

TechSoup Tour: How to Access Donations, Discounts, and Resources

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Slide 1: TechSoup Tour: How to Access Donations, Discounts, and Resources

LaCheka: Good morning. Thank you so much for joining us for today's webinar and tour of TechSoup.org. We are excited to share how your nonprofit can get access to TechSoup's donations, discounts, and additional resources.

Slide 2: Presenters

And so I am your host, LaCheka Phillips. And I am an Associate Program Manager for a program here called NGOsource. What I do is I help U.S. grantmakers streamline their international philanthropy. When I am not helping out with the NGOsource team, I assist the marketing team with managing webinars.

So today I have joining me Daphne Lagios. She is an Account Management Specialist here at TechSoup. And assisting with chat, and you may have seen a message from Sima already, she is the Online Producer for all of the webinars here at TechSoup. So you are in the company of great people and we know that we are as well.

Slide 3: Using ReadyTalk

So before we get started I want to make sure that everyone is comfortable using ReadyTalk. This may be your first time, and this is the platform that we use for our webinars. So I want to let you know that every caller and call is muted. So if you have questions, simply use the chat box that's in the bottom left-hand corner of your screen. And if for some reason you lose your Internet connection, feel free to use the same link that you used to join with us right now.

Also, for upcoming webinars you can go to TechSoup.org and click on Resources, and then Webinars, so that you can see all of our upcoming webinars. And just so you know, once this is complete you will receive an email with today's presentation, the recording, and there is a handout which I hope you received in the reminder email, but that will be emailed to you as well.

If you are social we would love for you to connect with us on Twitter, @TechSoup, or hashtag #tswebinars.

Slide 4: The Need is Global — And So Are We

So for some of you who are new to TechSoup, and this is your first time joining, again, welcome, welcome, welcome. Our mission is to build a dynamic bridge that enables social change agents like you to gain effective access to all of the resources that you need to create solutions for good. And we provide and facilitates donation programs in all of the blue areas on the map before you. So that is well over 230 countries and territories. And we are helping over a million organizations.

We are doing all of that outside of our San Francisco office. And we want to know where you are joining from. So now

is actually a great time to try out our chat box, and let us know where you are joining from. Where is your nonprofit?

Now I want to mention, as people are sharing where they are joining from, you will not be able to see their locations, but I will share. That is our way of keeping you all, and keeping us engaged. And you all are joining from all over the place. I see Florida, New York, Lebanon. I see Pittsburgh, and Alexandria. This is amazing. Thank you so much. We know that you could be doing so many other things for your nonprofit, but you chose to be here. So today we want to show you TechSoup, and how to get all of our donations and products.

Slide 5: Corporate Partners

And so as you know that your nonprofit can access all of these donation programs from our website. And we are going to be talking more about that. Daphne is going to join us in just a second. And we will have time for Q&A, but feel free to ask questions throughout the webinar. We will be taking your questions.

Slide 6: TechSoup Tour: How to Access Donations, discounts, and Resources

So without further ado, I want to turn it over to Daphne who is going to demo how to access these programs, and where do you go on the website to find the different resources that you need, and what do certain admin fees mean, and why this. So Daphne is going to lead us, so take it away.

Demo: TechSoup Home Page

Daphne: Okay. Thank you so much LaCheka and Sima for inviting me here today. I'm very lucky where I have the opportunity to speak to members individually on the phone. I work in the call center, but it is wonderful to be able to reach out to a larger group.

So, my goal here today will be a couple things. One of them is I just wanted to walk you through the catalog, how to find what you're looking for, how to find the information that you need on our website, so that you can kind of self-serve. If you are doing this Saturday night at 10 o'clock at night after dinner, then you can find all the information you need on the website.

So I'll be talking a little bit about software which is what I think we are probably most famous for. And then I will talk about some of the hardware options. And then we will talk about some of the services we provide to help organizations like yours use the technology, and best incorporate it into your work.

Demo: Product Catalog

So just starting out with our webpage, we have the Product Catalog link at the very top of the page. And what I am going to do is I'm going to use one of our new products. It is called Zoner, and it is a photo editing document. I'm just going to use that as an example as we kind of walk through. So there are different ways to search in our product catalog. You can do it by Donor or Company which will bring up the entire list of our donors. Or you can do it by Category. I am actually going to show the Category first.

