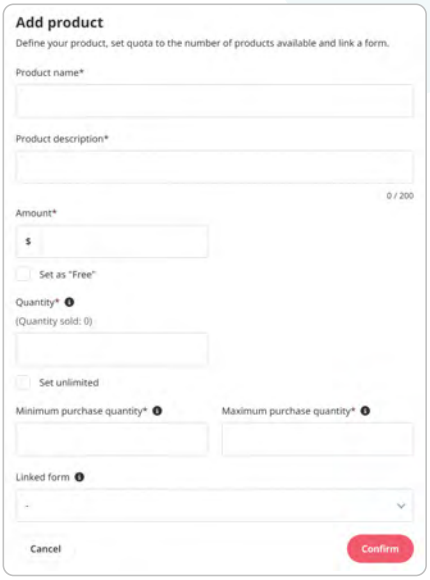
Tag your campaign with the right causes.



STEP 6

Under Products, click "**Create product**" and set the quota to link each product to a form if giver information needs to be collected.

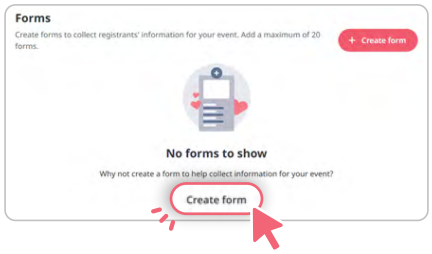


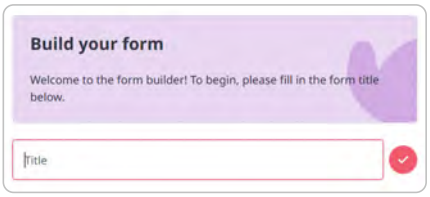


Note: Link a form
You can link a form to your product to collect essential information from your givers. The form must be created before it can be linked.

STEP 7

Under Forms, click "**Create form**" and provide a clear name for it.

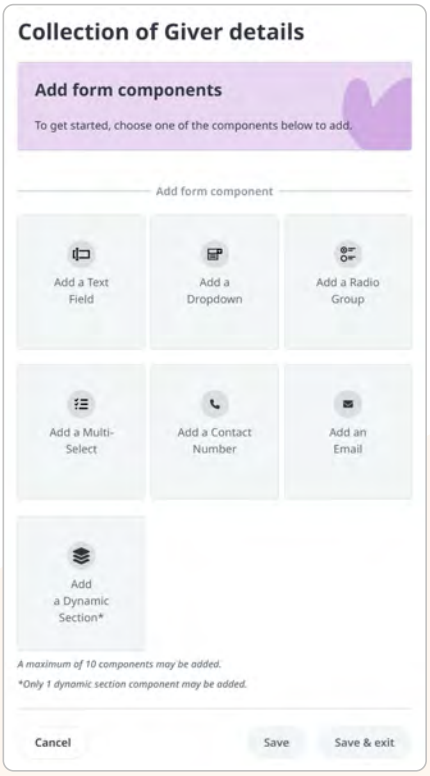




Note: Once a form is active, it cannot be edited or deleted. Forms should be reviewed carefully before the event campaign is published.

Form components may include:

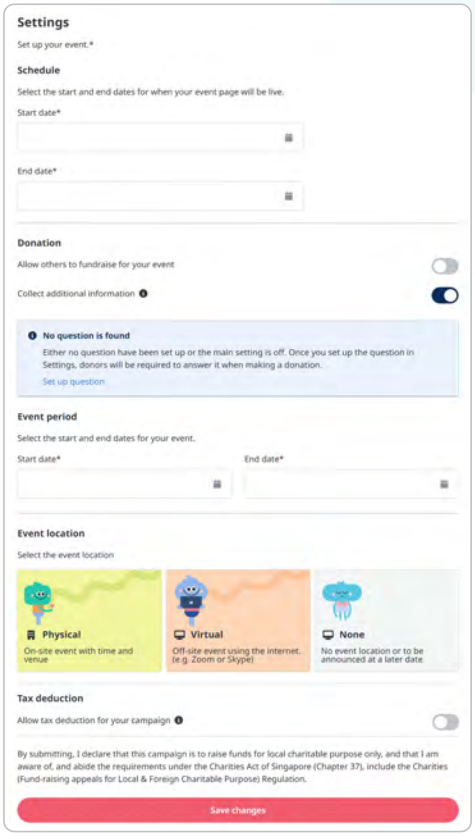
- Add Text field
- Add Dropdown
- Add Radio Group
- Add a Multi-Select
- Add a Contact Number
- Add an email
- Add a Dynamic Section



Tip:
Dynamic Sections allow a single registration to collect information from multiple participants. Questions automatically repeat for each added member, and all responses are captured in Form Reports for tracking and record-keeping.

STEP 8

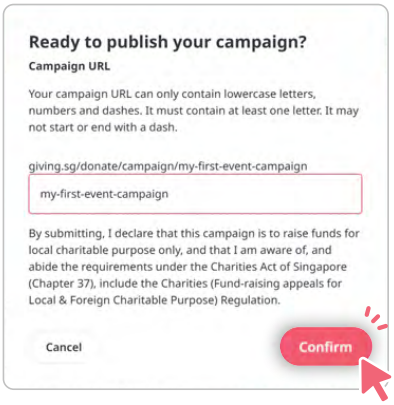
Under Settings, fill up the details.



STEP 9

Preview the campaign before publishing, and confirm the event campaign URL.

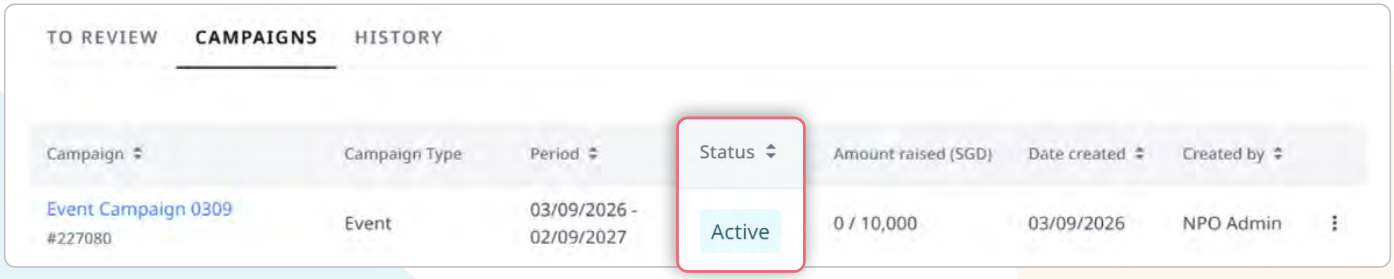






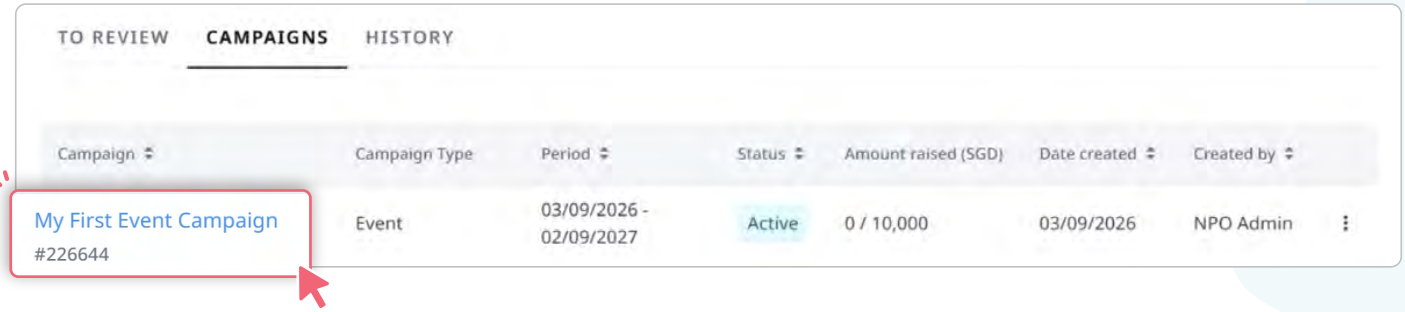
Your campaign is successfully published.

The event campaign will appear as **“Active”** in the table and go live on the event start date.



View event campaign analytics

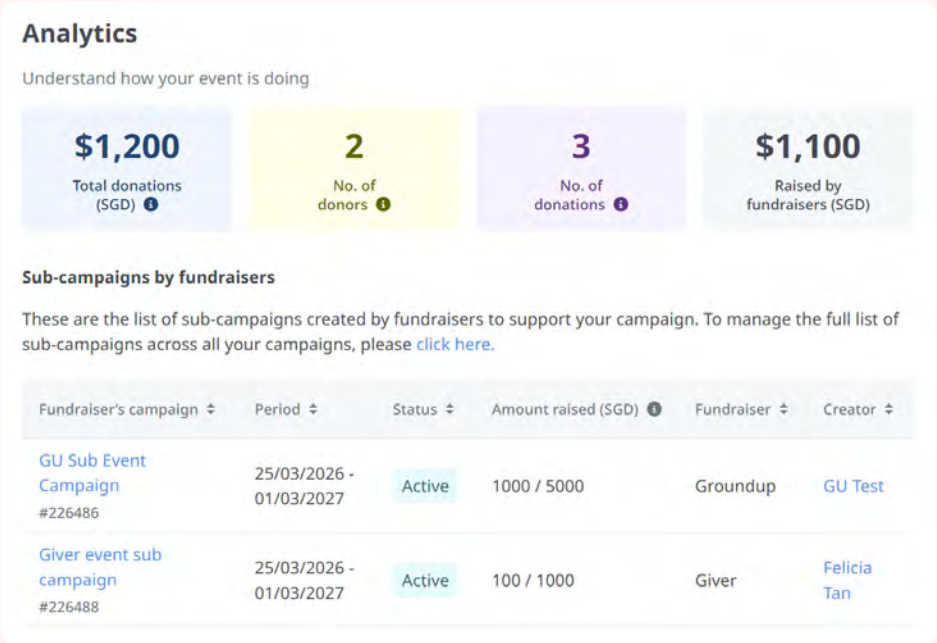
Open the campaign list and click the active event campaign name.



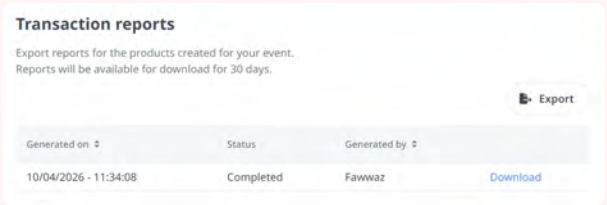
Once selected, you will be able to view the following sections:

1 Overview

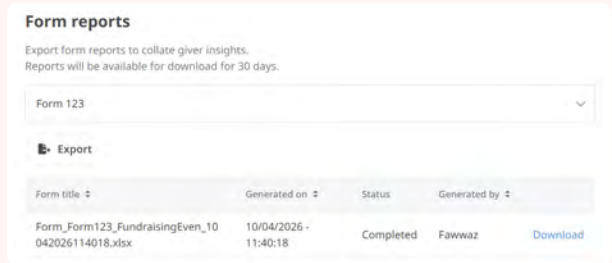
Understand how your event is doing.



2 Transaction reports



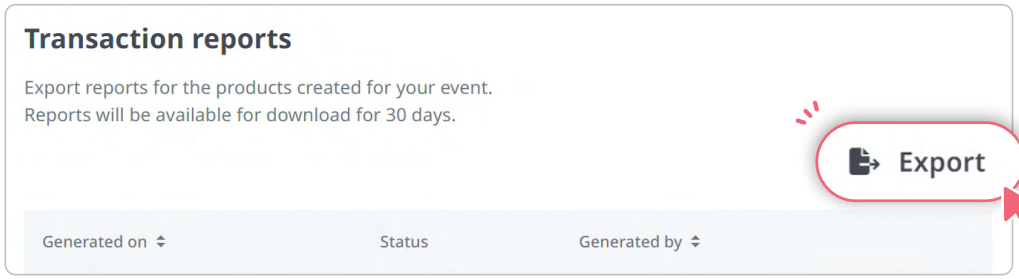
3 Form reports



Download transaction reports

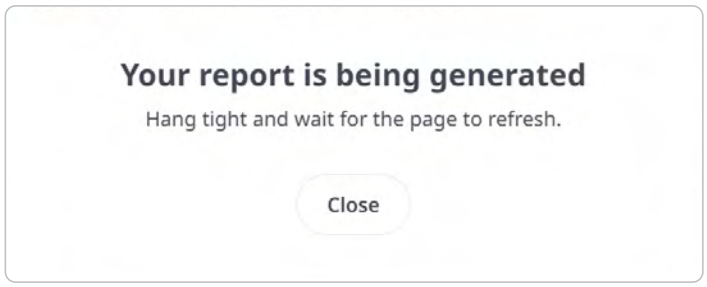
STEP 1

Click **“Export”**.



