

Confirmation Page

Last Modified on 06/02/2022 8:42 am PDT

When your supporter completes your form, whether it is a donation form, a survey or anything else, they are then taken to a Confirmation page. This page will thank them for their contribution and give them action items. It is fully customizable with the settings below.



Thanks Jason!

Your card ending in **9876** has been billed **\$120.00**.



We truly appreciate your support. To learn more about how you can get involved and see your support in action please visit our website, follow us on social media, or join our mailing list.

[Visit our webpage](#)

[Volunteer now!](#)

Follow us



Stay connected

[Join](#)

Mobile Email

By joining I agree to all [terms and conditions](#)

To start, you need to be in your activity, and then select Confirmation Page from the left categories.

Keyword

Online Forms

Confirmation Page

Mobile Experience

Fulfillment

Fundraising Thermometer

Enter Offline Donation








The design of the page is divided into two parts, the **Content Section** and the **Actions Section**. The **Content section** contains the items in the top half of the form and is your acknowledgement that your supporter has completed the form successfully (i.e. completed their donation, etc.)

The **Actions section** gives your supporter something to do, such as go to another page, follow you on various social media and sign up to receive emails or texts from you.

Content Section

Thanking your supporters should be done quickly and often. That starts with the Confirmation screen, where you can immediately thank them for their contributions. The Content section gives you that initial touch point and confirms their information, such as the donation amount, from the form.

Content

Title	Text Box	Show <input checked="" type="checkbox"/>
		 
Subtitle	Subtitle	Show <input checked="" type="checkbox"/>
		
Thank You Image	Image	Show <input checked="" type="checkbox"/>
		 
Message	Text	Show <input checked="" type="checkbox"/>
		 

[+ Add Element](#)

Title

The Title allows you to give a personal touch to your Confirmation page. By default it will say "Thanks, [first_name]!" in a cursive font for that personal flair. Like with all of the items on the Confirmation Page, you can hide this element with the Show/Hide switch.

You can also edit the Title.

