

Giffordslist Frequently Asked Questions

How do I register?

It's very easy just visit this tutorial on how to create an account:

http://www.iwastenotsystems.com/tutorials/create_account_org_accts.pdf

How can I find out if my company or organization is already registered?

Go to the "Members" section on the left hand side of the website

Click on "Create an Account" Scroll through the "I am an employee of" choices. If you see your company or organization, click on your company. You will then create your own personal account within your company.

If you do not see your company or organization, create an account by clicking

"Create a new company Profile"

How do I get my password?

A temporary password will be sent to the email address you provided. Be sure you check your junk/spam folders if you don't see an email from the administrator. Also, if you don't receive a password within 24 hours make sure you email the administrator at lmclung@giffordfd.org.

How do I change my temporary password?

Once you login, go to the "Members" section on the left hand side of the website

Click on "My Account" once prompted to that page, click on "Change my password" below your profile information. Follow the directions to change your password.

What if I forget my password?

Go to the "Members" section on the left hand side of the website click on "Login" underneath the login area you will see:

If you've lost your password or are having trouble: [Account Help](#) (click here)

You can always email the administrator for this information lmclung@giffordfd.org.

How do I record an exchange?

Once an exchange happens it is important to delete your posted item.

After you login, go to the “Members” section on the left hand side of the website, click on “My Company” click the “Listing” tab and you will see all the items your company has posted. Find the listing you want to delete and click “delete” located on the right hand side of that listing. It will bring you to a page that says:

I am removing my listing because. ..

You have two options:

- Reason: *I made a **successful exchange**.*
 I am removing my listing for other reasons.

Click on the “I made a successful exchange.”

The website will send you to a page where you can record who the exchange was with.

Who can register under a “company” account?

There is no limit to the number of members within an account but the first person to create the company account will be the primary contact for that company.

You can change the primary contact at any time. After you login, go to the “Members” section on the left hand side of the website; click on “My Company” once on this page click on “Edit Company Profile” at the bottom of the screen, select the member who will be the new primary contact.

Can individuals register?

Currently the system is setup so a company account must first be created. Because of this individuals should create a company and use their first and last name for the company name.

After the company account is created, you can create your account within your company.

Do I have to pay to register?

No, this service is free.

Do postings have to be free?

No, in addition to offering items for free you can also assign a dollar amount. Also, you might consider a trade of service/product instead of a dollar amount.

Can I post a question to the non-profit community on Giffordlist?

Yes, if there is a question you would like the non-profit community to give feedback on just post it as a “want”.

How do I post an item?

It’s very easy just visit this tutorial on how to post a “want” “available” and “events”

http://www.iwastenotystems.com/tutorials/post_a_listing_org_accts.pdf

How do I post an event?

Follow this tutorial.

http://www.iwastenotystems.com/tutorials/post_a_listing_org_accts.pdf

Please note it is very important to include the date of the event in the title. The event will be automatically deleted after the date of the event.

Do my listings expire?

For “Wants” and/or “Available” postings, the listing will expire 90 days after you post it.

For an “Event” posting, the listing will automatically expire after the event date.

Is this only for Onondaga County?

No, currently we are open to all of Central New York. You can search by counties.

County

What happens if I am unhappy with an exchange?

The Gifford Foundation is providing the tool for non-profits, companies, and individuals to connect and share resources on a one to one basis. Gifford is not responsible for what happens after an exchange takes place.

What happens if I think there is an inappropriate listing?

Once you have clicked on a listing, under that listing there are some options.

Click on the option “Ask administrator to review this listing.”



How can I change or suggest a category?

Email the administrator at lmclung@giffordfd.org

How do I tell a friend about this site?

At the upper right hand corner of the site, click on “Tell a Friend.” Once that page is open, type in the email of your friend in the appropriate field. Your friend will receive an email that explains the site.

I have a large staff and would like them to learn more. Can you help me introduce this to my staff?

We are happy to do a short presentation to your organization/company. Just email the administrator at lmclung@giffordfd.org and she will set up a time that works for your group.

Can I get alerts to notify me when current items are posted?

Yes, after you login, go to the “Members” section on the left hand side of the website; click on “My Account.” Once that page is open, click on the “Alerts” tab on the top of the page. Click on “Add an Alert” on the right hand side of the website, choose the category you are interested in. You can choose more than one. You will receive an email whenever this category is posted.