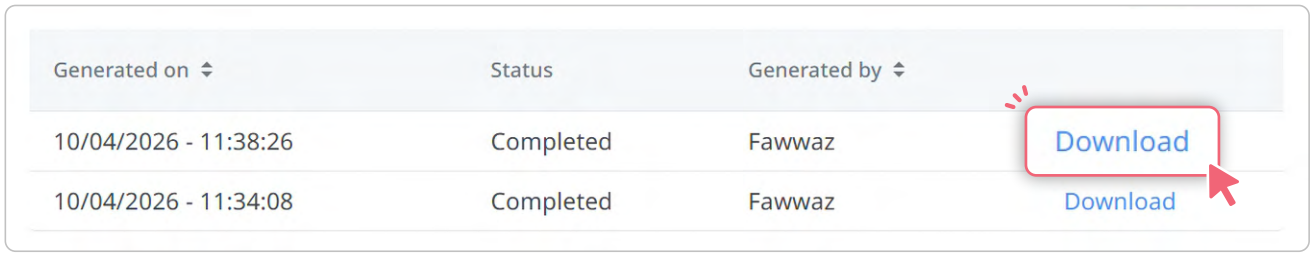
STEP 2

Wait until the status shows **"Completed"**.



STEP 3

Click **“Download”** to retrieve the report.



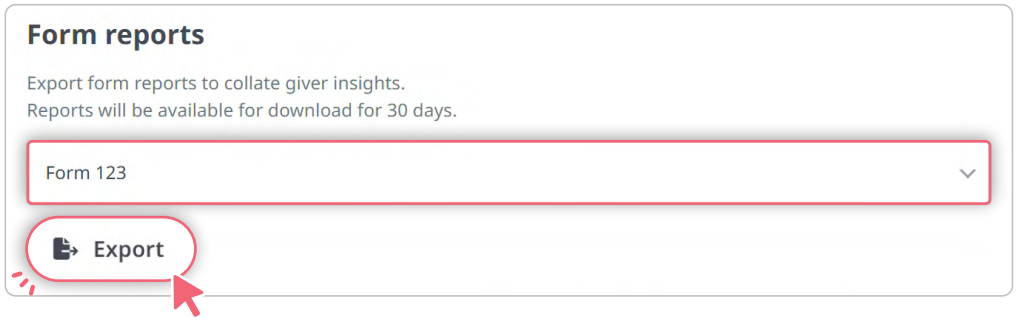
	A	B	C	D	E	F	G	H
1	Name of charity:	Wildlife of Singapore						
2	Report generated for campaign:	Fundraising Event Campaign 123						
3	Report generated by:	Fawwaz						
4	Report generated on:	10/04/2026 11:38 AM						
5								
6	**Full name**	**Email**	**Product name**	**Quantity**	**Total amount**	**Transaction date time**	**Payment status**	
7	Gillian	gillian@mailto.plus	Ticket 3	1	100	10/04/2026 11:11:45	Successful	
8								

Sample Report

Download form reports

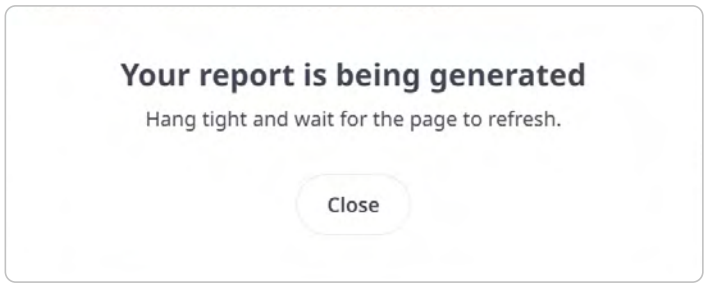
STEP 1

Select a form, then click **“Export”**.



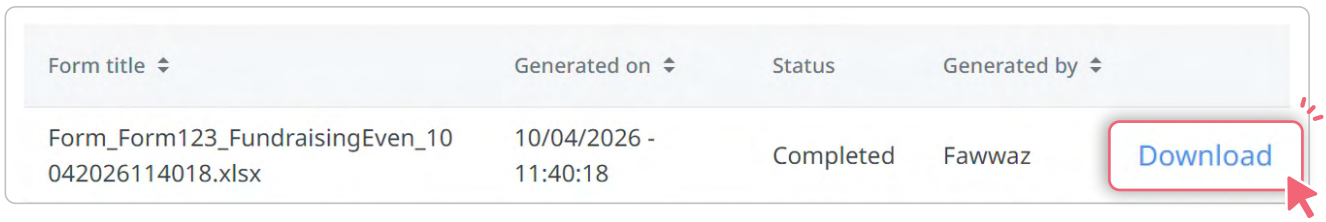
STEP 2

Wait until the status shows "**Completed**".



STEP 3

Click **“Download”** to retrieve the report.



	A	B	C	D	E	F
1	Name of charity:	Wildlife of Singapore				
2	Report generated for campaign:	Fundraising Event Campaign 123				
3	Report generated by:	Fawwaz				
4	Report generated on:	10/04/2026 11:40 AM				
5						
6	**Full name**	**Email**	**Product name**	**Quantity**	**Venue**	
7	Gillian	gillian@mailto.plus	Ticket 3	1	Town	
8						

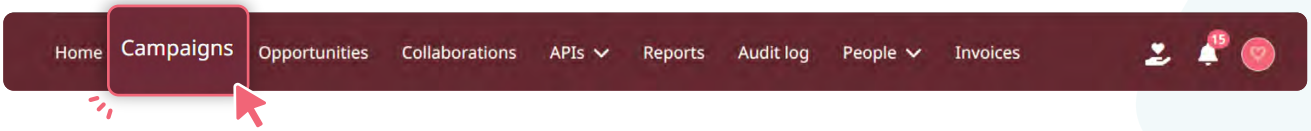
Sample Report

Edit campaign

Active campaigns can be edited, duplicated or ended from the campaign listing page.

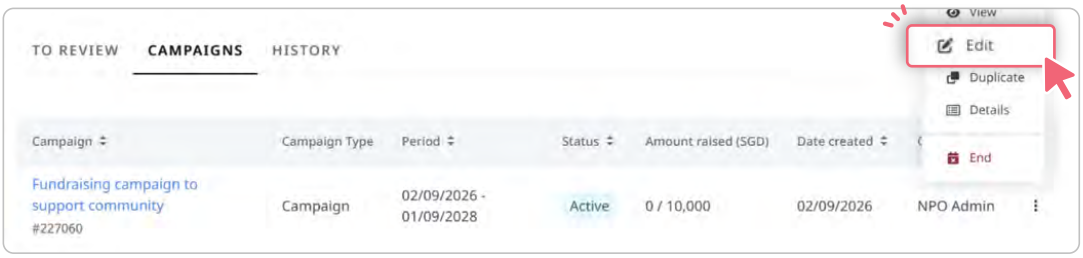
STEP 1

Click **“Campaigns”**.



STEP 2

Locate the campaign you want to edit.
Click the **“More actions”** icon, select **“Edit”**.



STEP 3

Update the editable fields and click **“Publish”** to apply the changes.

Only the following fields are editable:
- Fundraising Goal
- About Campaign
- Media gallery
- End date and Duration
- Donation Tiers
- Allow others to fundraise for my campaign
- Private/public

Note: The start date cannot be changed once campaign is active.

If a public campaign has received donations, it cannot be switched to private.

If your campaign has already reached its goal amount (100%): Before the campaign ends, you may want to increase your campaign goal amount by clicking 'Edit' on the campaign to update it.

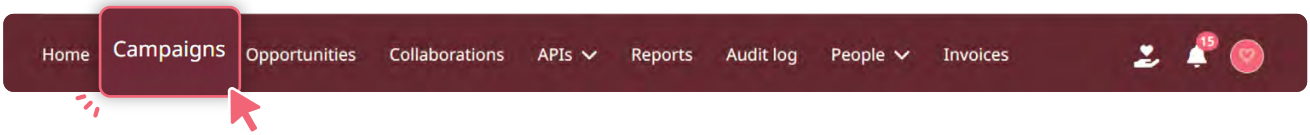


Your campaign has been edited successfully.

Withdraw a campaign

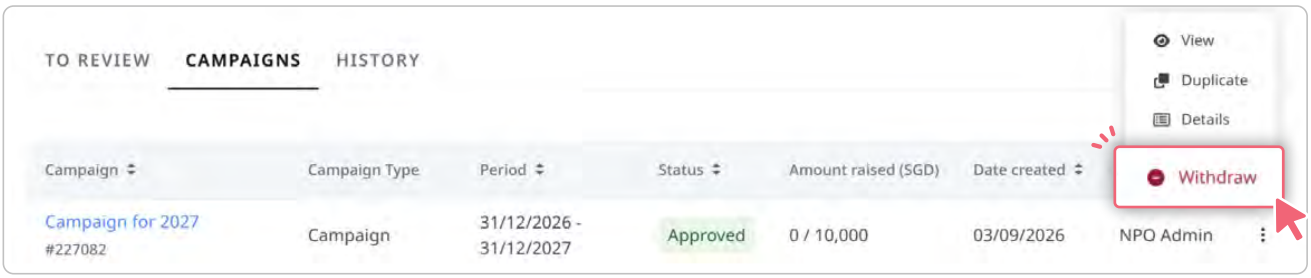
STEP 1

Click **“Campaigns”**.



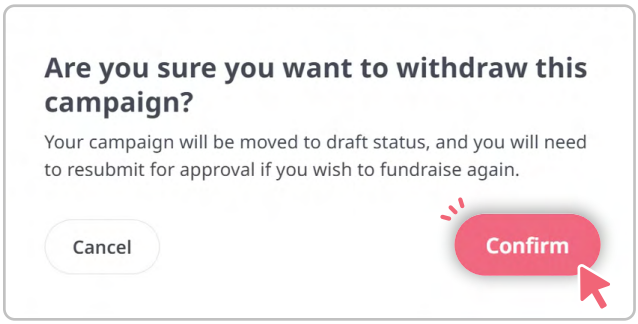
STEP 2

Locate the campaign you want to withdraw.
Click the **“More actions”** icon, select **“Withdraw”**.



STEP 3

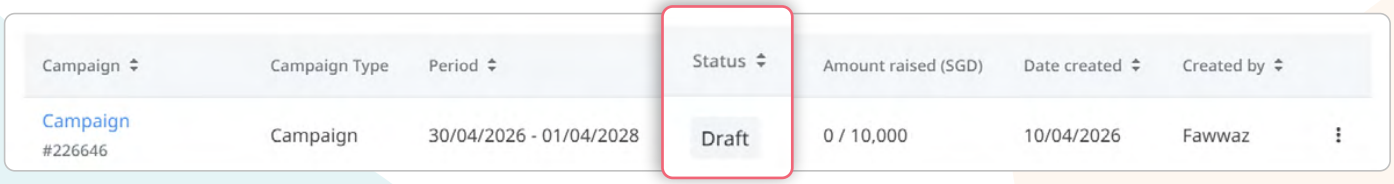
Click **“Confirm”** in the pop-up window.





Your campaign has been withdrawn successfully.

The campaign will return to **“Draft”** status. You may delete it, edit it, or publish it again later.



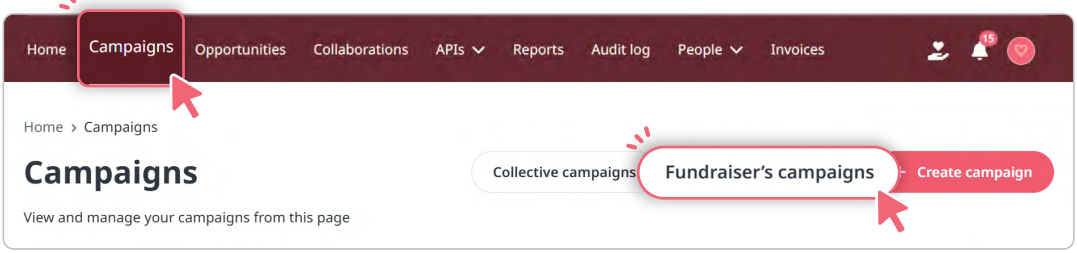
Review a public fundraiser campaign

When a public fundraiser creates a public fundraising campaign to raise funds for your charity, NPO Admins or Campaign Managers will receive an email or bell notification for review.



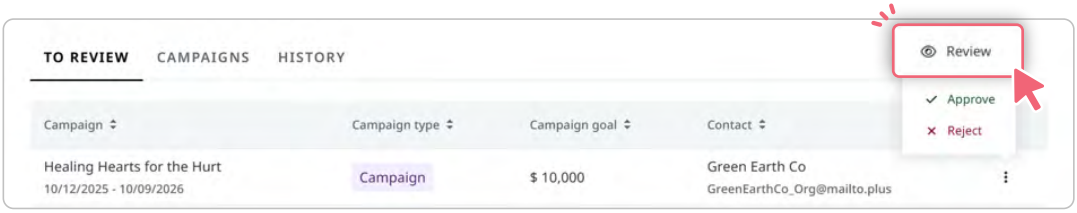
STEP 1

Click **“Campaigns”**, then click **“Fundraiser’s campaigns”**.



STEP 2

Go to **“To Review”** tab, click the **“More actions”** icon, and select **“Review”**. Check the campaign details, then approve or reject the request.



To Approve:

Click **“Approve”**.



To Reject:

Input the rejection reason and click **“Reject”**.

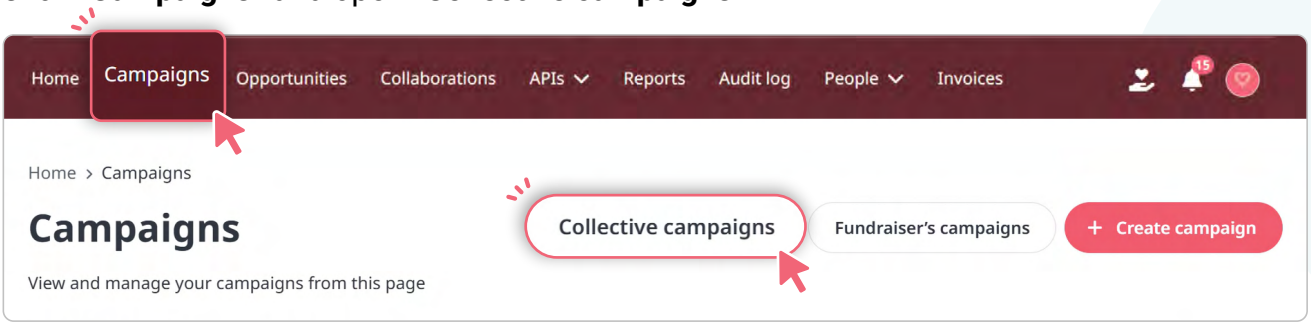


Review a collective campaign request

NPO Admins or Campaign Managers will be notified when another charity invites the organisation to join a collective campaign.

