giving.sg

User Manual

For Organisation & Groundup

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Powered By

nvpc

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Section A

Organisation & Groundup Account Profiles

Creating an organisation account & profile setup

Note: For a faster registration, please download and complete the Letter of Authorisation (LOA) form and have an authority in-charge sign it before you register for an Organisation account. Ensure the creator of the account is not the signee.

STEP 1

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



STEP 2

Select "**Organisation**".

Note: Select this to register a corporate account using a UEN number.

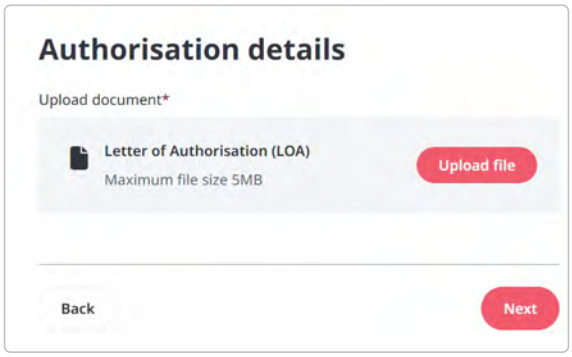


STEP 3

Fill in required details and click **"Next"** to proceed.

1. Organisation name & type
2. Address & Contact details
3. UEN number
4. Staff size

Upload your Letter of Authorisation (LOA) and click **"Next"**.



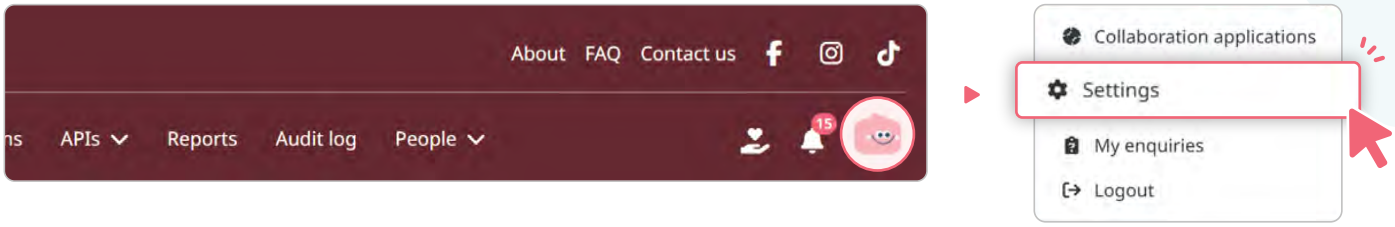
STEP 4

Enter your details to create an account, then click **"Submit"**.
After submission, you will see a confirmation page and an email will be sent to you.

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

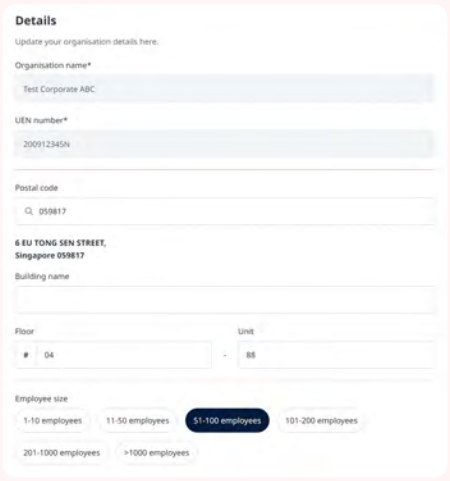
Setting up an organisation profile page

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

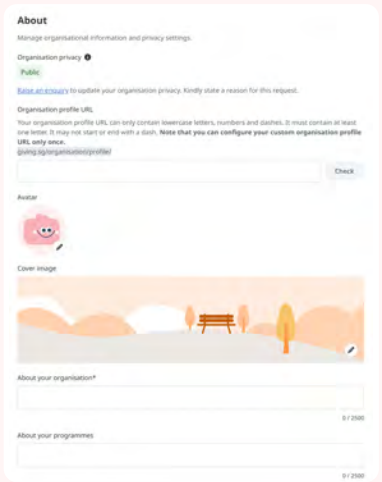


An employee with the Admin role can view and edit the following sections:

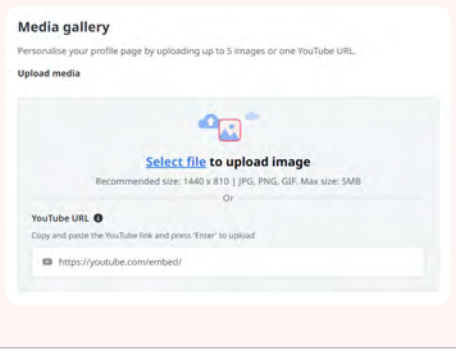
1 Details



2 About



3 Media Gallery



4 Contact

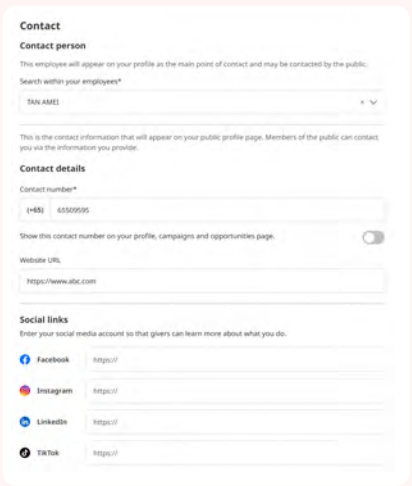


Image dimensions:

- **Avatar Image:** Image will be centralised, scaled, and cropped to 1:1 ratio
- **Cover Image:** 1200 x 300px cropped to 4:1 ratio
- **Media Gallery Image:** 1440 x 810 px

Creating a groundup account & profile setup

Note: After your registration, you will receive a Groundup form from the Hello team. Please complete it and submit to hello@giving.sg.

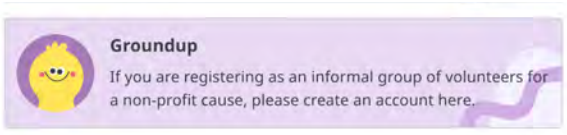
STEP 1

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



STEP 2

Select "**Groundup**".



Note: Select this to register a group WITHOUT a UEN number. Donations using this account are NOT eligible for corporate tax deductions.

STEP 3

Fill in required details and click **"Next"** to proceed.

1. Groundup name
2. Contact number
3. Website URL

Note: Entering a Groundup Central membership number is optional.

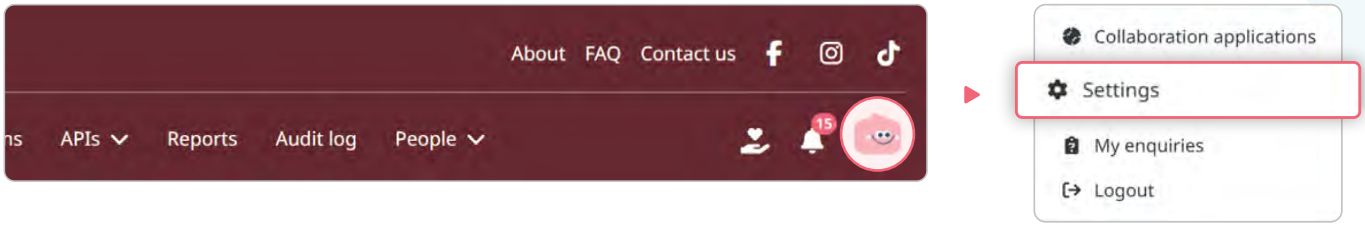
STEP 4

Enter your details to create an account, then click **"Submit"**.
After submission, you will see a confirmation page and an email will be sent to you.

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

Setting up a groundup profile page

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

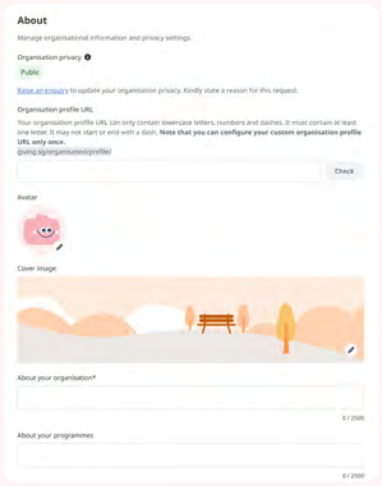


An employee with the Admin role can view and edit the following sections:

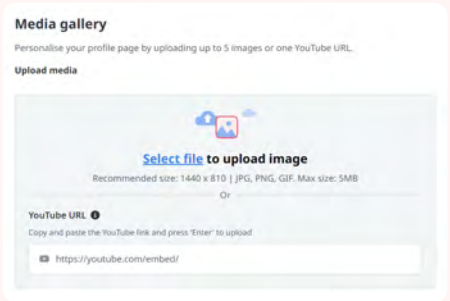
1 Details



2 About



3 Media Gallery



4 Contact

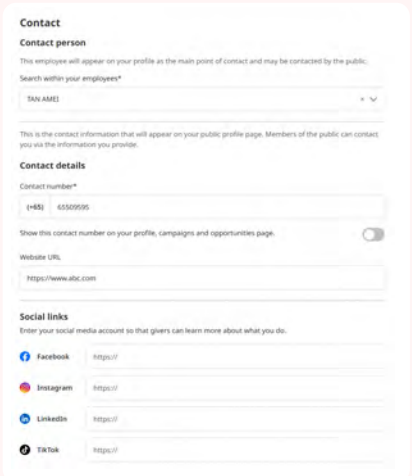


Image dimensions:

- **Avatar Image:** Image will be centralised, scaled, and cropped to 1:1 ratio
- **Cover Image:** 1200 x 300px cropped to 4:1 ratio
- **Media Gallery Image:** 1440 x 810 px

Dashboard

The dashboard allows you to create/view the following:

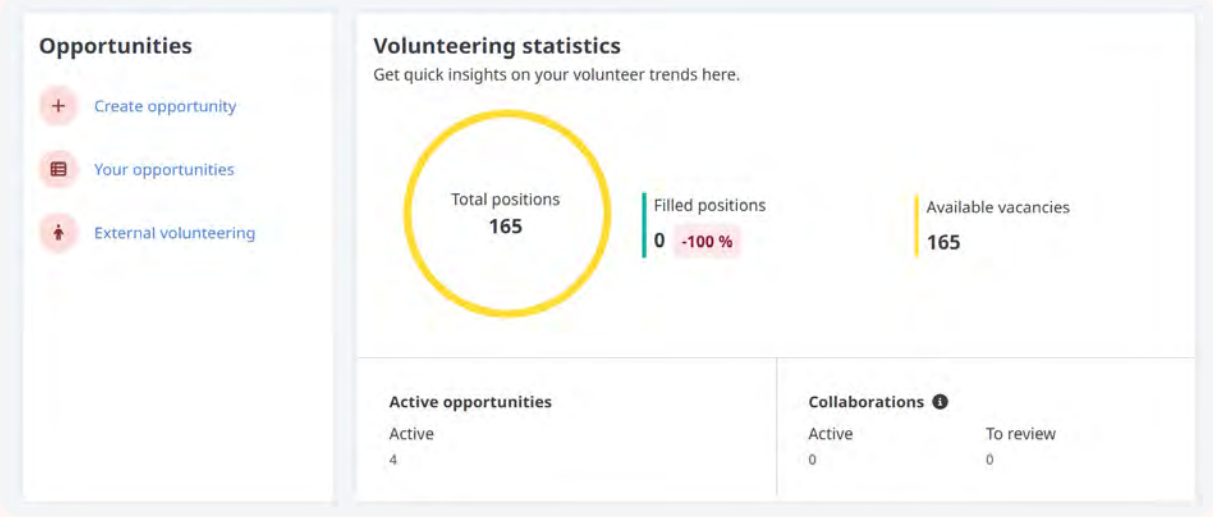
1 Campaigns

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



2 Volunteer Opportunities

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

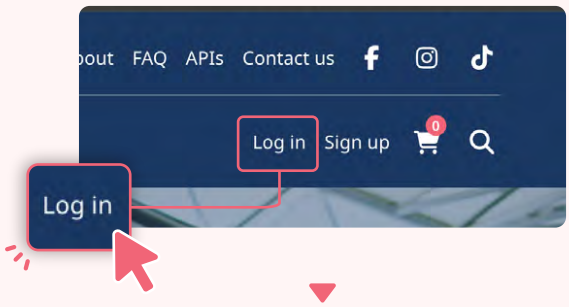


Reset password

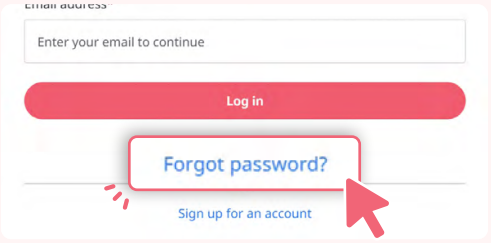


STEP 1

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

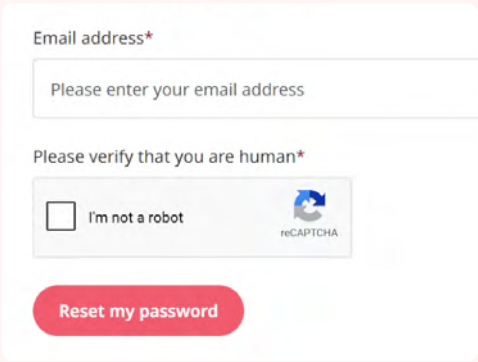


Click **“Forgot password?”**.



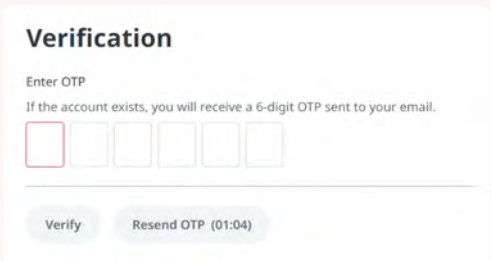
STEP 2

Enter your registered email.



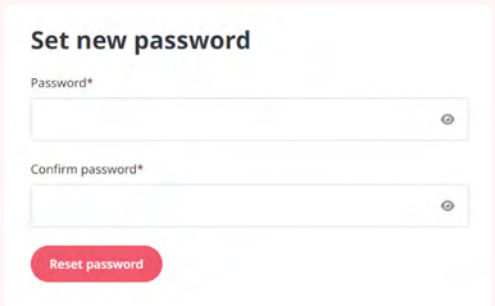
STEP 3

Enter the OTP from your email and click **“Verify”**.



STEP 4

Set your new password.





Your password has been changed successfully.

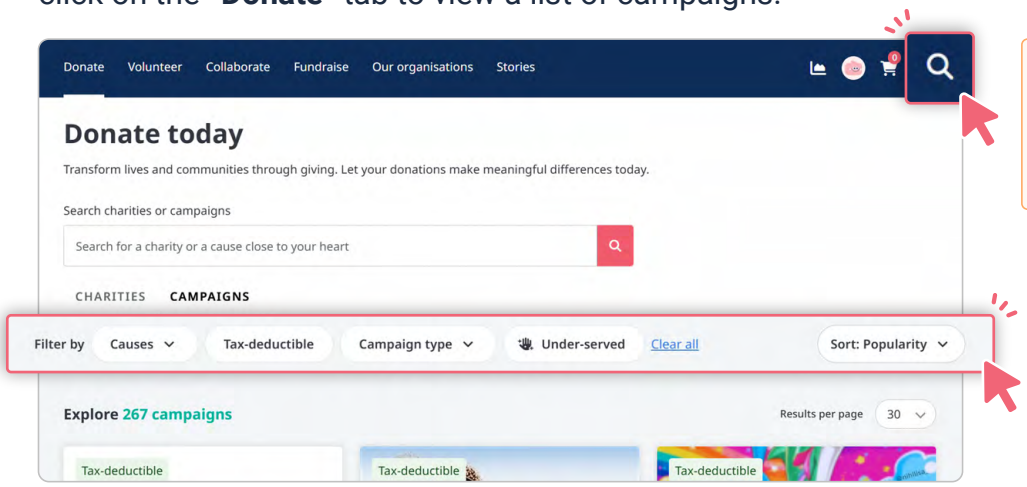
Section B

Donations

How to donate

STEP 1

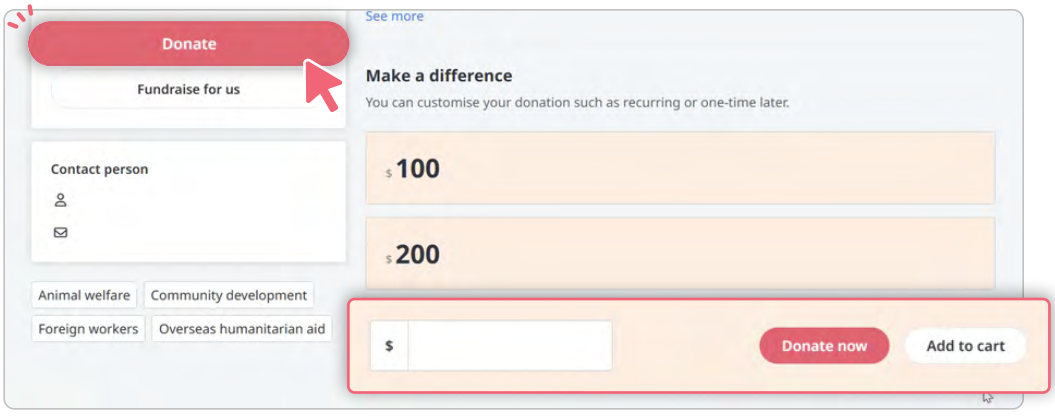
Login to your account and a) search using the magnifying glass icon (top right corner) OR b) click on the **"Donate"** tab to view a list of campaigns.



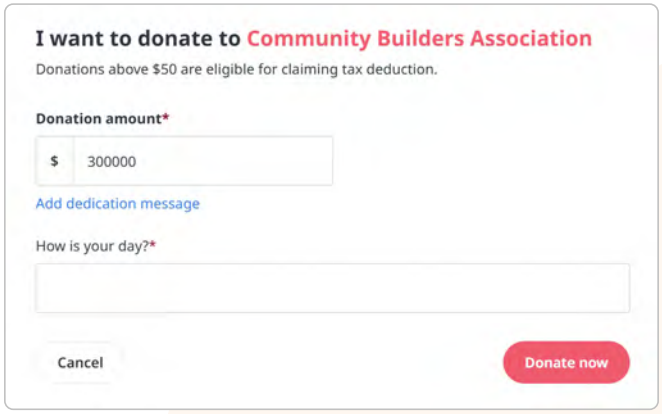
Tip:
Use the **"Sort"** and **"Filter"** tools to quickly find specific charities.

STEP 2

Click on **"Donate"** and enter your donation amount. Click **"Add to cart"** to save it to your Giving cart.

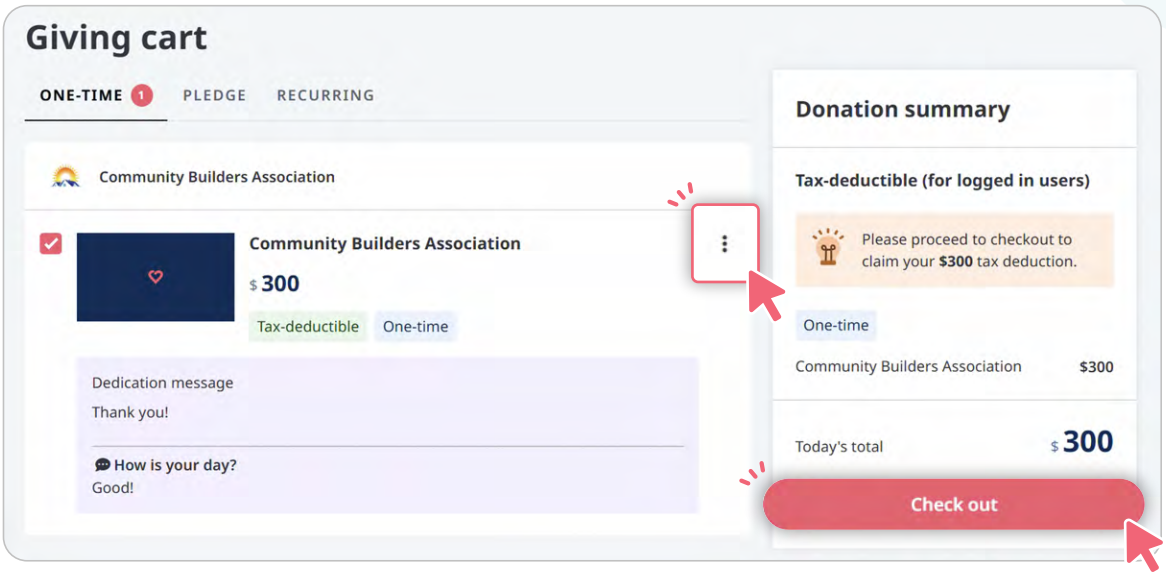


OR click **"Donate now"** to proceed.



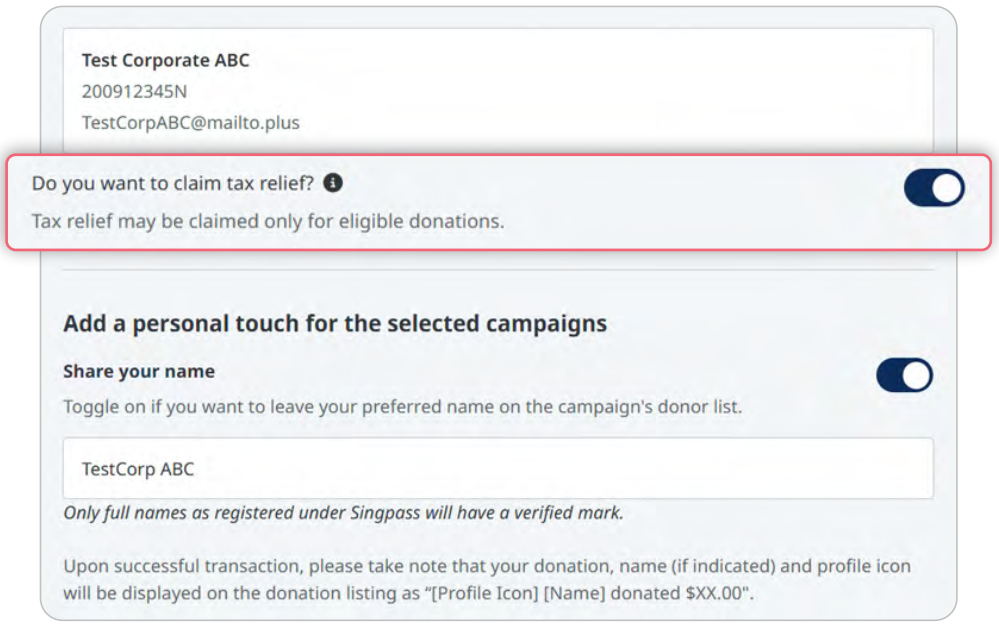
STEP 3

On the Giving cart page, verify your donation(s). Click **"More Actions"** icon to edit your amount OR remove your donation. Click the **"Check out"** button.



STEP 4

On the Payment Details page, toggle on **"Do you want to claim tax relief?"** option to receive tax benefits. You can also enter your preferred donor display name to appear on the campaign donor listing.



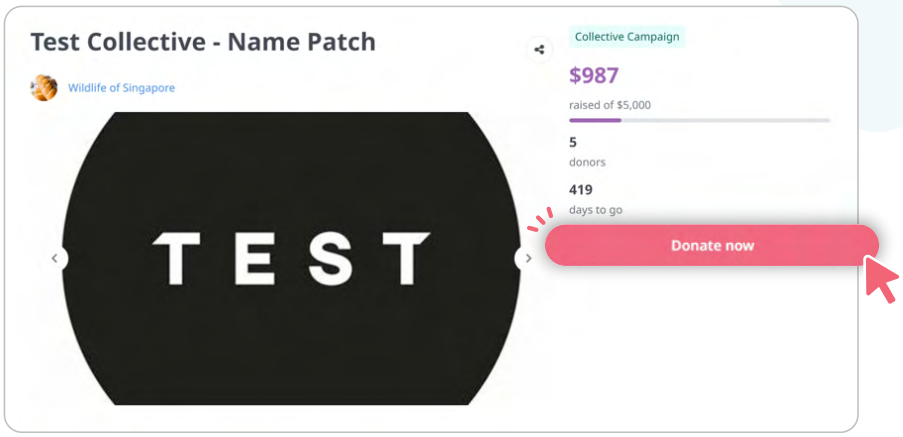
About tax benefits & receipts:

- You must be logged in to be eligible.
- Only non-anonymous donations to approved IPCs qualify.
- The IPC will submit your details directly to IRAS for automatic tax deduction(s) in your next tax assessment.
- Keep your donation acknowledgement email as a reference.
- Contact the charity directly for official hard or soft copies of receipts.
- Tax deductions do not apply to guest donations or Groundup (GU) initiatives.

Donating to collective campaigns

STEP 1

Click **“Donate now”**.



