Finding Answers to Custom Questions from CanadaHelps Contributions

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Donor Management System

Custom Questions can be added to your Custom Donation Forms in your CanadaHelps.org Charity Account to gauge important information about donors giving through one of your forms.

Once you have received a Contribution through the Custom Donation Form that has a Custom Question, the Custom Question and donor answer will be synced with your DMS along with the rest of the transactional details from CanadaHelps.org. There are a few ways to view the Custom Questions and donor answers within your DMS.

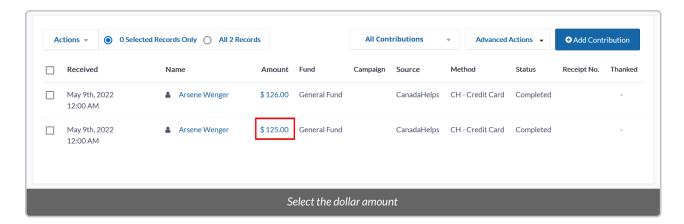
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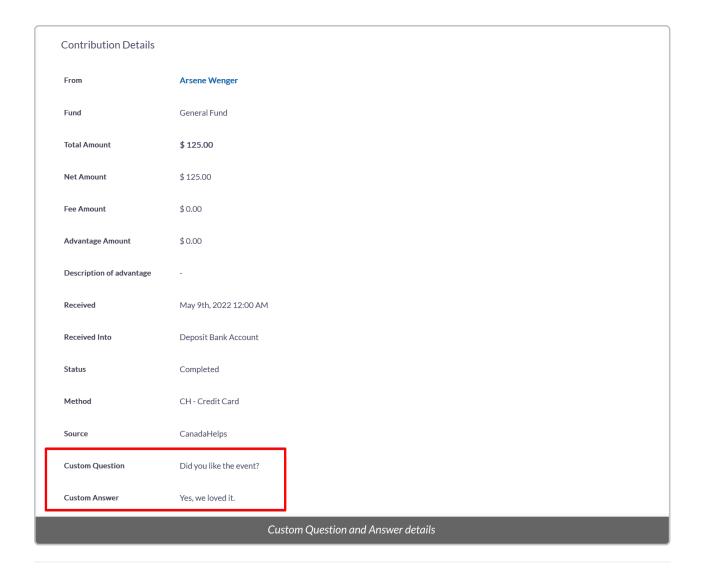
View a Single Contribution's Custom Answer

First, you can view the details of a single contribution, including the Custom Question and donor answer.

1. In the **Contributions tab**, select the dollar amount of the single CanadaHelps Contribution to view the additional details.



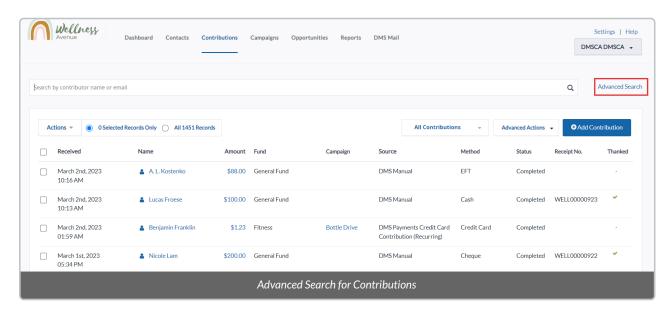
2. If the Contribution has been received through a donation form with a Custom Question, and the donor has provided an answer, the details will be listed at the bottom of the page.