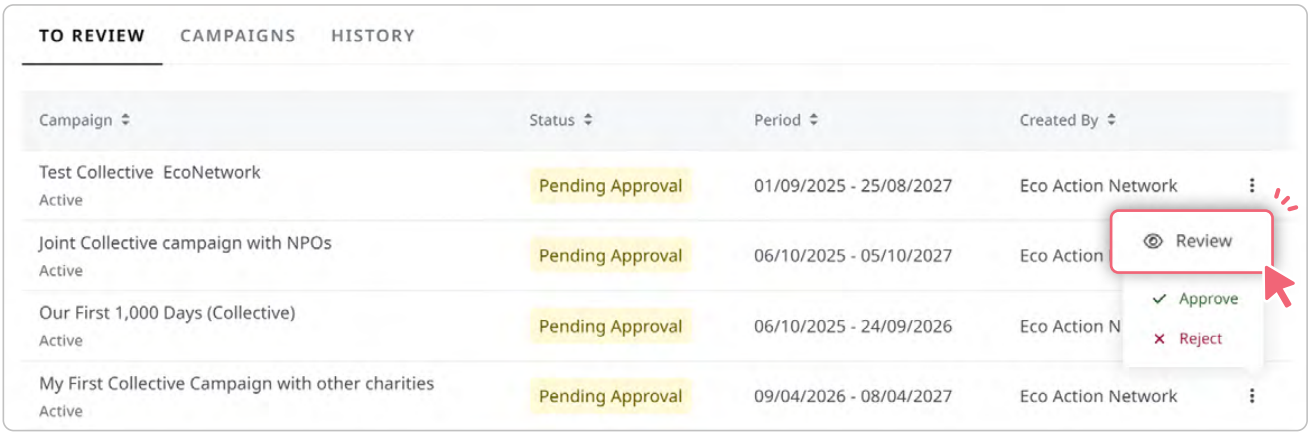
STEP 1

Click **“Campaigns”** and open **“Collective campaigns”**.



STEP 2

Go to **“To Review”** tab, click the **“More actions”** icon, and select **“Review”**. Check the campaign details, then approve or reject the request.



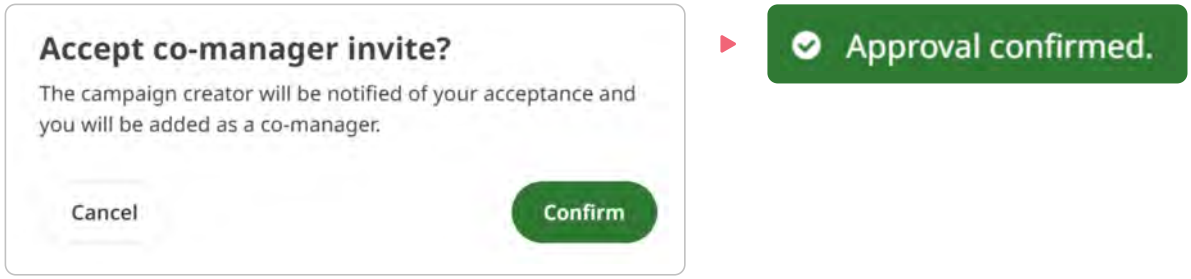
Review request to co-manage campaign

When another organisation sends a request to co-manage a campaign, the **NPO Admin or Campaign Manager** will receive a notification to review the request.

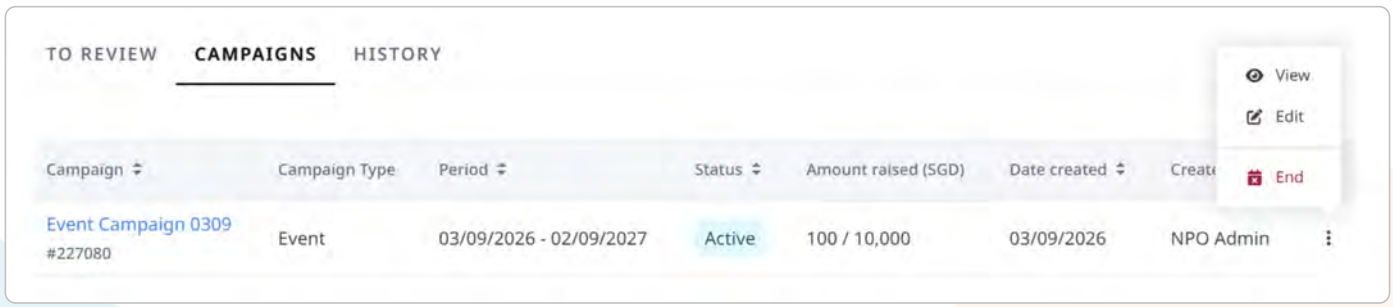
Go to campaign list **"To REVIEW"**, click the **"More actions"** icon and select **"Accept"**.



Click **"Confirm"**.

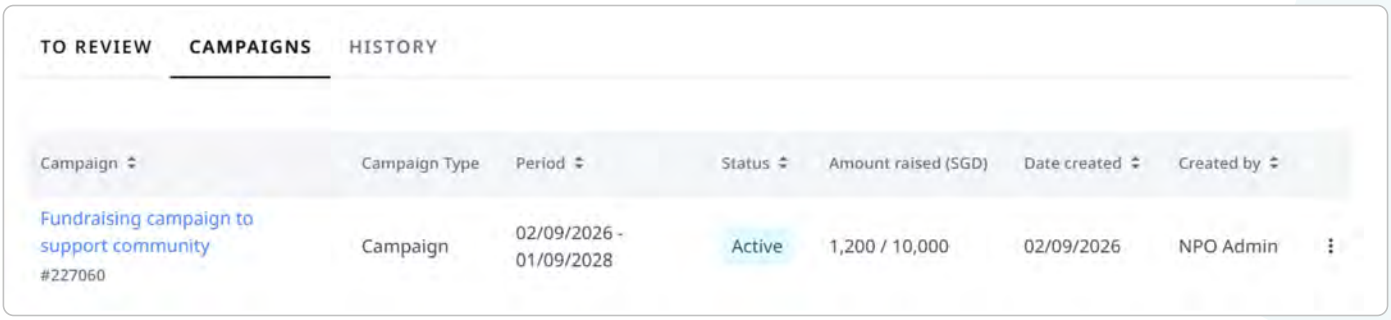


Once you have confirmed the invitation, you will be able to view and edit the co-managed campaign.

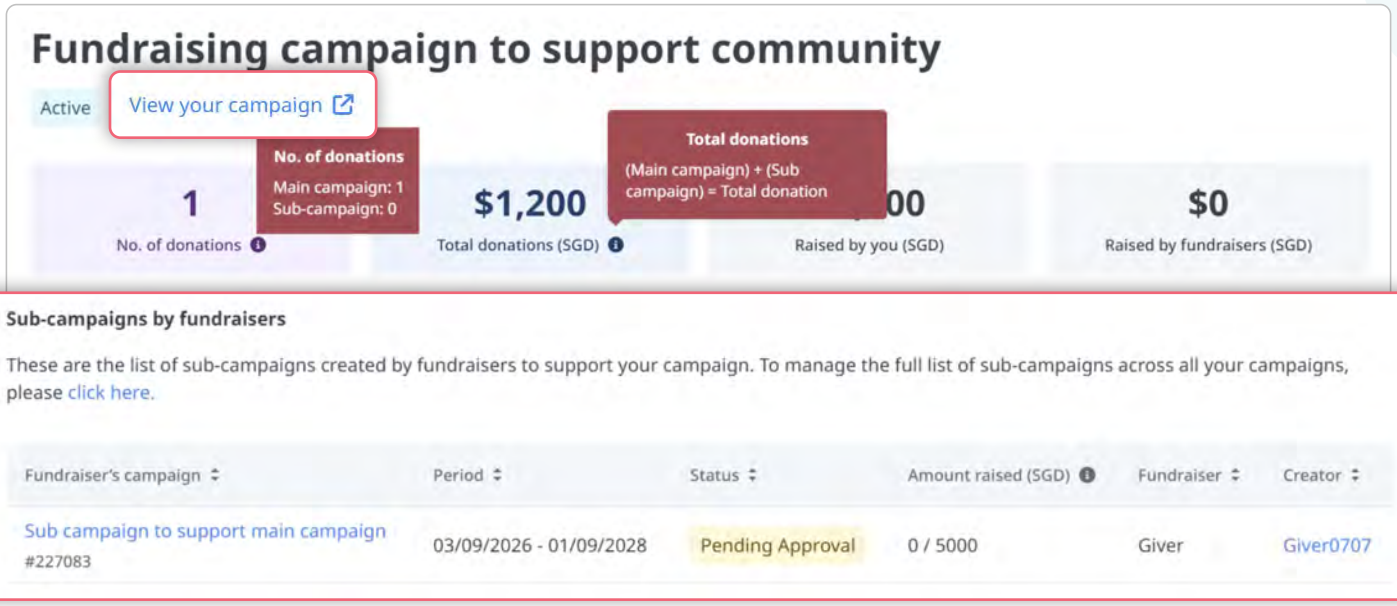


View campaign performance

From the campaign listing page, click the main campaign name.



You will be directed to Campaign Performance Page.



Clicking **"View your campaign"** redirects to the actual campaign page where donors see the campaign and donate to the campaign.

Note: The total funds raised on the main campaign page includes donations from sub-campaigns.

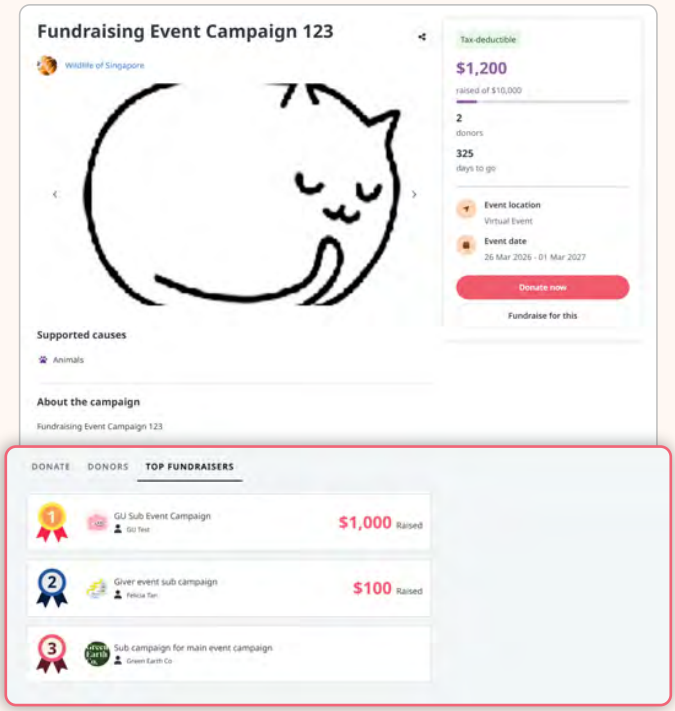
Review **"Sub-campaigns by fundraisers"** to see the sub-campaigns linked to the main campaign. Summary cards in the campaign performance page:

- No. of donations
- Total donation amount
- Raised by you
- Raised by fundraisers

Continue to the next page for more tips.

Tip:

- Sub-campaigns created by public fundraisers are shown under the **"Top Fundraising"** tab. This tab displays a leaderboard of fundraisers on the Campaign Details page.
- You can view the donor listing and dedication messages on the campaign detail page and donation report.



Section F

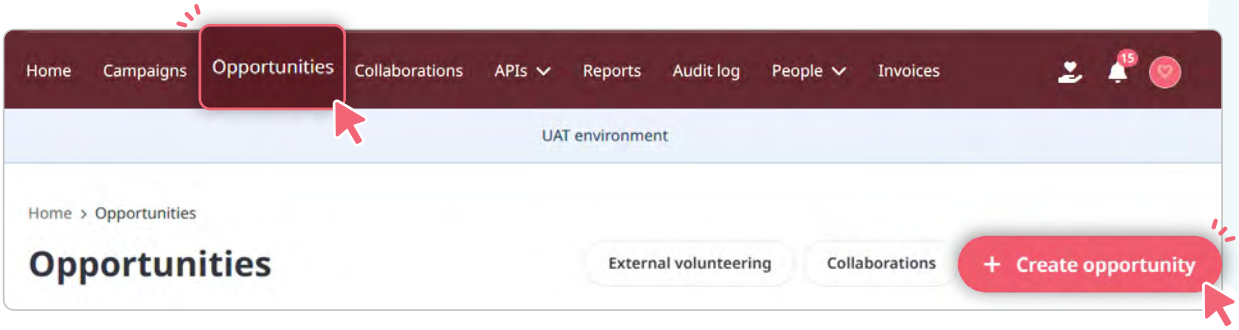
Manage Volunteering Opportunity

Volunteering opportunities allow volunteers to contribute their time and effort to support an NPO's causes. Each opportunity should include clear positions, dates or periods, and participation requirements.