So if you are a nonprofit and you know that we really need help with Donor and Grants Management, this is where you would go. It would contain all of those donor products within that category. So this can be a really good way to help you plan out what you need.

Then for each one of our donors we do have individual donor pages. We would be going all the way down to the bottom to Zoner, and click on the link. And so Zoner is one of our newer products that we are very excited about. And while this opens up — okay, good it's open. So this brings you to the Zoner donation program.

For each one of our donors we do have this page which will include the donations on the left, and also, there will be a Details tab. This is where you can get general information about the product and about this donor program. So when you go to this one, you see okay, we have DETAILS. This one is "image editing software." You'll have information about the "Eligibility and Restrictions." And you'll see organizations "may receive an unlimited number of... products," so you have that information there in the details.

Now let's say you already know that yes, this is what you want. You'll see this little thumbnail will give you the name, the product number, and of the admin fee. I'm just going to hover over it and click on the VIEW DETAILS to bring this up.

Now we really try to put as much information on this product page. That is how we refer to each one of these in our online catalog. So I just want to point out what kind of information is here. Each one of our product pages is the same. So you kind of get used to, this is where I look for this, and this is where I look for this.

So you'll see what this is. This is a 1-year subscription. On this page it will give you the Platform is for windows; Format, download. All of our software will be digital download. You also have the Product ID number. You'll see yes, it is "Available."

Now the "Admin Fee," this tends to be a question that comes up quite often. And what this is, is this is just going to be the cost of the product. These are all donated products thanks to the generosity of our donor partners. The admin fee is what TechSoup charges to be able to continue managing and facilitating their donation programs. We are a nonprofit ourselves. We need to keep the lights on, and the dogs fed, so that's why we do have an administrative fee. But of course, we try to keep it as low as possible to make these products as accessible as possible.

Going down a little bit more, you will have a "description," so then you can read a little bit more about what this product will do, and if it is something that meets your needs. The middle tab here brings you to the "Subscription Details." Since this is a subscription, this will give the information like okay, what happens after this year? And then you see okay, "You may renew your subscription by requesting another product through TechSoup each year." So that will give you information about that. And then over here are the "Rules, Eligibility, and Restrictions." And it will give you information about which organizations are able to receive donations.

Now, just to clarify, all of you folks are 501(c)(3) nonprofits. That is what you need to be to be members of TechSoup. But then our donors then make decisions about who they want to be donating particularly to. So that is where you will sometimes come up with that you will find that, "Oh, but this product isn't available for my organization." We do try to find — our donor partners have lots of different eligibility rules, and we always try to find something for someone. And that is something that if you run up against, you can always give us a call at Customer Service, and we can kind of walk you through that process to see if there is something there that you could use.

So this is just an example of our software. We have many, many, many different options, so I encourage you to just kind of play around with our site, and see what we have in terms of that.

Demo: Refurbished Computer Initiative

Now although we are probably best known for software, we do offer great deals on hardware. So I am going to start out by, I'm just going to go to this here. This is our Refurbished Computer Initiative. You can also find it by the Hardware link at the top of the page. What we do here is we work with a number of different refurbishers. These computers are donated from the corporate world to them. They make sure everything is copacetic, up and running, and they provide them at discounted prices through TechSoup to you. So this can be a really great way when you are needing, you might be opening up a new branch, or you are needing some hardware, this is where you would go.

Now each one of these, once again, I'm just going open up this one just to kind of give you a little eyeball of this. Once again, just like that Zoner page that we looked at, this product page will give you all the information you need; Platform: Windows; the administrative fee, and so that is an all-in fee. Shipping is included. You go down and you get the

Specifications and the Description. And then it will go all the way down to the bottom with information about obtaining this product.

So we are very excited to work with these refurbishers. They do really great work. These are computers that would be going into the landfill, but they aren't. They are being refurbished, and then being used by nonprofits like yourselves.

Demo: New Hardware

If you are more interested in new hardware, this is one of our newer programs. It is Lenovo Discount Program. And what this is, is it's an affinity program. And I'm just going to pop this open really quick. And what this is, is you pay, or the organization pays a small fee and then you have access to discounted rates. So this one, administrative fee, \$10. And this provides you a 1-year membership. And for that 1-year membership, we scroll down and it gives you access to a discounted product catalog. And so down here it shows okay, "you can save up to 25% on Lenovo products."