STEP 2

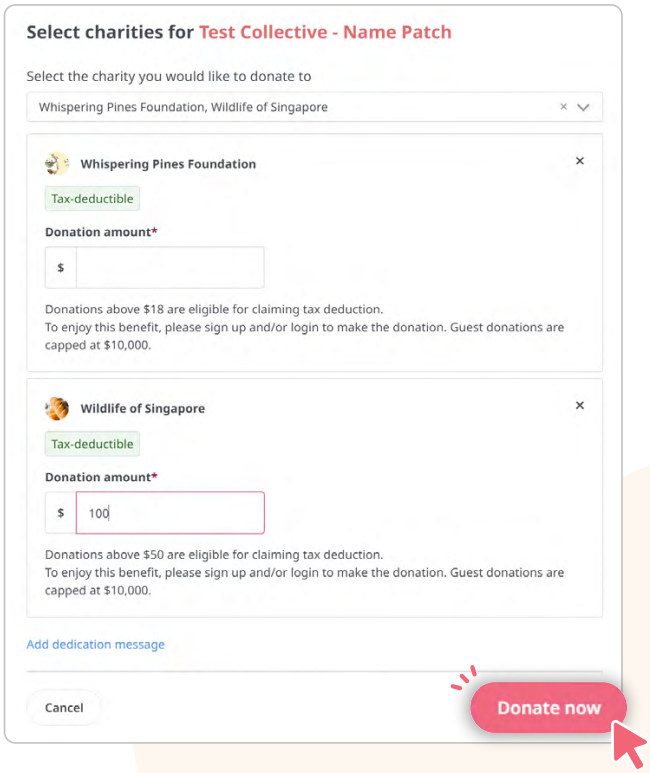
Select your desired charit(ies).

> Refer to the **collective campaigns section** for more information.



STEP 3

Enter your donation amount(s) and click **“Donate now”** to pay.



Payment modes

Cards: Visa, MasterCard, AMEX

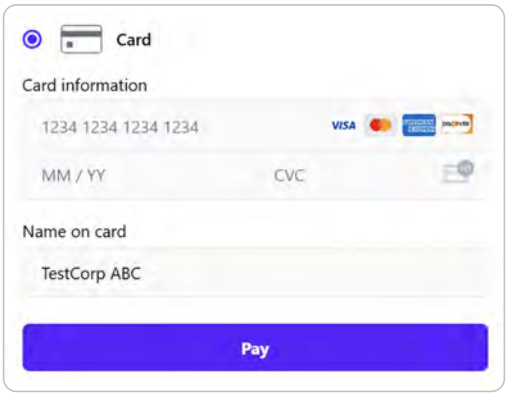
STEP 1

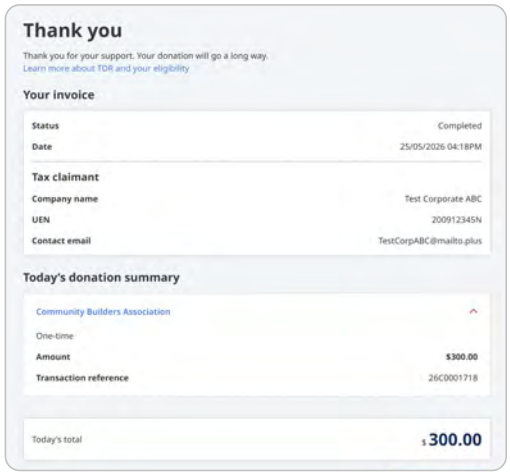
On the checkout page, choose **“Card”** option.



STEP 2

Click **“Continue with Payment”**, you will be directed to the payment page. Enter the card details, click **“Pay”** to complete the transaction. After the payment is completed, a summary screen will display the details of your transaction.





PayNow: Payment using bank apps

Note:
For PayNow payments, please ensure that your banking app is installed and set up on your mobile device before clicking **"Donate Today"**.

If you have not installed your banking app, you may download it from the App Store (iOS) or Google Play Store (Android).

STEP 1

On the checkout page, choose **“PayNow”** option.



STEP 2

Click **“Continue with Payment”**, you will be directed to the payment page.

STEP 3

Under "Select Payment Method", choose **"PayNow"**.



A PayNow QR code will be displayed on the screen.

- Open your banking app and scan the QR code.
- Review the donation amount displayed in your banking app and proceed to complete the donation.

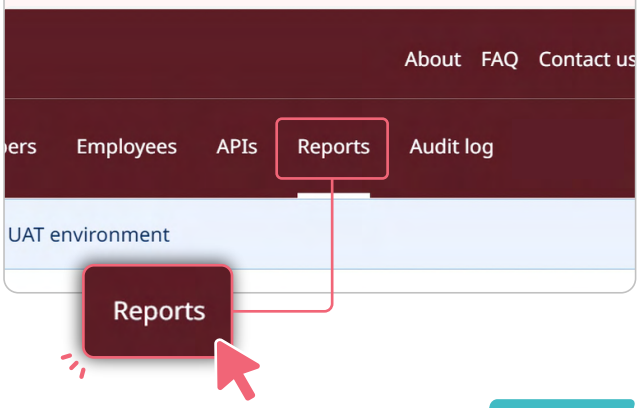


A confirmation email will be sent. Check your junk folder if it doesn’t arrive within 5 minutes.

Checking donation history

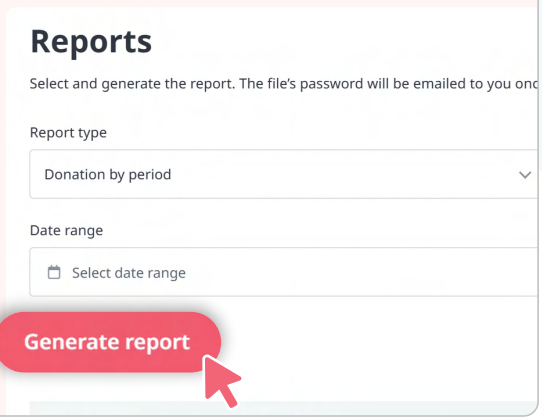
STEP 1

Click **“Reports”**.



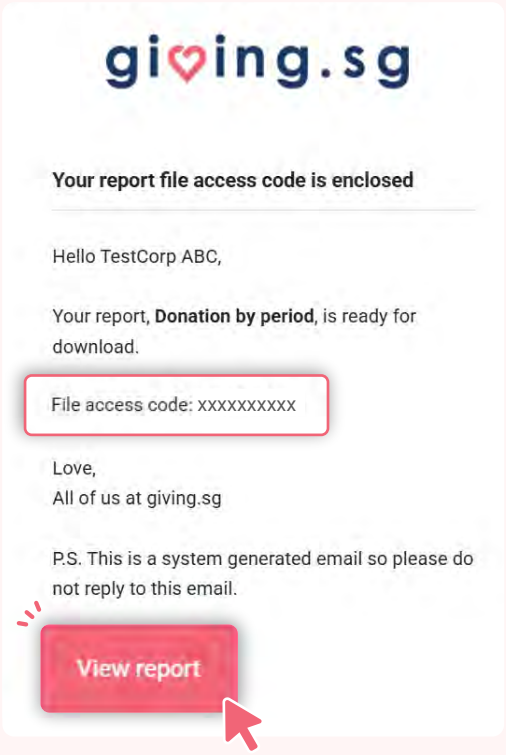
STEP 2

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



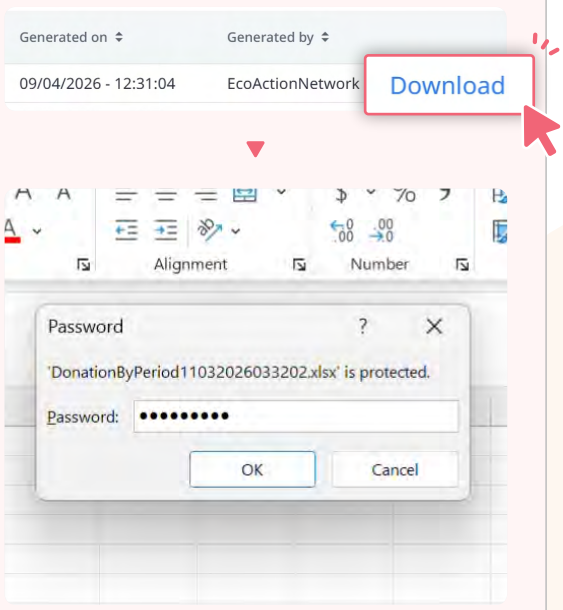
STEP 3

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



STEP 4

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



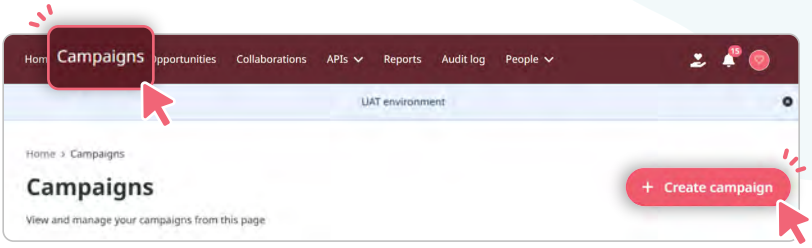
Section C

Manage Campaigns

Create fundraiser campaign

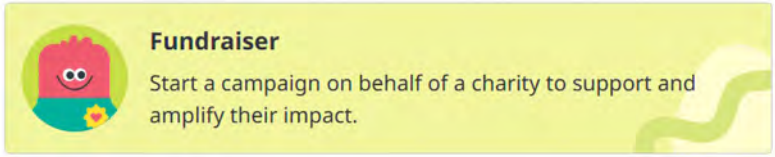
STEP 1

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



STEP 2

Select **“Fundraiser”**.



STEP 3

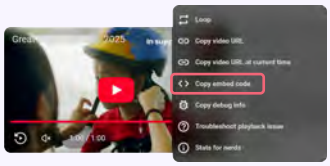
Fill in the campaign details.

Note:
Campaign URLs are automatically generated from your campaign title. They have a validation of the following:

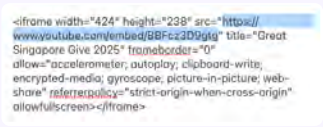
- No spaces
- No underscores
- No capital letters
- No special characters other than hyphens (-)

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”**.

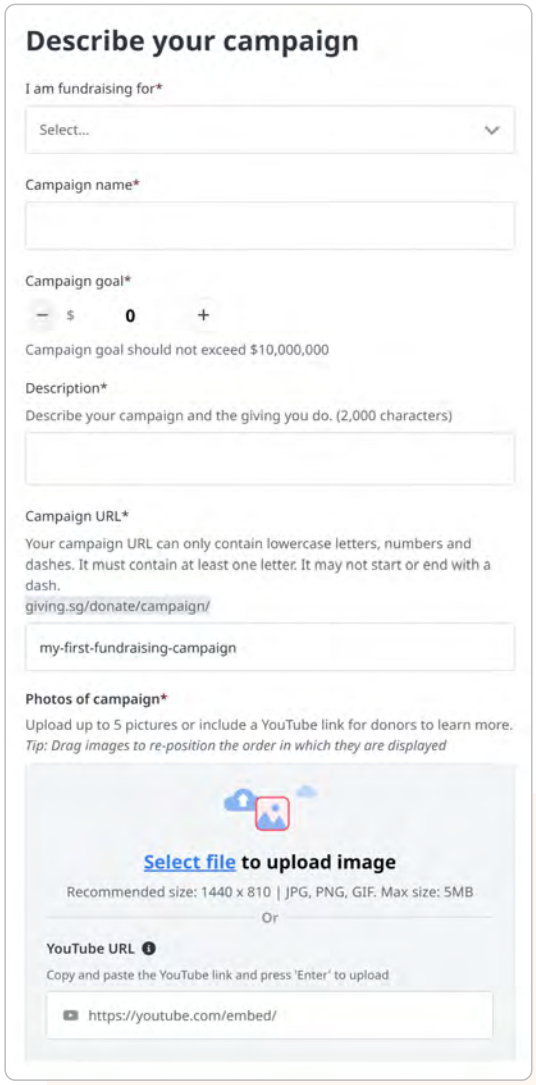


2. Copy the link highlighted in blue (for your reference).



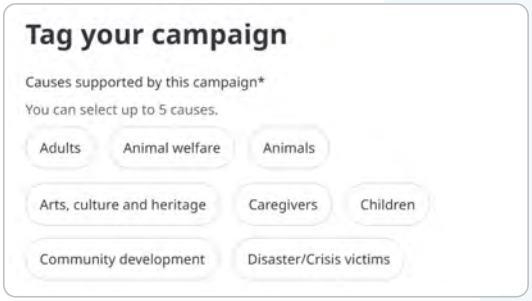
3. Paste the YouTube embed link into the field and press **“Enter”**. The video will then be added to the gallery.

Tip:
Rearrange the order of your uploaded images by holding and dragging them.



STEP 4

Tag your campaign with the right causes.



STEP 5

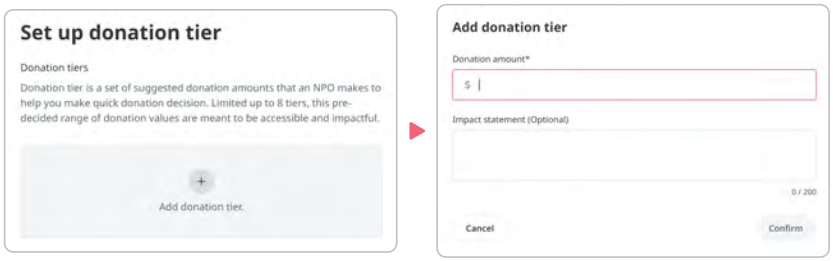
Select the campaign's start and end dates.

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



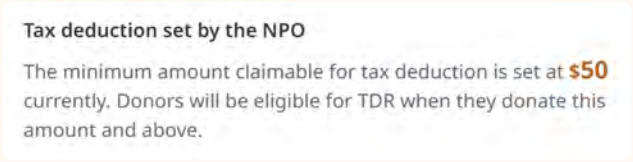
STEP 6

Customise your charity's donation amounts by tiers OR choose the default tiers.



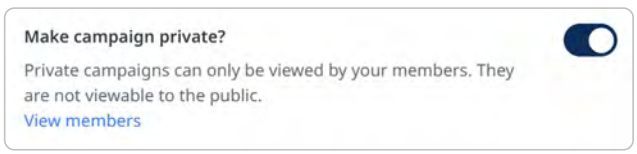
About tax deductions:

- For IPCs, the tax deduction option will appear in **"Settings"**.
- If your campaign end date falls after your charity IPC end date, the tax deduction option will be disabled.



STEP 7

If required, toggle **"Make campaign private"** to restrict access to invited members only.

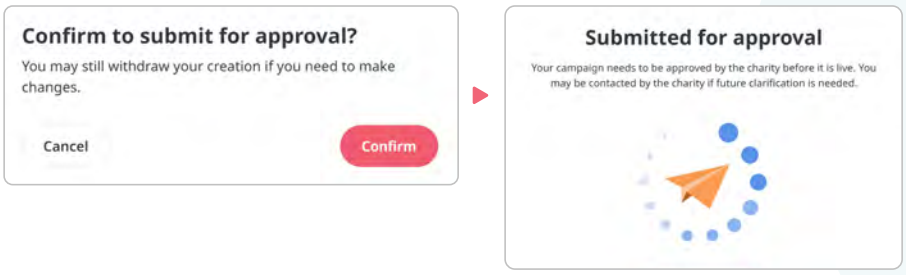


The difference between a public and private campaign is as follows:

Private campaigns	**Public campaigns**
• Views and donations restricted to invited members only. • Not publicly listed in searches or on the main fundraising platform.	• Open to the general public for viewing and donations. • Visible on public searches and the main fundraising platform.

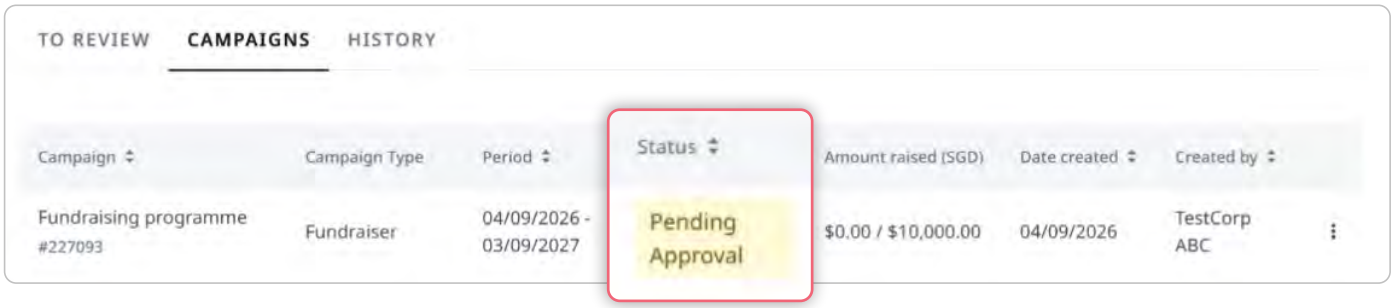
STEP 8

Click on **“Submit for approval”** and then **“Confirm”**.



Your submission has been successfully submitted and is now pending the charity's approval.

Your submitted campaign will have a **“Pending Approval”** status.



Glossary of Terms

Campaign status	Definition
Draft	Campaigns that are in the preparatory stage and not yet published.
Approved	Campaigns that are approved with a future start date and will switch to ‘Active’ on their start date.
Active	Campaigns that are currently live and accessible to the public. They are open to donors and for others to fundraise.
Ended	Campaigns that were ended manually before their end date. They are no longer open for donations or for others to fundraise.
Expired	Campaigns that have reached their end date. They are no longer open for donations or for others to fundraise.

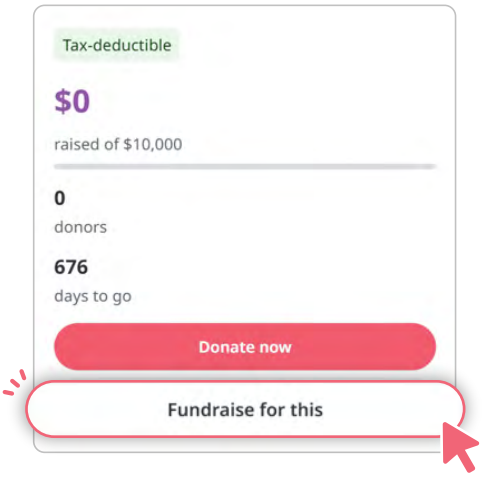
Create a sub-campaign

If you wish to support a main campaign, you can create a sub-campaign to assist it in fundraising.

About sub-campaigns:
- They are created by public fundraisers under an active main campaign.
- All donations to sub-campaigns go to the total of the main campaign.
- Follow the Tax-Deductible Receipt (TDR) and IPC status of the main campaign and charity.

STEP 1

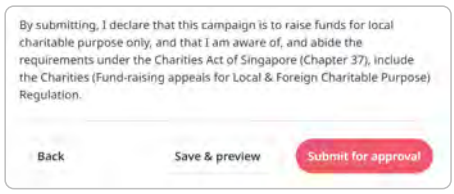
Search for the main campaign and click on the **"Fundraise for this"** button displayed under **"Donate now"**.

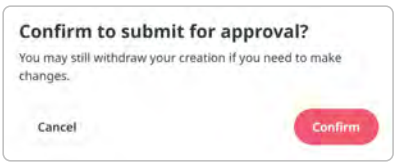


STEP 2

On the next page, fill in the campaign details, tag it, and set the schedule and settings. Click **"Submit for approval"** and **"Confirm"**.

1. Describe your campaign
2. Tag your campaign
3. Set up the schedule
4. Set up donation tier
5. Settings





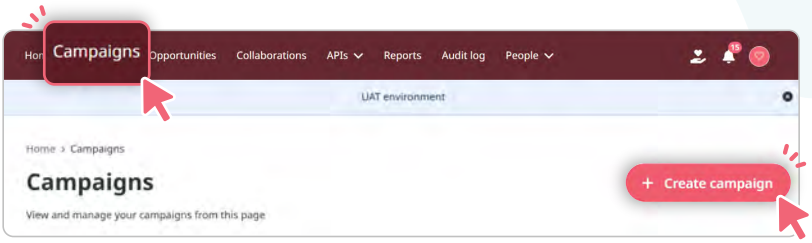
Notes on your sub-campaign:
- The goal should be less than the main campaign's goal.
- The end date must not be later than the main campaign's end date.

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.

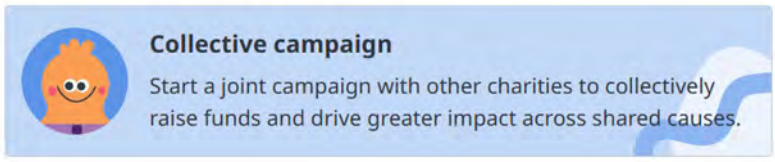
STEP 1

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



STEP 2

Select **“Collective campaign”**.



STEP 3

Fill in the campaign details and tag it to relevant causes.

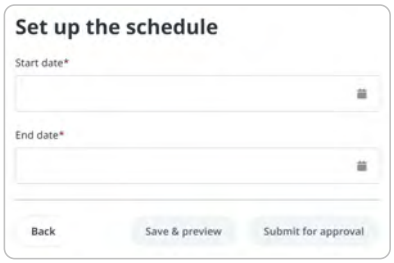
STEP 4

Select the partner charities you want to collaborate with.

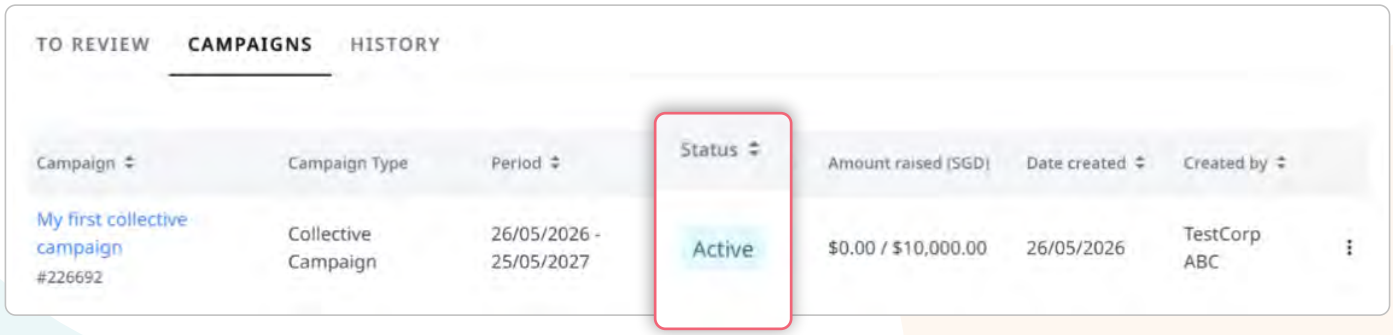


STEP 5

Select the collective campaign's start and end dates. Click on the **“Submit for approval”** button when ready. All partnering charities will review and approve the request.



Once your submitted campaign is approved by the charity, your collective campaign will display the **“Active”** status and go live on its start date.

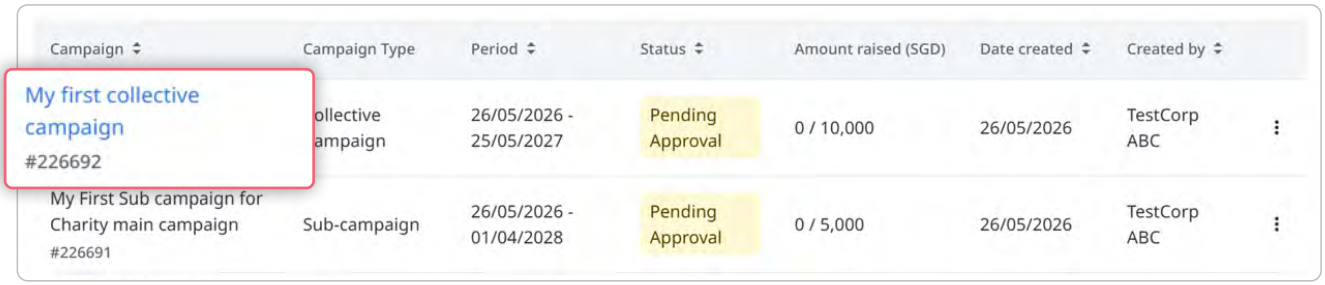


Notes: You will not be able to edit your campaign after publishing it.

