

# Finding Answers to Custom Questions from CanadaHelps Contributions

Last Modified on 03/02/2023 10:40 am EST

## 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.

### Table of Contents:

- [View a Single Contribution's Custom Answer](#)
- [View Multiple Custom Answers at Once](#)

## 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.

Received	Name	Amount	Fund	Campaign	Source	Method	Status	Receipt No.	Thanked
<input type="checkbox"/> May 9th, 2022 12:00 AM	Arsene Wenger	\$ 126.00	General Fund		CanadaHelps	CH - Credit Card	Completed	-	
<input type="checkbox"/> May 9th, 2022 12:00 AM	Arsene Wenger	\$ 125.00	General Fund		CanadaHelps	CH - Credit Card	Completed	-	

Select the dollar amount

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.

## Contribution Details

From	Arsene Wenger
Fund	General Fund
Total Amount	\$ 125.00
Net Amount	\$ 125.00
Fee Amount	\$ 0.00
Advantage Amount	\$ 0.00
Description of advantage	-
Received	May 9th, 2022 12:00 AM
Received Into	Deposit Bank Account
Status	Completed
Method	CH - Credit Card
Source	CanadaHelps

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

Custom Question and Answer details

## 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.

The screenshot shows the Wellness Avenue interface. At the top, there is a navigation bar with 'Wellness Avenue' logo and menu items: Dashboard, Contacts, Contributions (selected), Campaigns, Opportunities, Reports, and DMS Mail. In the top right corner, there are links for 'Settings | Help' and a dropdown menu for 'DMSCA DMSCA'. Below the navigation bar is a search bar with the placeholder text 'Search by contributor name or email' and a search icon. To the right of the search bar is a red-bordered button labeled 'Advanced Search'. Below the search bar, there are filters for 'Actions', '0 Selected Records Only', and 'All 1451 Records'. There are also buttons for 'All Contributions', 'Advanced Actions', and 'Add Contribution'. The main content area is a table with columns: Received, Name, Amount, Fund, Campaign, Source, Method, Status, Receipt No., and Thanked. The table contains four rows of contribution data. At the bottom of the screenshot, there is a dark grey footer with the text 'Advanced Search for Contributions'.

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.

The screenshot shows a web form with two main sections. The first section, titled "Dedication Information", contains four fields: "IN MEMORY OF" with a dropdown menu showing "Any", "IN HONOUR OF" with a dropdown menu showing "Any", "NAME OF HONOREE" with a text input field, and "MESSAGE" with a text input field. The second section, titled "Custom Question", contains two fields: "CUSTOM QUESTION(S)" with a dropdown menu showing "- select -" and "IS THERE AN ANSWER TO THE SELECTED QUESTION?" with a dropdown menu showing "Did you like the event?". A dark grey bar at the bottom of the form contains the text "Select a Custom Question".

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

The screenshot shows a close-up of the "Custom Question" section. The "CUSTOM QUESTION(S)" dropdown menu is open, showing "Did you like the event?" selected with a blue checkmark. The "IS THERE AN ANSWER TO THE SELECTED QUESTION?" dropdown menu is also open, showing "Any" selected, with "Yes" and "No" options visible below it. Below the dropdowns, the text "Recurring Contributions" is partially visible.

**Select Yes if:** you only wish to see Contributions that include an answer to the selected question.

**Select No if:** you only wish to see Contributions where the donor decided to skip the question while donating.

**Do not select Yes or No if:** you wish to see all Contributions that have come through the specific donation form 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**.

The screenshot shows the 'Contributions' page in the Wellness Avenue system. At the top, there are navigation tabs: Dashboard, Contacts, Contributions (selected), Campaigns, Opportunities, Reports, and DMS Mail. A search bar is visible with 'Edit Search Criteria' and a dropdown arrow. Below the search bar, there are filters for '0 Selected Records Only' and 'All 5 Records' (selected). The 'Actions' menu is open, and 'Export Contributions' is highlighted. The main table lists contributions with columns: Name, Amount, Fund, Campaign, Source, Method, Status, Receipt No., and Thanked. Five records are shown, all with a status of 'Completed'. A 'Download File' button is visible at the bottom right of the table area.

Name	Amount	Fund	Campaign	Source	Method	Status	Receipt No.	Thanked
Jub Dhs	\$25.00	Fitness	Make It Monthly 2023	CanadaHelps	CH - Credit Card	Completed	R4171760	-
Andy Forms	\$11.00	Fitness	Help mothers in Ukraine and get a bouquet for your mom	CanadaHelps	CH - Credit Card	Completed	R4164857	-
Roman Gayson	\$25.00	Fitness	Help mothers in Ukraine and get a bouquet for your mom	CanadaHelps	CH - Credit Card	Completed	R4164604	-
celina bernal q	\$15.00	Fitness	Help mothers in Ukraine and get a bouquet for your mom	CanadaHelps	CH - Credit Card	Completed	R4157114	-
Avya Shah	\$9.00	Mental Health Initiative	Help mothers in	CanadaHelps	CH - Credit Card	Completed	R4157113	-

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

The screenshot shows the 'Export Options' page in the Wellness Avenue system. At the top, there are navigation tabs: Dashboard, Contacts, Contributions (selected), Campaigns, Opportunities, Reports, and DMS Mail. A search bar is visible with 'Edit Search Criteria' and a dropdown arrow. Below the search bar, there are filters for '0 Selected Records Only' and 'All 5 Records' (selected). The 'Actions' menu is open, and 'Export Contributions' is highlighted. The main table lists contributions with columns: Name, Amount, Fund, Campaign, Source, Method, Status, Receipt No., and Thanked. Five records are shown, all with a status of 'Completed'. A 'Download File' button is visible at the bottom right of the table area.

**Export PRIMARY fields** provides the most commonly used data values. This includes primary address information, preferred phone and email. Click **Select fields for export** and then **Continue** to choose a subset of fields for export. This option allows you to export multiple specific locations (Home, Work, etc.) as well as custom data. You can also save your selections as a 'field mapping' so you can use it again later.

1. Find Contributions    2. Export Options (selected)    3. Select Fields to Export

5 records selected for export.

Export PRIMARY fields  
 Select fields for export

**Download File**    Cancel

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.

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