We also have a Dell program, a Dell affinity program, a similar very generous, this can be a way for your nonprofit to then be able to kind of beef up what you need in terms of your hardware, and to take care of that.

Now I do want to, we do also get many, many — I'm just going to actually stay on this page. So we do know that technology is hard. So you come here. You get your discounted software. You got your discounted hardware. But then, most nonprofits don't have the access to an in-house tech team. So then what we are able to do is, and what we have been working on is developing services to help you best utilize and make decisions about your technology. So I'm going to talk a little bit about that now. And let me just go back to here.

Demo: Services

And what we're going to do is we are going to move on to — okay. So this is a fairly new program for us. So we have more and more organizations that are moving to the cloud, Office 365, Azure. And it's confusing. It is a hard thing to do. So what we have actually developed is a special team here that can help your organization make the decision that you need, and kind of walk you through this entire process. So if you go to any of our kind of Office 365 or Business 365 product pages, it will lead you to this intake form. And what you're going to do with this form is you get on to select what information you are most interested in getting. And you get to fill out some information about your organization. And what happens is we have someone on, we have one of our training folks give you a call, reach out to you, and work with you to be able to best figure out how to get into your cloud services. So this is one of our newest services. We are very, very excited about this.

And then next we are going to talk about some other services we have, and this came out of questions from our members where they wanted information about how can we use the technology? We need to help being able to do this. So that's where this came up.

So this will give you some information on the left-hand side. You'll see that we have a program. It is a Managed IT. This is a comprehensive program where you can set up some tech support for your organization. They can help you with planning, with implementation, with what you need. And that means that you can stay focused on the mission, and not have to worry so much about technology.

We also have a Help Desk. Now, how many of us have been stumped by a printer or something with a hardware that just isn't working? This is where the Help Desk can come into play. This is a way you can reach out to us, you can get a help for just kind of one-off issues. And we will — it's the same kind of intake form. We get back to you as soon as we can and solve your problem, so then you can continue to do the work that you need to do.

The third one over is Consultant Connection. And this is another one that we are very excited about in terms of building community. We know that there are many, many consultants in the community who are more than willing to help with nonprofits. And so what this is, is this is going to be a database that you can search. You can search by location. You can search by your organization type. You can search by what you need. What it provides you with is a list of

consultants that have been vetted. And then you will be able to reach out and connect with them directly, and get the support that you need. Besides software and hardware, one of the things that we are all about here at TechSoup is building community, and this is one of the ways that we've been trying to do this.

And then finally, the last thing I wanted to say is for all of your DIY'ers out there, we do offer lots and lots of resources that will empower you to be able to make decisions, and use, and implement the software. So at this point I am going to hand this over to LaCheka who can share a little bit more about some of these wonderful learning opportunities through TechSoup.

LaCheka: Thank you so much Daphne. So as you can see that TechSoup is not just the affordable software company. We want you to rely on us also, for the training that you need to be able to use the different software and programs that we offer. We have — so as you can see, I am looking at this slide here before you, E-Learning. That is just another Way that TechSoup is showing that we care, and we want our nonprofits to be in the know about how to use certain products, and how to use certain technology.

Demo: TechSoup Courses

So the TechSoup Courses is a learning management platform where we work with nonprofits and library experts to provide online, so and on demand educational content. So we offer short videos. There are some quizzes, and self assessments, downloadable checklists, activities, certifications, and more.

And so despite what you may think , or have heard, because I did talk to some nonprofits, and they were under the impression that the e-learning courses, that are fee-based. And I actually spoke with the manager of that department, and that is not true. If you go to the website now — and we'll put the link up in just a few — you will see that a majority of those e-learning courses are free. I'll repeat that. Most of the e-learning courses are free. And so we'll put the link up. You can go check out what is already available. And I found out that they are putting up courses every single month. So you want to check that out.

I do want to mention that if you sign up, when you sign up for an e-learning course, you have to create a user name and password. So when you see that prompt, please know that that is not the prompt for you to use the TechSoup login that you use to get your products and donations. This is a completely different platform. So you would have to generate a new user name and a new password. So I just want to make sure that you are aware of that.

So here is some more information about the TechSoup Courses. Here is the link for you. And here's a list of some of those courses that are available right now. And as I mentioned they are adding courses every single month. So be sure to bookmark that link, and check out what's available.

