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Agenda

01   Types of Video Messages

02   Recording vs. Uploading

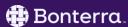03   Sending via Email vs. Text

Admin notes

- **Group Videos** can be sent to any Group or Saved Filter

- You can send **Personal Video Messages** by visiting a Contact's profile

- Send **Video Acknowledgments** via a donation record in the Giving tab

- Video messages can be **recorded in your software** using your computer's webcam or phone's camera

- You can also **upload any previously recorded videos** but be sure to save it as .mp4

- Video Messages **sent via email** allow you to set a subject line and prepare a message to accompany the video link

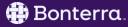- Video messages **sent via text** will allow you to prepare a text message that accompanies the video link.

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Types of Video Messages

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Recording vs. Uploading

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Sending via Email vs. Text

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Put it all together

Use these best practices in sending videos and improving engagement with your supporters!

- Don't put unnecessary pressure on yourself when recording a video message. Your supporters want to see you authentically!

- In most cases, record in the moment. Use uploaded videos for elevated messaging, such as those containing additional production elements

- Your supporters are more likely to watch videos sent via text message, so take full advantage of that communication type
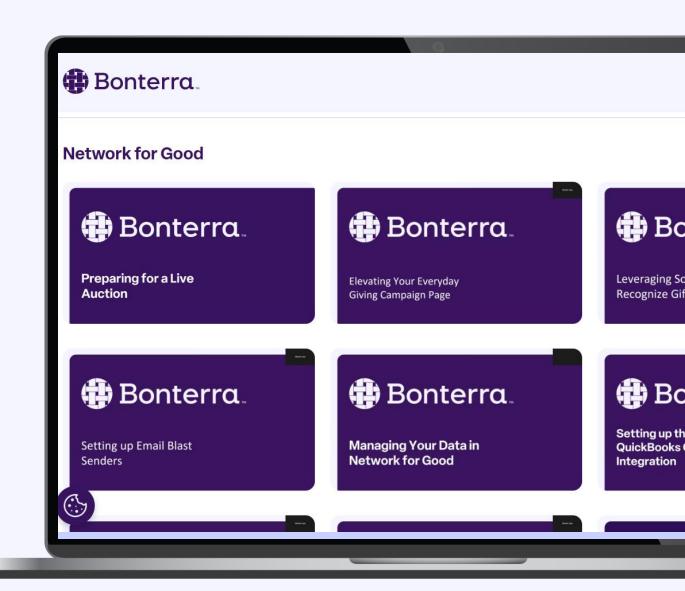

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Additional Resources

Bonterra Academy

- Live and recorded webinars available for all aspects of the software, including advanced topics

- Many offered weekly or bi-weekly on a variety of topics related to Network for Good

- Recordings are also available if the times don't work for you

- You can download the slide deck from the website as well

https://www.bonterratech.com/training/network-for-good

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Network for Good

Preparing for a Live Auction

Elevating Your Everyday Giving Campaign Page

Leveraging S... Recognize Gif...

Setting up Email Blast Senders

Managing Your Data in Network for Good

Setting up th... QuickBooks ... Integration

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What's Next?

NETWORK FOR GOOD · 22 MINS · FOR: USERS

Building Forms to Gain Insights About Your Community

Session Description: This advanced webinar will help you build confidence in using Forms and walk through creating an Email Signup Form.

Audience: All users

Register for this training

Building Forms to Gain Insights About Your Community Webinar Recording

Charles Case

Building Forms to Gain Insights About Your Community

22:50

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Register for your next session!

https://www.bonterratech.com/training/network-for-good/building-forms-to-gain-insights-about-your-community
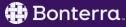
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Product Updates

- Monthly session to introduce you to new and upcoming product enhancements

- Plenty of time for Q&A regarding any updates (and general questions!)

Coaching Events

- Offered bi-weekly

- Tailored to nonprofit professionals

- Session led by Fundraising Coach on a specialized topic

- Product Expert will provide demo of how to best use coach's recommendations

Ask the Experts Events

- Monthly open Q&A session with product experts

- Can submit questions when registering or ask during the webinar

- Great place to go for a demo or to gain deeper understanding of a feature

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Customer Support

Mon-Fri | 8am – 7pm ET

View Guides and Help Articles

- First place you should go with questions
- Located in the Help tab in your software
- Search for any topic
- Massive library of guides, walkthroughs, and videos

In-App Messaging

- Great support for quick, technical questions
- Located in the bottom-right corner of your software
- Click on blue chat bubble
- Customer Support team will reply during business hours within 2-3 hours

Send an email

- Ideal for more complex product questions and to report software bugs
- success@networkforgood.com
- Customer Support team will reply within 2-3 days

Bonterra Support Channel

- Great for billing, account management, and sales questions
- https://bonterratech.com/support
- Submit the form and Customer Support will route your question to the correct team

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Questions?

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Thank you!

Once you leave the Zoom session, please consider providing feedback in the pop-up survey. We greatly appreciate it!

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