Create volunteering opportunity

STEP 1

After signing in on giving.sg, click **“Opportunities”** followed by the **“Create opportunity”** button.

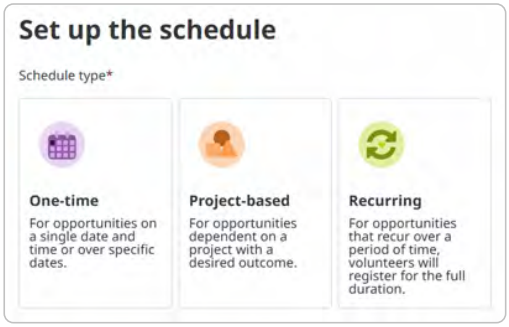


STEP 2

Describe your opportunity and tag your opportunity.

STEP 3

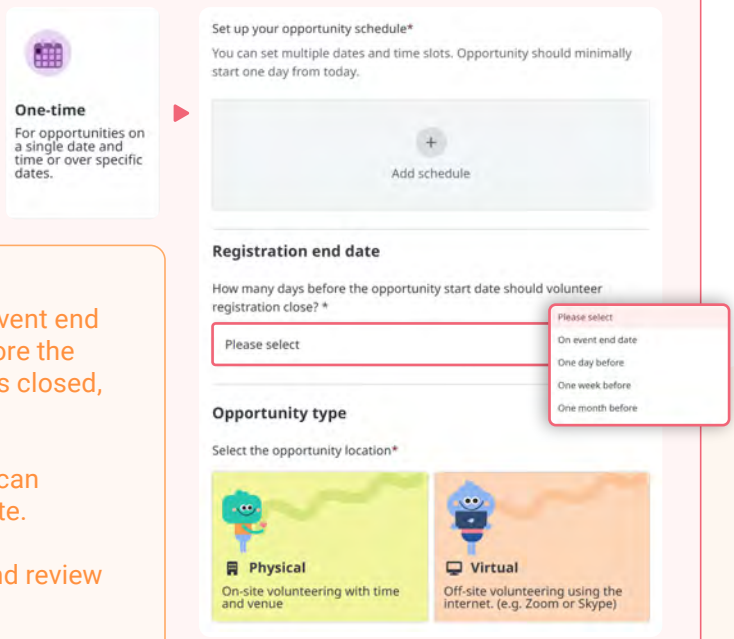
Set up the schedule and location.



Opportunity types:

One time

For opportunities held on a single date and time, or across specific dates. Volunteers can select one date to participate.



Note: Registration End Date

You can choose to close registration on the event end date, or one day, one week, or one month before the opportunity's start date. Once registration has closed, volunteers will no longer be able to register.

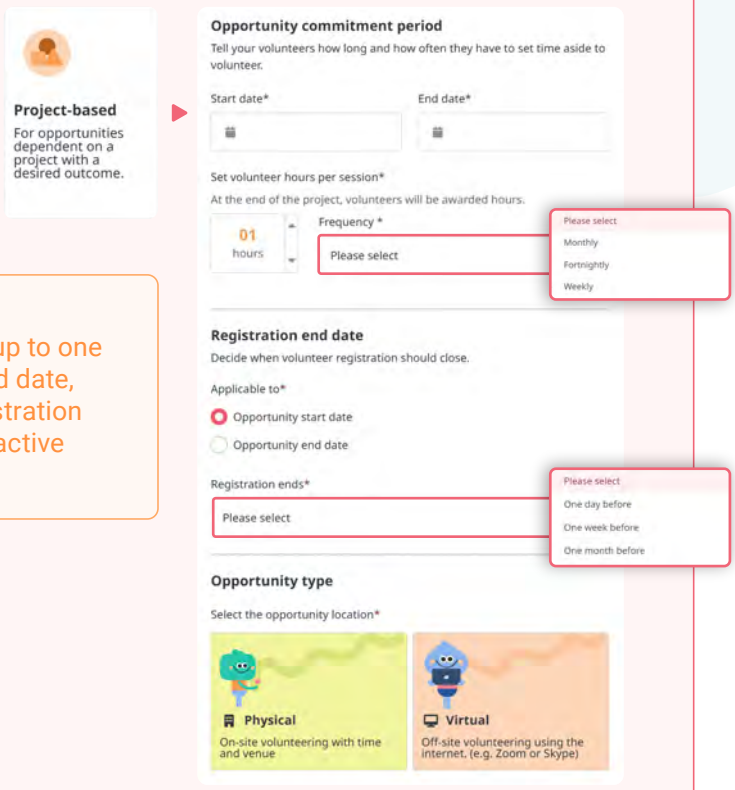
If "On event end date" is selected, volunteers can register until 23:59 on the opportunity end date.

This gives organisations more time to plan and review volunteer registrations.

Your active volunteer opportunities will remain accessible to the public after registration has closed.

Project-based

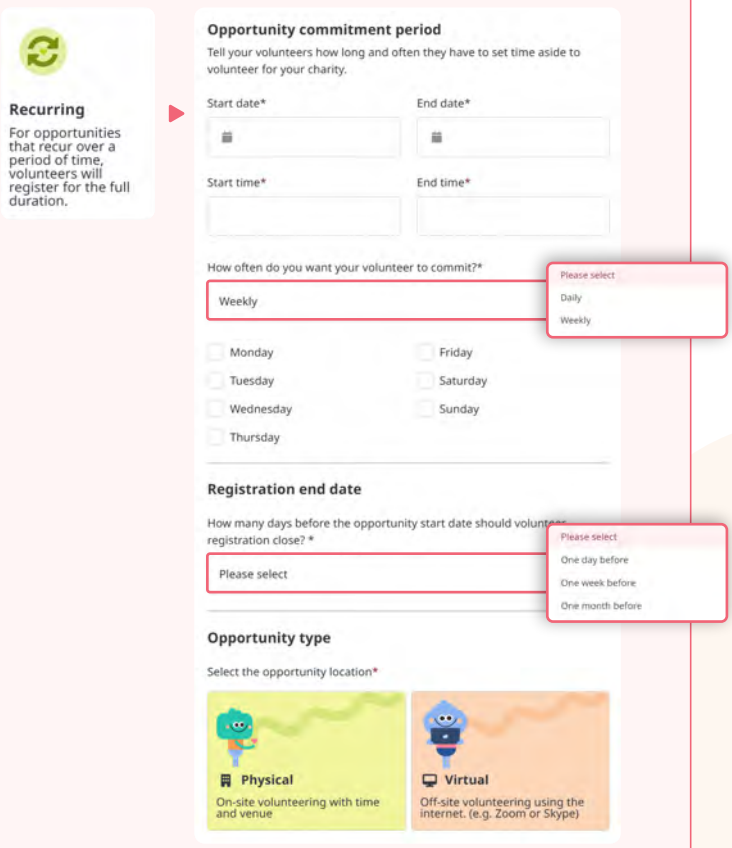
For opportunities tied to a specific project or outcome. Volunteers contribute on their own time and receive hours when the project ends.



Note:
The registration end date can be set to close up to one month before the opportunity start date or end date, depending on the opportunity type. After registration closes, volunteers can no longer register, but active opportunities remain visible to the public.

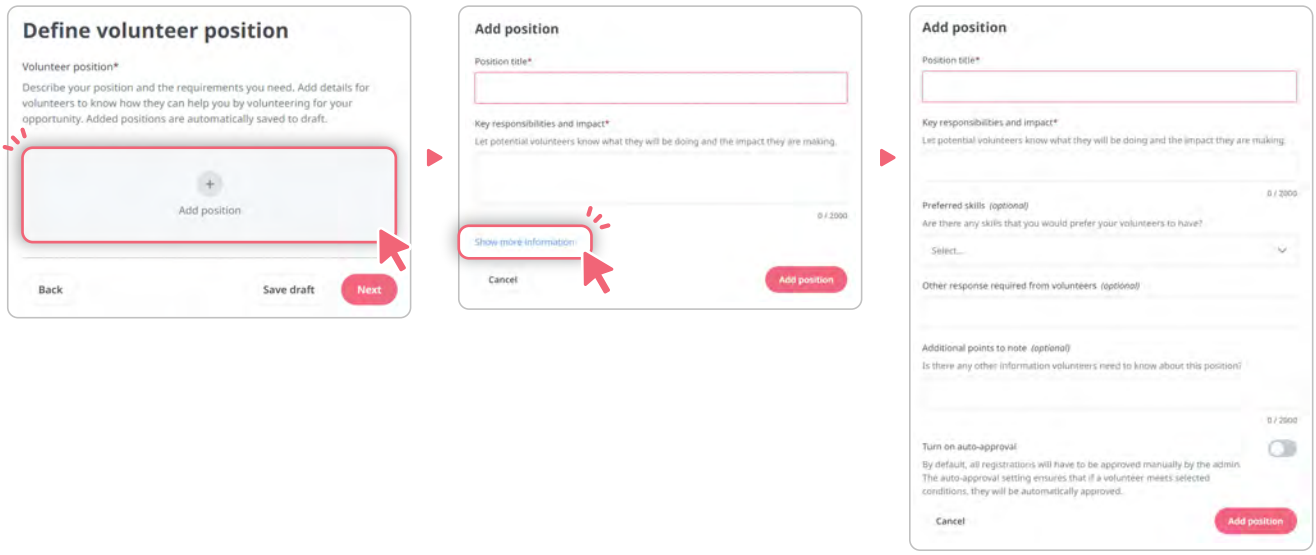
Recurring

For opportunities that repeat over a set period. Volunteers register for the full duration and attend based on the selected frequency.



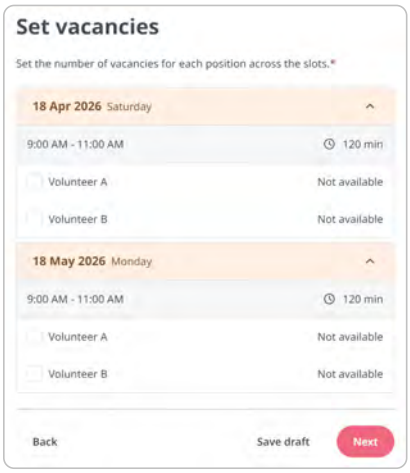
STEP 4

Define a volunteer's role.



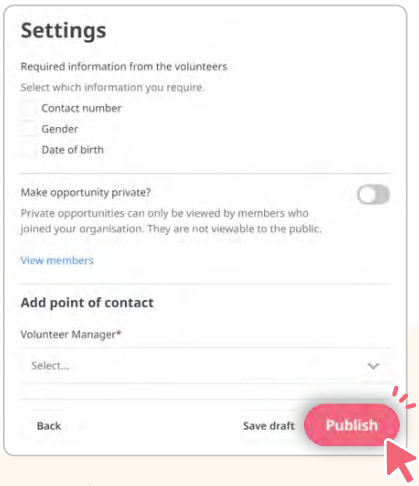
STEP 5

Set the number of vacancies for each position across the slots.



STEP 6

In Settings, add the required information needed from volunteers and click "**Publish**".



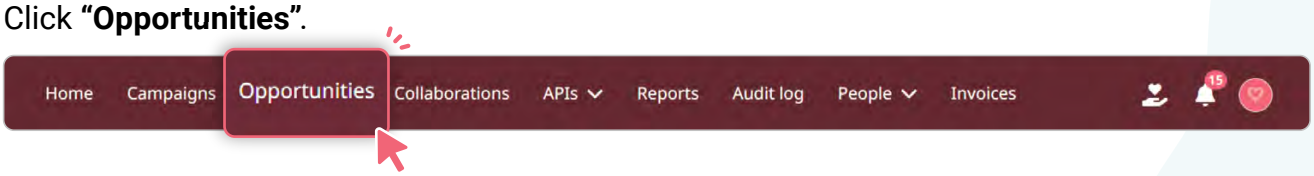


After you have submitted the volunteering opportunity, it will be published on giving.sg.

Edit volunteering opportunity

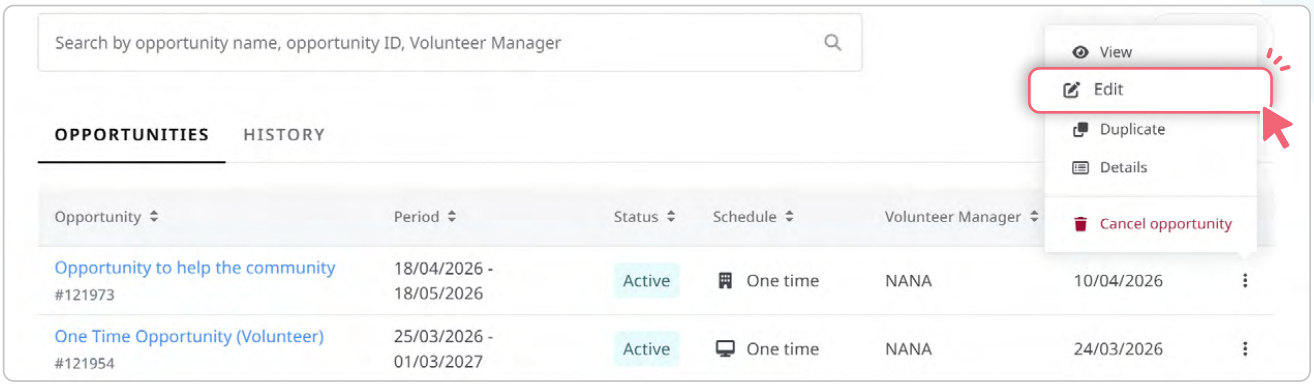
STEP 1

Click **“Opportunities”**.