Adding or removing partner charities from a collective campaign

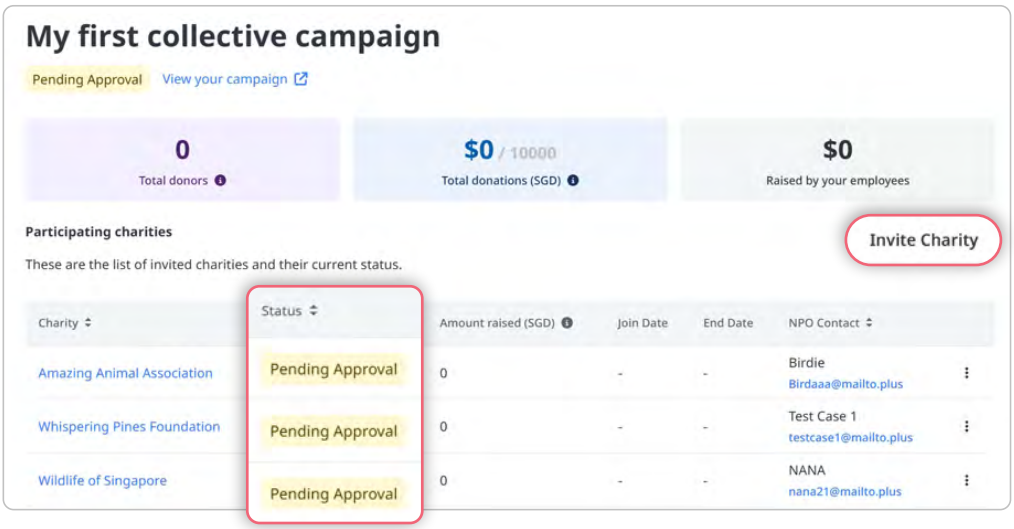
STEP 1

Open the collective campaign by clicking the campaign name.

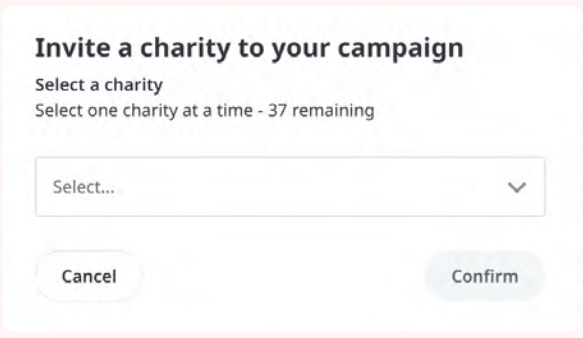


STEP 2

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.

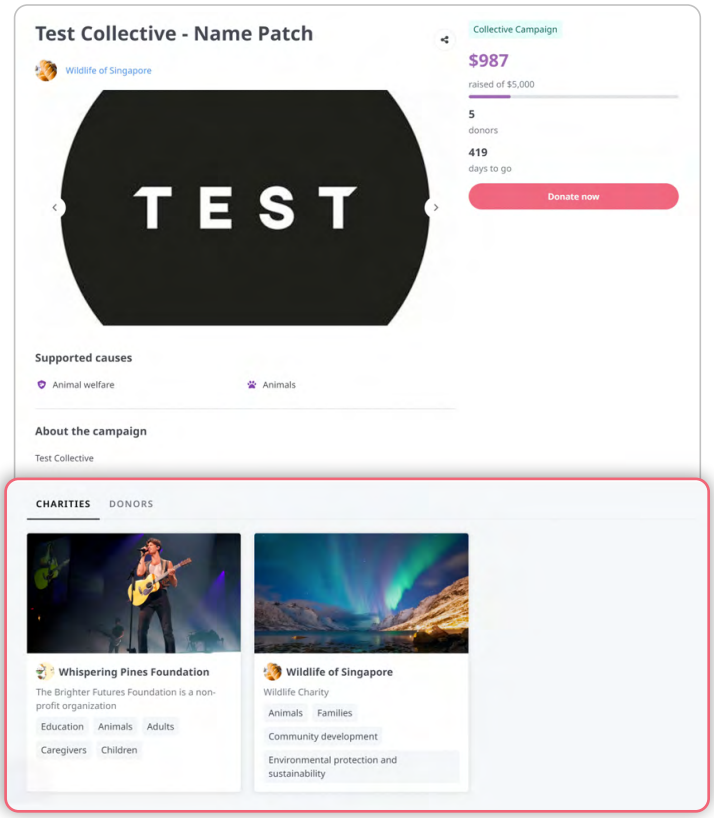


Click **“Remove”** to delete a charity from the participating charities list.

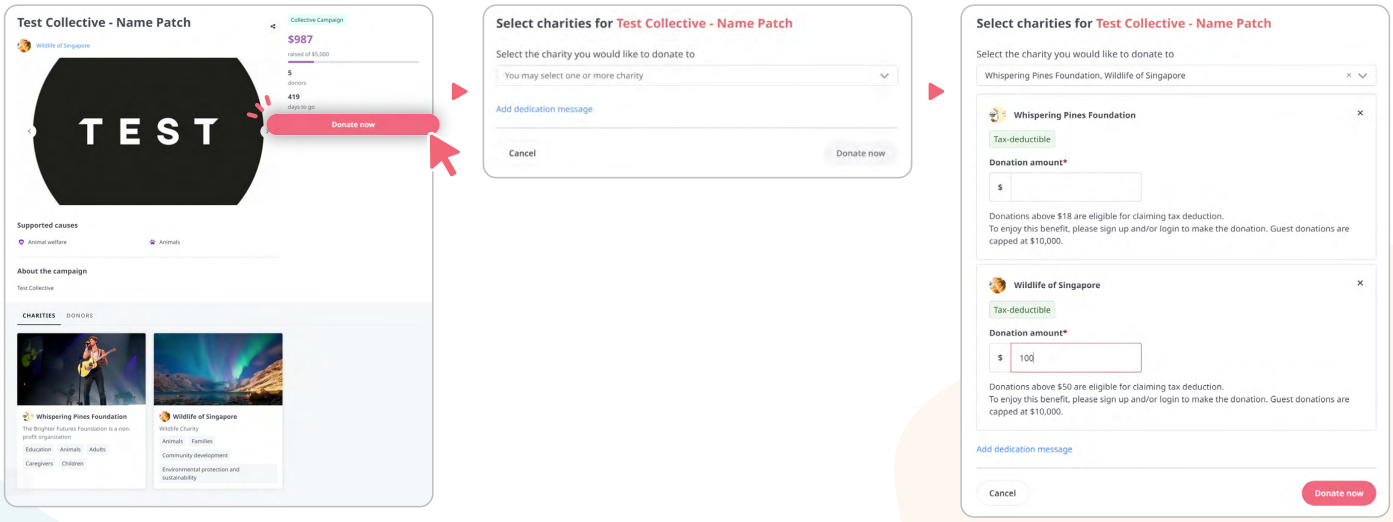


Additional information for collective campaign

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.

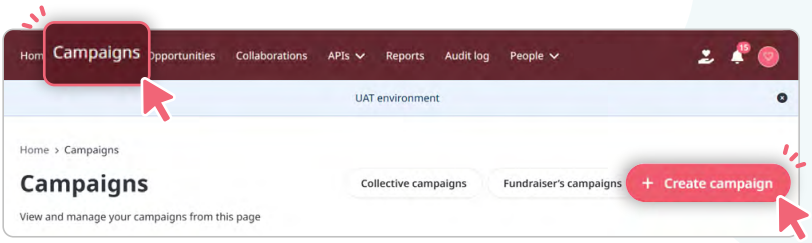


Create co-managed campaign

The Co-managed Campaign feature allows you to choose a charity partner and invite up to 5 co-managers to manage the campaign together. The campaign owner, charity, and co-managers can view and edit the campaign.

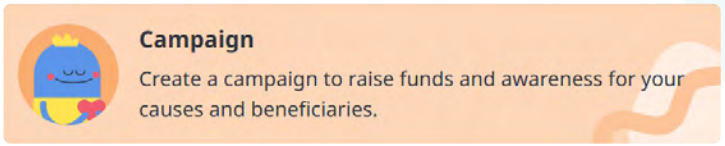
STEP 1

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



STEP 2

Select **"Campaign"**.

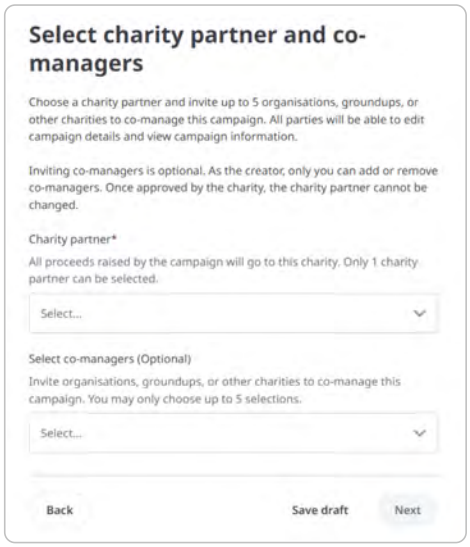


STEP 3

Describe your campaign.

STEP 4

Select co-managers.



Note:

- Co-managers will receive a notification to review the request to co-manage campaign. If they accept it, they will be able to edit campaign details and view campaign information.
- If no co-managers are added, only the campaign owner and charity partner can view and edit the campaign.

STEP 5

Tag your campaign.

STEP 6

Set up the schedule.

STEP 7

Set up donation tier.

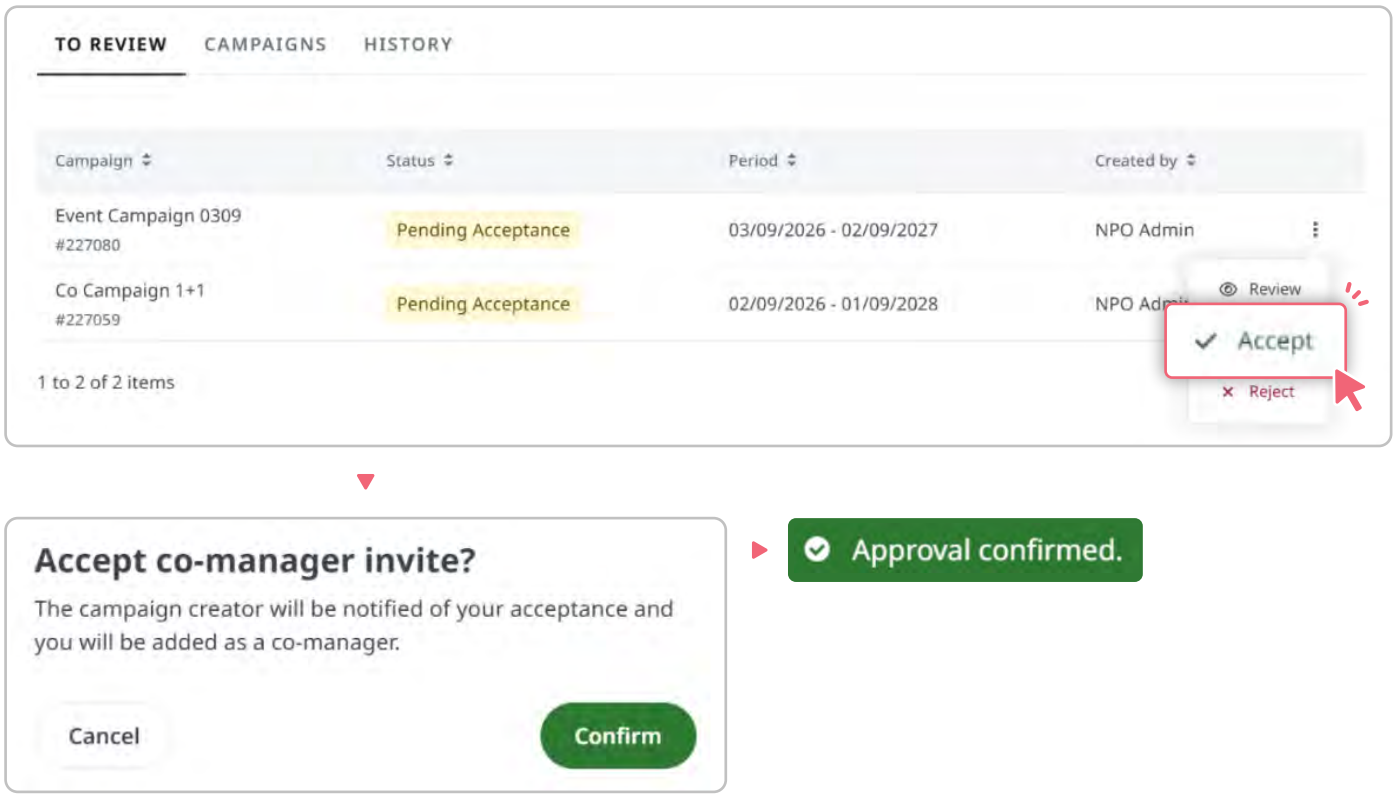
STEP 8

Settings.
Once all sections have been completed, click **"Submit for Approval"** to send the campaign to the charity for review and accept.

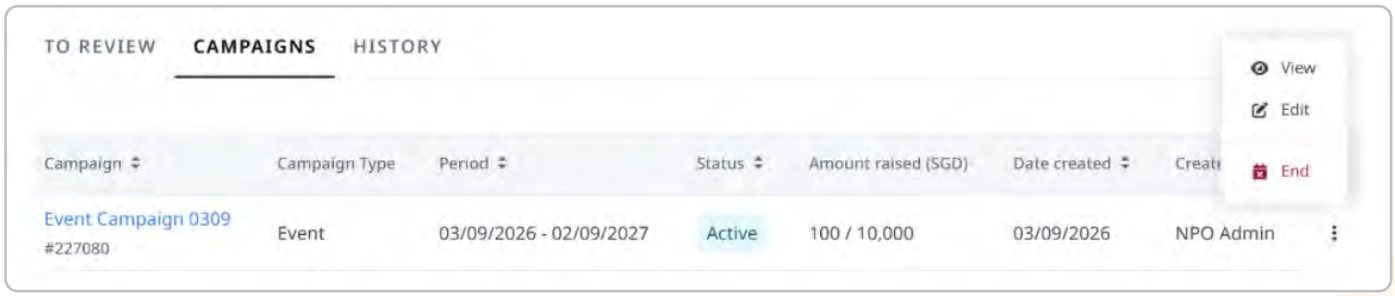
Review request to co-manage campaign

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

Go to campaign list **"To REVIEW"**, click more option and select **"Accept"**.



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

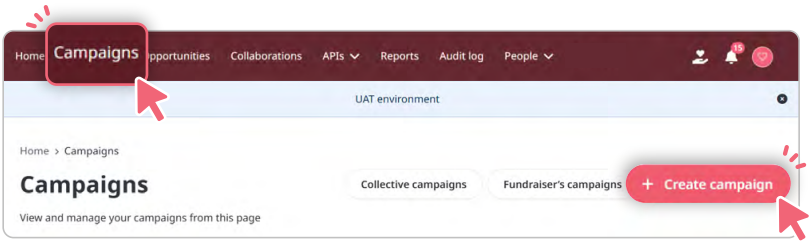


Create event campaign

An event fundraising campaign is a donation campaign created for a specific event or activity to raise funds for a charitable cause. It allows organisation to organize and manage fundraising events beyond standard donation campaigns, such as charity runs, walkathons, or gala dinners.

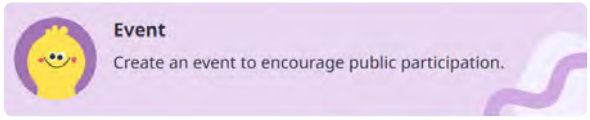
STEP 1

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



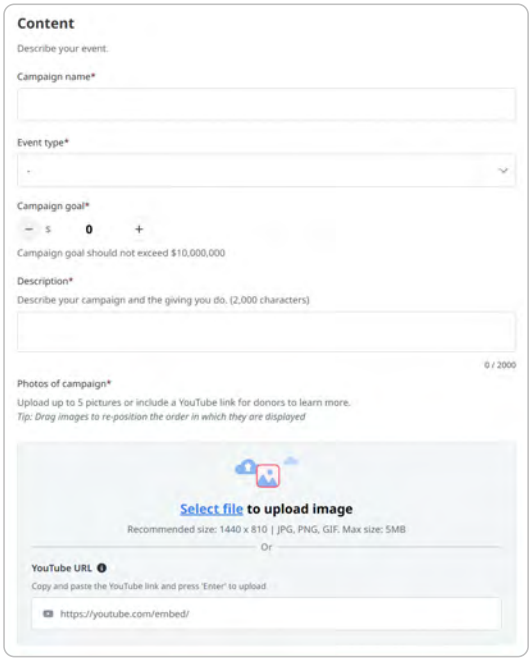
STEP 2

Select **“Event”**.



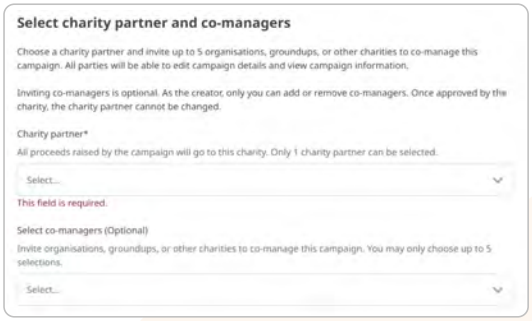
STEP 3

Fill up content details.



STEP 4

The Co-managed Campaign feature allows you to invite a charity partner and up to 5 co-managers to manage the campaign together. The campaign owner, charity, and co-managers can view and edit the campaign.

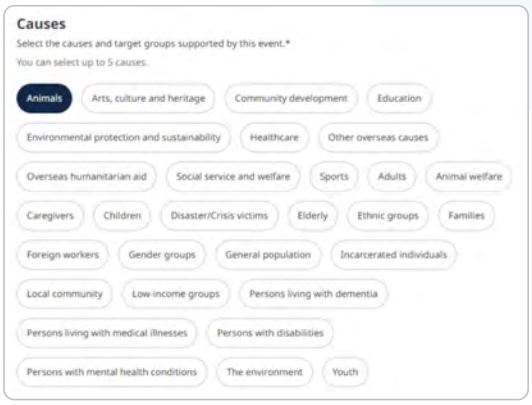


Note:
If no co-managers are added, only the campaign owner and charity partner can view and edit the campaign.

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

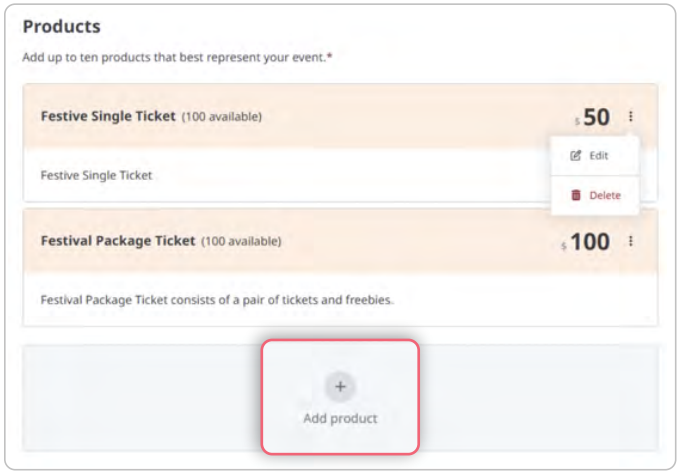
STEP 5

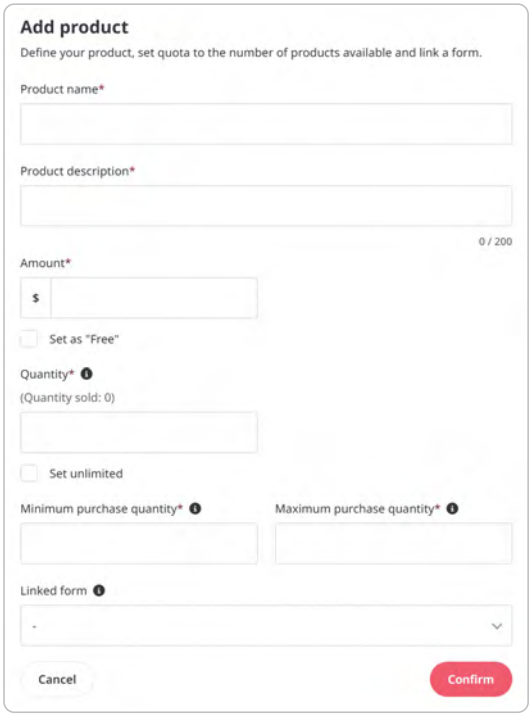
Select the causes of the event campaign.
You can select up to 5 causes.



STEP 6

Click **“Add product”** to add the list of products for your event. Define your list, set quota to the number of products available and link a form.



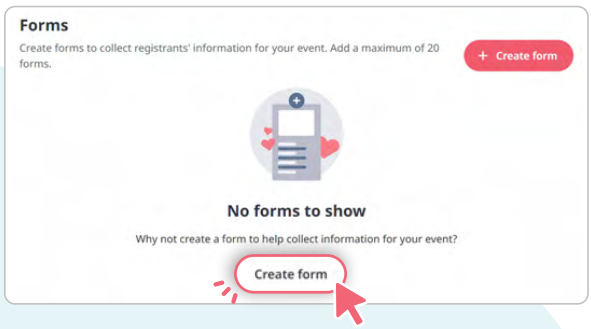


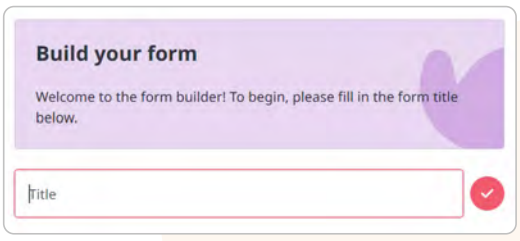
Note: Linked a form

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

Create a form to collect givers’ information during product purchase. This information will be used to accurately record and track each giver’s response.

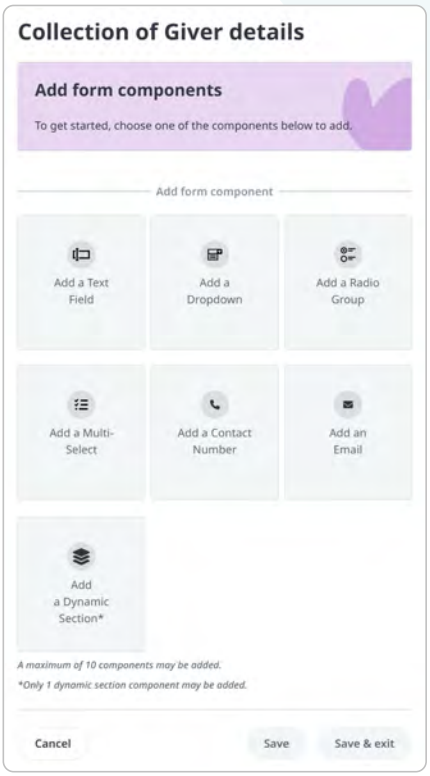




Form components may include:

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

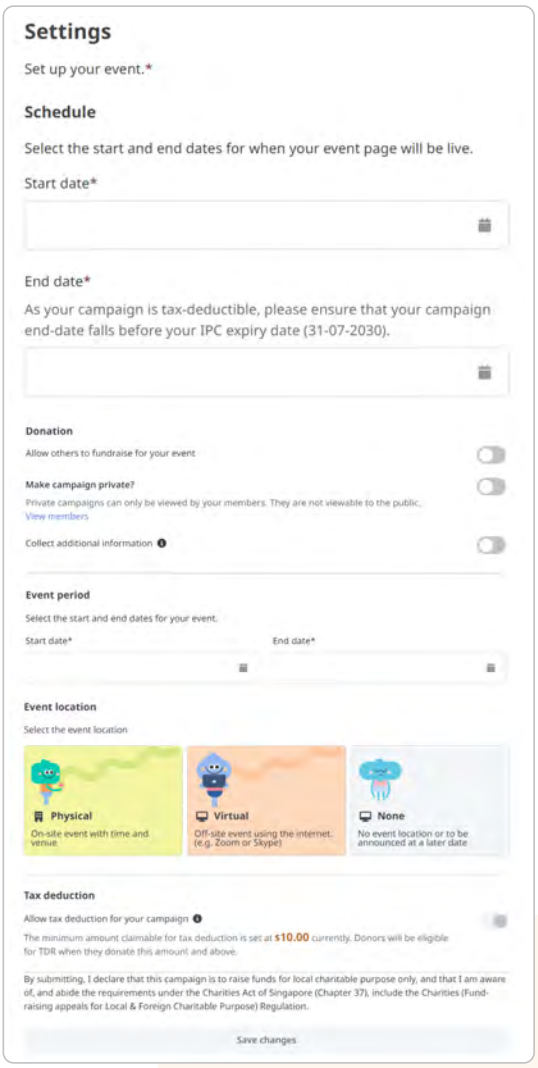
  Use a Dynamic Section when registering for multiple people or on behalf of a group. Unlike other form components, which display only one set of questions regardless of the number of products purchased, a Dynamic Section automatically repeats the same questions for each group member.



Tip:
Once a form is active, it cannot be edited or deleted.

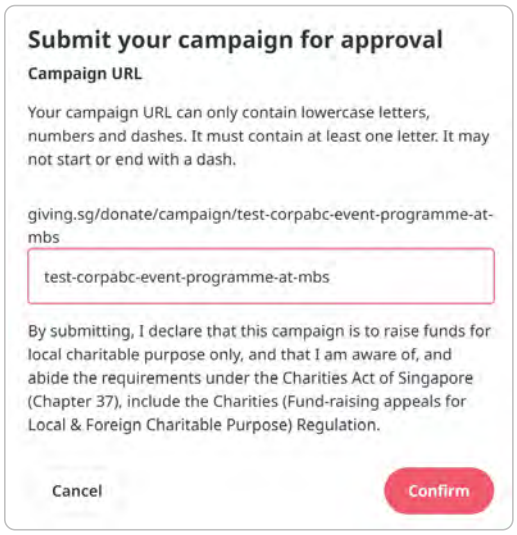
STEP 8

Under Settings, fill up the details.



