

VIRTUAL FOOD DRIVE FREQUENTLY ASKED QUESTIONS



ALAMEDA COUNTY
COMMUNITY
FOOD BANK

How can I edit my VFD?

1. If you want to change your VFD's name, goal amount, or end date, select "EDIT" under "STEP 2: Manage your drive".
2. To change your "start date," please email devops@accfb.org and we will be happy to assist you!

How can I re-open my old VFD?

1. Visit the VFD Home Page (www.vfd-accfb.org) and click the Group Coordinator Login button to log in to your account.
2. Update any fields under Step 1 as necessary and select "SAVE."
3. Complete STEP 2 to create your new VFD with an updated name, start & end dates, and monetary goal for your team. Please note you must complete this step to start your new VFD.

I would like to reopen a VFD but I am a new coordinator. What do I do?

We'll be happy to assist you! Please call us at **510-635-3663, ext. 111** or email devops@accfb.org. We will reset your login information and answer any other questions you may have.

I would like to donate food instead of money. Can I still do that?

Because of safety reasons and resource restrictions, we are unfortunately unable to accept traditional food drive contributions – either in barrels or self-collected – for the foreseeable future. Please note, we can accept large-scale food donations. Learn more at www.accfb.org/give/donatefood.

What are the best practices for a successful VFD?

Be sure to check out our **VFD Resource Page** (www.accfb.org/vfd-resource) for tips and information on how to meet (and exceed!) your team's goal.

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I can't find my group name on the pull-down menu?

Groups names ONLY appear on the pull-down menu starting on your drive start date. If you would like your drive to appear sooner, please adjust your state date to the date you would like it to appear.

NOTE: Your drive URL will be accessible as soon as your drive is approved via automated email from vfd@accfb.org.

How can I reset my password?

All passwords are auto-generated and can not be personalized. If you need to retrieve your password click the "Forgot my Password" link on the Coordinator login and it will be re-sent to you.

How can I make an off-line donation?

Please mail checks to:

ACCFB
Attn: Development Department
PO BOX 2599
Oakland, CA 94614

Please write in your VFD group name in the memo line of the check.

Please note: off-line donations will be reflected in the final drive thank you letter but will not be reflected on the online total.

The total on my drive doesn't seem correct. Can you help?

All offline donations will be reflected in the final drive thank you letter but will not be reflected on the online total. We apologize but our system is not able to reflect offline gifts on the VFD Home Page.

I gave online but our coordinator does not see my gift in our drive

Please forward your email acknowledgement to devops@accfb.org for additional assistance.

I am the VFD Coordinator – can I get a list of all donors to my drive and their donation amounts

- Coordinators can see all donor names who choose to share their donation information by selecting the plus (+) sign on the Manage Group homepage.
- Donor who choose to give anonymously will be listed as such.
- **Please note:** we do not share individual donation amounts for confidentiality reasons.

Can I customize the page more?

The logo functional area is the only customizable space on the VFD. Please follow the image Page 2 guidelines in order for the logo to display correctly.