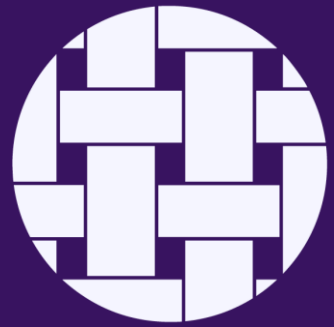


# Bonterra<sup>TM</sup>

**Network for Good  
Certification Exam  
Prep Class**



**Bonterra**<sup>TM</sup>

**Network for Good  
Certification Exam  
Prep Class**

# Agenda

01 Certification Exam 101

02 Accessing the Exam

03 Receiving the Badge

04 Q&A Part I

05 Recommended  
Refresher Trainings

06 Review of Key Concepts

07 Q&A Part II

# Certification Exam 101

# What is the NFG Certification Exam?

Our FREE Certification Program is designed to help Administrators master the features and capabilities in Network For Good that drive your organization towards achieving your goals.

This program is an excellent opportunity to level up your skills, get recognized for your expertise, and take your career to the next level.

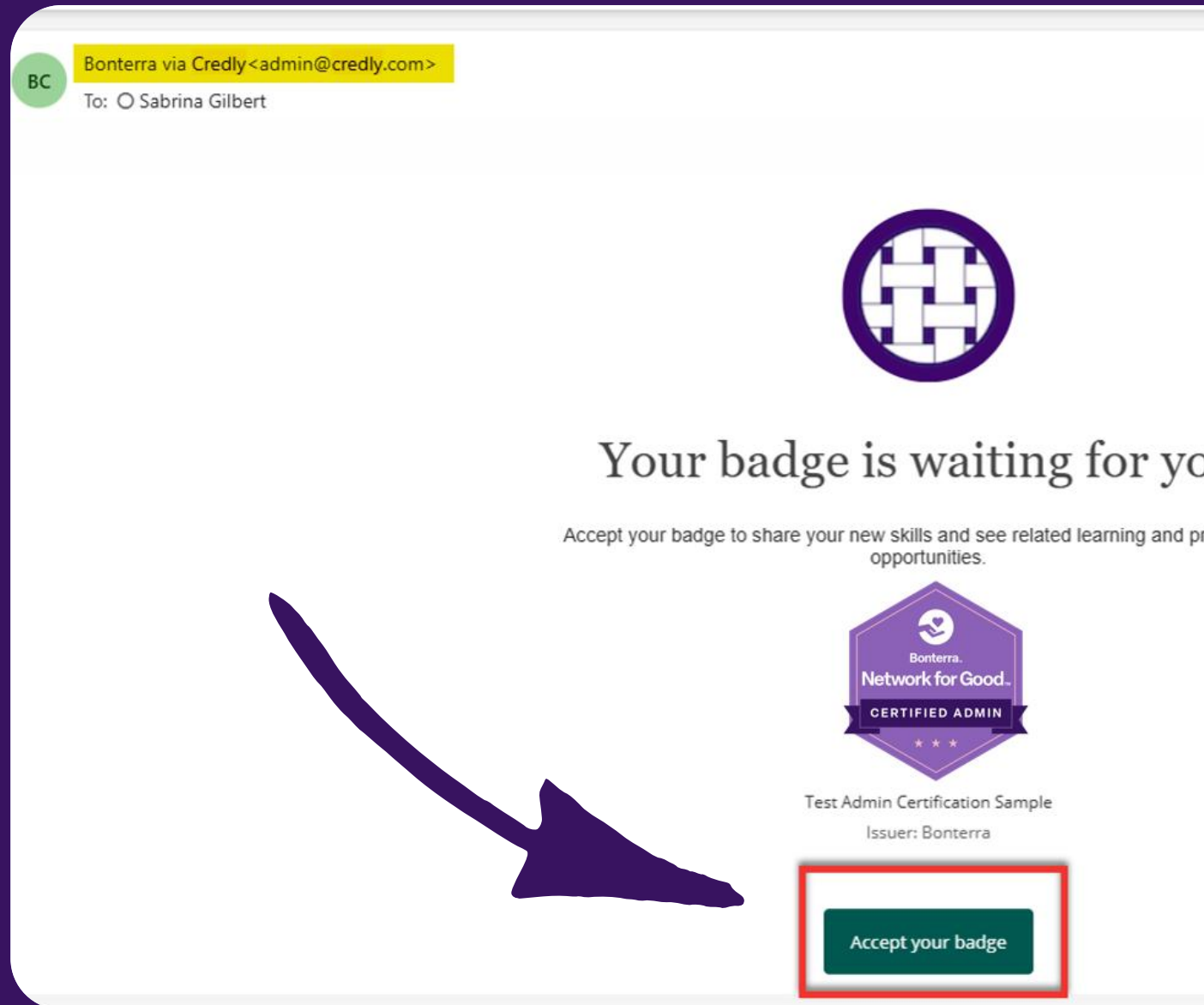
- Self-paced
- 50 multiple choice questions
- Must score at least a 90% to pass
- If you do not pass, there is a 7-day waiting period before taking again
- Can be taken up to *three* times
- Successful completion provides you with a special Certified Admin badge you can proudly share on LinkedIn, email signatures, etc...



