



This Plunge season we're powered by Classy, the #1 online and mobile fundraising platform. Below we've compiled a list of some frequently asked questions about our new tool. Click on each question to find out more!

General Questions & Support

- [How can I reset my password?](#)
- [I have an offline donation. Now what?](#)
Just scroll down to page 2 of this doc. for more info!
- [What is the difference between a team fundraising page and a personal fundraising page?](#)

Team Fundraising Help

- [Create or Join a Team.](#)
Don't forget, after you create the Team page you will still need to join the team as an individual Plunger if you plan on plunging!
- [What is a team fundraising page?](#)
- [Once I join a team, can I leave?](#)
- [Who is allowed to edit the team page?](#)
- [What happens when someone donates directly to my team's page?](#)
- [Can I join more than one team?](#)
- [Getting others to Join My Team.](#)
- [How do I email my teammates as a Team Captain?](#)

Personal Fundraising Help

- [How do I create a personal fundraising page?](#)
- [How do I edit my fundraising page?](#)
- [How do I share my fundraising page?](#)
- [How do I delete my fundraising page?](#)
- [How do I login to my personal fundraising page?](#)
- [How do I thank donors who donate to my page?](#)

Still need answers? Classy has an amazing support team that's here to help! Reach out to them here: support@classy.org.



Got an Offline Donation?

We encourage you to drive all donations supporting your Plunge efforts to our online Plunge campaigns on Classy. The process is fast, easy and secure. If you are collecting cash and checks from your supporters – thank you! Feel free to bring these donations with you to event registration.

Participants are not able to enter offline gifts themselves. If you would like your offline donations to show on your Plunge page prior to the event, mail them to SOVA, c/o Polar Plunge, 3212 Skipwith Road, Richmond, VA 23294. Make sure to indicate which of our five Plunges you are participating in and include the name of the Team or individual Plunger in order to receive credit. Offline gifts received at our state office will be processed and added to your Plunge page (personal or team). Changes will be reflected on your Plunge page within five business days of our office receiving the donations.

In order to receive credit on your Plunge page and for incentives, donations must be received at our state office by November 24 (Charlottesville), January 24 (Virginia Beach), February 14 (New River & Northern Virginia), or May 30 (Richmond). If you receive a donation in the weeks leading up to your Plunge event, we strongly encourage you to bring them with you to registration. Donations received after the cutoff date will be processed after the event.

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