And other resources that are available that I want to show you are our articles and how-tos. So I'm going to share my screen for a moment.

Demo: Articles and How-Tos

So here is the TechSoup home page. And if you see at the very top of the website with this tool bar here, this Resource section. So if you click down, here are our Articles and How-Tos section.

So to search for articles, you click here, and then you can browse the Category in this section. So if you click here, here are all of the categories that we have. So for instance, I know that 'tis the season for year end. Is that not right? A lot of nonprofits are closing their books coming up really soon. So you or someone on your team may need some help with those accounting details. Well, guess what? You can go right here and search under Accounting. If you click here, we'll give it a minute to load, and here you are here. Here are all of the articles and how-tos. So if you click on one of the entries, you'll see all of the content.

What is so great about our articles and our how-to section is that there is always additional information and related

resources. So as you can see here with this how-to its for QuickBooks. So you have the option here to "Get QuickBooks," even more tips, even more links. So this is the Articles and How-Tos section.

Demo: TechSoup Blog

Another section I want to highlight, another really, really helpful resource are our blogs. So you can find that at the same page. And just like the Articles and How-tos, and just like how Daphne showed how to search for products, you can see here are our list of topics. And let's look at Accounting again. Like I said, 'tis the season for year end, right. So here is our blog.

And again, you search the topics the same way. You can click on — let's click on this entry here. And look at this. It tells you who our writer is. It tells you when this content was created. As you can see it's very relevant. We always keep new information here readily available for all of our nonprofits. And because we understand your time is very valuable and important, we've also included that this is just a "3-minute read" here. So you can read this blog. And then again, there are additional links and resources as you go through the content, and even down below. And you will see this on every page of our website, there is always going to be "related content" below related to the information that you were just reading or obtaining.

So I'm going to pause here to see if we have any questions. I'm sure we do. And definitely excited to see how else we can help. So I'm going to bring Daphne back on.

Daphne: Yes, I'm here.

Slide 7: Learn and Share!

LaCheka: Great. So let's see. We have some questions. So one question I see here is, "Can you show us where the QuickBooks..." Sure, we can show you where the QuickBooks page is. I'll share my screen.

So again, if we wanted — I'm going to show you something else. If you are at the home page, that is where we are here. This is the home page. And instead of going to these different tabs, another thing you can do is this little magnifying glass here. If you click there, a search box appears, and you can type in whatever information you are looking for.

So in this case, let's look for QuickBooks. And so that's what we have searched, and it's generating our results. And wala, here we go. So not only is it showing me the products, but then if I scroll down, "Related Pages, How to Use Your Intuit Donation, and Other." There is just so much more information here, and then also, related products. So I hope that answers your question. If you click here, again, as Daphne showed us, more information about the products here.

Great question. I can't say it enough. 'Tis the season right?

So let's go back and let's see what other questions we have. Let's see. Okay, great question. Someone is asking about the changes from Microsoft, and that is an excellent question. As a matter of fact, one of our VPs did a great webinar on Friday, this past Friday about all of those changes, what that means for you. And we will have that link available if not today, probably tomorrow, but it will be posted on our website. I believe Sima has posted that link. So we are just finalizing it. We are going to have it live and posted, have it ready for you shortly.

Let's see. Okay, Daphne, this question, so someone is asking, "Do we offer Apple products?"

Daphne: Good question. So currently, no, we do not have Apple products as part of our catalog. I know it is something that we've talked about, but currently we don't. We very rarely will have MacBooks.

So one thing to think about is when you register for TechSoup, you have an option to sign up for our New Product Alert. That can be a really good way of keeping, being kept informed of what new products come into play. But currently, we don't have any Apple products.

LaCheka: Okay, thank you so much. This is a great question. So this question is about QuickBooks, but I want you to talk about it from other different products. So the question is, "If you already have a subscription with QuickBooks, how can you take advantage of the product pricing through TechSoup?" So I'm sure you get that question a lot Daphne, and I'm sure that people ask that not just about QuickBooks, but about Adobe, and other different products. So please, please share a little bit about that.

Daphne: Okay, so I'm going to speak specifically for QuickBooks Online. That is the one that we get the most questions about. And actually, as I'm starting to speak I'm going to see if I can bring up that QuickBooks Online page, because that has some great information about QuickBooks Online.