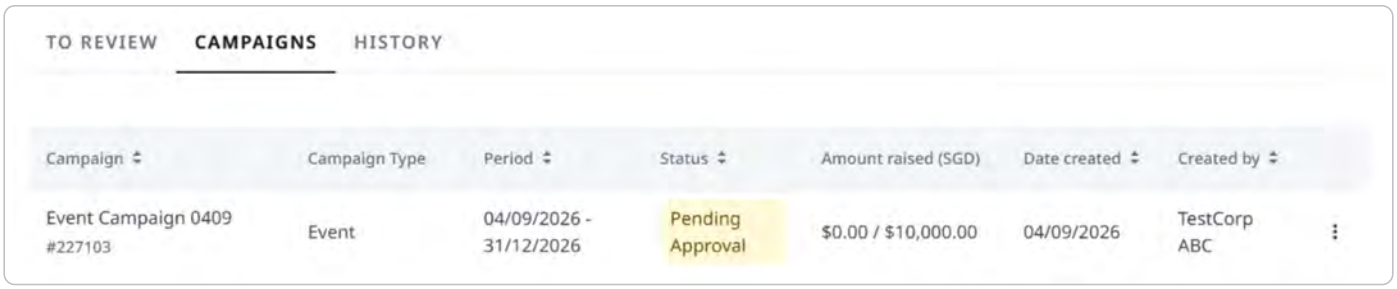
STEP 9

Once you have completed all sections, you can **“Preview”** or **“Submit for approval”**. Make sure to confirm the event campaign URL.



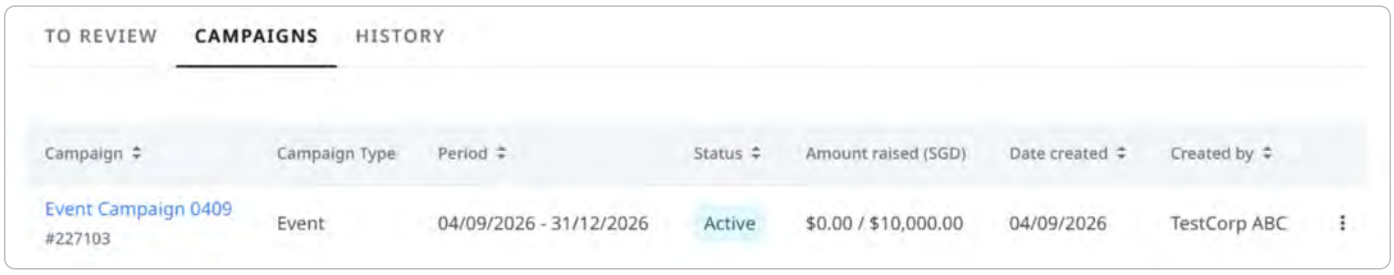


Your campaign is **Pending Approval** from the charity partner.
Once approved, its status will automatically change to **Active**.



View event campaign analytics

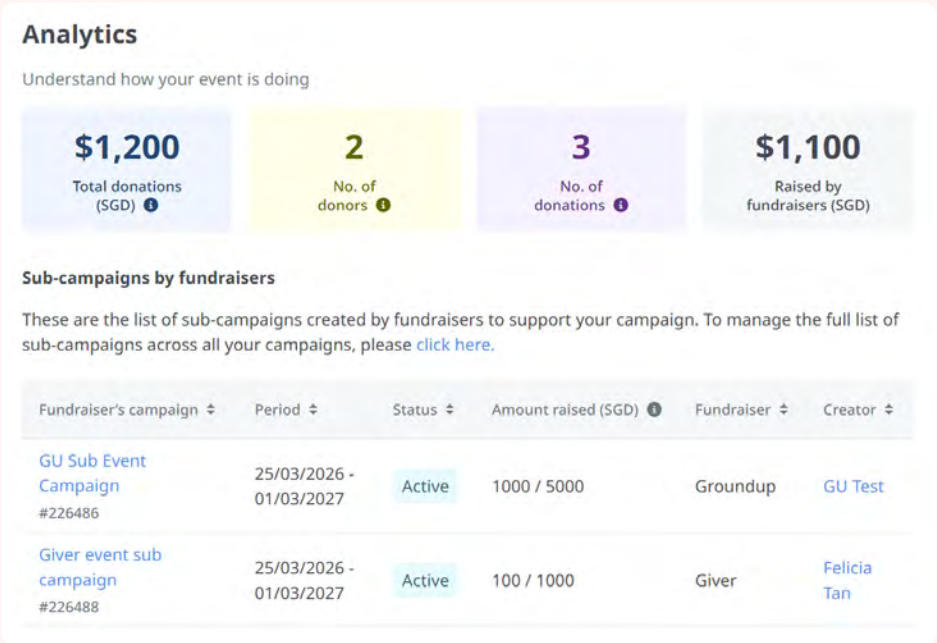
Click on an active event campaign name in the campaign list.



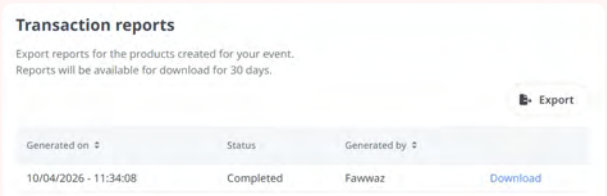
Once selected, you will be able to view the following sections:

1 Overview

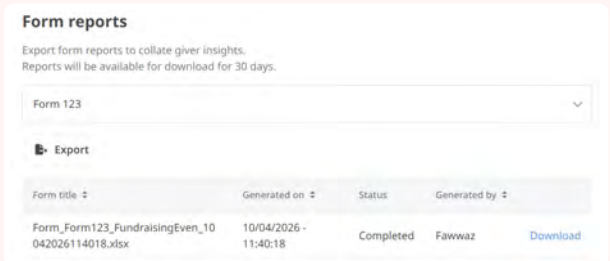
Understand how your event is doing.



2 Transaction reports

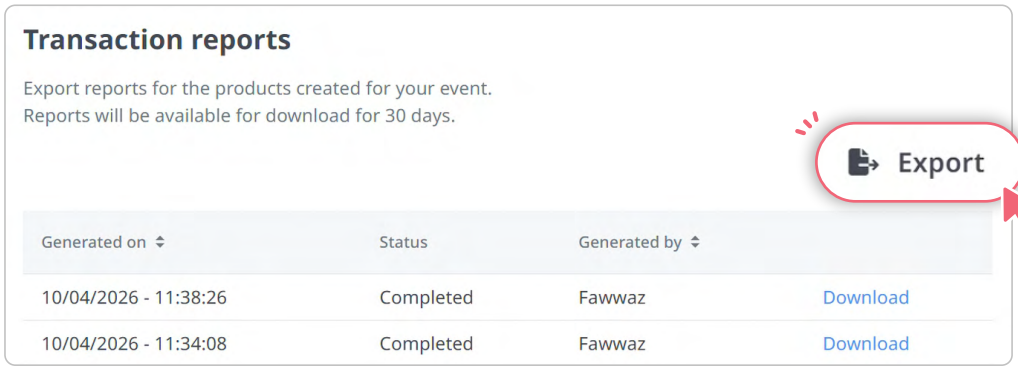


3 Form reports



How to download transaction reports for an event campaign

Click **“Export”**. Once the status shows-Completed, click **“Download”** to retrieve the report.

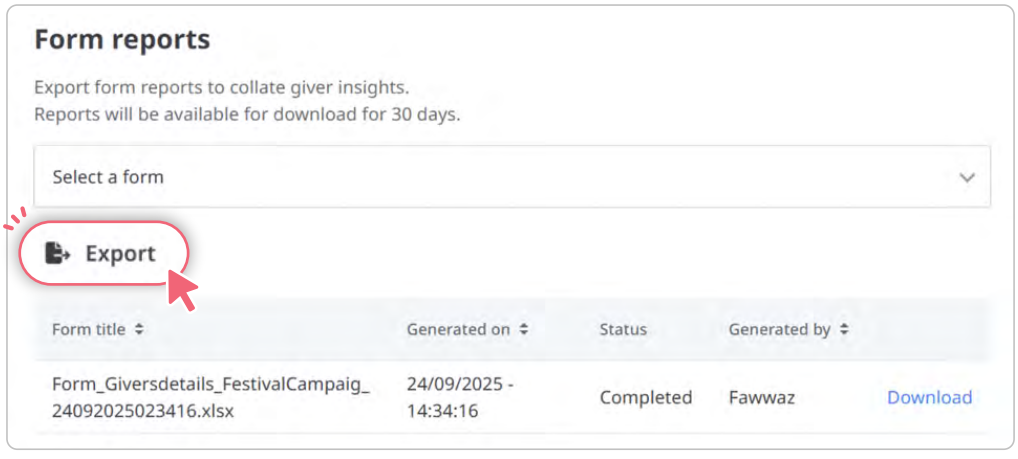


Sample report

	A	B	C	D	E	F	G
1	Name of charity:	Test Charity					
2	Report generated for campaign:	Festival Campaign					
3	Report generated by:	Admin					
4	Report generated on:	24/09/2025 02:25 PM					
5							
6	**Full name**	**Email**	**Product name**	**Quantity**	**Total amount**	**Transaction date time**	**Payment status**
7	ABC Pte Ltd	OrganisationA@mailto.plus	Festive Single Ticket	1	50	24/09/2025 14:25:34	Successful
8	Tan Ah Bee	givermember@mailto.plus	Festival Package Ticket	2	200	24/09/2025 14:22:47	Successful
9							

How to download Form reports for an event campaign

Select a form. Click **“Export”**. Once the status shows-Completed, click **“Download”** to retrieve the report.



Sample report

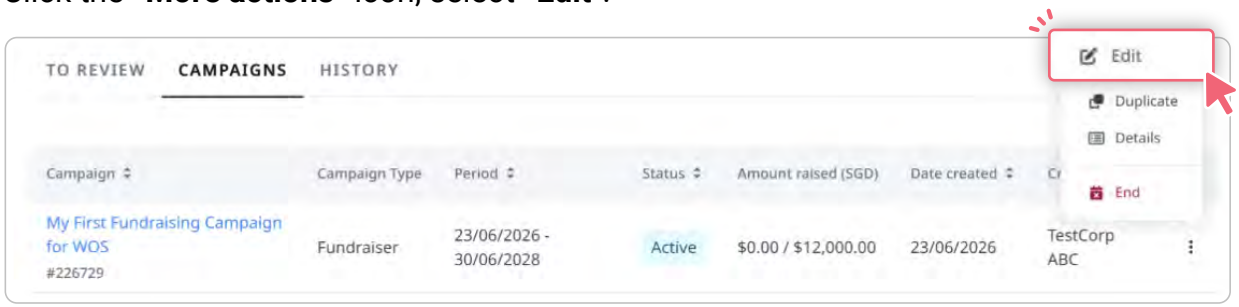
	A	B	C	D	E	F	G
1	Name of charity:	Test Charity					
2	Report generated for campaign:	Festival Campaign					
3	Report generated by:	Admin					
4	Report generated on:	24/09/2025 02:34 PM					
5							
6	**Full name**	**Email**	**Product name**	**Quantity**	**Mailing address**	**Would you like to receive marketing newsletter?**	**How did you find out about this campaign?**
7	ABC Pte Ltd	OrganisationA@mailto.plus	Festive Single Ticket	1	123 EU Tong Sen St Singapore 059817	No	Social Media
8	Tan Ah Bee	givermember@mailto.plus	Festival Package Ticket	2	6 EU Tong Sen St Singapore 059817	Yes	Others
9							

Edit campaign

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

STEP 1

Click the **"Campaigns"** tab and locate the campaign you want to edit.
Click the **"More actions"** icon, select **"Edit"**.

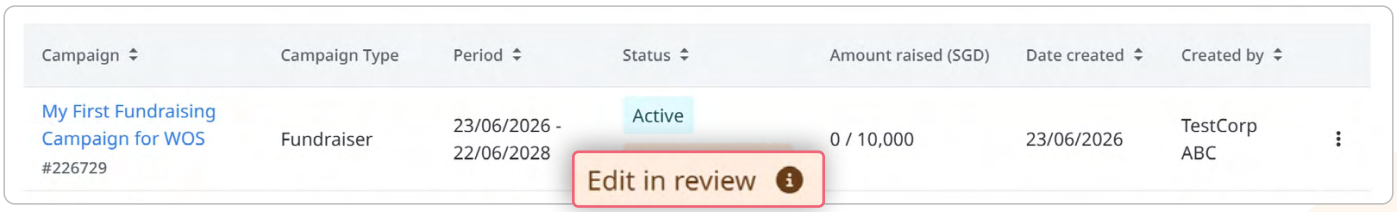


STEP 2

Update the editable fields and click **"Submit for approval"**. The charity will need to review and approve the requested amendments before the changes can take effect.

Only the following fields are editable:
- Fundraising Goal
- About Campaign
- Media gallery
- End date and Duration
- Donation tiers
- Private/public

The edited campaign will have an additional status **"Edit in review"**.

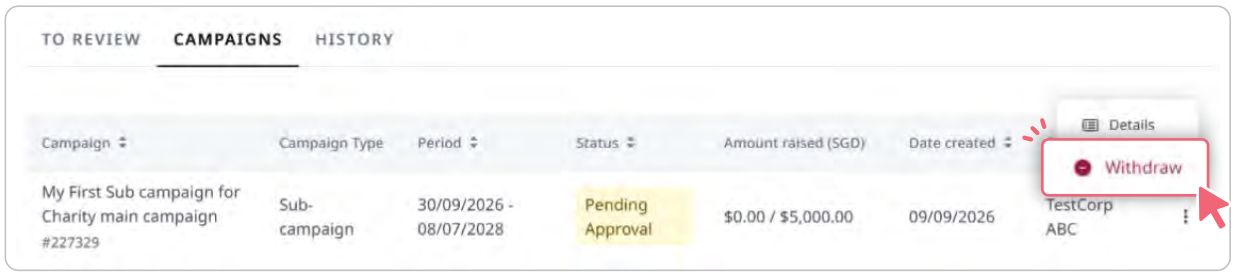


Note:
- The start date cannot be changed once campaign is active.
- If a public campaign has received donations, it cannot be switched to private.

Withdraw a campaign

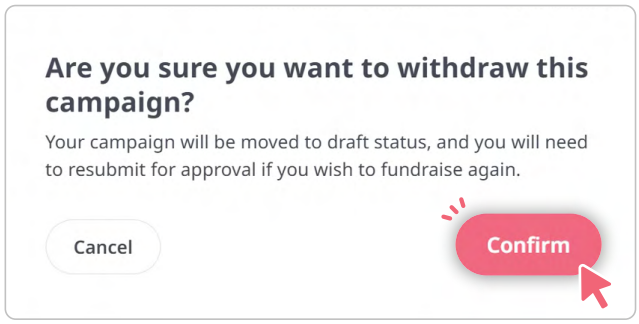
STEP 1

Click the **“Campaigns”** tab and locate the campaign you want to withdraw.
Click the **“More actions”** icon, select **“Withdraw”**.



STEP 2

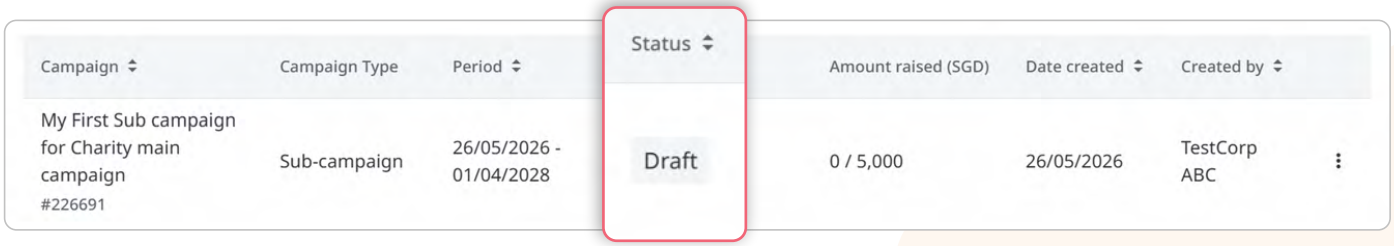
Click **“Confirm”** in the pop-up window. A **“Request withdrawn”** notification will appear.





Your campaign has been withdrawn successfully.

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



View campaign performance

From the campaign listings page, click on the campaign name and then **"View your campaign"** to view where donors can see the campaign and donate to it.



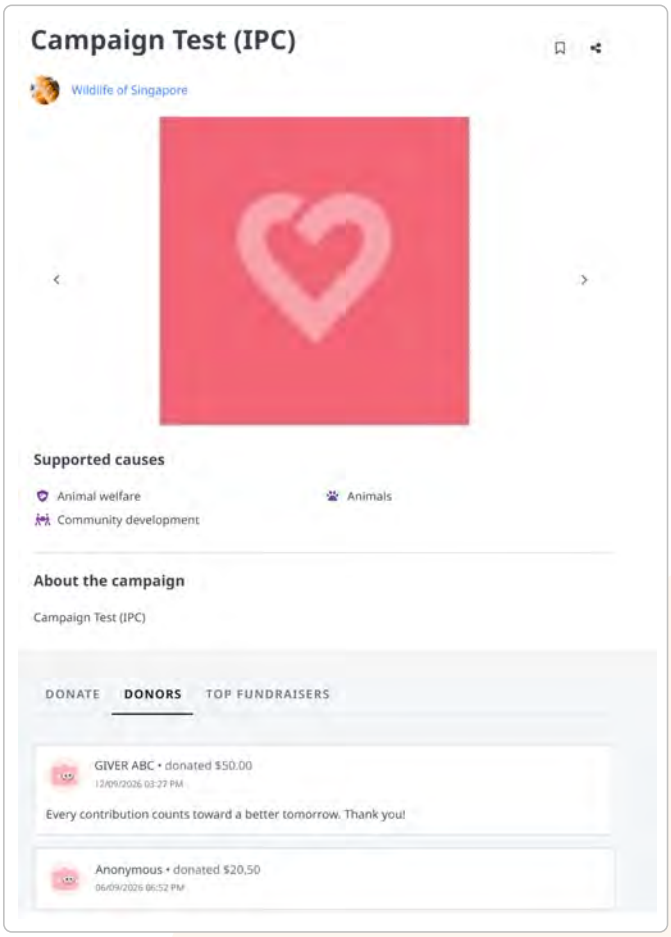
Summary cards in the campaign performance page:

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

Points to note

You can view the donor listing and dedication messages on the campaign detail page.

- If your campaign reaches its goal amount (100%), you can increase the target amount by clicking **"Edit"** before its end date.
- Campaigns can stay live for up to 2 years. Sub-campaigns must happen within the main campaign's period.
- The start date cannot be changed after the charity's approval.
- Tax deductible status is set by the charity.
- giving.sg cannot reactivate expired or ended campaigns. Use the **"Duplicate"** function to create a new campaign (resets donations to $0 and generates a new URL).



Section D

Manage Volunteering Opportunity

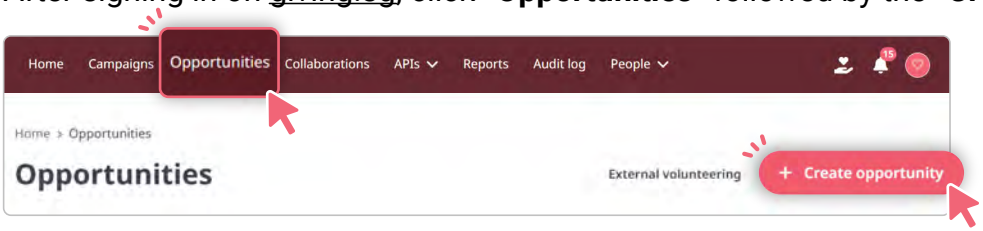
Create volunteering opportunity

Before you start:

Organisations and Groundups can create volunteer opportunities for good causes and make a positive impact in the community, as long as they adhere to our Terms and Conditions.

STEP 1

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



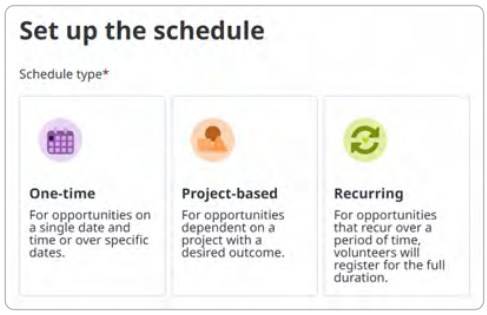
STEP 2

Describe your opportunity and tag your opportunity.

STEP 3

Set up the schedule and location.

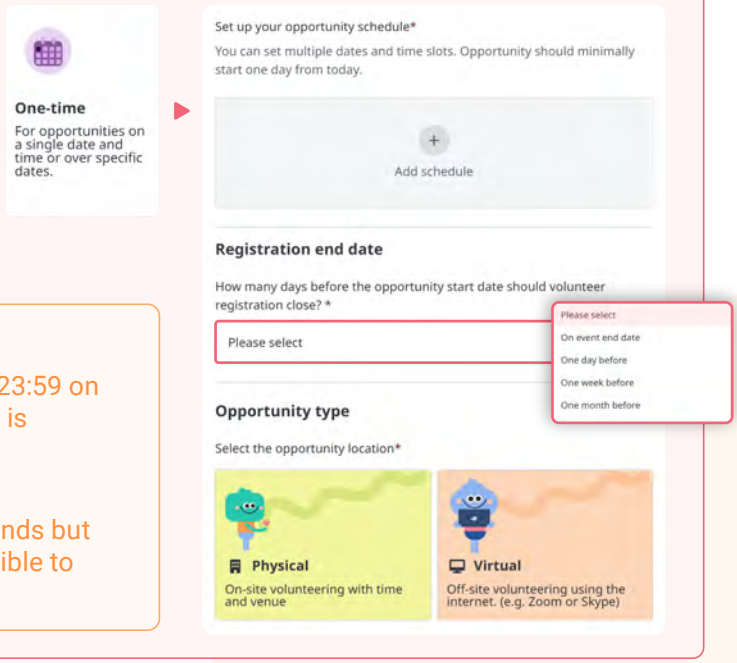
Note: Volunteers that are partnered with a charity have to undergo a review process.



Opportunity types:

One time

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



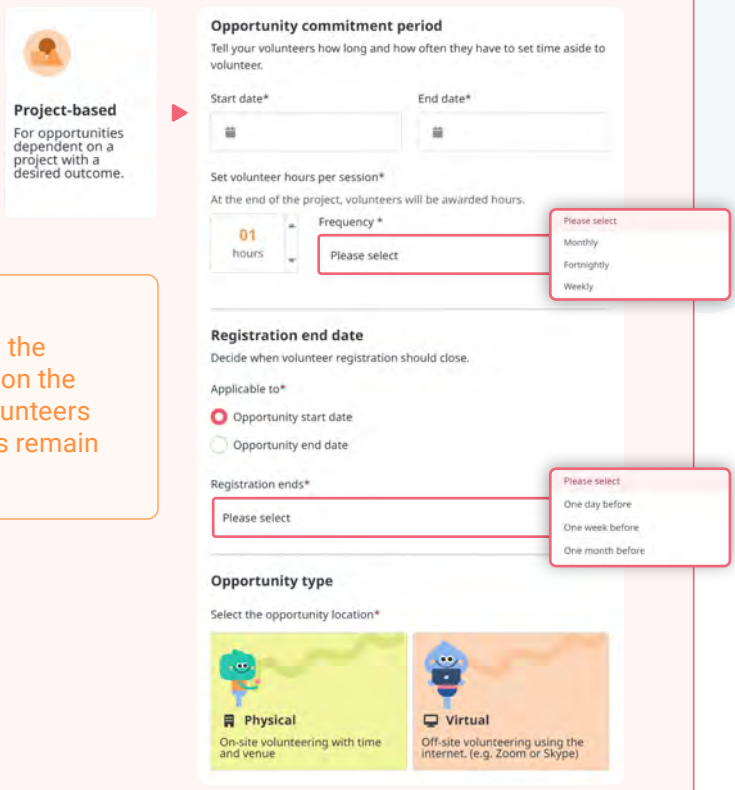
Registration end date:

You can choose when registrations close: at 23:59 on the event end date when **"On event end date"** is selected, or one day/week/month before the opportunity's start date.

New sign-ups are blocked after registration ends but active volunteer opportunities remain accessible to the public.

