

Donation and Registration Auto Responders

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The two most important auto responders in a campaign are the donation and registration confirmation auto responders. The donation confirmation auto responder is sent to the donor when they submit a donation, while the registration confirmation auto responder is sent to a registrant after completing registration.

All auto responders in newly created campaigns come pre-populated with fully dynamic default content designed to work well on any campaign. We encourage administrators to review the auto responders and make changes where desired. When combining the power of our [placeholders](#) with auto responders, administrators can create truly dynamic emails, with conditional content that applies personally to the email recipient.

Donating During Registration

When a user submits a donation during their registration, the user receives only the registration confirmation email, and not the donation confirmation email. Consequently, it is good practice to include donation information in the registration email (and it is included in the default content).

Campaigns can be configured to send the donation confirmation email along with the registration confirmation email when a user submits a donation during registration. Please contact us to configure your campaign in this way. When composing your email content in this configuration, keep in mind that the placeholder `{{ Payment.Amount }}` displays the total transaction amount including registration fees.

How to Edit the Donation and Registration Auto Responders

To edit the donation or registration email auto responder, please follow these steps:

1. Log in to the Admin at admin.rallybound.com
2. Navigate to the campaign on which to edit the template
3. Click the "Email" tab
4. Click "Automated Emails" in the left sidebar
5. Open the "Donation Confirmation" or "Registration Confirmation" email template.
6. Make the necessary edits. Please see [How to edit an auto responder](#)

The screenshot displays the Rallybound Admin interface. The top navigation bar includes 'Rallybound', 'Campaigns', 'Organization', and 'Support'. The main header shows the current campaign: 'Southern California > Stage - Pier 2 Pier 5K Los Angeles'. The left sidebar is expanded to 'Automated Emails'. A table lists various email templates, with 'Donation Confirmation' selected. A modal window titled 'Template: Donation Confirmation' is open, showing the following details:

- Edit:** Test Email
- Template Name:** Donation Confirmation
- Info:** Sent to donor when they submit a donation. Also sent to donor when a verified offline donation is submitted by a fundraiser or administrator under the donor's email.
- Disable?:**
- Disable Header?:**
- Disable Footer?:**
- Subject:** Rallybound Stage Env/Online Donation Confirmation
- Body:** Dear `{{Donor | name}}`
Your donation of `{{DonationAmount | money}}` to `{{Org | CampaignName}}` has been confirmed.