STEP 2

Click the **“More actions”** icon, select **“Edit”**.



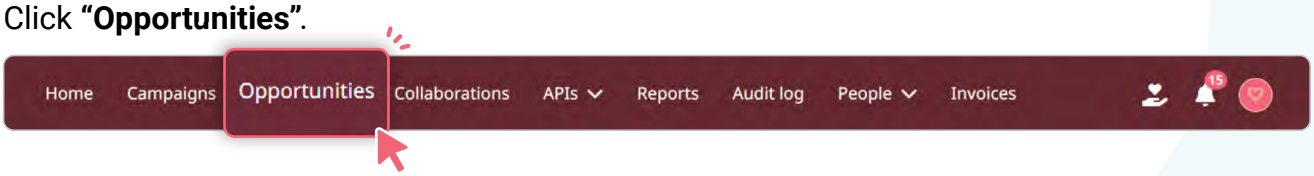
Only the following fields are editable:

- Opportunity Name
- Description
- Image/video
- Tag
- Schedule/location
- Volunteer position
- Vacancies
- Settings

Cancel an opportunity

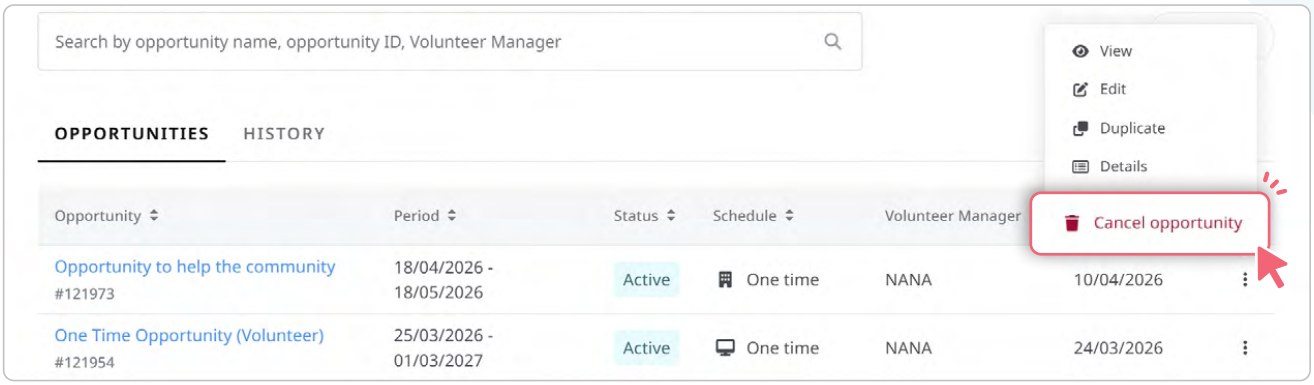
STEP 1

Click **“Opportunities”**.



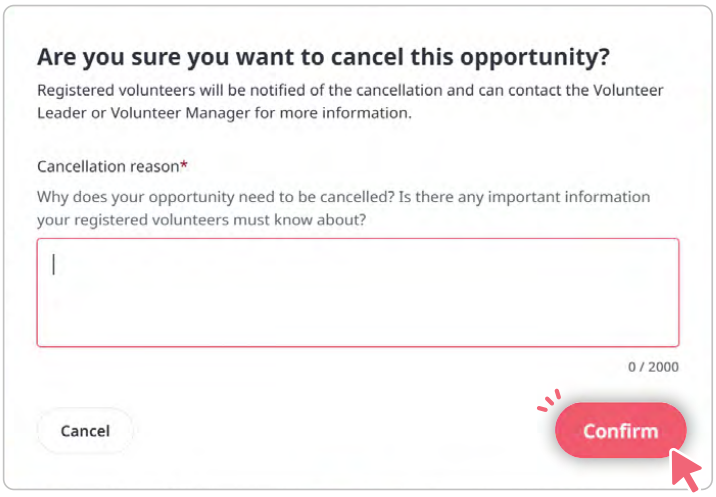
STEP 2

Click the **“More actions”** icon, select **“Cancel opportunity”**.



STEP 3

Enter the cancellation reason and click **“Confirm”**.



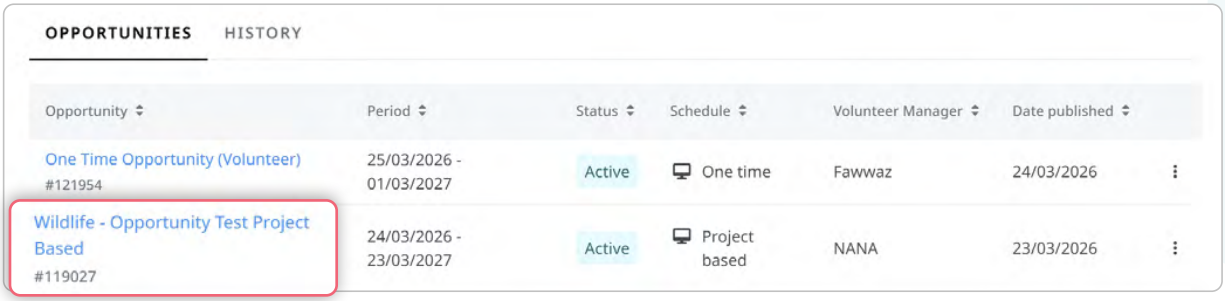
A confirmation notice will appear once the opportunity has been cancelled.



Manage volunteer registration

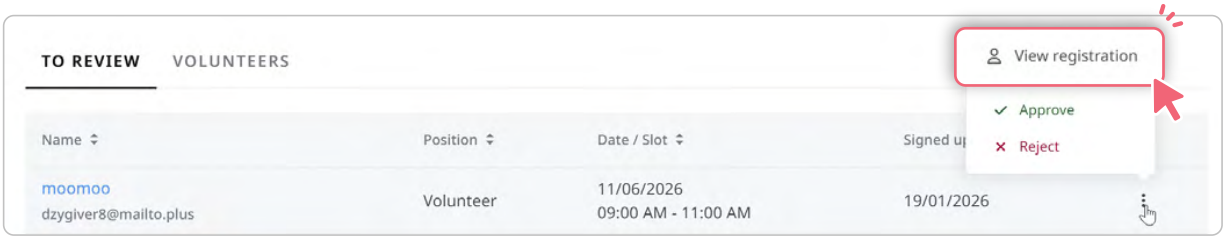
STEP 1

Click on opportunity name to open "Manage Volunteers" page.



STEP 2

Go to the **“To Review”** tab, click the **“More actions”** icon, select **“View registration”** to review the details.



To Approve:

Click **“Approve”**.

A feedback message, **"Volunteer has been approved"** will appear, once the volunteer's status has been updated to **"Registered"**.

To Reject:

Enter the rejection reason and click **“Reject”**.

A feedback message, **“Volunteer has been rejected”** will appear once the volunteer’s status has been updated to **“Rejected”**.





One time: take attendance (QR code)

STEP 1

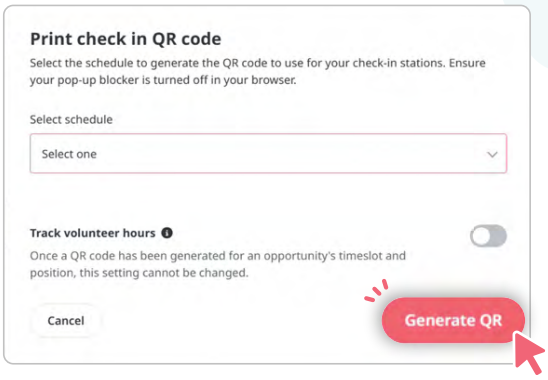
Go to the registered volunteers list, click **“Print QR code”**.



STEP 2

Select the relevant position and dates, then click **“Generate QR”**.

Note:
Ensure that pop-ups are allowed in your browser settings, as the generated QR codes will open in a new pop-up window.



If "Track volunteer hours" is enabled:

Volunteers are required to scan both the check-in and check-out QR codes to record their exact volunteering duration.

If "Track volunteer hours" is disabled:

Volunteers will automatically be assigned the full opportunity duration when they scan the QR code.

Note: This setting cannot be changed after the opportunity has been created.

STEP 3

Verify that the required QR code(s) have been generated successfully.



Note:
Only registered volunteers are able to scan the attendance QR code. Ensure that volunteers are logged in to their giving.sg account before scanning the QR code.

One time: take attendance (manual)

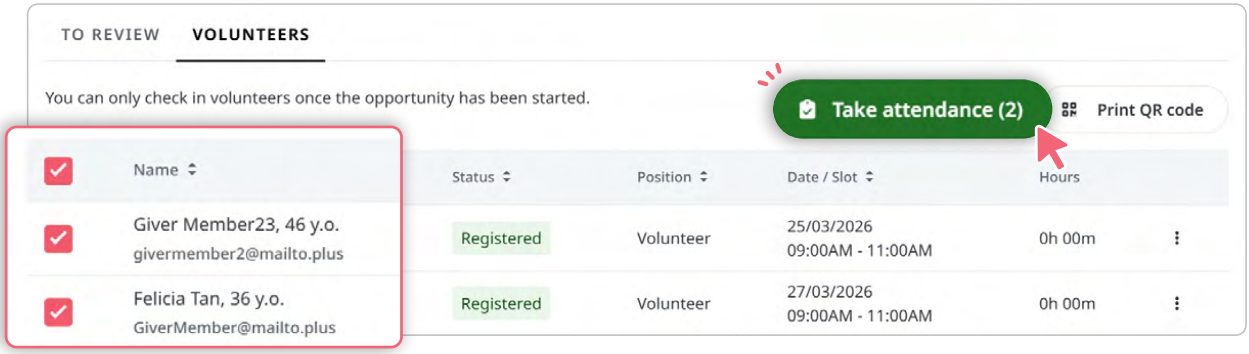
STEP 1

Go to the registered volunteers list.



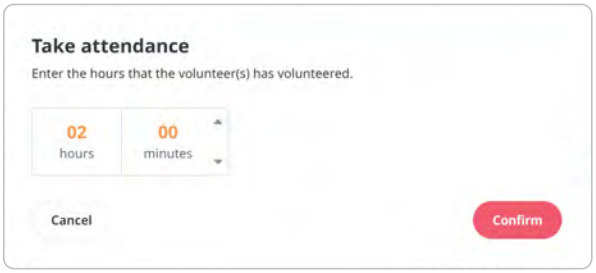
STEP 2

Select the volunteer names to record attendance, click **“Take attendance”**.



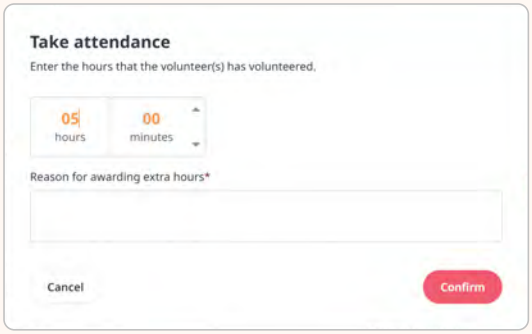
STEP 3

Select the number of hours volunteered and click **“Confirm”**.



Tip:

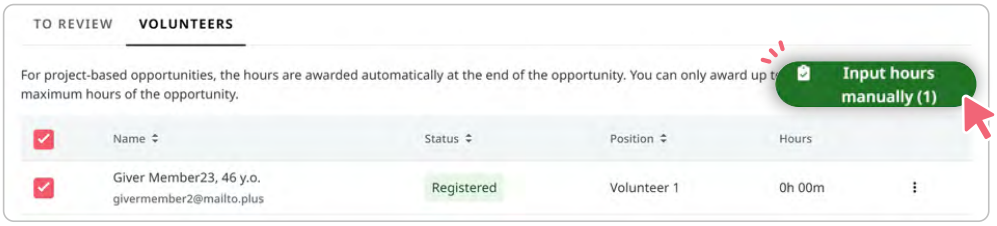
If the hours entered exceed the total opportunity hours, provide a reason for awarding extra hours before confirming.



I Project based: input hours

STEP 1

Go to the registered volunteers list, open their details, and select **“Input hours manually”**.



STEP 2

Enter the volunteer hours and click **“Confirm”**.



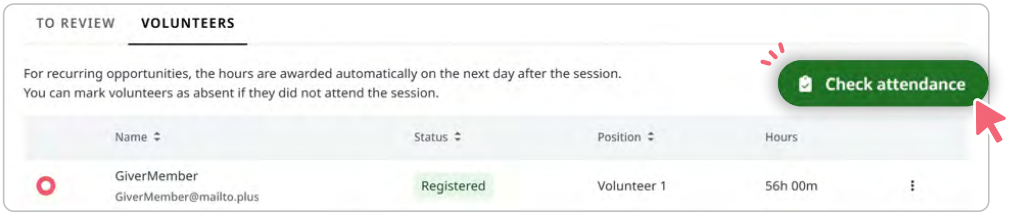
Tip:

If extra hours are awarded beyond the opportunity total, enter the reason before confirming.

I Recurring: mark attendance

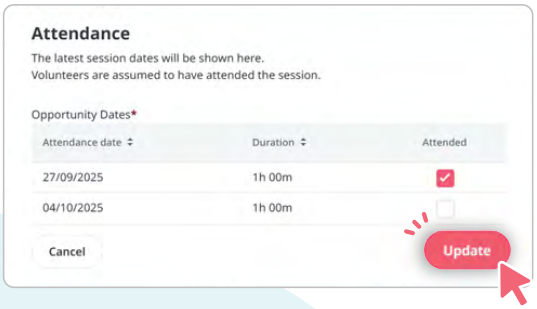
STEP 1

Go to the registered volunteers list. Open their details and click **“Check attendance”**.