Project-based

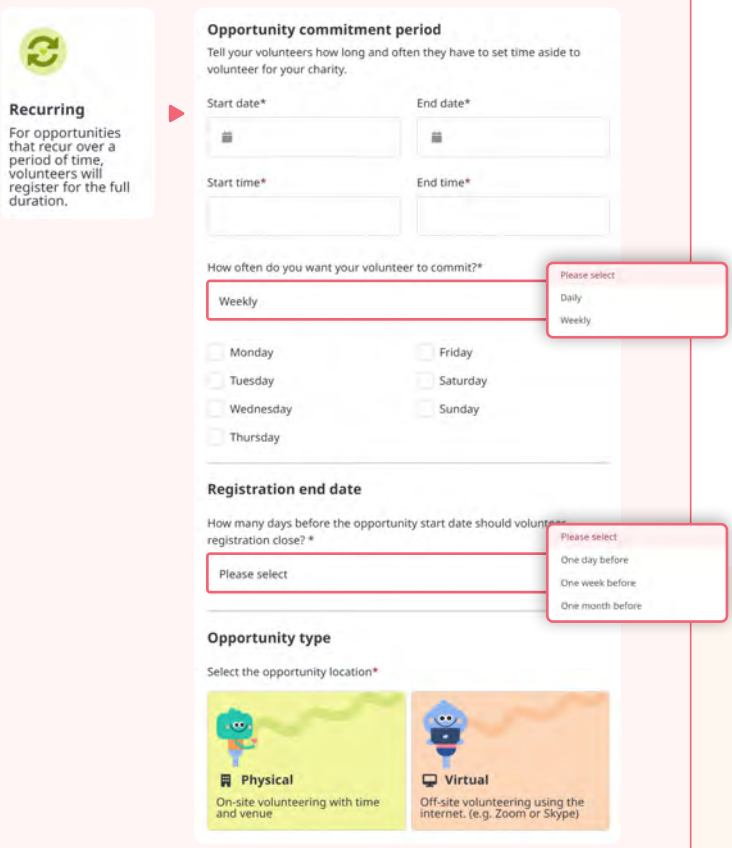
For opportunities tied to a specific project or outcome. Volunteers contribute on their own time and receive hours when the project ends.



Registration end date:
You can set it 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.

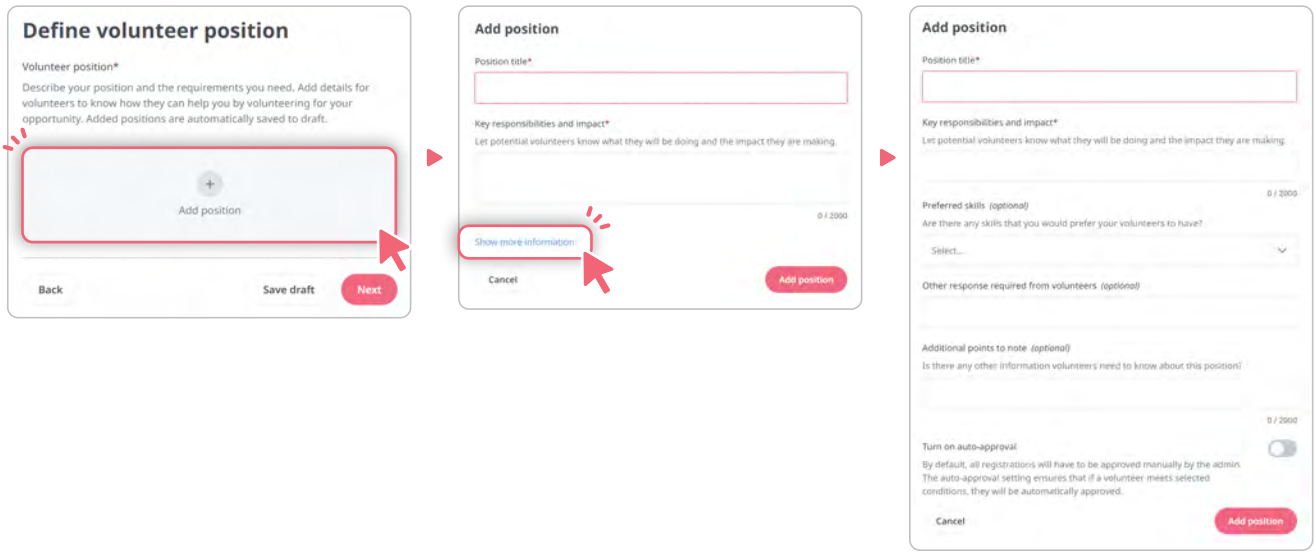
Recurring

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



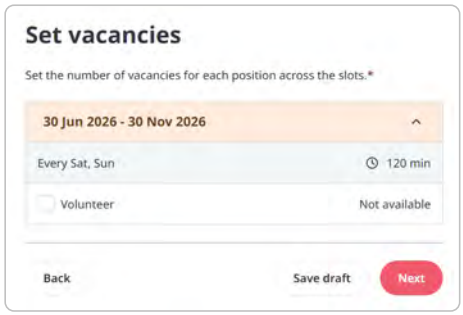
STEP 4

Define a volunteer's role.



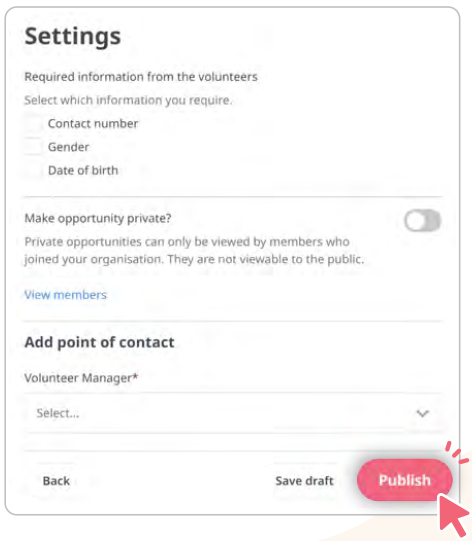
STEP 5

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**".



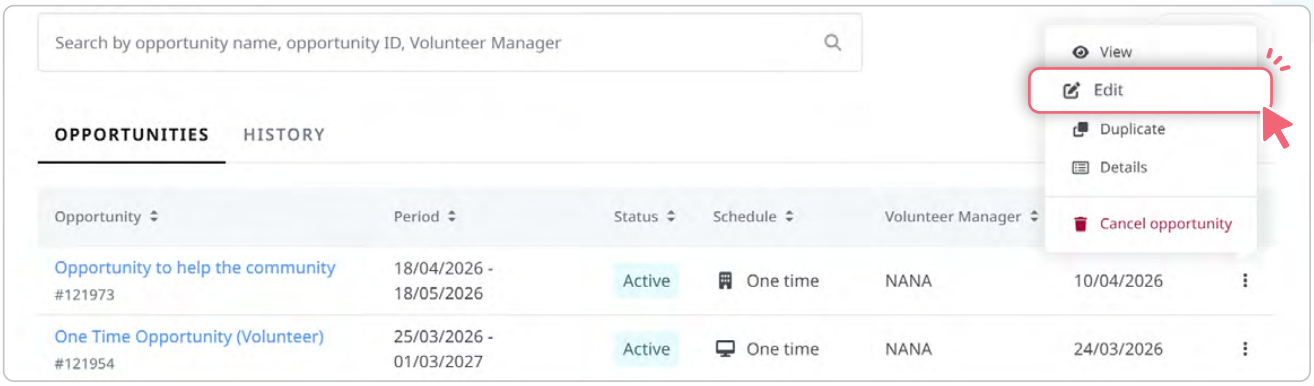


After you have submitted the volunteering opportunity, it will be published on giving.sg.

Edit volunteering opportunity

STEP 1

Go to **“Opportunities”**, click the **“More actions”** icon, select **“Edit”**.

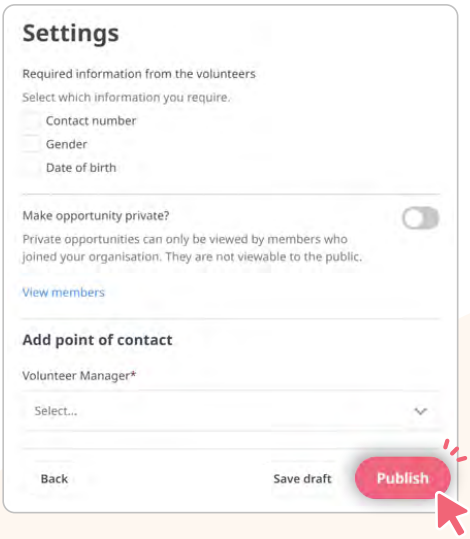


Only the following fields are editable:

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

STEP 2

After configuring your settings, click **“Publish”** and click **“Confirm”** in the pop-up to publish your changes.

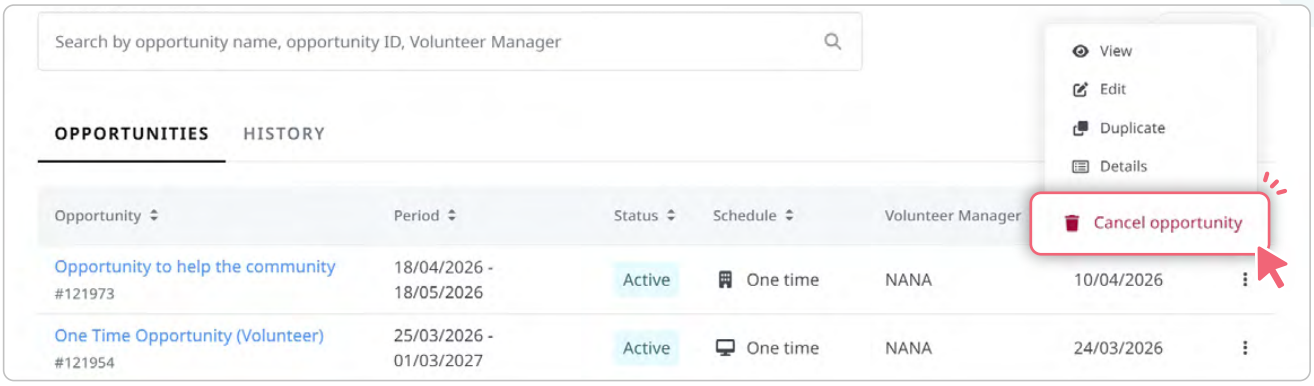


Note:
Volunteers that are partnered with a charity have to undergo a review process before changes take effect. Their status will display **“Under Review”**.

Cancel an opportunity

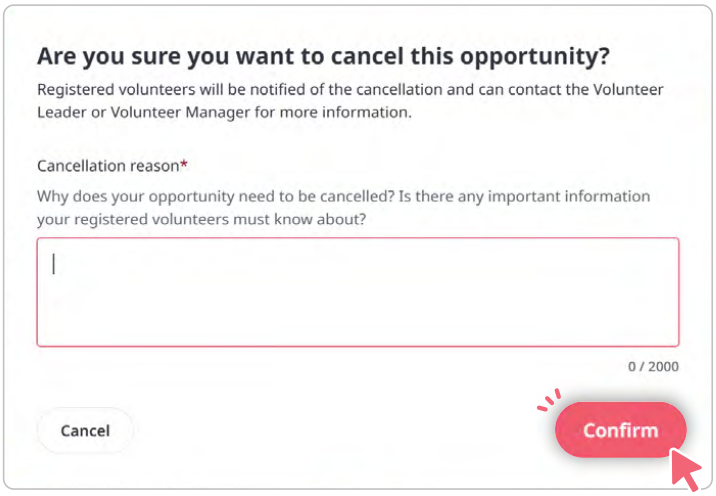
STEP 1

Go to **“Opportunities”**, click the **“More actions”** icon, select **“Cancel opportunity”**.



STEP 2

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



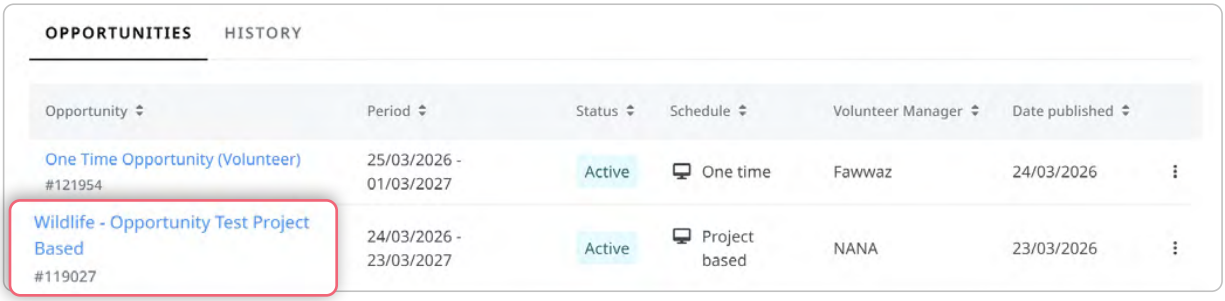
A confirmation notice will appear once the opportunity has been cancelled.



Manage volunteer registration

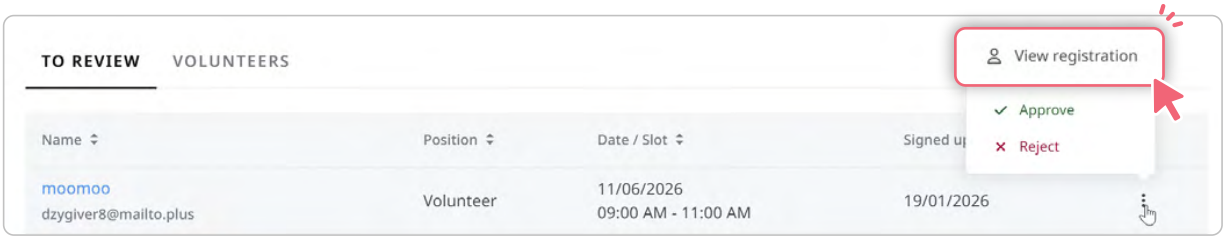
STEP 1

Click on the opportunity name to manage its volunteer page.



STEP 2

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



To Approve:

Review the volunteer's registration and click **"Approve"**.

A **"Volunteer has been approved"** notification will appear and the volunteer's status will appear as **"Registered"**.

To Reject:

Enter the rejection reason and click **"Reject"**.

A **"Volunteer has been rejected"** notification will appear and the volunteer's status will appear as **"Rejected"**.





One time: take attendance (QR code)

STEP 1

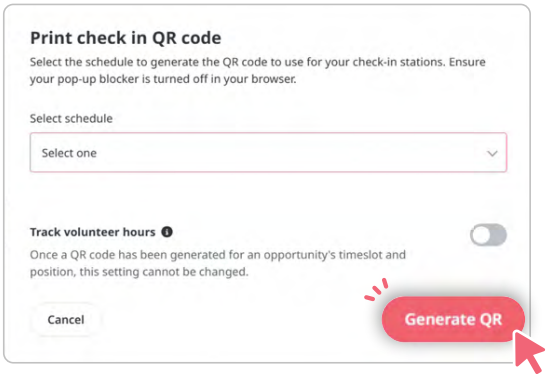
Go to the registered volunteers list, click **“Print QR code”**.



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 logged into their giving.sg account can scan the QR code.

- Check-in code: 60 mins before opportunity starts, 15 mins before opportunity ends
- Check-out code: 15 mins after opportunity starts, 60 mins after opportunity ends

One time: take attendance (manual)

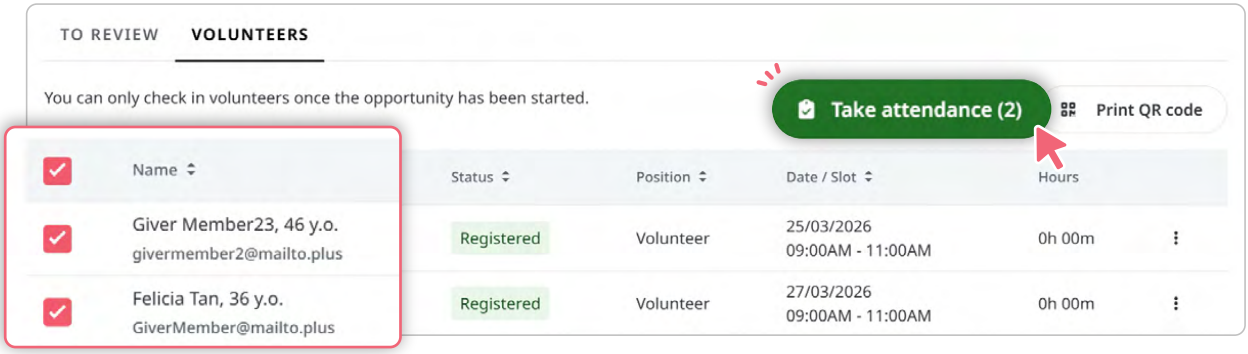
STEP 1

Go to the registered volunteers list.



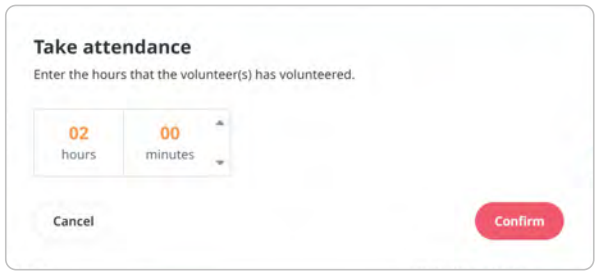
STEP 2

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



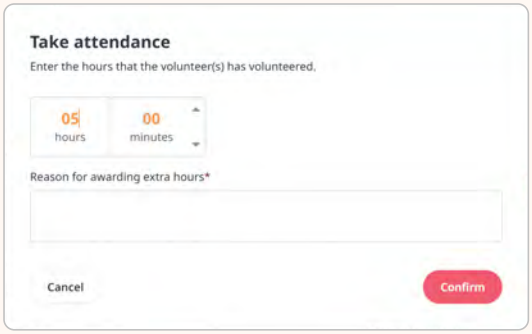
STEP 3

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



Tip:

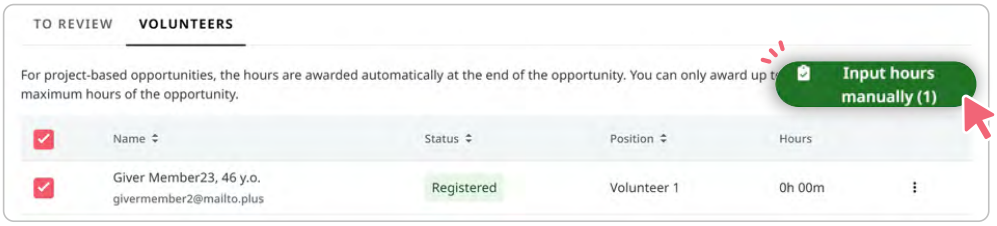
If you award more than the scheduled hours, an input box will appear for you to enter the reason for the extra hours.



Project based: input hours

STEP 1

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



STEP 2

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



Tip:

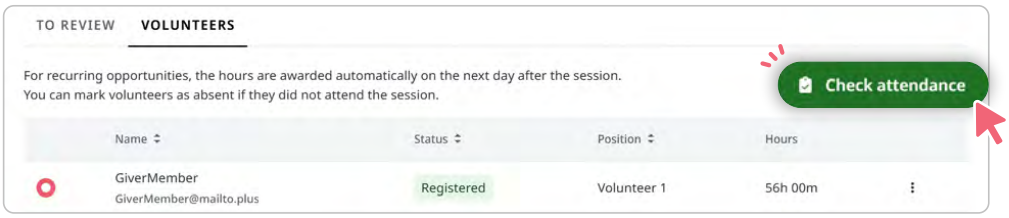
If awarding hours more than the opportunity’s total, an input box will appear. Enter the reason for the extra hours.

Recurring: mark attendance

If a volunteer missed the session, the Admin or Volunteer Admin can mark them as absent.

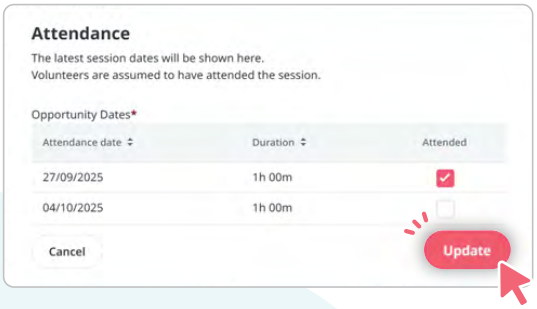
STEP 1

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/volunteer admins can leave relevant box(es) unchecked to indicate absence.

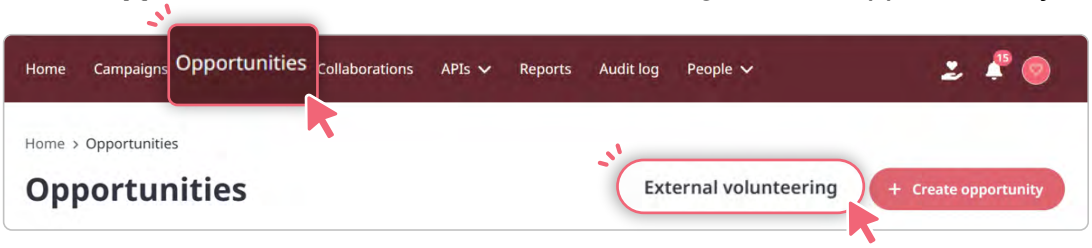
Manage members' self-declared volunteering opportunities

Admins can manage external volunteering records submitted by members for activities completed outside of giving.sg.

Members can manually submit their volunteer hours. Admins or volunteer managers will review and approve these submissions for official recognition.

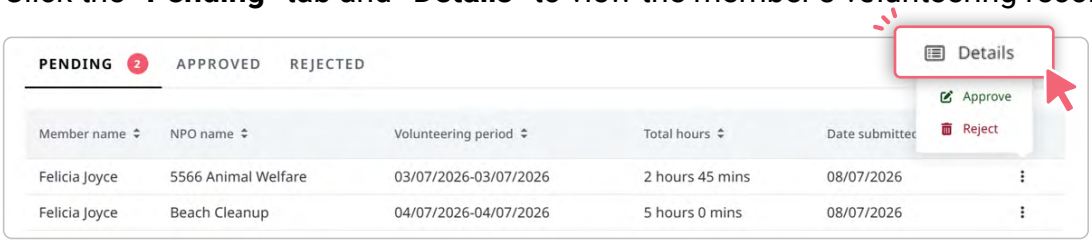
STEP 1

Go to **"Opportunities",** click **"External volunteering"** to view, approve, or reject submissions.



STEP 2

Click the **"Pending"** tab and **"Details"** to view the member's volunteering record.



To Approve:

Click **"Approve"**.

To Reject:

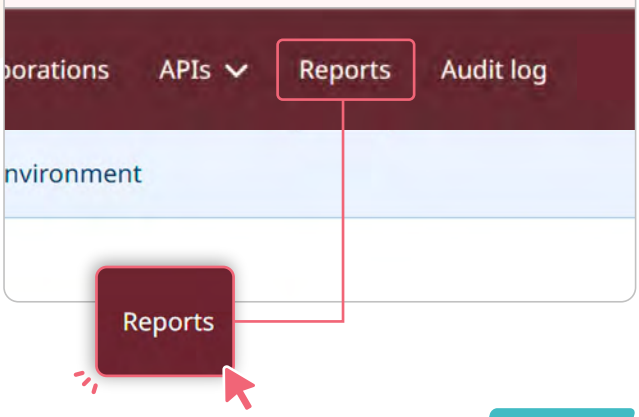
Input the rejection reason and click **"Reject"**.



Download volunteer report

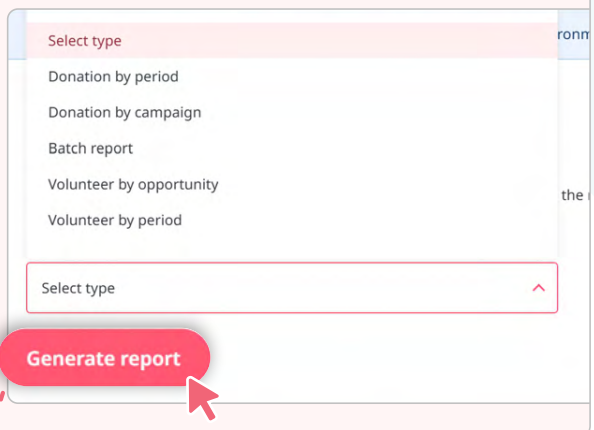
STEP 1

Click **“Reports”**.