×

Edit Element - Text Box

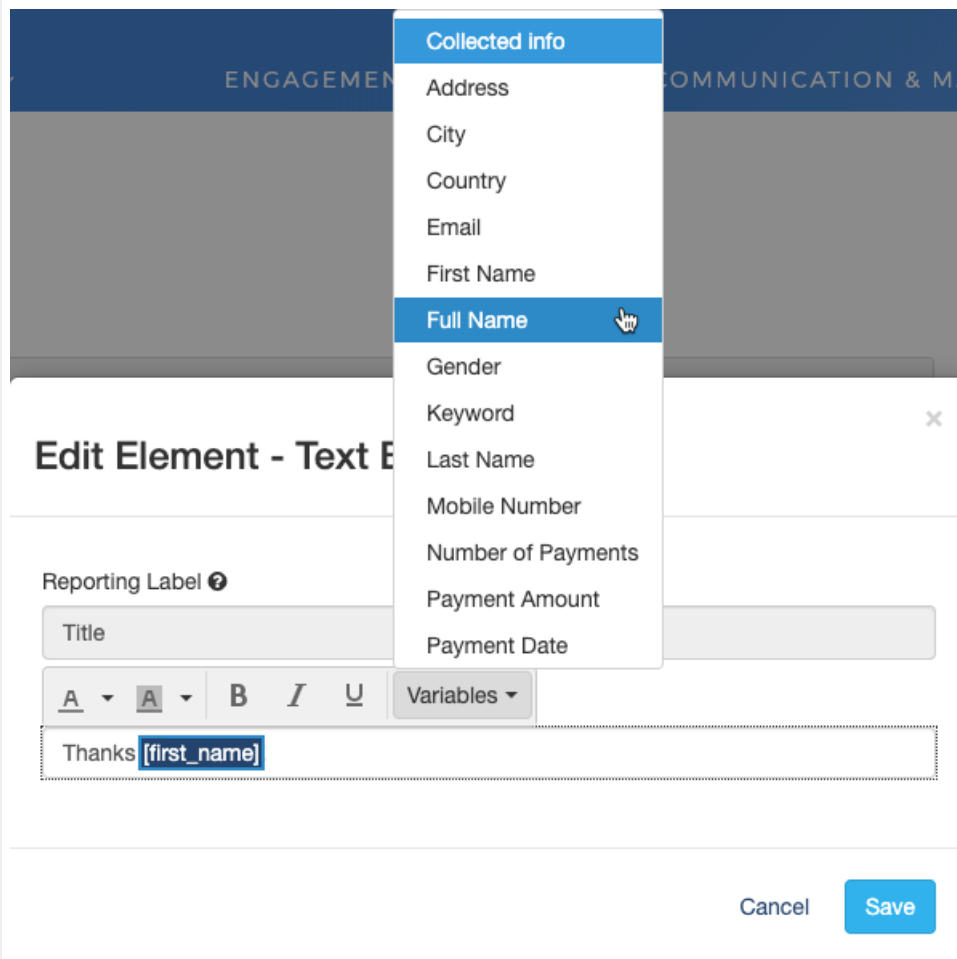
Reporting Label ⓘ

Content *

Cancel Save

The Content can be anything you like, so if you wish to be more formal and say "Thank You" vs. "Thanks" just edit the line. You can also change the color and style of the font.

It does allow for variables, so the standard collected information on the form will be available in the Variables list. It will not have additional/custom variables you may have added to your form.



The screenshot shows the 'Edit Element - Text Box' dialog with a 'Variables' dropdown menu open. The dropdown menu is titled 'Collected info' and lists the following variables: Address, City, Country, Email, First Name, Full Name (highlighted with a mouse cursor), Gender, Keyword, Last Name, Mobile Number, Number of Payments, Payment Amount, and Payment Date. The background shows the 'Content' field with 'Thanks [first_name]!' and the 'Reporting Label' field with 'Title'. The 'Variables' dropdown is located below the content field, and the 'Save' button is visible at the bottom right.

Subtitle

Payment forms (Donations, Tickets, Payment, etc.)

The Subtitle refers to the automated confirmation message about billing the credit card. This will automatically show the last four digits of the credit card and the amount that is billed.

Non-Payment forms (Surveys, Volunteer Sign Ups, etc.)

The Subtitle refers to the line that says "Thanks for your support! Your information has been saved." to indicate the completion of the non-payment form.

There is nothing editable on the Subtitle other than to Show or Hide this element.

Thank You Image


The Thank You Image gives a face to your thank you. You can let the supporter know with an image your thanks for their support. If you prefer not to use an image, you can use the Show/Hide switch to disable it.

Edit Element - Image ✕


Reporting Label ⓘ

Thank You Image

Image



Default Thank You Image
Size: 25.7 KB
Type: png

 [Update](#)

Cancel [Save](#)

If you edit the image, you can click on **Update** and upload your own image, then **Save** it.

Message

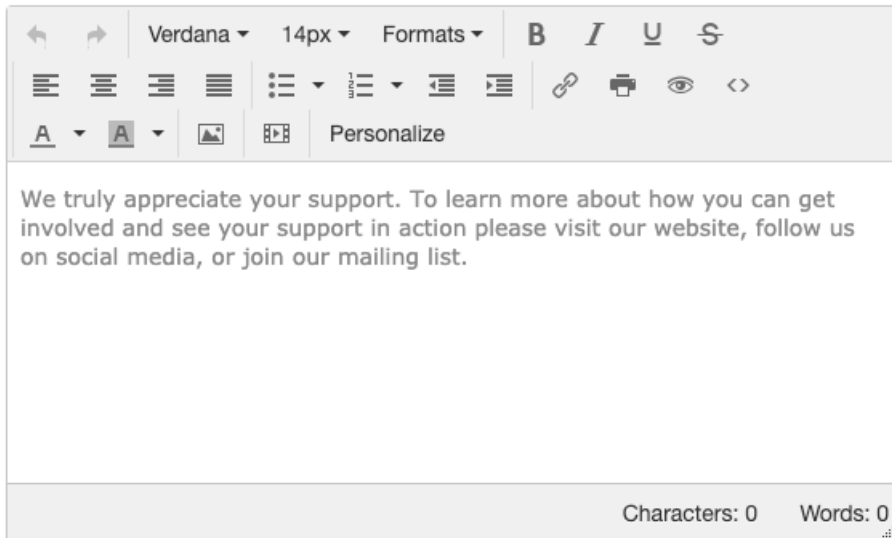
The Message Element is a standard Text Element, which means you can format it with the rich text editor to indent, make things bold, italic, change the font size, type color, etc.

