

## Trees of Love FAQs

### **How does the interactive Tree of Love page work?**

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The tree will fill with decorations with every donation. To select an item, write a message, and donate:

- Enter the website address, [holyokehealth.com/TOL](http://holyokehealth.com/TOL) in your internet browser and select the image of the tree.
- Click the 'Donate' button (top right of page) and choose the item you'd like to add to the tree. Another way to begin is to select a ghosted (grayed out) item on the tree.
- Once you've decided on a decoration, click the item and then click the 'Select & Donate' button.
- Next, write a personal message (optional), upload a photo (optional), and choose how much you'd like to give.
- After completing a short donation form (all major credit/debit cards accepted), your item and message will instantly appear on the page.

### **Can I donate without revealing a decoration?**

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Yes, if you do not wish to reveal an item on the tree, click 'Donate without revealing an item' directly from the Donate button. You will still have the option to leave a message on the page, and you can donate any amount you wish.

### **How much should I give?**

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Each decoration requires a minimum donation in order to be revealed - this will be stated when the item is selected.

### **Can an acknowledgment of my gift(s) be sent to someone?**

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Yes, we're happy to send acknowledgments. During the checkout process there are three questions to complete if you'd like an acknowledgment mailed to someone. Be sure to include the name and address of the person you'd like to be notified of your generosity. Your gift amount will not be included.

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### **How can I share my donation on social media?**

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Click the share icon in your individual message and automatically share on your social media channels. The best way to share by email is to click the 'Web Address' share button and copy and paste the link provided into a new email.

### **I can't find my personal message on the page. Where is it?**

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Use the search button (magnifying glass icon) to find a name or word you left in your message. Also, you can use the link included in your email receipt.

### **I've made a spelling mistake. Can I edit my personal message?**

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Yes, there is a link in your email receipt which will allow you to modify your message within 7 days of your contribution.

### **Can I create my own page to support Holyoke Medical Center?**

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Yes, you can create your own visual fundraising page to support Holyoke Medical Center (HMC). You can use any template from the Visufund library to fundraise for HMC. A supporter account can be created and is completely free. For more information on creating your own supporter page, visit <https://visufund.com>.