STEP 2

When the attendance window appears, select the sessions the volunteer attended and click **“Update”** to save the attendance record.



Note:

If the volunteer did not attend a session, Admins or Volunteer Admins can leave it unchecked to indicate absence.

Manage members' Self-declared Volunteering Opportunities

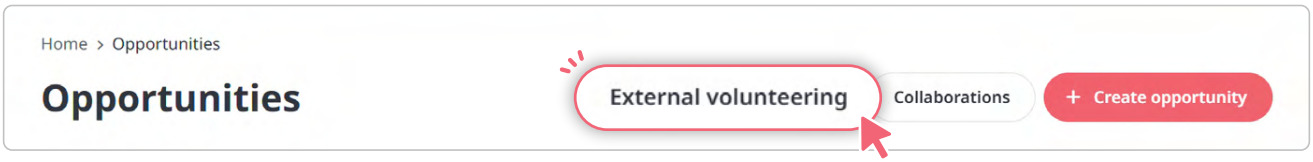
This section allows administrators to manage self-declared volunteering records submitted by members for volunteer activities completed outside of giving.sg.

Members can submit their volunteer hours for verification. These submissions can then be reviewed and either approved or rejected by the NPO administrator or Volunteer Manager.

View, Approve and Reject Members' Self-declared Volunteering Opportunities.

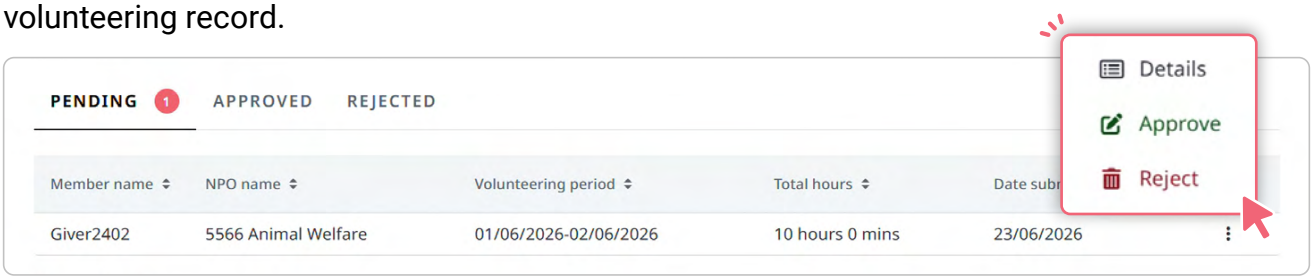
STEP 1

Click "**External volunteering**".



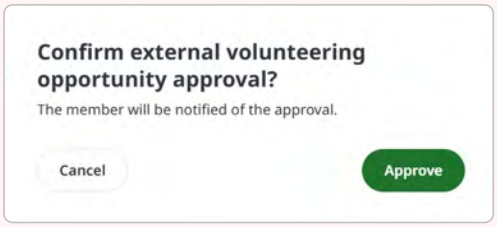
STEP 2

Navigate to the "**PENDING**" tab. Click "**Details**" to view more information about the volunteering record.



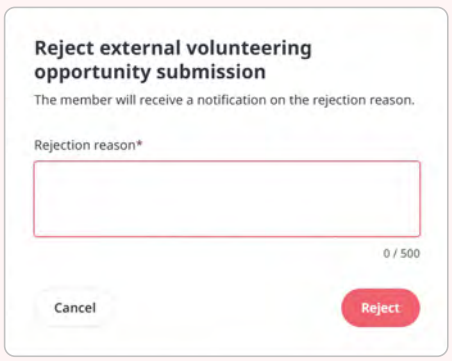
To Approve:

Click "**Approve**". The member will receive a notification once the volunteering record has been approved.



To Reject:

Input the rejection reason and click **"Reject"**. The member will receive a notification with the rejection reason.



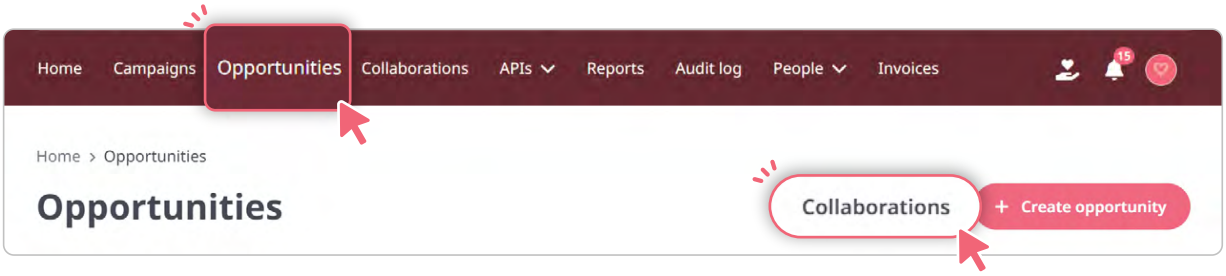
Review collaboration opportunities

Organisations can partner with charities to create volunteer opportunities on giving.sg. NPO Admins or Volunteer Managers will receive an email or bell notification when a collaboration opportunity requires review.



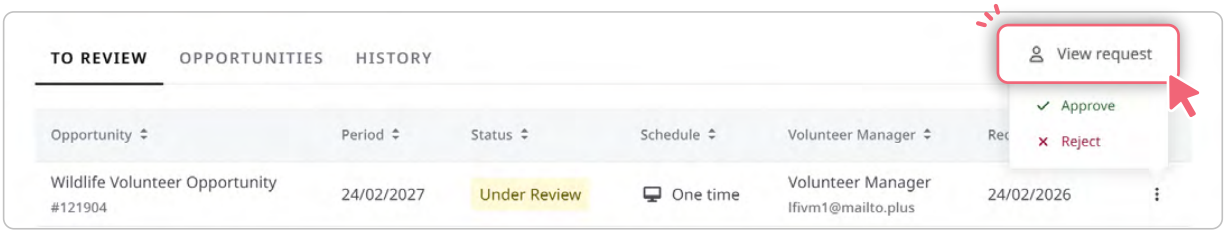
STEP 1

After signing in, go to the **“Opportunities”** tab and click **“Collaborations”**.



STEP 2

Go to the **“To Review”** tab, click the **“More actions”** icon, and select **“View request”** to approve or reject the collaboration opportunity.



To Approve:

Click **“Approve”**.

Note:

Once approved, the collaboration opportunity status changes to Active. The activity’s volunteer manager will manage and track volunteer attendance separately.

To Reject:

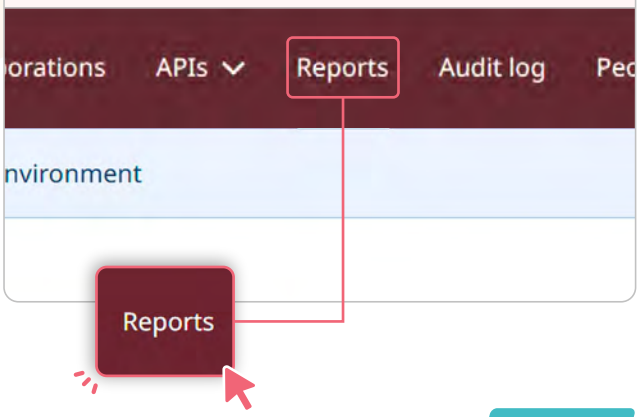
Input the rejection reason and click **“Reject”**.



Download volunteer report

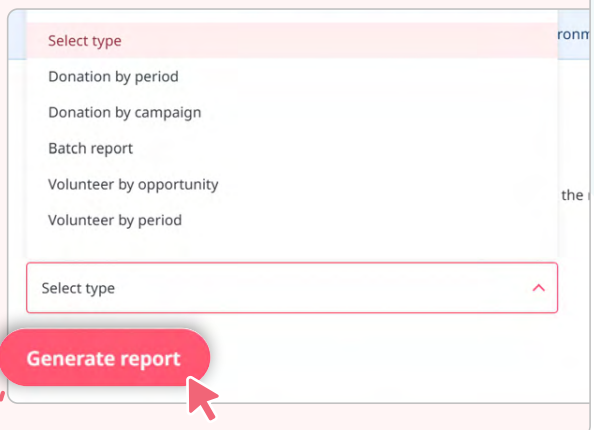
STEP 1

Click **“Reports”**.



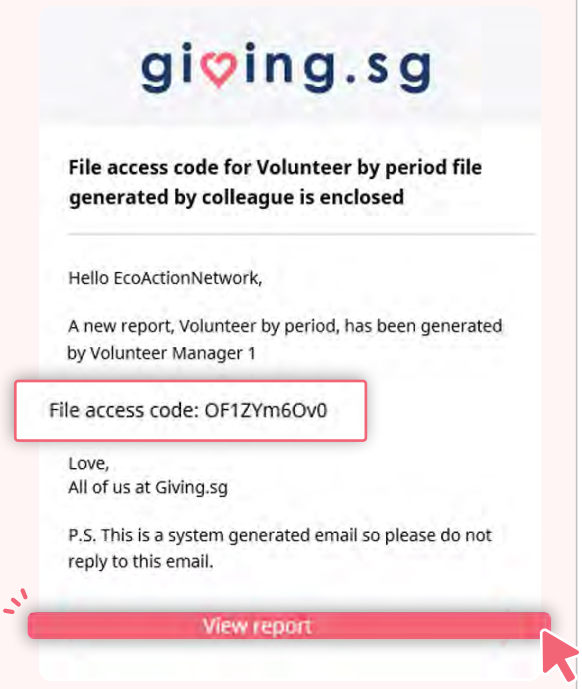
STEP 2

Select the volunteer report type and click **“Generate report”**.



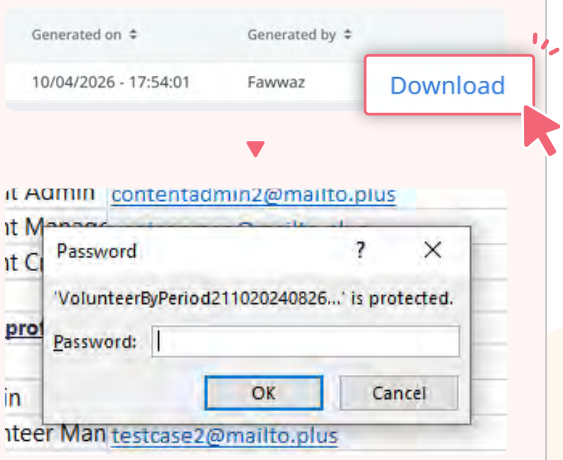
STEP 3

Check your registered email for the password and click **“View report”**.



STEP 4

Download and open the file using the access code/password provided.



Section G

Manage Collaborations

Collaborations enable companies and charities to share resources. Companies can post offers, charities can post asks, and interested parties can apply to provide or receive the requested items.

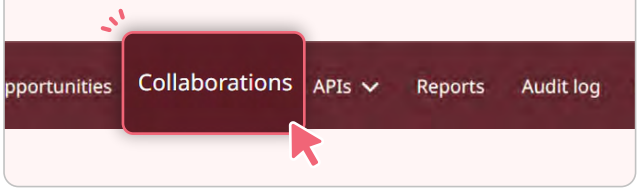
Glossary of Terms

Term	Description
Applicant	Users who are capable and interested in providing assistance for an event or organisation.
Application	A form submitted by applicants expressing their ability and intent to assist with a request.
Category	A high-level classification for possible items to be listed in the request domain. Members of public may reach out to hello@giving.sg to request for additional categories based on their needs.
Collaborate	Participating in a collaboration with other organisations such as groundups, charities and corporates.
Collaboration request	Items listed for requesting or offering assistance.
Event period	Date of event (if any). This could also be used to indicate the period for which assistance or items are required or available for request.
Listing period	Duration for which the request will be visible and open for applications on giving.sg.
Point of contact	Person or people that can be contacted for further details regarding the request. You can set up to 5 points of contact for each request. The point of contact need not be an employee under your organisation.
Requestor	Users who are seeking services or donation-in-kind items.

Setting up a collaboration request

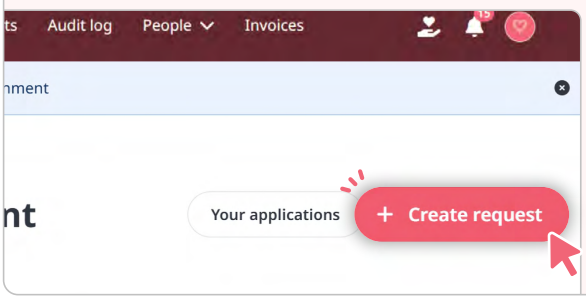
STEP 1

logging in to the admin portal as an admin, campaign manager, or volunteer manager. Click **“Collaborations”**.



STEP 2

Click **“Create request”**.

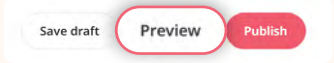


STEP 3

You will need to fill in the following information:

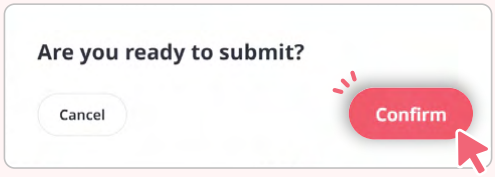
1. Describe your request/offer
2. Tag your request
3. Specify needs or sharing
4. Input your event details (if applicable)
5. Key Information

Note:
You may preview your request by selecting the **“Preview”** button on the last page before publishing.