So we do recognize that many organizations have already been using QuickBooks Online. Intuit is incredibly supportive of us. So people will call them and they say, "Oh, you are a nonprofit. Go talk to TechSoup." So the answer is, yes. So give me a moment here, I am just bringing up this page for you. And just to recap, the question was whether — so give me a moment here. I'm going to share my screen with you.

The question was, if you currently have a QuickBooks Online subscription, can you get a subscription through TechSoup? So the answer is, yes. And the benefits of this is it's \$50 per year. So those of you who are paying monthly fees, this is \$50 per year. You get it this year, and then you will just renew next year.

Now, I do want to, for those of you who would be interested, I do want to point something out here, because there is going to be a process if you currently have a QuickBooks Online. So I'm just going to scroll down, and I'm going to highlight this. Hopefully you can see it, but I will read it out to you. So, "If your organization obtained a QuickBooks Online subscription outside of TechSoup," these are the steps that Intuit has suggested. You need to "export your data, cancel your existing subscription, request this product," through TechSoup, "activate it, rebuild your company file, and re-import your data." Now QuickBooks Online does offer support for this set up, and the rebuild, and importing your data. So it's a very long answer; so yes, if you have QuickBooks online you are able to take advantage of this through TechSoup.

LaCheka: Thank you again, Daphne. And while you are sharing your screen, and in the product page, I have a question for you. So someone is asking for us to talk about the Boost program.

Daphne: Okay, most certainly we'll do that. So our Boost program is a way of helping [indistinct] is a way of helping everybody find what they — Whoops, I'm popping around. — is a way for organizations — it's almost like a special membership. And what you are going to do is you are going to — and I believe I'm just going to search down. I'm hoping that the Boost is on this. There we go, let me find it.

So what this is, is it's a membership for your organization. And what it does is it gives you — here we go — so you see what I did is I ended up going to the product catalog, and going down to Boost.

What Boost is, is for an annual fee you get access to even more discounted rates. You get access to waived fees. So for example, let's say you are a small organization. You are at a point where you really need to just beef up your software and maybe your hardware. So you might take a look at this. This is the subscription package for small organizations. When you get this, then you have access to waived administrative fees, special product discounts, unique offers, discounted training and consultation, a TechSoup voucher. So this can just be a really great way to get more out of your TechSoup membership. And it's a really great thing to take advantage of. [Break in audio] So I'm going to go back up once again, this will be one of those that you would search by category. And we have this lovely category, Donor And Grants Management. We are all very, very, as nonprofits, this is kind of what we need to do to keep the lights on.

And so on this first page we have some of our donor management products here. Each one of those you can click on, and then I'm going to go down to Grants Management. Now we have been very lucky where we have a wonderful relationship with a donor called GrantStation. And this is an online database that helps you do all the research you need to do to find those grants out there. They have done all the hard work. They have pulled out that data in. You can just go in. You identify what your needs are, and you get to those sources for funding, lots of great information about writing grants.

Now if you'll notice here, currently this administrative fee is \$299 which is a discounted rate. But a couple times a year we do offer a promo. We'll be coming up with a GrantStation promo where it will be \$99 for a 1-year membership, and that is something that is really, really popular. And that I believe is coming out in May. And what will happen is at that point you will be getting, if you have signed up for those New Product Alerts, you will start getting an email saying, "Promotion coming," and we help you take advantage of it. We have many, many organizations that are just thrilled with this product.

LaCheka: Thank you again, Daphne. And I apologize, I realize my mic may have been turned off just a second ago. But I was just introducing Daphne, giving her a question about GrantStation which she just explained very well. And I'm so glad that you brought up the New Product Alert because someone just asked, "How do you sign up for New Product Alerts?"

Daphne: Ah, I can do that. So you would go back to the home page. This is where your login is. Scroll all the way down to the bottom, and there is a "Subscribe to Our Newsletters." Just click on the Subscribe. And so these are the options that we have. We have "By the Cup," tech news and how-tos. This comes out twice a month. This is a weekly "Product Alert," if you want to know what's coming in and when. Then we also have a special newsletter at TechSoup for Libraries. So we encourage you to sign up for these so you can keep on top of what we have in our catalog. Thank you LaCheka.

LaCheka: Another question that I'm seeing, "Is there a remote monitoring or managing software?" Are you familiar with anything like that, Daphne?