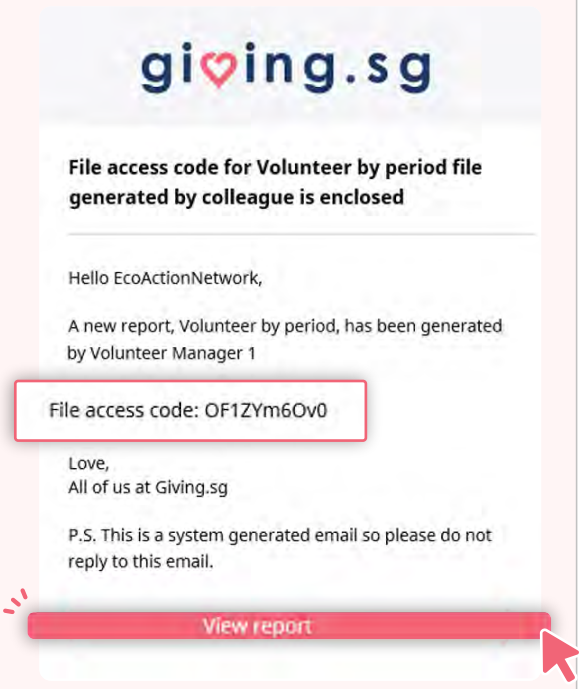
STEP 2

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



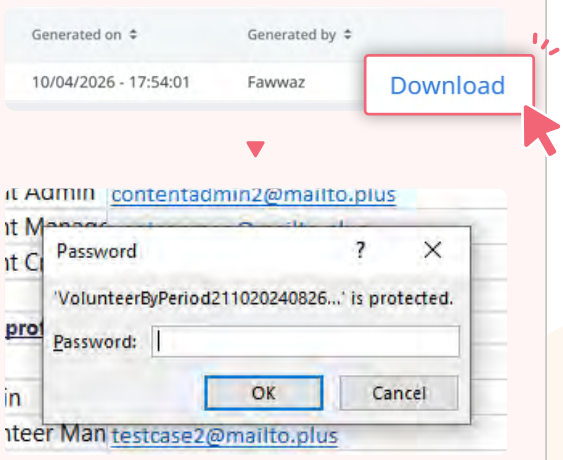
STEP 3

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 E

Manage Employees

The employee management functions ensure giving.sg platform access is restricted by assigned user roles and permissions. Only Admins can invite, manage, and delete employees on the giving.sg platform.

Role access matrix for users

Function	Admin	Campaign Manager	Volunteer Manager	Developer
Account				
Edit public profile • Edit profile details • Select contact person • Upload media assets	✓	✗	✗	✗
Employees Management • Manage employees' access • Invite employee • Delete employee	✓	✗	✗	✗
Campaign				
Manage donation campaigns • Create donation campaigns • Manage donation campaigns	✓	✓	✗	✗
Opportunity				
Manage opportunities • Create volunteer opportunities • Manage volunteer opportunities	✓	✗	✓	✗
Manage volunteers • View volunteers • Review volunteer request	✓	✗	✓	✗
Report				
Donation reports • Generate donation reports • Download donation reports	✓	✗	✗	✗
Volunteer reports • Generate reports • Download reports	✓	✗	✓	✗
API				
Manage API • View API credentials • Request for APIs access	✓	✗	✗	✓

Note:
Access roles displayed will differ based on the account type (ORG or GU).

- **Organisation (ORG)** account users will see these access roles:

  ORG Admin | ORG Campaign Manager | ORG Developer | ORG Volunteer Manager

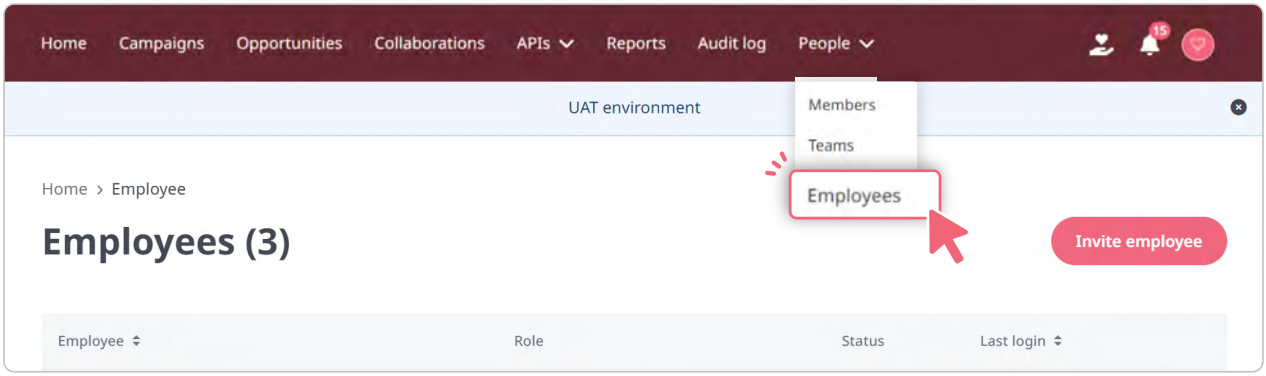
- **Groundup (GU)** account users will see these access roles:

  GU Admin | GU Campaign Manager | GU Developer | GU Volunteer Manager

I View employees

Login to the admin portal and click **“People-Employees”**.

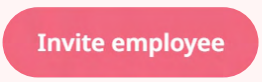
The following details will be displayed in the employee listings table:
• Employee • Role • Status • Last Login



I How to invite employees

STEP 1

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



STEP 3

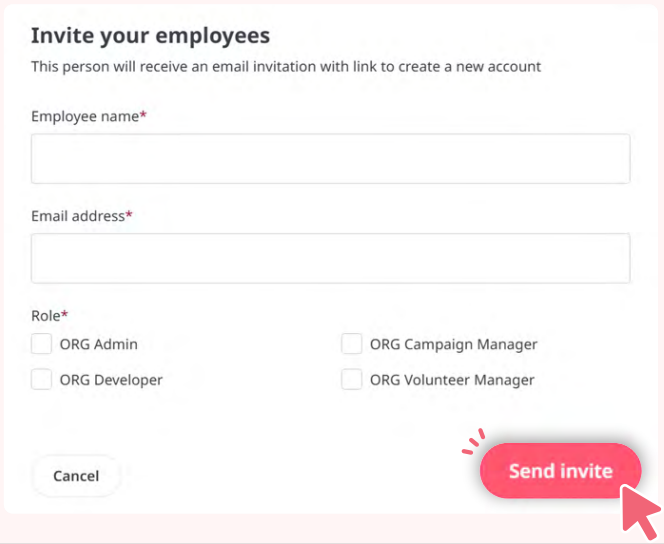
A notification will appear once the invitation has been sent.



STEP 2

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

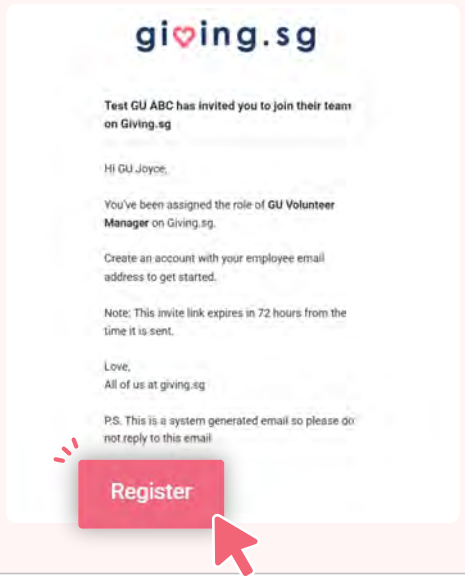
Then Click **“Send invite”**.



How to accept an invitation and join the organisation

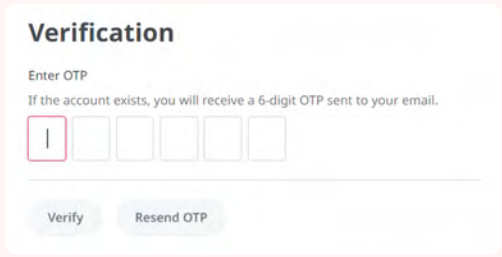
STEP 1

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



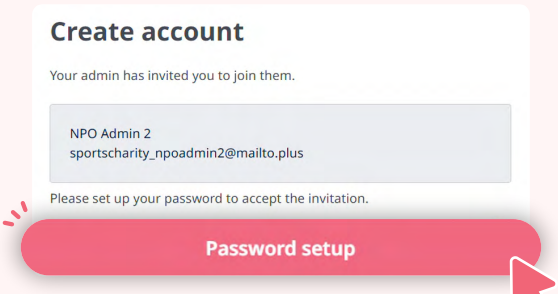
STEP 2

Enter the OTP to verify the account.



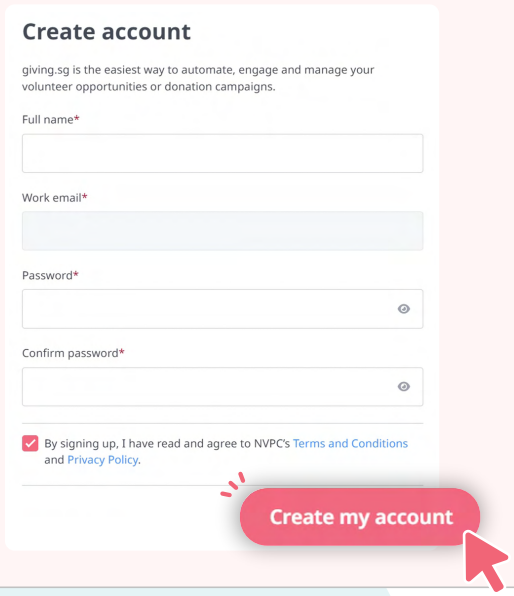
STEP 3

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



STEP 4

Enter the employee’s details and click **“Create my account”**. Verify if the invited employee can now login to their account.

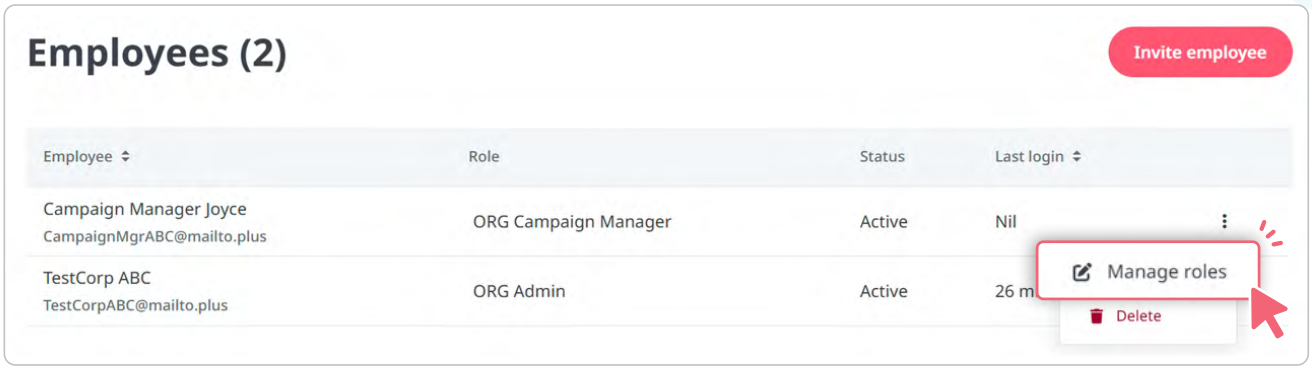




Edit employee role

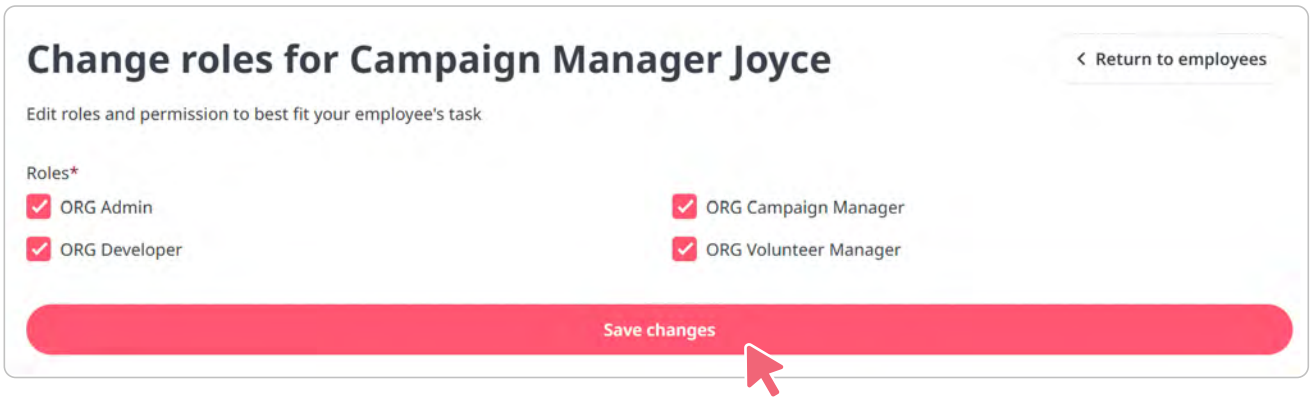
STEP 1

On the **“Employees”** page, locate the employee whose role needs updating. Click the **“More actions”** icon and then click **“Manage Roles”**.



STEP 2

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



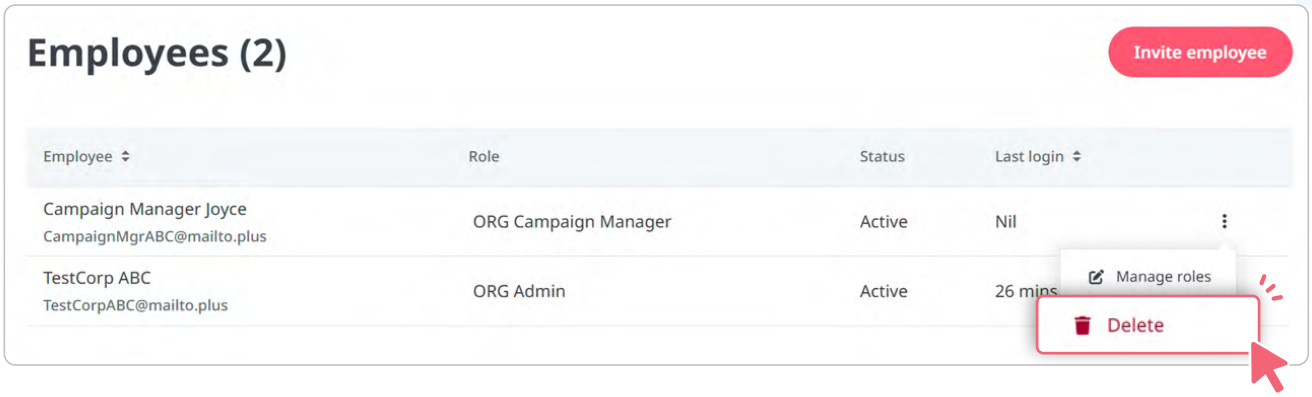


A notification will appear once the update is completed.

Remove employee

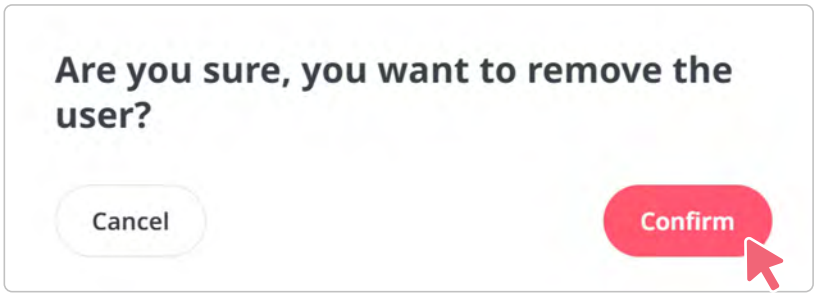
STEP 1

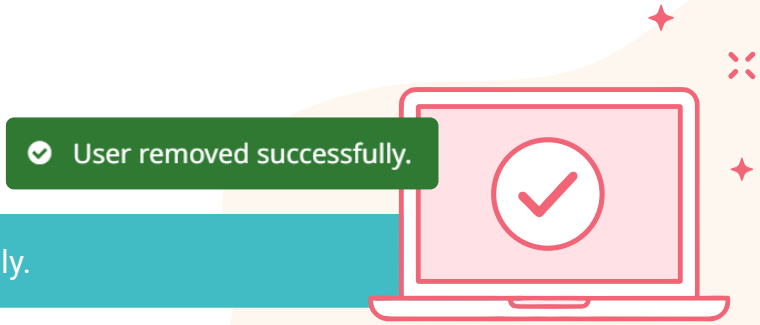
On the **“Employees”** page, locate the employee to be removed. Click the **“More actions”** icon and then click **“Delete”**.



STEP 2

Click **“Confirm”** on the pop-up window to remove the employee.





The employee has been removed successfully.

Section F

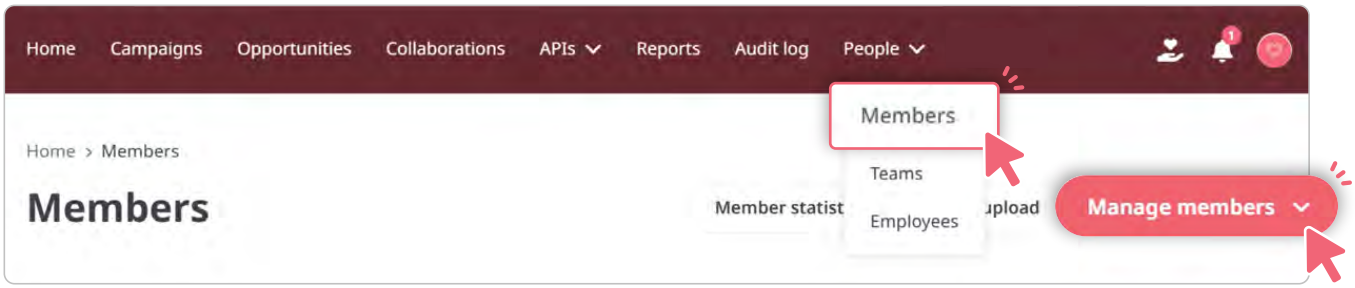
Manage Members

Here’s how to add a specific group of members to connect to your private fundraising campaign or opportunity page.

Inviting members

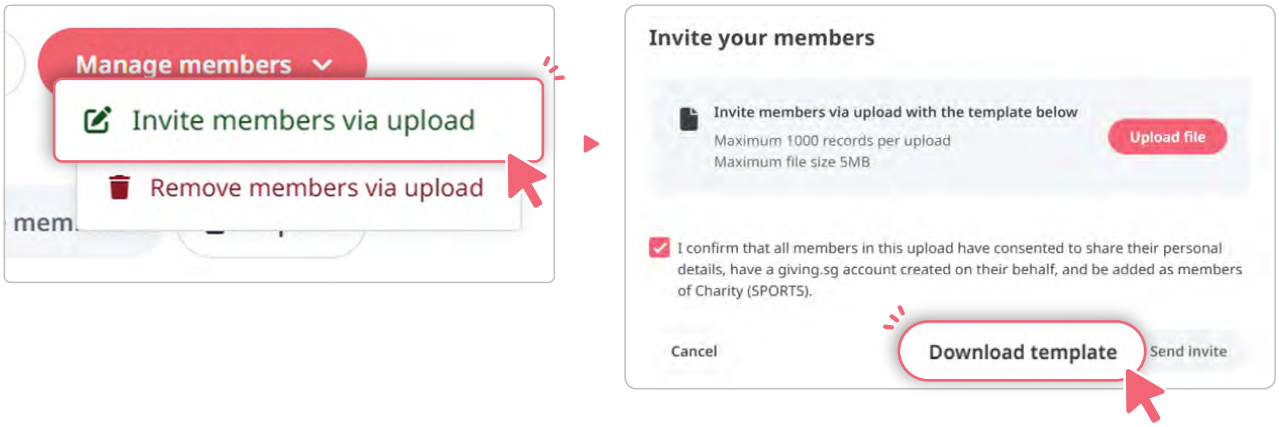
STEP 1

Log in to the admin portal and click on **“People-Members”**. To add new members, click on the **“Manage members”** button.



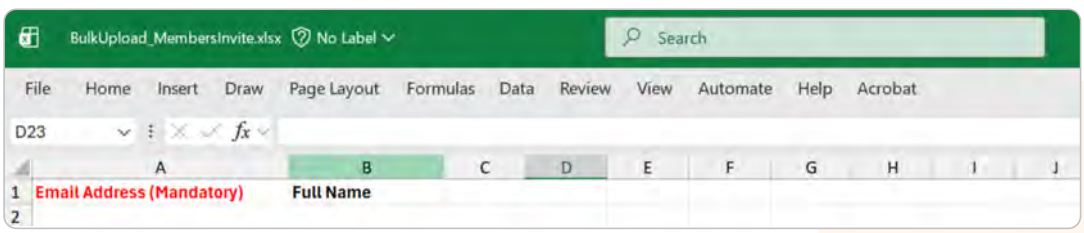
STEP 2

Select **“Invite members via upload”**, a pop-up will appear. Click on the **“Download template”** button to download the membership invite template Excel file.



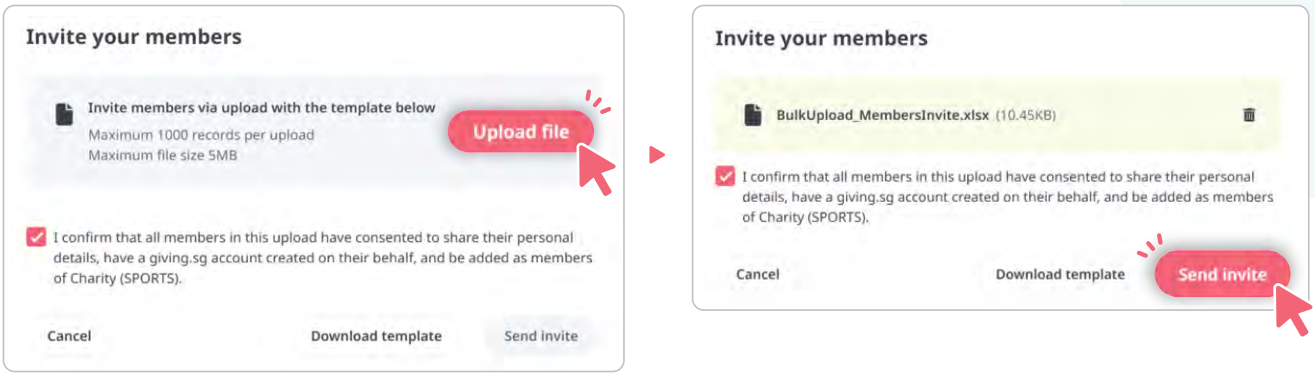
STEP 3

Open the Excel file. Enter the email addresses of the Givers you want to invite under the **“Email address”** column. Save the file in **.xlsx** format.



STEP 4

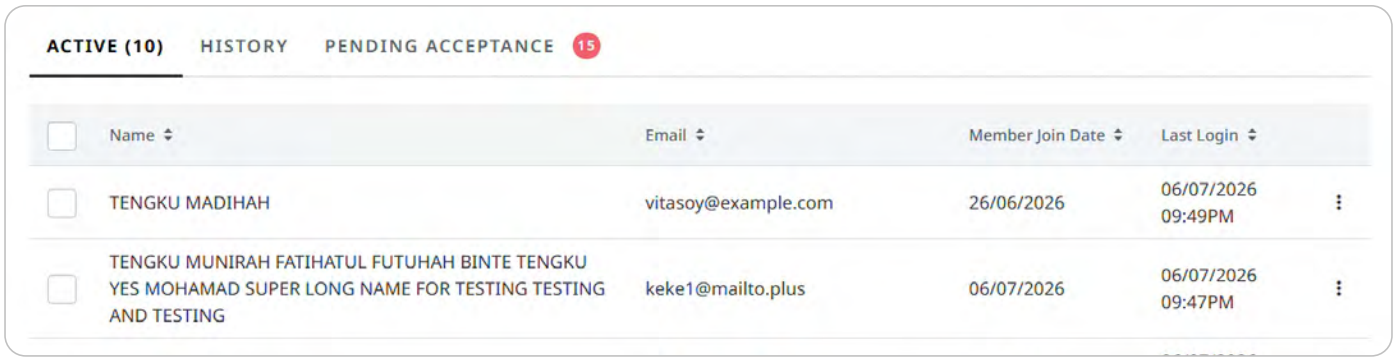
Click on **"Upload file"** to upload your updated Excel file. Once the file is uploaded successfully, click **"Send invite"** to send the invitations. Invite links are valid for 14-days.



Your file has been uploaded successfully. The invitations are now being processed and recipients will be notified shortly.

A confirmation message will appear.

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

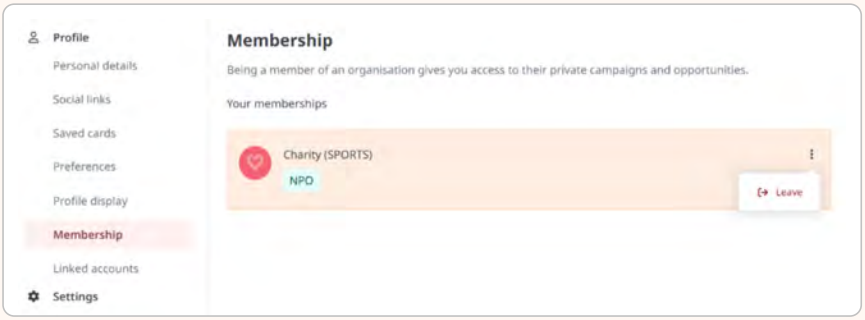


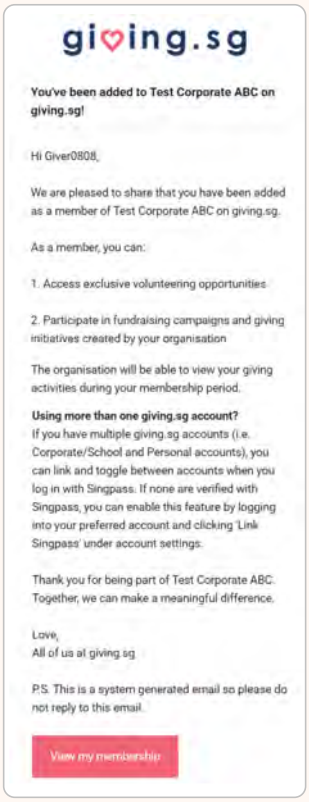
Continue to the next page for more notes.