STEP 4

Click **"Confirm"** to submit your request.



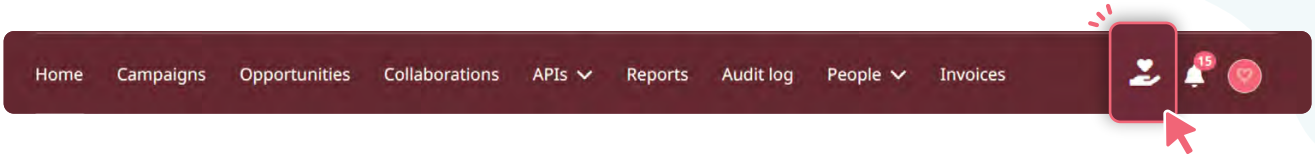
Your request will now be active and will start upon the listing start date configured.

Submitting an application

Note: As Charities, Organisations and Groundups, you are also able to submit applications to active requests. These applications could be to indicate your interest in receiving resources that are available or to indicate your interest in providing resources for a given event/request.

STEP 1

logging in to the admin portal as an admin, campaign manager, or volunteer manager. Toggle to the public view from your admin portal by clicking on the **"hand"** icon.



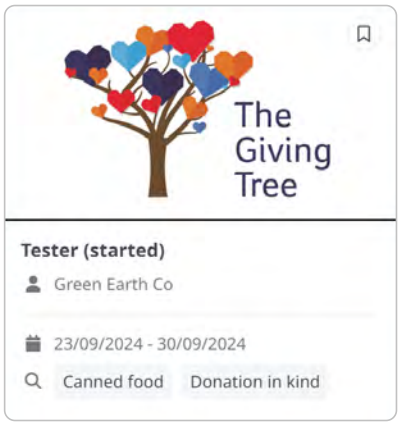
STEP 2

Click **"Collaborate"**.



On the listing page, you can see a list of all the active requests. Each active request card will show the following:

- The creator of the request
- The event period (optional)
- The request categories



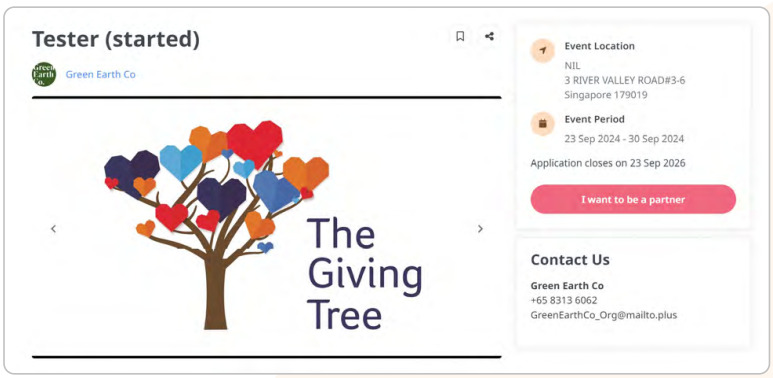
Tip: You may also search and filter based on the above criteria to find requests suitable for you.

STEP 3

Select the request you would like to submit an application for.

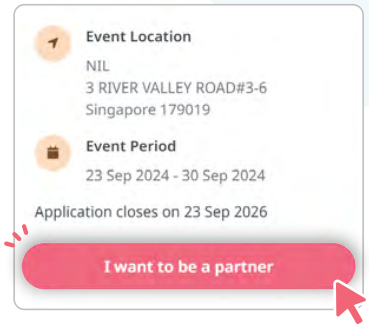
You can see the following:

- The event period (optional)
- Application end date
- Points of contact
- Request description
- Details on the needs



STEP 4

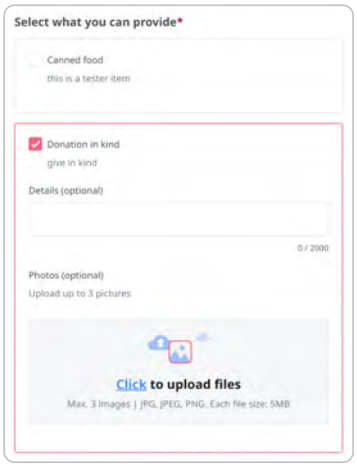
Click the **"I want to be a partner"** button to submit an application.



STEP 5

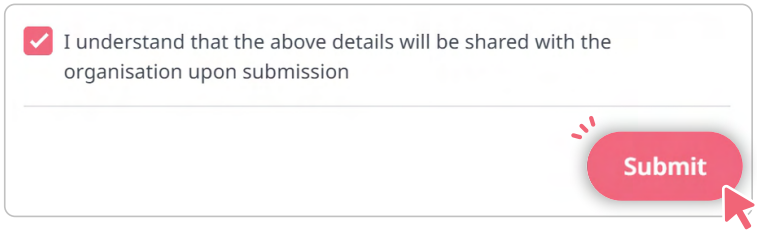
Fill in the application and select the categories you can support in.

For each category, you have the option to provide details and images of what you can offer.



STEP 6

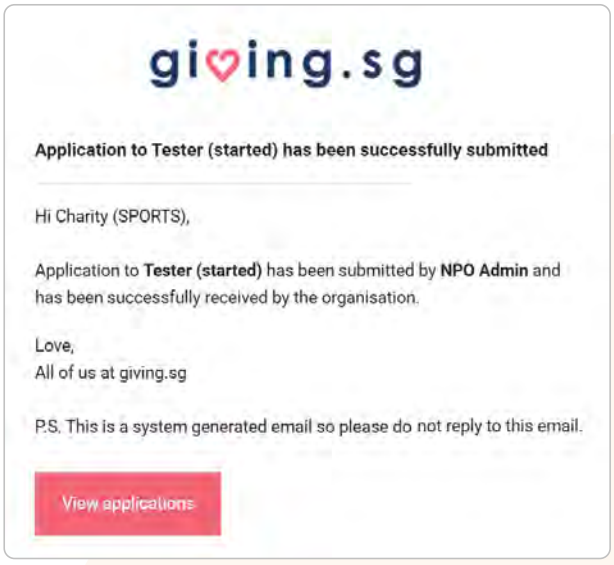
Once the application is completed, check off your consent to share the application details with the requesting organisation and click **"Submit"**.



Once the application has been submitted, you will be redirected to a confirmation page.

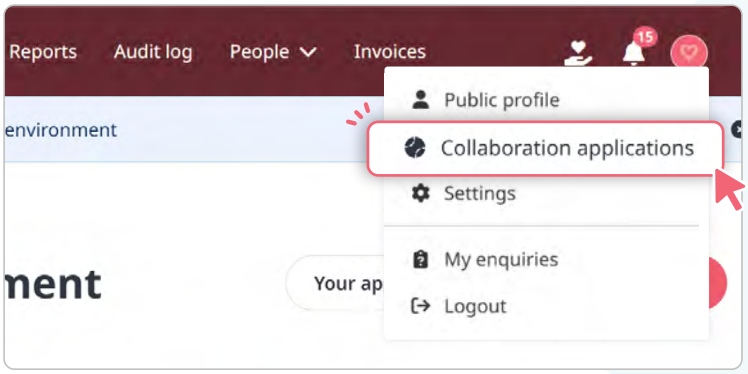


All the admins, volunteer managers, and campaign managers within your organisation will also receive an email confirming that your application has been successfully submitted.



Managing applications as an applicant

After logging in, click on your profile icon and select **“Collaboration applications”**.



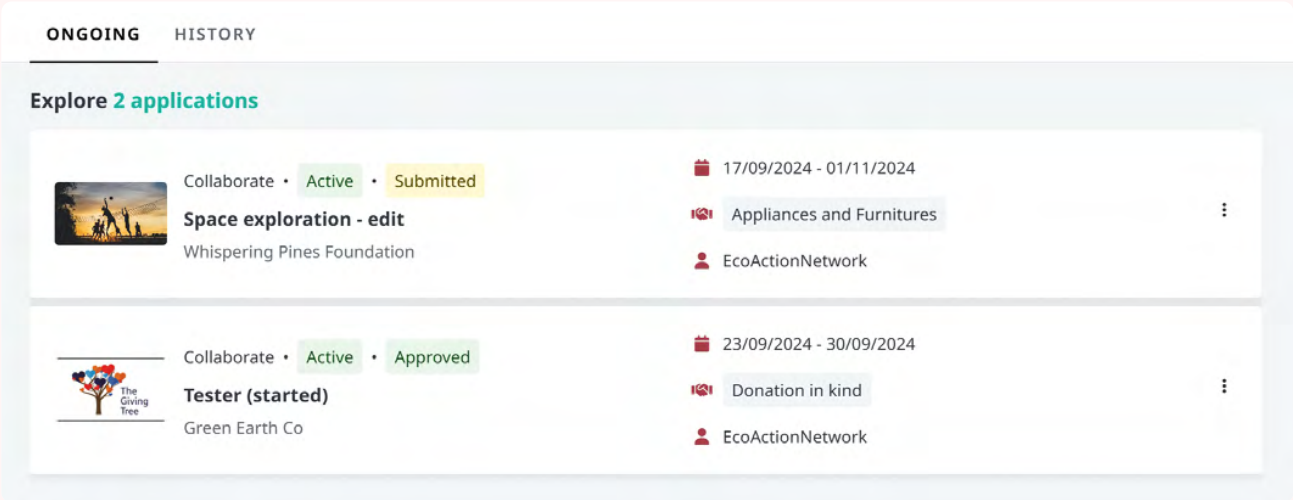
Here you can view information about each application.



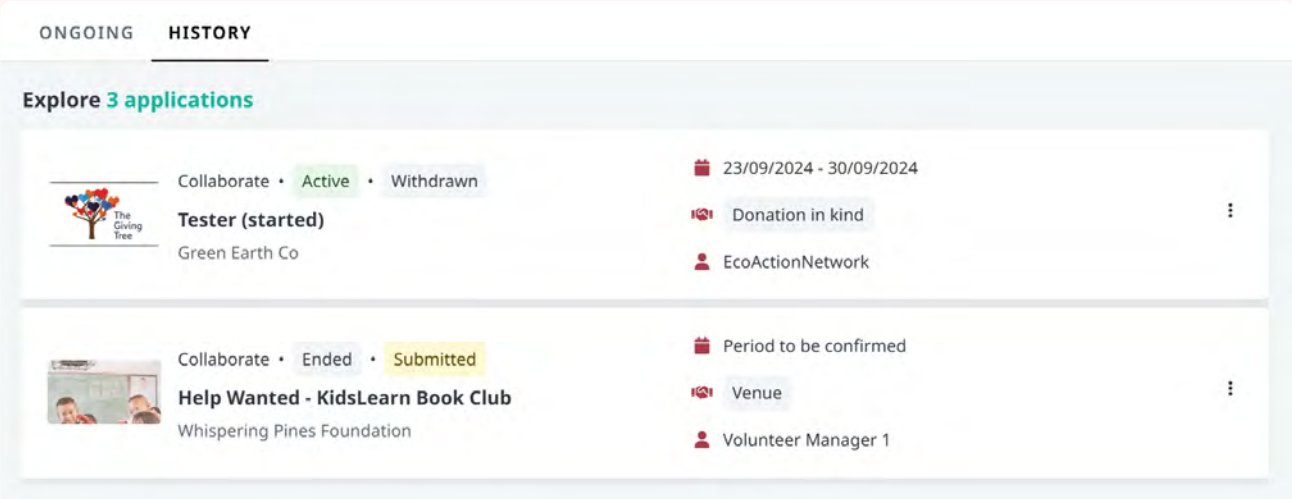
Each application shows the following information:

- Status of request and application
- Request name and requestor organisation name
- Request event period (optional)
- Categories of needs provided/received
- Applicant’s username

In the **‘Ongoing’** tab, you can view collaboration applications that are active for an upcoming event.

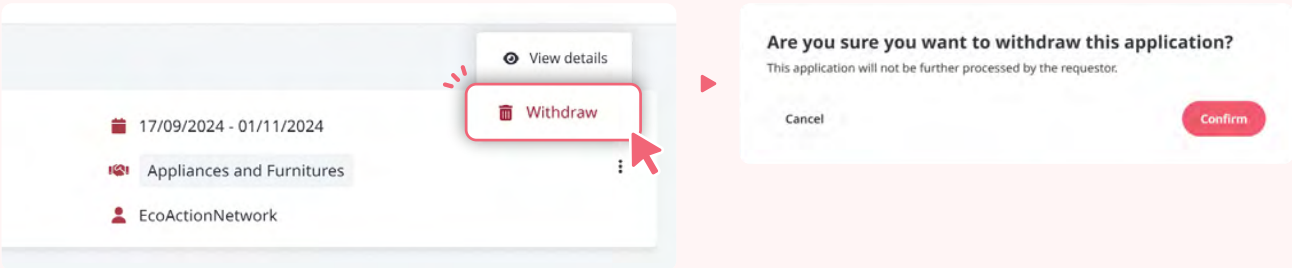


In the **“History”** tab, you can view collaboration applications that have expired.