Daphne: Okay, so it's a remote monitoring, so that is one I am actually not familiar with that kind of software. But this is where the categories can really come into play. Let me see if this is opening up the categories.

And so one thing that you will learn is we have — I don't know how many different donor partners. I think we have almost 80. They are the ones that we become incredibly familiar with. They are the ones that may come up less frequently. This might be one of those. And so, let's see, remote monitoring and managing. So that's almost sounds like a client relationship, management program. And to be honest, this is where we would ask. It is often easier if you have the name of a product. Like those of us who answer the phone calls who are actually not technically trained. We are trained to help you navigate the website to do what you need to do. But for this one what I would say, and we often have to do this, is just poke around the categories. Many of you folks, especially those of you — we get IT tech support people calling us all the time who know far more about this than we do. Pick a category, start poking around, and hopefully you can find what you need.

LaCheka: Okay, thanks Daphne. And I believe that if — and I'm not sure if the person that asked the question, are you are referring to — I know there is a Windows Remote Desktop option that's available. I'm not sure if that's what you are referring to. If so feel free to chat a little bit more detail, and we are happy to continue to look into that further for you.

There is a question though, Daphne, someone is asking, "Is there a limit on how many times a nonprofit can access donated products during a year?"

Daphne: That is such a great question, because this comes up all the time. What I'm going to do is I'm going to use Adobe as an example. So each one of our donor partners sets their own eligibility and their own allotment. The allotment means how many you can get. Now, all except for one product which I will talk about next, fall under, or actually we're going to move Microsoft out of this conversation just because they run on a different schedule.

But for example, let's say you want to get something from Adobe, whenever you need information about that eligibility and restrictions, you would go to that information. So on this page, it says we run on a fiscal year of July 1 to June 30. Within that year you can have access to discounted rates to an unlimited number of Creative Cloud, and up to 4 donated stand-alone products. That would be your Adobe Acrobat.

Now part of the question that you are asking is do you need to place all of these at the same time? No. You can do one today, one next week. You have a new person who comes on staff. But once you hit for example, once you hit that 4 donations of Adobe stand-alone, then you'll be capped until the new fiscal year ends, or until the new fiscal year begins.

Excuse me.

Microsoft runs on a two-year cycle. And I do want to specifically bring up one Microsoft product. It is called Get Genuine. It is a Windows upgrade product. That one is the only one in our catalog that you can only order once ever. And I'm just bring this up. This is a Windows operating system upgrade, and what it does is it brings you to — it corrects an incorrect licensing situation. Perhaps you have a home or a Home version, or even someone passed you on a disc at one point, and you've been using that, and you're not quite sure if it's a valid license — if you're using Linux.

Now with this one, the Get Genuine, this is a very specific product where — and I'm going to show scroll down just to show you — "Eligible organizations may place only one request ever for get genuine products." This is the only one in our catalog that is like that. So make sure when you look at the product page and you come to this — so what we suggest people do is say you have 3 computers that were donated and they have Windows 7 Home, when you place an order for this, we suggest think about your needs now, kind of forecast what your needs will be like in the future. Because once you place that order for the Get Genuine, that is it for the lifetime. For everything else, the Adobe, Symantec, Intuit, Zoner, any of those, it is run by the fiscal year.

That's a great question though, thanks.

LaCheka: Okay, awesome. And to be clear, because I have a couple follow-up questions, but to be clear, there is no limit on donations set by TechSoup. The limits are coming from the particular partners. Is that correct?

Daphne: Exactly. So as the facilitator of these the donation programs, our partners, our donor partners set those allotments, those restrictions. Yeah, so that's how that works. Good question.

LaCheka: Okay, so I have a question here about, they want information on the cloud support. Can you talk a little bit more about the cloud support, the new service that now Tech soup is offering. And I think you kind of have a little bit more information. Go ahead.

Daphne: Yeah, I certainly can with that. So I am going to — sorry about my mistyping here. So any one of these like Office 365 product pages you see, and what I did — and everybody finds their own way that they like to search in the catalog. I like to use the magnifying glass. There are other AMGs at like to use the product catalog. And it all gets you to the same place.

I am going to bring you to the Office 365. And what you see here, the admin fee, \$0 dollars to \$15 per user per month. When you click on this, this will bring you to that intake form that I talked a little bit about. Just to explain with the cloud services, we do a couple things. We do backend validation. And then through our validation team that works upstairs next to us, and so part of the process is actually going through the Microsoft for Nonprofit portal to register with them. And then once you are registered and you are approved, then you are able to access these different cloud solutions.