Edit Element - Text

Reporting Label ⓘ

Message

Text Field Value *



The image shows a rich text editor interface. At the top, there are navigation arrows, a font dropdown set to 'Verdana', a font size dropdown set to '14px', and a 'Formats' dropdown. Below these are icons for bold (B), italic (I), underline (U), and strikethrough (ABC). The next row contains icons for bulleted list, numbered list, indent, and outdent, followed by link, unlink, print, and toggle visibility icons. The third row has a text color dropdown (A), a background color dropdown (A), an image icon, a table icon, and a 'Personalize' button. The main text area contains the text: 'We truly appreciate your support. To learn more about how you can get involved and see your support in action please visit our website, follow us on social media, or join our mailing list.' At the bottom right of the editor, it shows 'Characters: 0' and 'Words: 0'.

Cancel

Save

You can also click Personalize to add extra information to your content from the standard fields in your forms.

At this time, added form element items are not available in personalized messages on the Confirmation page.

Actions Section

Just because this is a Confirmation page of what your supporters have entered on the form, doesn't mean you can't provide them with action items. The Action section gives you four different options for your supporters to complete.

Actions

Primary Action Button

Button

Show



Secondary Action Button

Button

Show



Follow On Social Media

Show



Mailing List Subscription

Subscribers will be added to GIVEDIFFERENT keyword list

Show




[+ Add Element](#)

Primary Action Button

After your supporter completes their donation, you may want to send them to your organization's web page or ask them if they would also like to volunteer after they've completed their donation, etc. The Primary Action button allows this functionality by providing a personalized button (up to 20 characters) and the link to the new webpage.

Make sure to include the entire web address in the link box, including the [http://](#) or [https://](#)

Edit Element - Button ✕

Reporting Label 

Primary Action Button

Display Label

Next

20 character limit

4 / 20

Link

Redirect to this address on button click

Cancel

Save

If you use a Primary Action Button without a Secondary Action Button, the button will expand to

the width of the confirmation page. If you use both, they will be side by side.

Secondary Action Button

Do you want to give your supports a choice of action? Then add a Secondary Action Button. The Primary Action Button will fill the button with the Activity's main color, where the Secondary Action Button will use the color to outline a white button with the color.

Edit Element - Button ×

Reporting Label ⓘ

Secondary Action Button

Display Label

Call to Action

20 character limit

14 / 20

Link

Redirect to this address on button click

Cancel

Save

If you use a Secondary Action Button without a Primary Action Button, the button will expand to the width of the confirmation page. If you use both, they will be side by side.

Follow on Social Media

Gain followers on your preferred Social Media with the Follow on Social Media options. You have the choice to show links to your Facebook, Instagram, Twitter and YouTube channels.

You can enter the address here manually, or add them in the Shared Settings under account Settings so they will populate to all your Confirmation pages.

Follow on Social Media x

Reporting Label 

Follow on Social Media

Facebook Address

Show

<https://www.facebook.com/MobileCause/>

Instagram Address

Show

<https://www.instagram.com/mobilecause/>

Twitter Address

Show

<https://twitter.com/mobilecause>

YouTube Address

Show

<https://www.youtube.com/user/mobilecause>

Cancel

Save

If you don't have a presence on one of these Social Media channels, you can click on the Edit button and turn off any you do not use.

Mailing List Subscription

Depending on how your supporters reached your form, you may or may not have collected their mobile number or email address, and if you leave those as optional entries on the form (not generally recommended!), you may not have those contact points available. By enabling the Mailing List Subscription feature, you can not only make sure to collect either your supporters' Mobile number or Email, but you will have supporters explicitly opt in to receive messages from you, which will indicate supporters more enthusiastic about learning from and about you.

Note: When supporters use one of your Keywords to text into any of your forms, that number is already automatically added to the subscription list. And you can add email addresses to any of your lists at any time if they provide it. It is an implicit opt in concept.

The Mailing List Subscription option is explicit, so supporters directly opting in through this method are more likely to stay as a supporter.