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 Test Corporate ABC on giving.sg!

Hi Giver0808,

We are pleased to share that you have been added as a member of Test Corporate ABC 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 Test Corporate ABC. Together, we can make a meaningful difference.

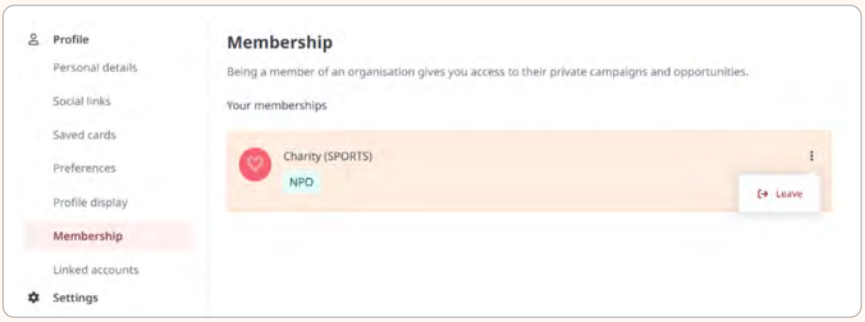
Love,
All of us at giving.sg

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 Test Corporate ABC on giving.sg!
Set up your account to get started!

Hi giver885@mailto.plus,

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

You have been added as a member of Test Corporate ABC 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 Test Corporate ABC 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 Test Corporate ABC. Together, we can make a meaningful difference.

Love,
All of us at giving.sg

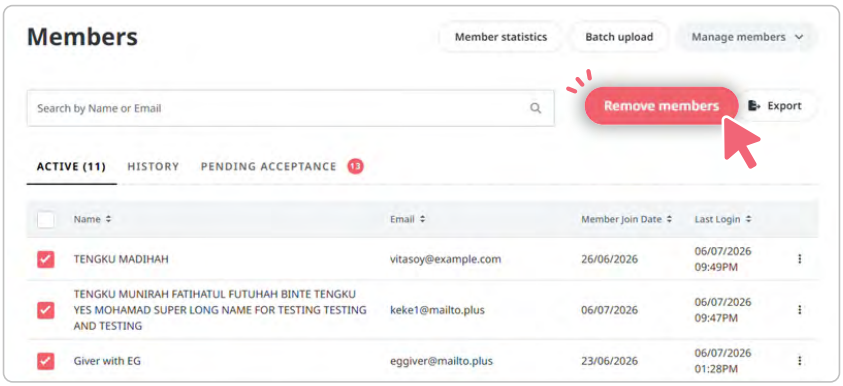
P.S. This is a system generated email so please do not reply to this email.

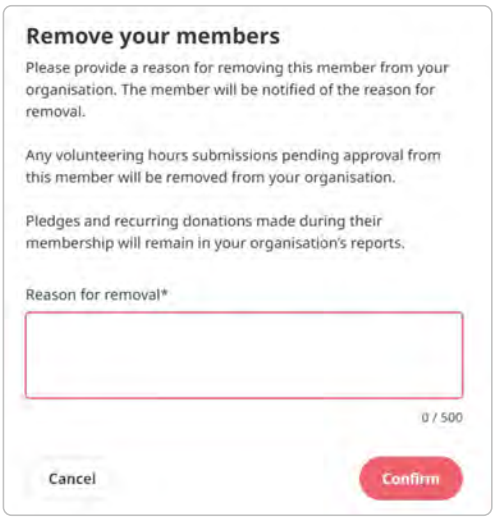
Create Password

Removing members

Removing individuals:

Click the **“ACTIVE”**, **“HISTORY”**, or **“PENDING ACCEPTANCE”** tab. Select the name to be removed and click the **“Remove members”** button. Click **“Confirm”** on the pop-up window.

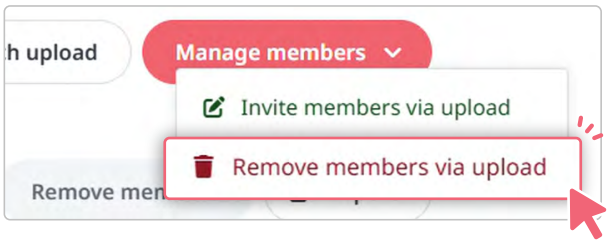




Removing batches:

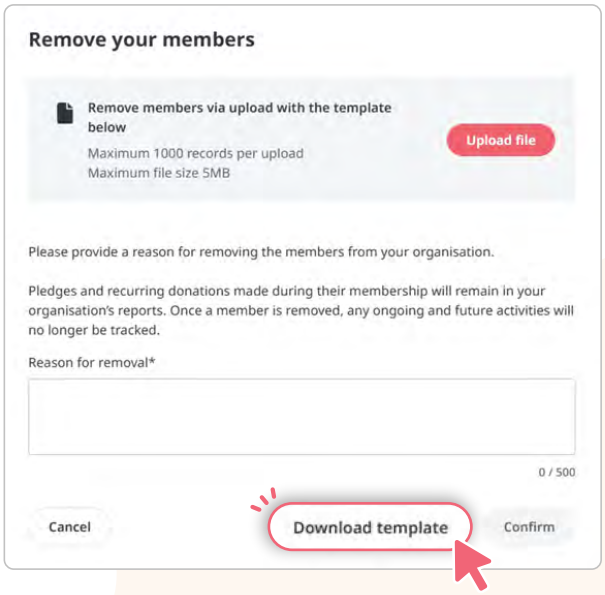
STEP 1

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.



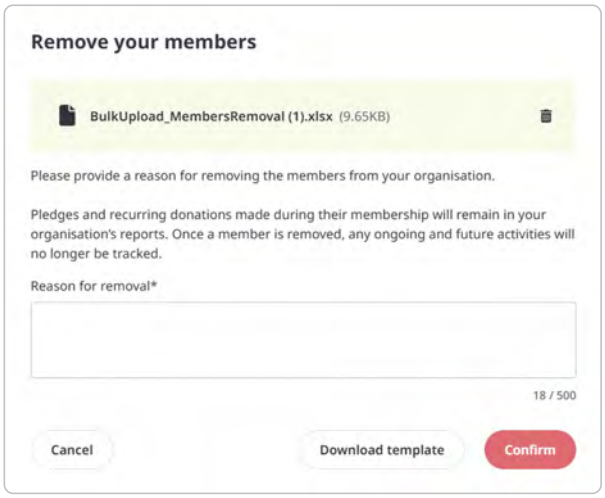
STEP 3

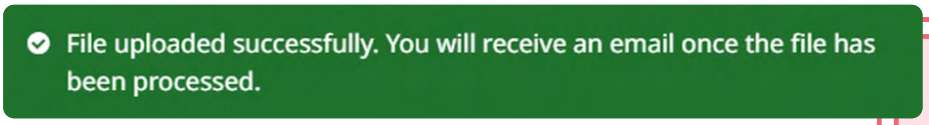
Open it and under the **“Email address”** column, enter the email addresses of the Givers you want removed. Next, save the file in **.xlsx** format.



STEP 4

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



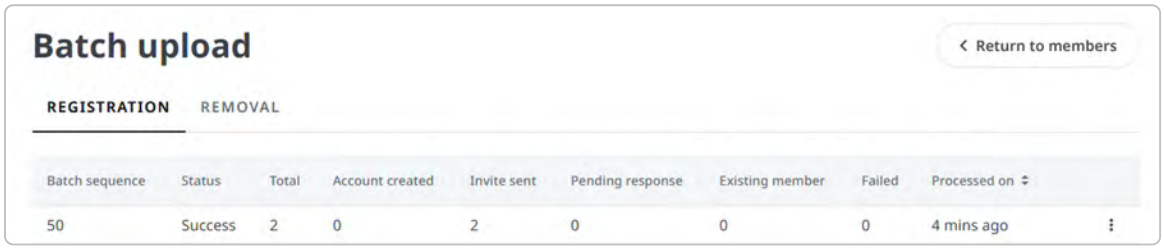


A confirmation message will appear.

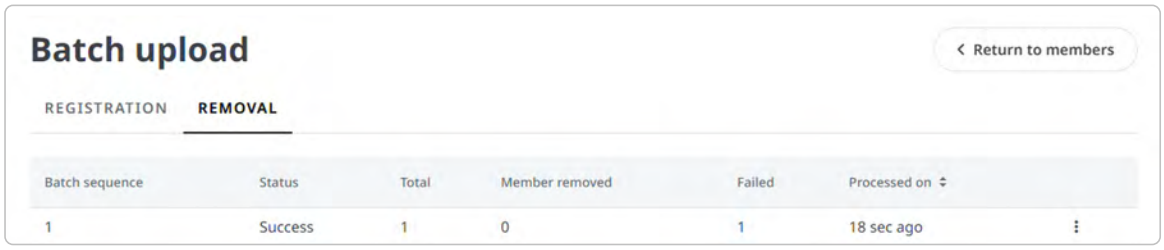
Checking batch upload status

Click **"Batch upload"** to see the upload status and total number of emails successfully processed for batch registration or removal. To view each upload status in greater detail, click **"More actions"** icon.

For **REGISTRATION**:



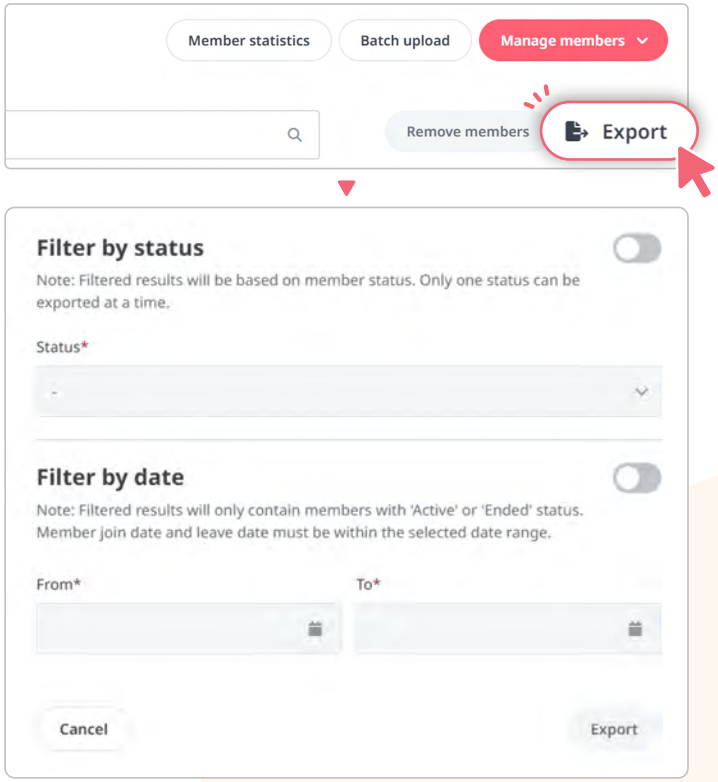
For **REMOVAL**:



To download/view a list of members, click the **"Export"** button and filter it by status or date.

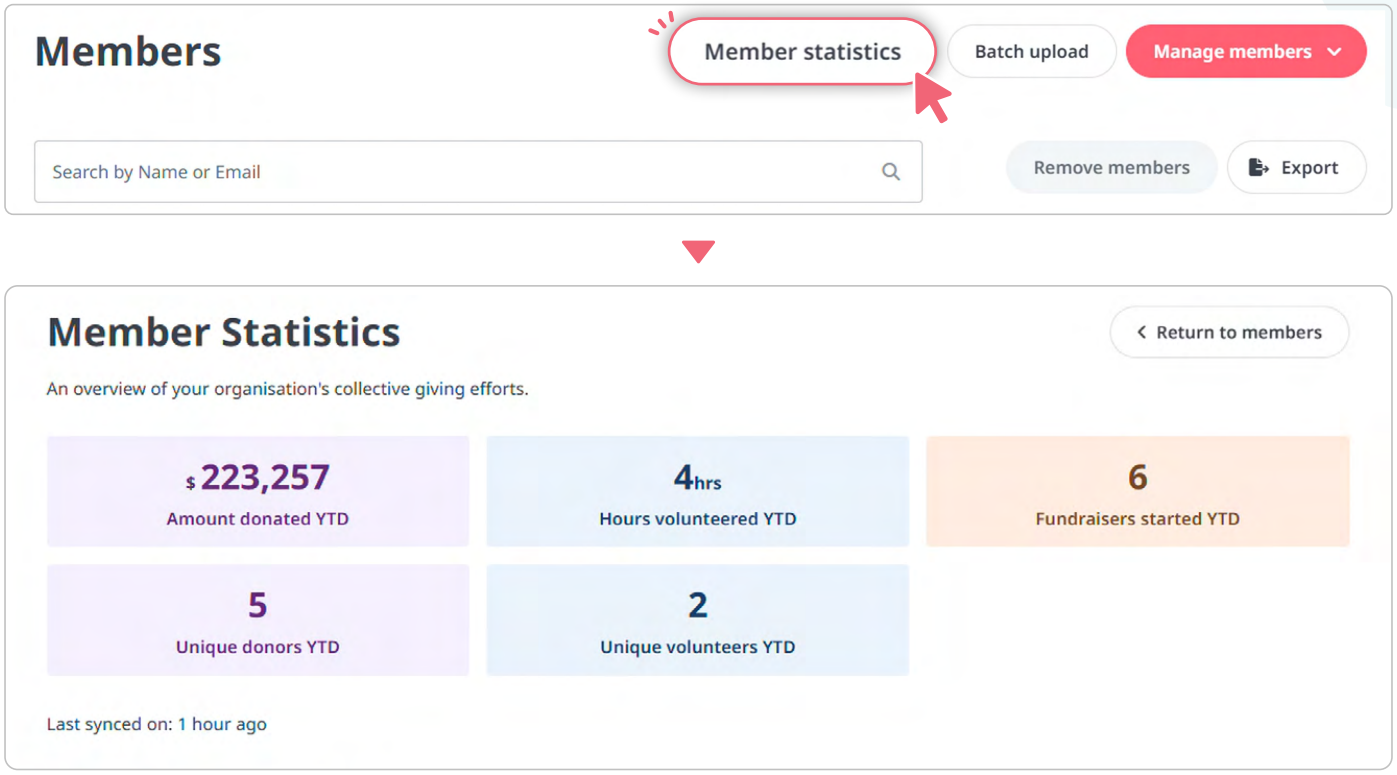
The exported Excel file will contain the following columns:

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

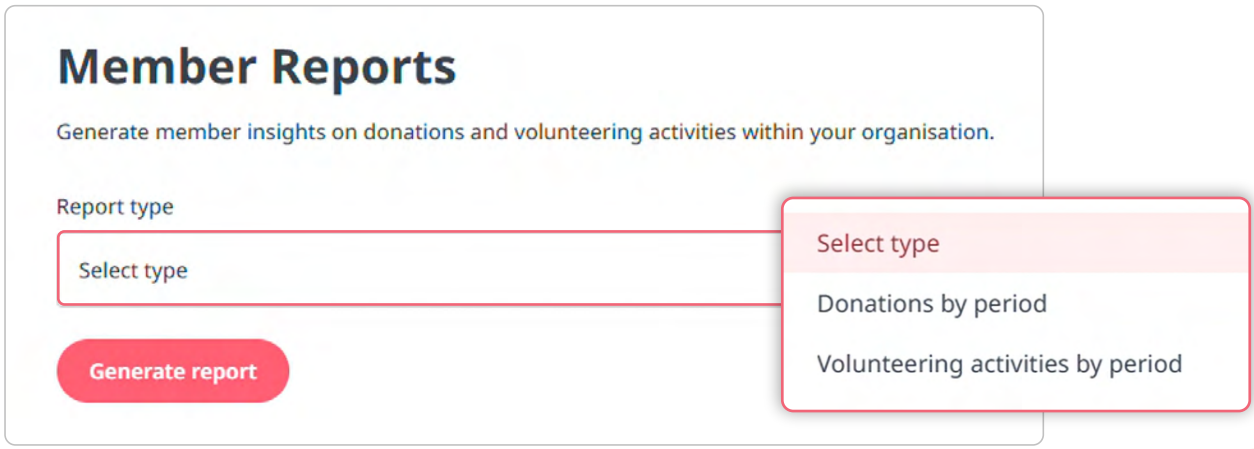


Members statistics

Admins can click on **“Members statistics”** to view its corresponding dashboard.



To generate member reports for insights into your organisation’s donation and volunteering activities, select the Members report type and click **“Generate report”**.



Section G

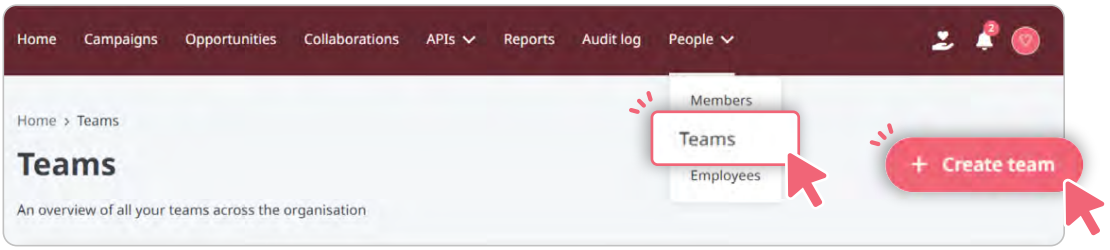
Manage Teams Segmentation

Create team

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

STEP 1

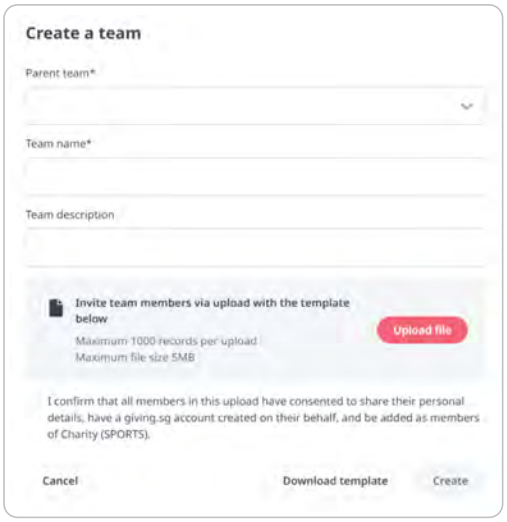
Login to the admin portal and click on **“People-Teams”**. Then Click **“Create team”**.



STEP 2

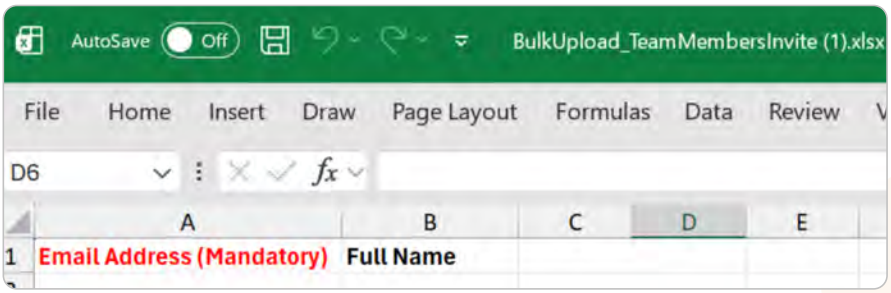
Configure team details:

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



STEP 3

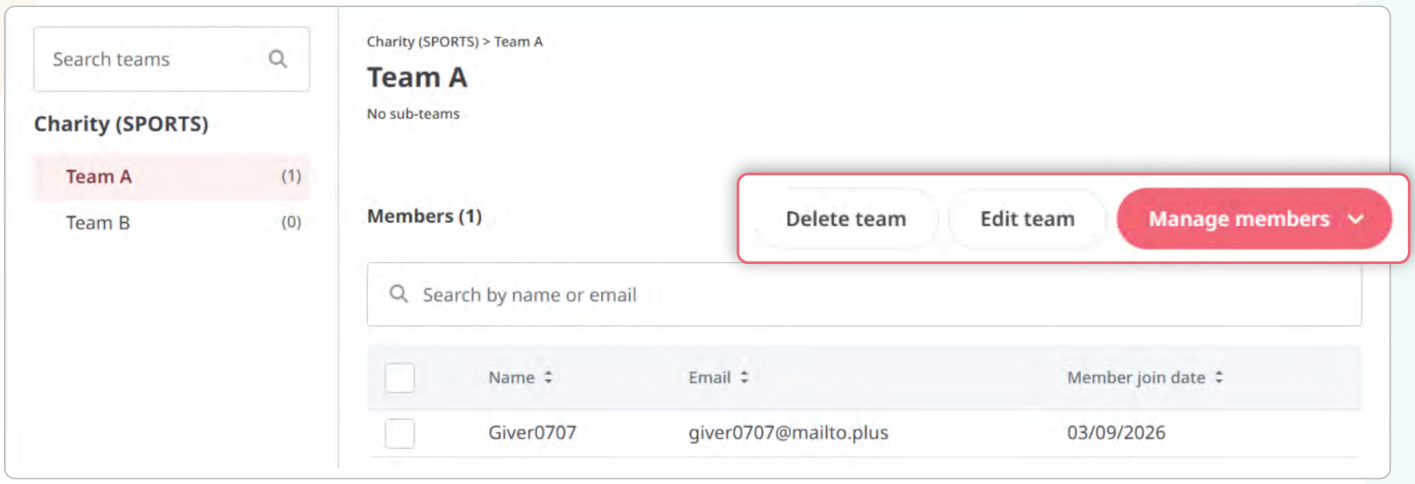
Click **“Download template”** to download the membership invite Excel file.
Complete the template with the member details, then click **“Upload file”** to upload the completed file.



STEP 4

Click **“Create”** to create a team.

Delete team, edit team & manage members



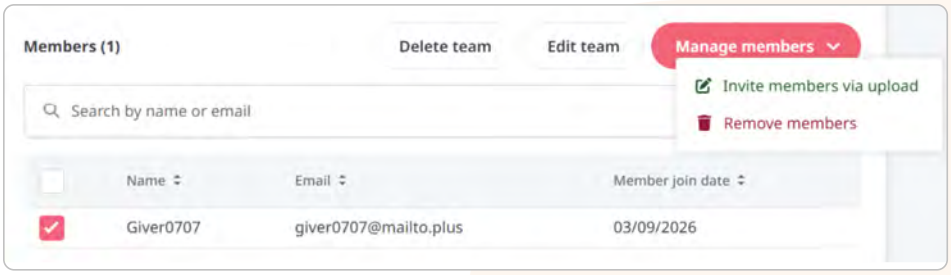
Delete team:
Removes the team from the team list.



Edit team:
Updates the team details.



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



Section H

Manage Collaborations

What are collaborations?
Collaborations enable companies and charities to share resources. Companies can post offers, charities can post requests, and interested parties can apply to provide or receive requested items.



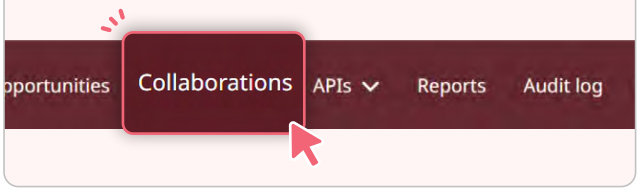
Glossary of Terms

Term	Description
Collaborate	Participating in a collaboration with other organisations such as groundups, charities and corporates.
Collaboration request	Items listed for requesting or offering assistance.
Requestor	Users who are seeking services or donation-in-kind items.
Category	A high-level classification for possible items to be listed in the request domain. Members of the public may reach out to hello@giving.sg to request for additional categories based on their needs.
Application	A form submitted by applicants expressing their ability and intent to assist with a request.
Applicant	Users who are capable and interested in providing assistance for an event or organisation.
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.
Listing period	Duration for which the request will be visible and open for applications on giving.sg.
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.

Setting up a collaboration request

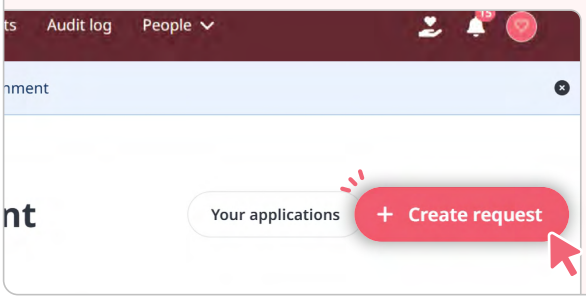
STEP 1

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



STEP 2

Click **“Create request”**.