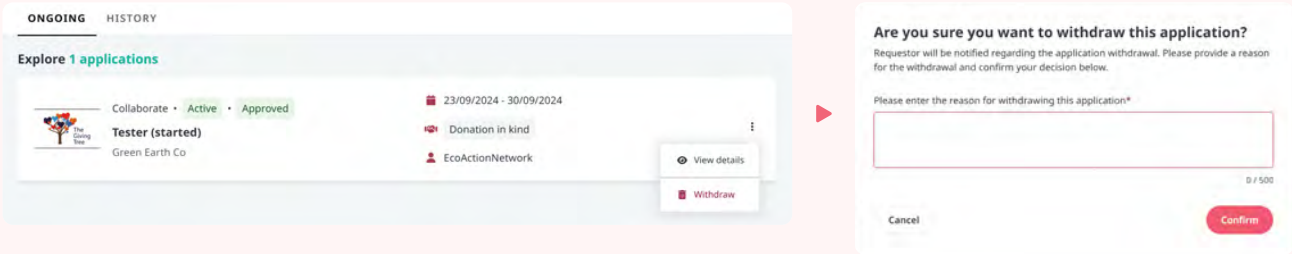


Note:
- All applications that have been rejected or withdrawn will also be reflected on this tab.
- All applications to requests that are Ended (including approved/submitted applications) are shown here.

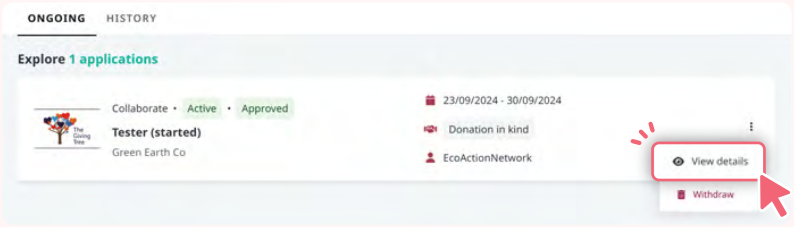
To withdraw from an ongoing application, click the **“More actions”** icon, then click **“Withdraw”**, followed by **“Confirm”**.

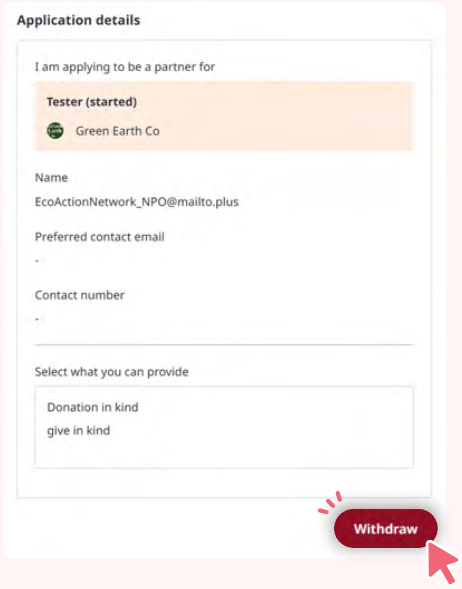


To withdraw from an ongoing “Approved” application, you will need to provide a mandatory reason for withdrawal which will be sent to the requestor.



Click the **“More actions”** icon followed by **“View details”** to view the submitted details of the application.



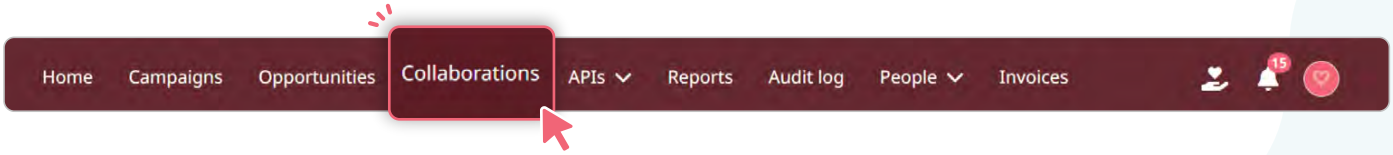


You may also withdraw your application here by clicking the **“Withdraw”** button at the bottom.

Application status	Definition
Approved	Application has been approved by the request creator.
Rejected	Application has been rejected by the request creator.
Submitted	Application is submitted by the charity/organisation/ground- up user, pending approval by request creator.
Withdrawn	Applicant has withdrawn their application. Applicants may withdraw applications in ‘Submitted’ or ‘Approved’ status.

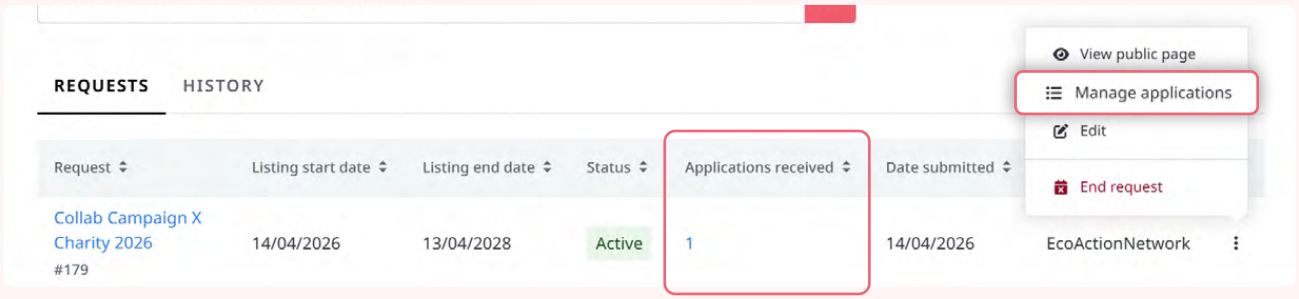
Managing applications as a requestor

Click **“Collaborations”**.

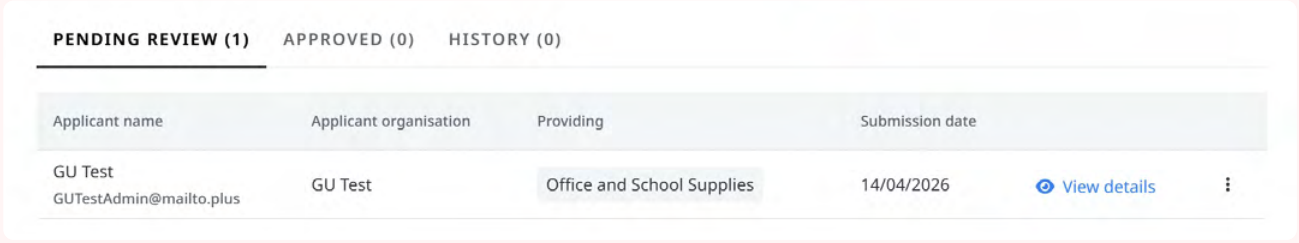


Navigate to the individual request management page, by either clicking on:

- **“Manage application”** under the **“More action”** icon
- Clicking the hyperlinked application count



Each tab shows applications under various statuses. Under the **“Pending Review”** tab, you can view collaboration applications for upcoming events that are pending your review.

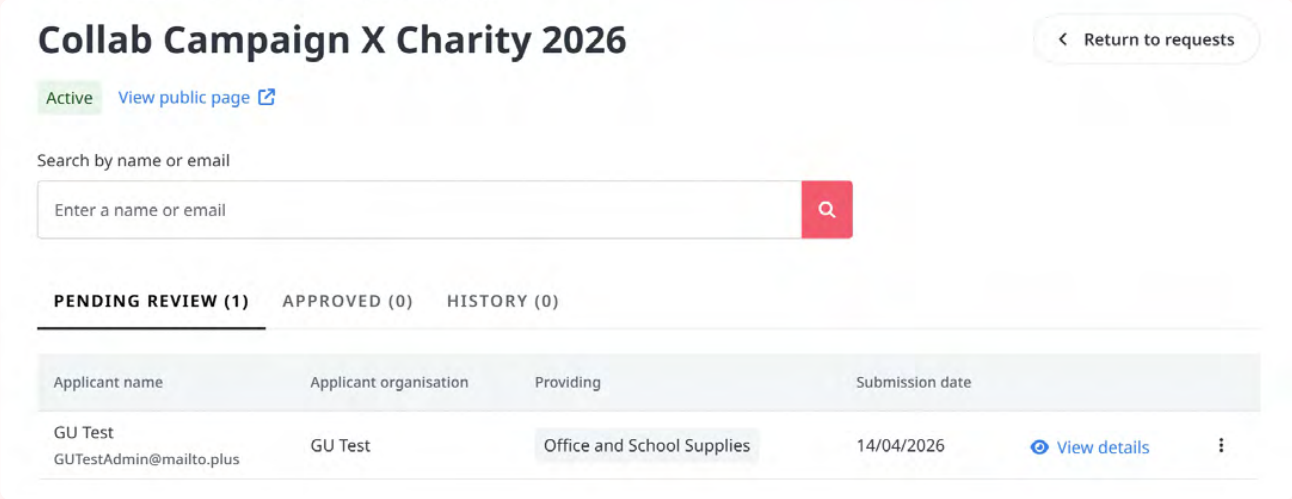


The summary of each of the tabs is as follows:

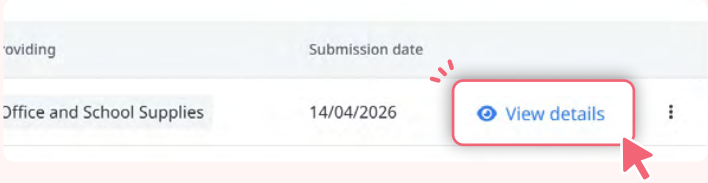
Application status	Definition
Approved	Applications that you have previously approved (‘Approved’ status).
History	Applications that have been withdrawn by the applicant (‘Withdrawn’ status) or you have previously rejected (‘Rejected’ status).
Pending Review	Applications submitted by other organisations pending your review.

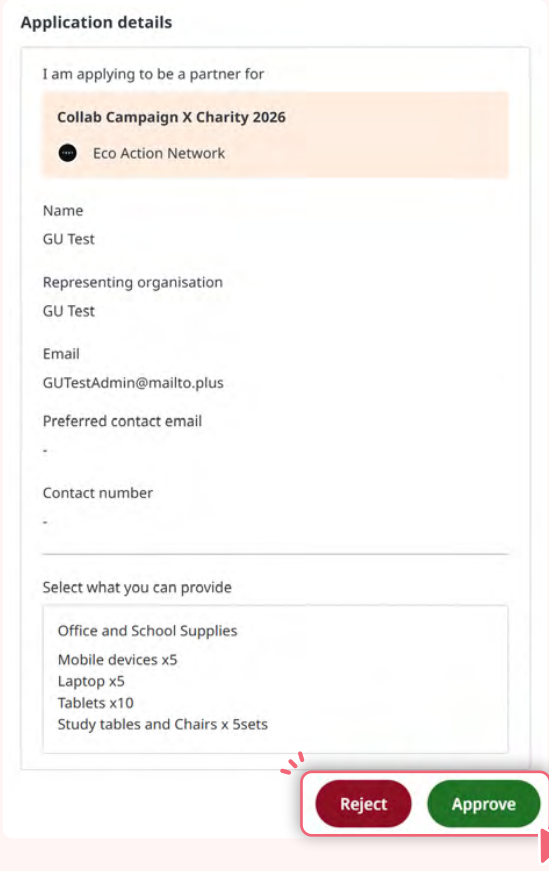
The individual request management page includes the following details:

- Request title
- Request status
- Applicant details, category of needs being provided and submission date



Click on **"View details"** to review all application information submitted.





You can approve or reject applications from the details page. Notifications will be sent to the applicant accordingly.

Note:
Applications in the **"Approved"** and **"History"** tab will not have this option as they are already in Approved/Rejected/Withdrawn statuses.

Section H

API Access

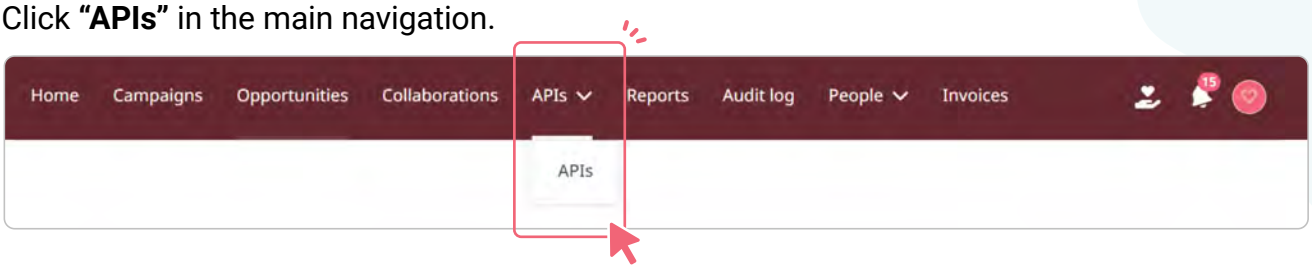
Request API access

Users with an NPO Admin or Developer role can request API access through the Admin Portal.

Tip: Whether you're a seasoned developer or just starting your coding journey, our APIs offer a seamless way to interact with giving.sg and unlock its full potential.

STEP 1

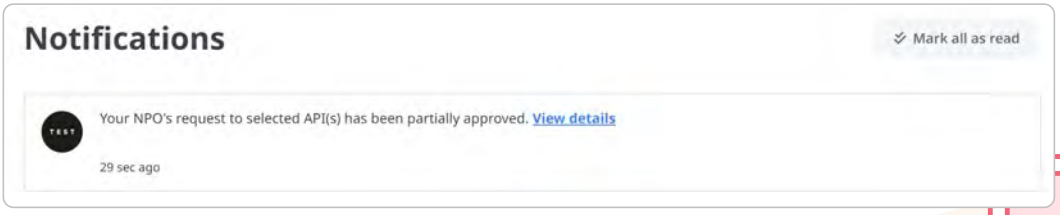
Click **"APIs"** in the main navigation.



STEP 2

Go to the **"Production"** tab and click **"Request for access"**.





NVPC will review the request accordingly, and users will be notified of the request status via notifications.