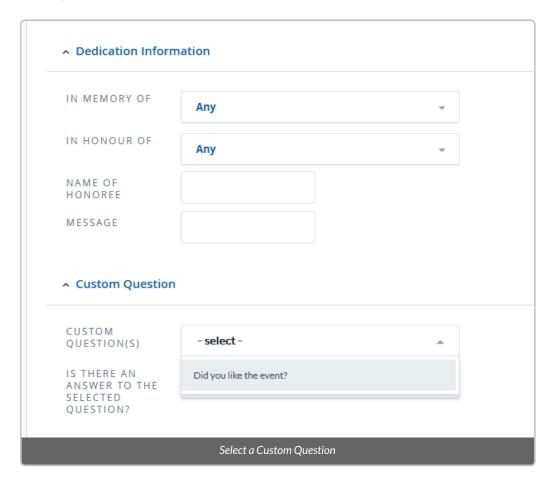
View Multiple Custom Answers at Once

To view multiple answers at once, perform an Advanced Search for these Contributions and export the results as a .csv file.

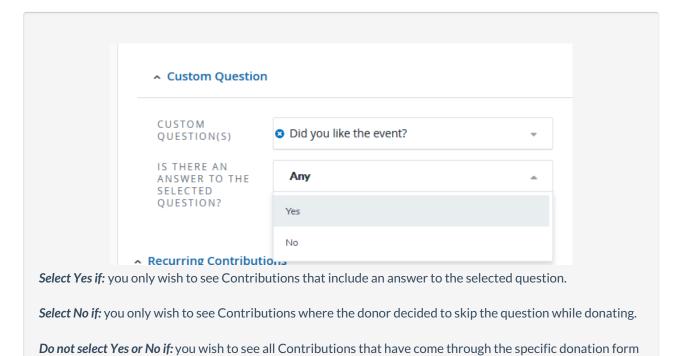
1. In the **Contributions tab**, select **Advanced Search** in the top right corner.



2. Open the *Contributions* subtab to reveal the *Custom Question* section. From the dropdown menu, select the Custom Question you wish to view answers for.

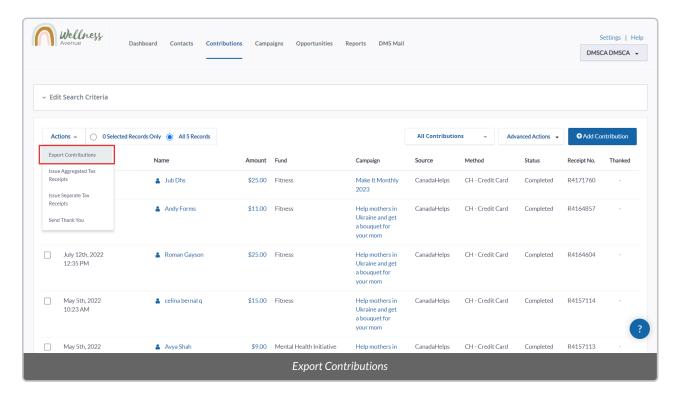


3. Decide if you wish to see only Contributions that include an answer to the selected question, or those that have skipped the question.

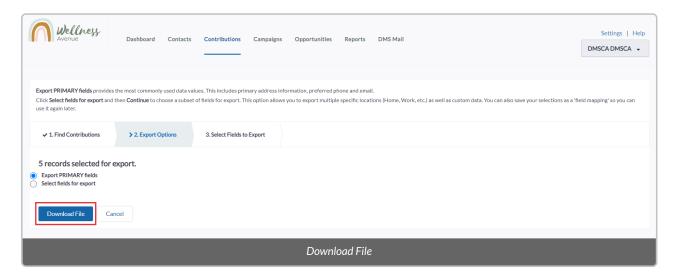


that houses the Custom Question.

- 5. After selecting *Search*, at the bottom of your screen you'll see Contributions that fit the search criteria (i.e., donations made through the CanadaHelps donation form with the selected Custom Question).
- 6. Select all records from the search and from the Actions menu, and select Export Contributions.



7. On the next page, the *Export PRIMARY fields* option will be selected by default. Leave the selection as-is, and select *Download File*.



8. Once the .CSV file has been downloaded, navigate to **Columns AI and AJ** to view the Custom Question you've selected. In the example below, the donor processed one Contribution with an answer provided and the other Contribution without providing an answer.

Al	AJ
Custom Question	Custom Answer
Did you like the event?	Yes, we loved it.
Did you like the event?	