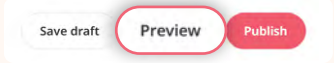


STEP 3

You will need to fill in the following information:

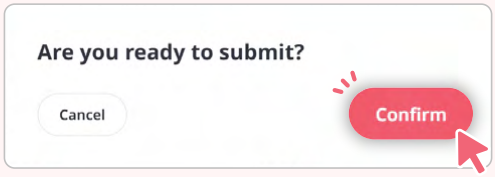
1. Describe your request/offer
2. Tag your request
3. Specify needs or sharing
4. Input your event details (if applicable)
5. Key Information

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.



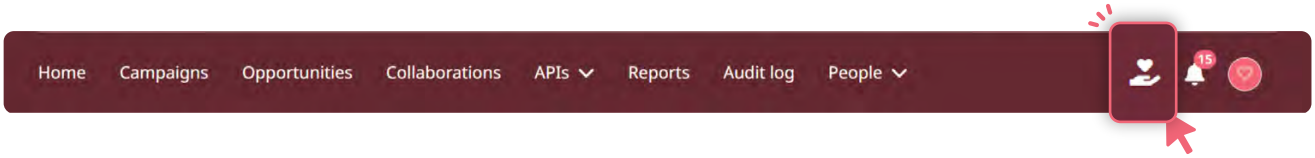
Your request will now be active and will start upon the listing start date configured.

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

Login as an admin, campaign manager, or volunteer manager. Toggle to the public view by clicking on the **"hand"** icon.



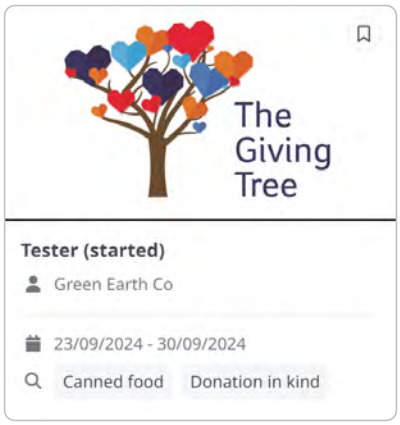
STEP 2

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



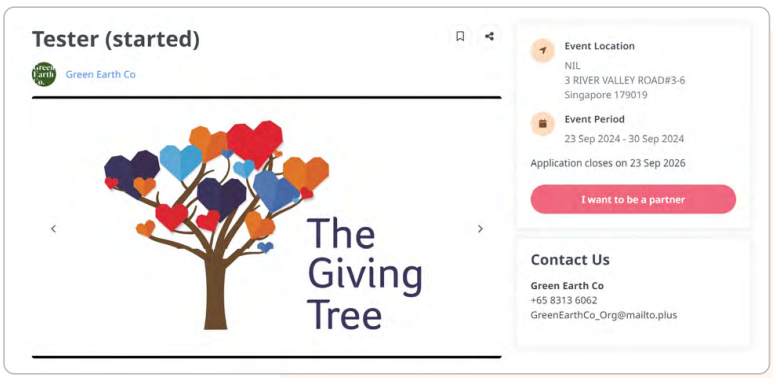
Tip: You may also search and filter based on the above criteria to find requests suitable for you.

STEP 3

Select the request you would like to submit an application for. This will redirect you to the request details page.

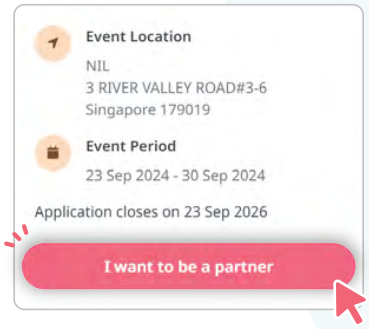
You can see the following:

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



STEP 4

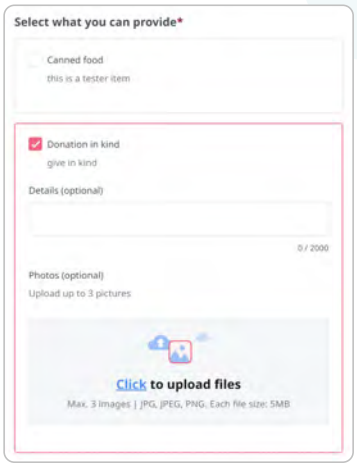
Click **“I want to be a partner”** to submit an application.



STEP 5

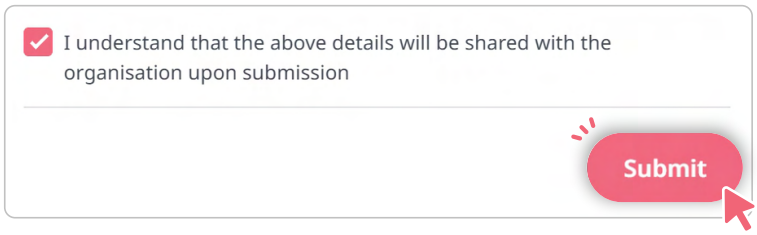
Fill in the application and select the categories you can support in.

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.

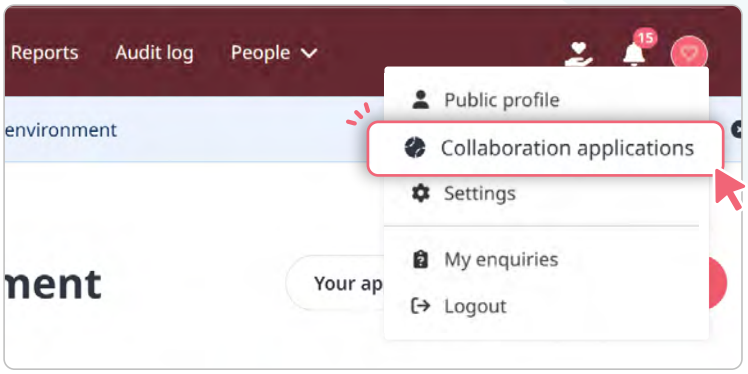


All the admins, volunteer managers, and campaign managers within your organisation will also receive an email confirming that your application has been successfully submitted.

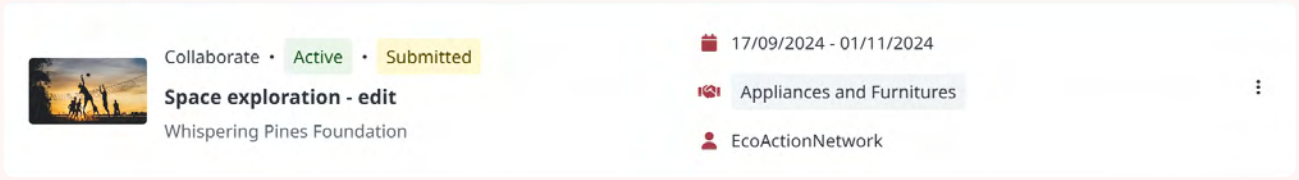


Managing applications as an applicant

Login as an admin, campaign manager, or volunteer manager to view all your applications. Click your profile icon and select **“Collaboration applications”**.



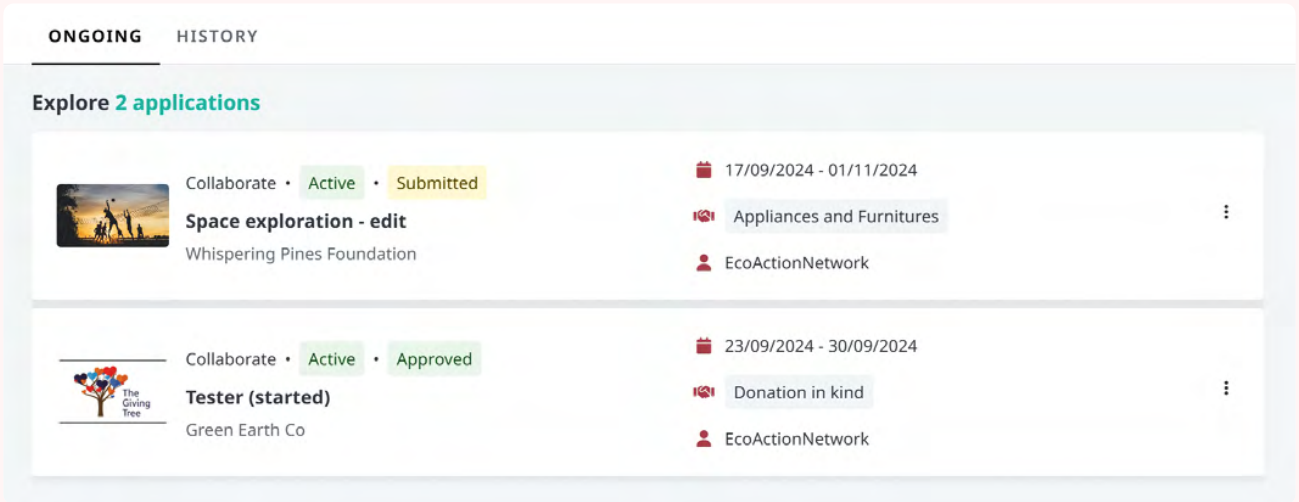
Here you can view information about each application.



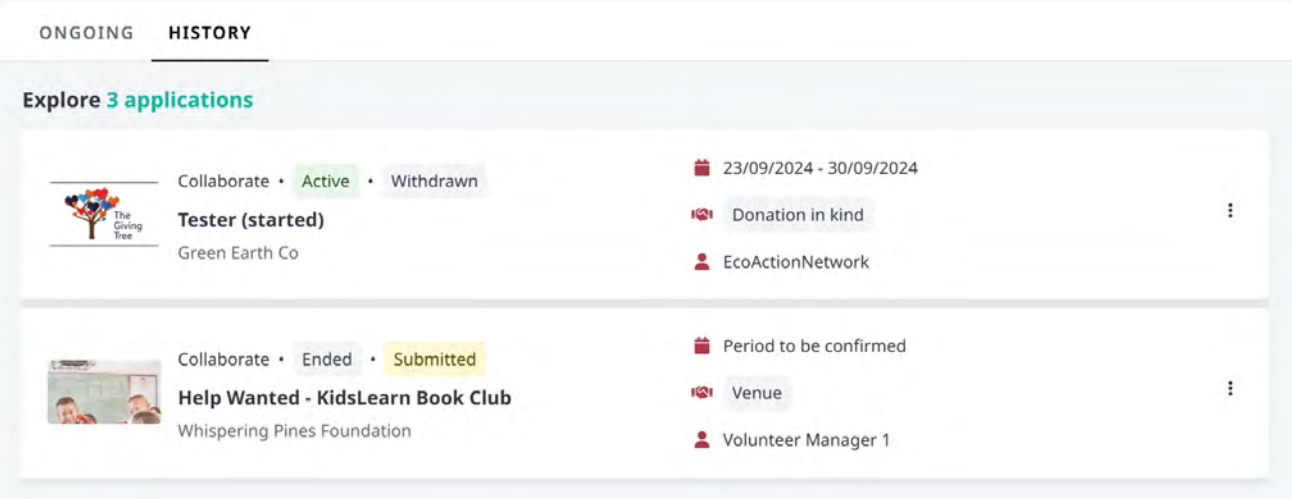
Each application shows the following information:

- 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.

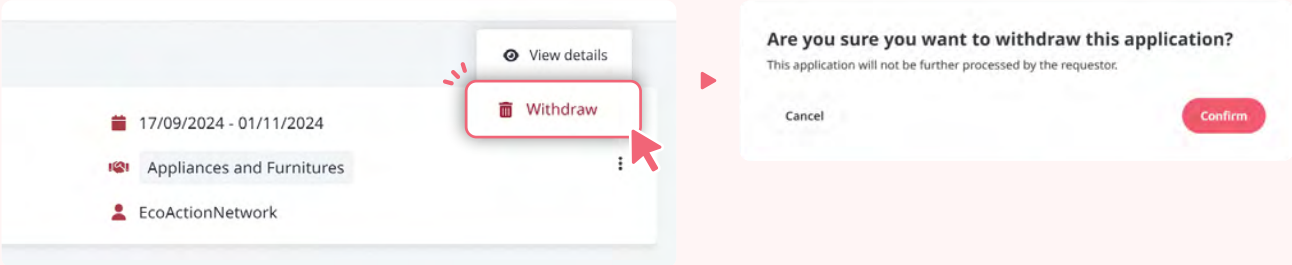


In the **“History”** tab, you can view collaboration applications that have expired.

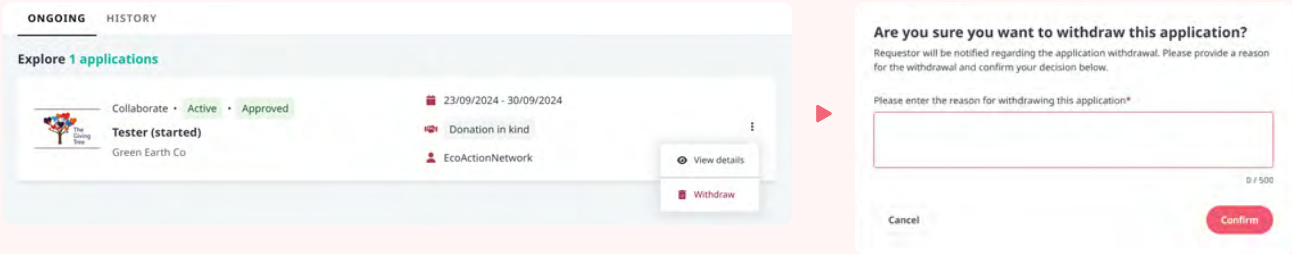


Note:
- All applications that have been rejected or withdrawn will also be reflected on this tab.
- All applications to requests that are Ended (including approved/submitted applications) are shown here.

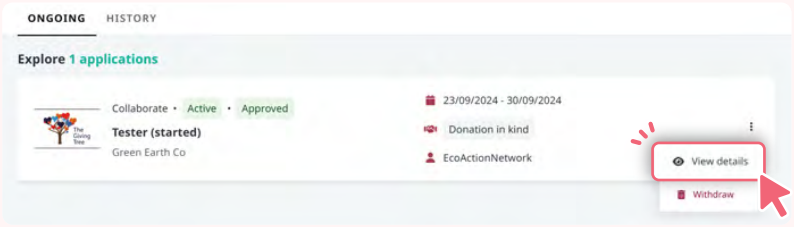
To withdraw from an ongoing application, click the **“More actions”** icon, then click **“Withdraw”**, followed by **“Confirm”**.

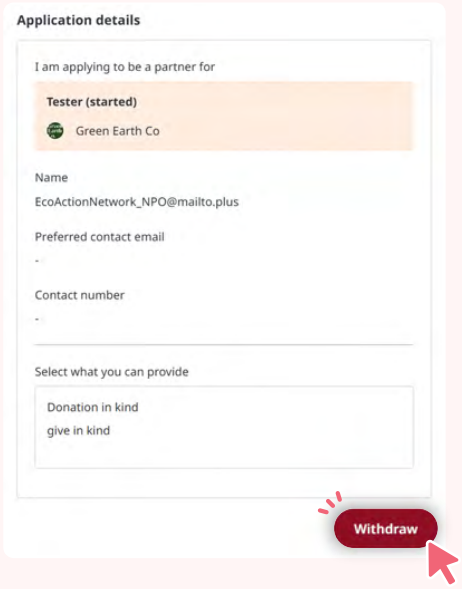


To withdraw from an ongoing “Approved” application, you will need to provide a mandatory reason for withdrawal which will be sent to the requestor.



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



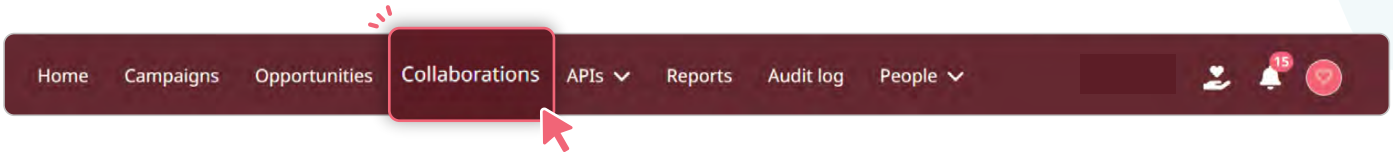


You may also withdraw your application here by clicking the **“Withdraw”** button at the bottom.

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.

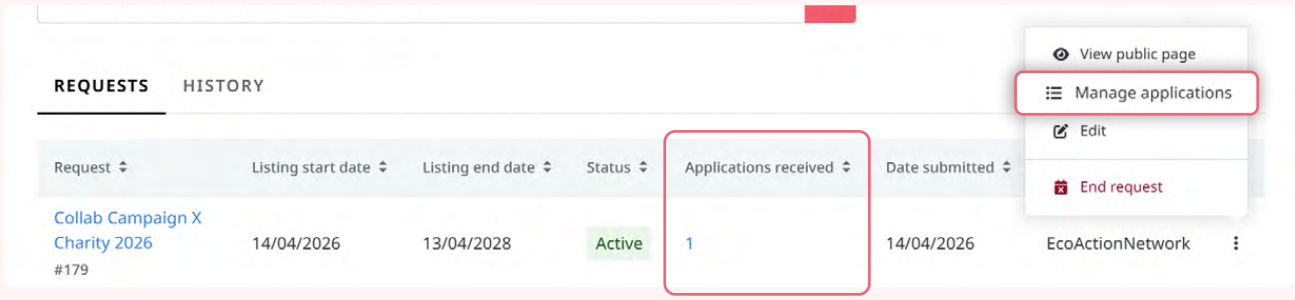
Managing applications as a requestor

You can view applications submitted to your requests on the individual request management page. Click **“Collaborations”**.

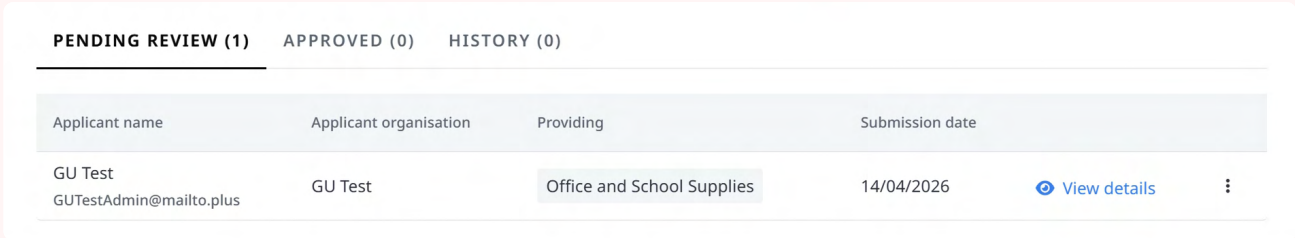


Navigate to the individual request management page, by either clicking on:

- **“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.

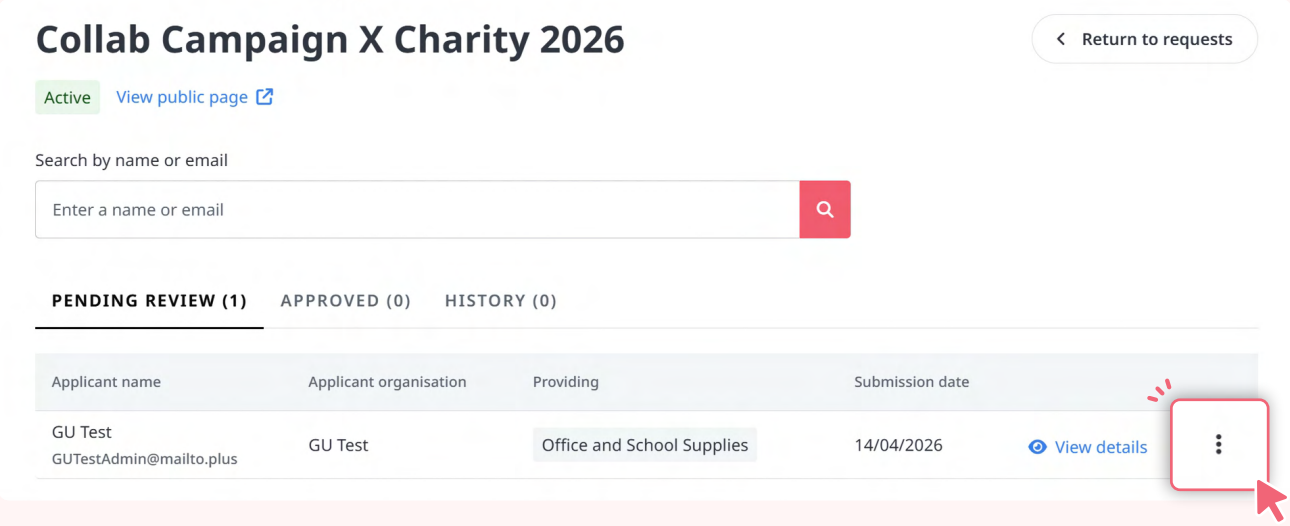


The summary of each of the tabs is as follows:

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.

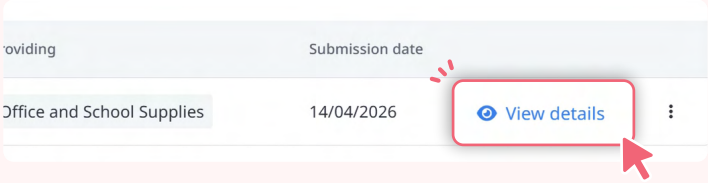
The individual request management page includes the following details:

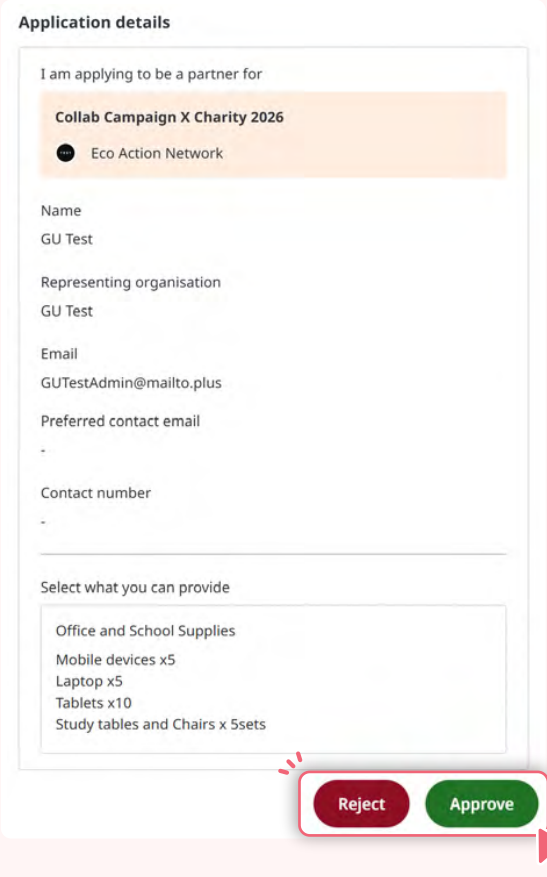
- Request title
- Request status
- Applicant details, category of needs being provided and submission date



Note: Click the **"More actions"** icon to approve/reject submitted applications.

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 I

API Access

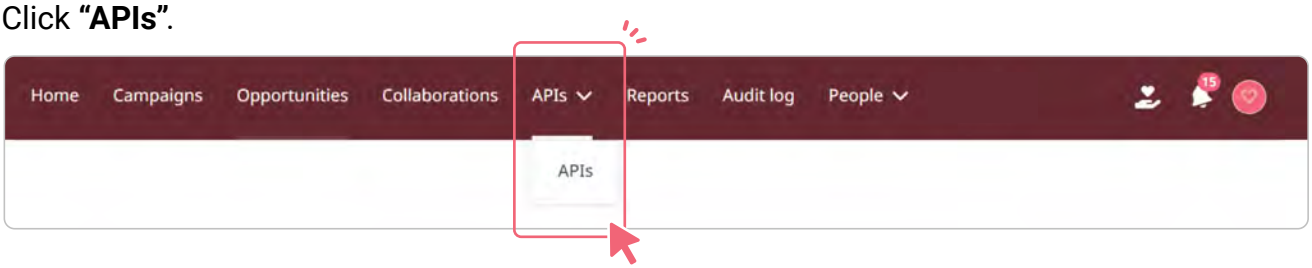
Requesting API access

Users with an ORG/GU 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

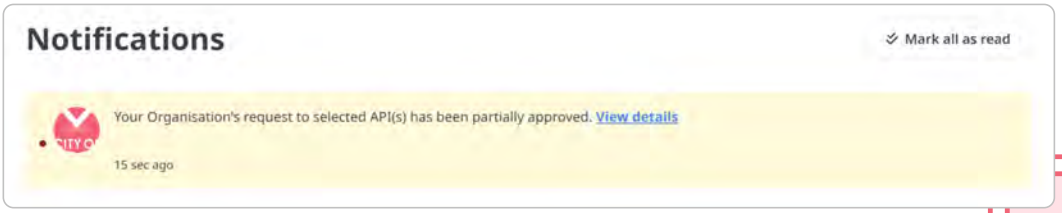
Click **"APIs"**.



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.