Now what this service team is, they are the ones that can walk you through that process, and can help you with that. So this is where you would fill out this information about what are you interested in? Maybe it's Office 365. Are you are interested in Microsoft desktop software; yes or no? Fill out the information. And then what we have is we have a team here. You put your phone number, when you would like to be called, and you submit this form. We are working on, they try to get back to you within 2 to 3 business days, often within the first day, and they will start that conversation with you just kind of helping you go through this process here, but we are very excited about this service.

LaCheka: Thank you so much. I think we have time for one last question. I think it's a great question. But someone is asking about, and we can talk about Box and what is Box. They have been hearing about Box and that they may need it.

Daphne: Okay, very good. So once again, you can see I'm just using my little magnifying glass typing in box. Box is a really popular program. So we have, we'll start here we have for example a Box. They call it their little starter kit. And let me just let that open up. I may need to click on it again. Okay.

And so you see with this one you get 10 user licenses. And as I said, we try to put as much information into the product

page. So what Box is, it's an online file sharing, content management, and collaboration service for small teams of up to 10 people. Now this donation provides 10 perpetual user licenses and they do not expire or need to be renewed. So you can get your team set up. You can use Box to speed up collaboration, manage programs. Oo, and this is always the popular one, Streamlining funding development, and manage geographically dispersed staff. We often have organizations and they have their IT person in one state and their accountant in another state. You see, so what they provide are file sharing, desktop sync, collaboration, security.

And then I just want to point out, because I realize I didn't comment on this when we were talking about other products. The very bottom of each of these product pages is Obtaining this Product. So sometimes you put in the order and then you are wondering well, what now? There will always be instructions. For this one what happens is when your donation request is approved and processed you will get an email to your organization email with the instructions for obtaining and activating. And as LaCheka pointed out, you can always go down to the bottom, look at related articles and webinars, to get some more information to see if this is something that could benefit your organization.

LaCheka: Thank you so much for explaining that. And I hope that answers your question about Box. Feel free to chat out another question if that was not clear.

Another thing that we want to do, I just want to wrap up, and thank you again, Daphne, so much for providing the information. Thank you for your time. Thank you so much Sima on the backend, and for all of those questions, really appreciate your help.

And it looks like we may be giving you back sometime in your day. That's always exciting. But before you go, please, please, let us know if there is something you learned today. Is there something that your organization can and will implement today? Or if not today, maybe this week, or this month, or for the year-end, like tell us one thing to share. We'd love to know.

And also, let us know what it is that you want the next tour to be about. Are there other questions that you have, or other people on your team have, and you need answers? We want to provide those answers. So immediately after the webinar you will see a post event survey, and we'd be so happy if you complete that, because that's how we know what content to provide. And that's how we know that this information is effective.

And also I do want to let you know that you will get that handout of all of the links. So if information was coming fast and you weren't able to jot down all of those links, rest assured it is going to come in a nice little handout for you later on today.

And so also, upcoming webinars, we have a lot coming up and we're so excited. So on May 1st, do you know why nonprofit should be using online surveying after I just asked you to complete that survey? Do you know why? So please be sure to join us on May 1st, so you can understand the importance of online surveying, and get some best practices and tips on online surveying.

And so then a week after that, we've been talking about 'tis the season for year end, so we are bringing you GrantStation, Get to Know GrantStation. Find out what it is, and how it can help you. And Daphne, she mentioned a promo that's coming up, and those dates will be released very soon, so make sure that you check your email box and signed up to attend that webinar on May 8th.

And then on May 10th the Golden Key to Successful Grant Requests. What is that golden key? Are there more than one? Well, you have to be there to find out. And we look so forward to having you join us again, and for other webinars. We have the link here on the screen. It will be emailed to you.

But I want to tell you one last thing, so on the page for webinars, that's also where our webinars are archived. So if you want to find, if you want to listen to a webinar we did last week or last month, you can find that at the same place.

So again, thank you so much everyone for participating in our TechSoup tour. I'm so excited, tongue twisted. Thanks so much again. We are social and we hope you are too. Please connect with us. And again, thank you ReadyTalk for making this possible for us to be able to connect with organizations around the world.

Have a great day everyone. Thank you.