# Accessing the Exam

# Receiving the Badge

Expect an  
email within 48  
hours from  
admin@credly  
.com to accept  
your badge!





## Re-Certification

- Administrators are expected to maintain their certification by completing a 5-10 question re-certification exam bi-annually
- Ensures you are staying up to date on new NFG features



Questions?

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# Recommended Refresher Trainings

# Trainings to Review

- [Getting Started with NFG as a New Admin](#)
- [Self-Importing Your Data Successfully](#)
- [Saying Thanks with Acknowledgments](#)

Admin Workflows

- [Creating Highly Effective Fundraising Pages](#)
- [Elevating Your Everyday Giving Page](#)
- [Setting up and Running an Event](#)
- [Setting up an Auction](#)

Fundraising Pages

- [Sending Email Blasts](#)
- [Elevating Your Email Blasts](#)
- [Building Forms to Gain Insights About Your Community](#)

Communications

- [Leveraging Your Data Via Filters](#)
- [Managing Your Data in Network for Good](#)

Filters & Exporting

- [Leveraging Soft Credits to Recognize Gift Influence](#)
- [Using Pledges to Track Gift Commitments](#)
- [Setting up the QuickBooks Online Integration](#)

Advanced Donor Management

# Review of Key Concepts

# Admin Workflows

These questions cover some of the basic functions of the software. We want to make sure you feel confident both in your usage and if you need to onboard new staff members!

- Login verification
- Admin levels
- Dashboard
- Ideas Portal
- Tasks
- Self-Importing Data
- Data Entry Requirements
- Custom Fields
- Deceased Functionality
- Offline Campaigns
- Acknowledgment Templates

# Fundraising Pages

These questions cover everything to do with Network for Good Fundraising Pages. It's so much more than just building your first donation page! Fundraising Pages ensure your critical campaigns are successful.

- Bonterra Payments
- Updating Donor Billing Information
- Sharing Your Fundraising Pages
- Everyday Giving Campaign Pages
  - Impact Statements
  - Donation Frequencies
  - Designations
  - Thank you message with receipt
- Peer-to-Peer Campaigns
- Events
  - Guests
  - Sponsorships
- Auctions
  - Items
  - Bidders

# Communications

These questions cover the communication features in Network for Good. Sending comms is one of the most important parts of donor stewardship, so you should feel comfortable with all types of communication.

- Merge Fields
- Email Blasts
  - Fundraising Email Gallery
  - Templates
  - Bounced & Unsubscribed Emails
  - Tracking Donations
- Video Messages
- Text Messages
- Direct Mail
- Forms
  - Creating a Contact
  - Field Types



# Filters & Exporting

These questions cover the reporting functionality in your software. Filters can be one of the more complicated concepts in NFG, so it's important you feel confident in building any lists or financial reports that your organization may need!

- Creating a Filter
  - Adding Conditions
  - Saving Filters
- Bulk Actions
- Groups
- Exporting Options

# Advanced Donor Management

These questions cover more advanced topics in Network for Good. This is functionality you might not have used yet, so be sure to build your understanding before taking the exam!

- Households
- Co-Donors
- Pledges
- Soft Credits
- QuickBooks Online Integration

## A little help from your friends...

There are three questions on the exam that cover basic information on three new releases in 2025:

- NCOA - National Change of Address
- Custom Keywords for Text Messages
- Volunteer Tracking



Questions?

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# Additional Resources

# Help Center Resources

- [Network for Good Certification Exam FAQ](#)
- [How to Access the Free NFG Certification Exam](#)
- [How to Accept Your Network for Good Certified Administrator Badge](#)
- [Bonterra Academy Training Webinars](#)
- [Bonterra Academy Self Signup Form](#)
- [Bonterra Academy LMS](#)



# 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>



## 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



# 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

## Send an email

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

## 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

## 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

# Thank you!

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

# Bonterra