



DAF Direct Technical FAQs

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Getting DAF Direct

1. What versions of DAF Direct are available to us?

Nonprofit organizations can incorporate DAF Direct in two ways: The DAF Direct Widget and the DAF Direct Link.

2. What types of nonprofits are eligible to register for DAF Direct?

IRS-qualified public charities in good standing that are described in Section 501(c)(3) and 509(a)(1), (a)(2) or (a)(3) of the Internal Revenue Code and private operating foundations as described in Section 4942(j)(3).

Non-functionally Integrated Type III Supporting Organizations and Private Non-Operating Foundations are not eligible to register for DAF Direct.

3. Am I qualified to register and get the DAF Direct code?

Any authorized representative of the nonprofit may register and get the code, although it will be helpful if you are somehow involved in the maintenance and/or production of your organization's website.

4. I have (or someone else at my nonprofit has) already registered for a DAF Direct code. Can someone else at my nonprofit also register?

Yes, each time a nonprofit obtains a DAF Direct code its representative will simply need to fill out the registration information.

5. Why do I have to register for DAF Direct before I can get the code?

An important part of the registration process is to understand and agree to our User Agreement. Registration also allows us to maintain a record of authorized downloads and appropriate contact information.

6. Why do you need my homepage URL?

This allows us to include domain information in our record of authorized code downloads.

7. What if I don't have a Tax Identification Number?

Nonprofits must be recognized by the IRS as 501(c)(3) public charities and must have an Employer Identification Number (EIN), also known as a Tax Identification Number (TIN) in order to use the DAF Direct tool.

8. What if my Tax Identification Number does not return results?

If you represent an otherwise eligible nonprofit (Please see Question 1 for a definition) that has a Tax Identification Number, but do not find your nonprofit on the search results, please contact dafdirect@fmr.com.

9. What if my nonprofit organization's name or address does not match the search results?

DAF Direct only stores the primary name and address associated with an eligible nonprofit's Tax Identification Number. If your organization's primary name or primary address is incorrect, please contact dafdirect@fmr.com.

10. What if my nonprofit organization has multiple locations and I only want DAF Direct for a location other than the primary address?

DAF Direct only supports the primary name and primary address of each Tax Identification Number. Donors can use the "Designation" field to specify that a grant should go to a secondary location.

Placing DAF Direct

11. Can I test this tool before we go live?

Yes, you can test in a non-public URL off your website or your website's test environment.

12. What if there's a sponsoring organization I don't want to include in the dropdown?

At this time, DAF Direct does not allow nonprofits to customize which sponsoring organizations appear in the DAF Direct tool.

13. What if my website uses secure hypertext transfer protocol (https)?

The DAF Direct code provided for you to cut and paste from dafdirect.org (at the end of the 'Get the Widget' workflow) includes a source URL. If your website (or the page on which you are placing DAF Direct) uses https, simply update the Source URL from

<<SRC = <http://dafdirect.fmr.com/ddirect/dafdirect4.js>>> to

<<SRC = <https://dafdirect.fmr.com/ddirect/dafdirect4.js>>>

14. The tool does not work with certain web browsers.

The tool is compatible with all versions of Chrome, Firefox, and Safari, and Internet Explorer versions 8 and higher. If you are still having issues, please email DAFDirect@fmr.com.

15. The DAF Direct code does not render properly in some browsers (i.e. Chrome). What can I do to address this?

Check to see whether the website into which you are pasting the DAF Direct code uses Hypertext Transfer Protocol Secure (HTTPS). If so, you will need to update the Source URL from the default provided by dafdirect.org. Simply update the Source URL from

<<SRC = [<http://dafdirect.fmr.com/ddirect/dafdirect4.js>](http://dafdirect.fmr.com/ddirect/dafdirect4.js)>>

to

<<SRC = [<https://dafdirect.fmr.com/ddirect/dafdirect4.js>](https://dafdirect.fmr.com/ddirect/dafdirect4.js)>>

16. I would like the HTML code and not JavaScript tool.

We do not have an HTML only version of the code. The same code is Javascript that can be placed inside HTML.

17. What if my website is not JavaScript friendly?

Your website must be JavaScript friendly in order to use the tool.

18. Where in the HTML code should I put the tool?

Depending upon your layout location, you can place the tool anywhere within the HTML code.

19. Can I see the HTML that will appear on my website?

The following code is a **SAMPLE ONLY code** that you can use to see how the tool will appear on your website. Please keep in mind that you will need to download a unique code from www.dafdirect.org if you decide to place the tool on your website.

```
<html>
<head>
<title>dafdirect-widget</title>
<metahttp-equiv="Content-Type"content="text/html; charset=ISO-8859-1">
</head>
<body>
<scripttype="text/javascript">_dafdirect_hide_button=?yes?;_dafdirect_settings="
xxxxxxxxx _2000_
xxxxxxxxxxxxxxxxxxxxxxxx " </script><scripttype="text/javascript"src="http://dafdirect.org
/ddirect/dafdirect4.js"></script>
</body>
</html>
```

20. What if I'm having trouble with Sitecore?

You must enable JavaScript.

21. Do you have any suggestions for incompatible WordPress sites?

JavaScript is WordPress friendly. Please see WordPress' [documentation](http://codex.wordpress.org/Using_Javascript) for more information.

22. I cannot place the tool on a site that uses Blackbaud.

For custom Javascript in Blackbaud, please refer to Blackbaud's documentation here:
<https://www.blackbaud.com/files/support/guides/infinitydevguide/Subsystems/webshell-custom-ui-model/Content/WebShell/CreatingJavaScriptfor.htm>

23. I cannot place the tool on a site that uses Drupal.

For custom Javascript in Drupal, please refer to Drupal's documentation here:
<https://drupal.org/node/304255>

24. How can I test that DAF Direct works once I implement the tool?

DAF Direct does not support a test environment for grant recommendation functionality. We piloted the DAF Direct tool in order to identify and fix issues. If you experience any problems with the tool, please contact dafdirect@fmr.com.

Using DAF Direct

25. I am using Twitter Bootstrap and I am having an issue seeing the tool or parts of the tool.

Twitter Bootstrap has all-inclusive CSS code. Any CSS that interferes with forms should be removed from the page with the DAF Direct tool. In some cases, this code has a "display: none;" set-up for parts of a form. This code would need to be removed from the tool page.

26. I can't see the NEXT or SUBMIT button on my tool.

There are a number of factors that can cause this issue. Either another area of your website is overlaying the bottom of the tool or the page is blocking the button from showing. Either one is a CSS (cascading style sheets) issue that requires technical knowledge. If you are unfamiliar with CSS, please contact DAFDirect@fmr.com.

27. The tool is distorted.

There are a number of possible causes for this problem related to CSS (cascading style sheets). Adding `<style> #dafdirectdiv { width:300px !important; } </style>` before `<script type="text/javascript">_dafdirect_settings=` in the source code tends to alleviate the issue. If you are still having problems, please contact DAFDirect@fmr.com.

28. How can I include the DAF Direct Widget in a payment flow or otherwise customize the code?

Once you have registered and completed the necessary selections to get your code, there is a link to the DAF Direct User Guide. Within this guide, there is a section titled "Making the Most of DAF Direct" that will explain how to customize the code for payment flow integration and use in an HTML email fundraising campaign.

29. What if another sponsoring organization joins DAF Direct after I get my code?

DAF Direct will maintain the list of sponsoring organizations, so each time one is added or removed, the DAF Direct tool on your nonprofit's website will also be updated.

30. Where do I go if I still need further assistance?

Please email us at DAFDirect@fmr.com and a representative will get back to you soon.