



Plane Pull is 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!

Team Fundraising Help

- [I'm a team captain. What are some tips for managing my team?](#)
- [How can I join or create a fundraising team?](#)
Don't forget, after you create the Team page you will still need to join the team as an individual participant if you plan on pulling!

Personal Fundraising Help

- [How do I create and edit a personal fundraising page?](#)
- [How do I share my 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/s/contactcare



Got an Offline Donation?

We encourage you to drive all donations supporting your Plane Pull efforts to our online Plane Pull campaign 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 team check in the two days leading up to Plane Pull and Plane Pull event day.

That said, we know that reaching minimum donation to get your pull time ASAP and trying to get to other incentive levels is very important to our teams. Participants are not able to enter offline gifts themselves. If you would like your offline donations to show on your Plane Pull page prior to the event, **mail them to SOVA, c/o Plane Pull, 11350 Random Hills Road, Suite C-140, Fairfax, VA 22030. Make sure to include the name of the Team this money should be credited to. Offline gifts received at our office will be processed and added to your team page. Changes will be reflected on your team page within approximately five to seven business days after our office receives the donations.**

For Law Enforcement Agencies, if you make your own deposits in Torch Run Accounting, make sure to send a record of your deposit to the Fairfax office address if you want to receive credit on your online page. Please send copies of the checks that were deposited when possible so donations can be posted properly.

In order to receive credit on your Plane Pull page and for team incentives such as t-shirts or a runway star, donations must be received at our Fairfax office by July 26 for t-shirts and August 23 for runway stars. If you receive an offline donation close to the event that has no impact on selecting your pull time or a team incentive, we strongly encourage you to bring them with you to team check in. Donations received in the mail close to the event may not be processed until post event.

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