Q: Will gifts to any fund on #GivingTuesdayNow count for u.care?

A: YES! All gifts, starting on April 15, will be counted for u.care no matter where the fund is designated.

Q: What is the timeline for u.care?

A: u.care officially begins on May 13 at 6 a.m. and ends on May 14 at 2 p.m. PDT. We are counting “early gifts” from now until the kickoff of u.care on May 14. The site counter and buttons will stop on May 15 at 2 p.m. At that time, the content will change to a thank you and include the information that gifts will still count through Sunday, May 16 at midnight. The last email on May 14 will also include that message.

Q: How are “early gifts” counted?

A: All gifts will be backloaded to the u.care site, so by May 13, the counter will include early gifts.

Q: During u.care, will gifts to other funds be counted?

A: Yes, gifts made to any UC San Diego fund will be accounted for in the overall u.care total.

Q: Will early gifts be tracked for ambassadors?

A: Yes, gifts made before 6 a.m. on May 13 can be “counted” or recorded for an individual ambassador. This will happen after the early gifts backload to the u.care site and may not appear on ambassador dashboards until May 14.

Q: How can early gifts be tracked on ambassadors’ dashboards?

A: For an individual ambassador’s dashboard to include gifts that were made before 6 a.m. on May 13, they should email the donor name, donor email address, gift amount, and gift fund to Geraldine Chau at gechau@ucsd.edu. This needs to be done by May 13.

Q: How do you track the social media posts and u.care videos?

A: All posts and videos on social media using the #UCSDCares will be aggregated onto the u.care platform.
Q: I don’t see the email tracking on my ambassador page. Is it broken?
A: No. After you send an email from the ambassador page and someone clicks on the link the email tracking icon and counter will be enabled and live on your dashboard. It is hidden until someone clicks on the link from your email.

Q: I missed the u.care ambassador training. Is there a link?
A: Yes! The link below will also be available on the ambassador tool kit along with how-to guides. An email will go out to all ambassadors shortly with the tool kit link and the recording. https://transcripts.gotomeeting.com/#/s/e59b56eddb8e163aa636bf2dfe0013ced5b4c7854f5927f97dd45276a5c82ae

Q: Where do I go to download icons, images, graphics, etc. Basically, how do I access the Day of Caring Marketing Toolkit?
A: https://campaign.ucsd.edu/giving-day-toolkit/

Q: How do I access the ambassador tool kit, dashboard, and make posts on social media or send emails?
A: Check out the how-to guides in the attachments.

Q: What if I have other questions regarding u.care?
A: Check out the u.care FAQ page on the website, here.