MicroEdge
It's not just a job. It's a calling.

GIFTS Online® Mobile

Frequently Asked Questions

1. What is GIFTS Online Mobile?

GIFTS Online Mobile is a free, native mobile application for your smartphone or tablet. It is a lighter version of the main GIFTS Online system, modified for optimal use and efficiency on a mobile device. GIFTS Online Mobile provides you with the features and functionality that represent the typical needs of users on the go, such as viewing grants summaries and updating key organization and contact data.

2. What devices does GIFTS Online Mobile work on?

GIFTS Online Mobile works on iPhones and iPads running iOS 6 or later and Android phones and tablets running Android 2.2 and up. Currently, GIFTS Online Mobile is not available for Windows phones, Windows tablets, or Blackberry devices.

3. Is there an additional cost to download GIFTS Online Mobile?

No, the app is completely free and comes with your subscription to GIFTS Online.

4. How do I download GIFTS Online Mobile on my device?

If you are an active GIFTS Online client, you can download the app from the Apple App Store (for iOS devices such as iPhone or iPad) or from the Google Play Store (for Android devices). You can either search for "GIFTS Online Mobile" or follow the below links to download the app.

Apple: www.microedge.com/GOMobileiOS | Google: www.microedge.com/GOMobileAndroid

5. Do I need any new credentials to access GIFTS Online Mobile?

No, you will be able to access GIFTS Online Mobile using the same credentials you use to access your main GIFTS Online system. The only additional credential you will need is your Client ID.

6. What is my Client ID?

Your Client ID is the first part of your GIFTS Online URL. For example, if your GIFTS Online URL was https://abcorg.gogiftsonline.com your Client ID would be abcorg.

7. Do I need to contact MicroEdge for any reason prior to using GIFTS Online Mobile?

No, just head over to the Apple App Store within iTunes or the Google Play Store and download the app.

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Frequently Asked Questions (continued)

8. Can I view all the same information that I can on my main GIFTS Online system?

You have access to the same key information available to you on your main GIFTS Online system. In order to customize what information you would like to view simply follow the steps on pages 4 – 8 and 15 in the Quick Start Guide, which can be found here: https://secure.microedge.com/rs/microedge/images/GO_Mobile_Quick_Start_Guide.pdf

9. How quickly will the data/information I enter in the app show up in my GIFTS Online system?

Instantaneously. There is no waiting for data to be transferred. Once something is entered or changed in the app it will be reflected in the main GIFTS Online system immediately.

10. Does GIFTS Online Mobile work offline?

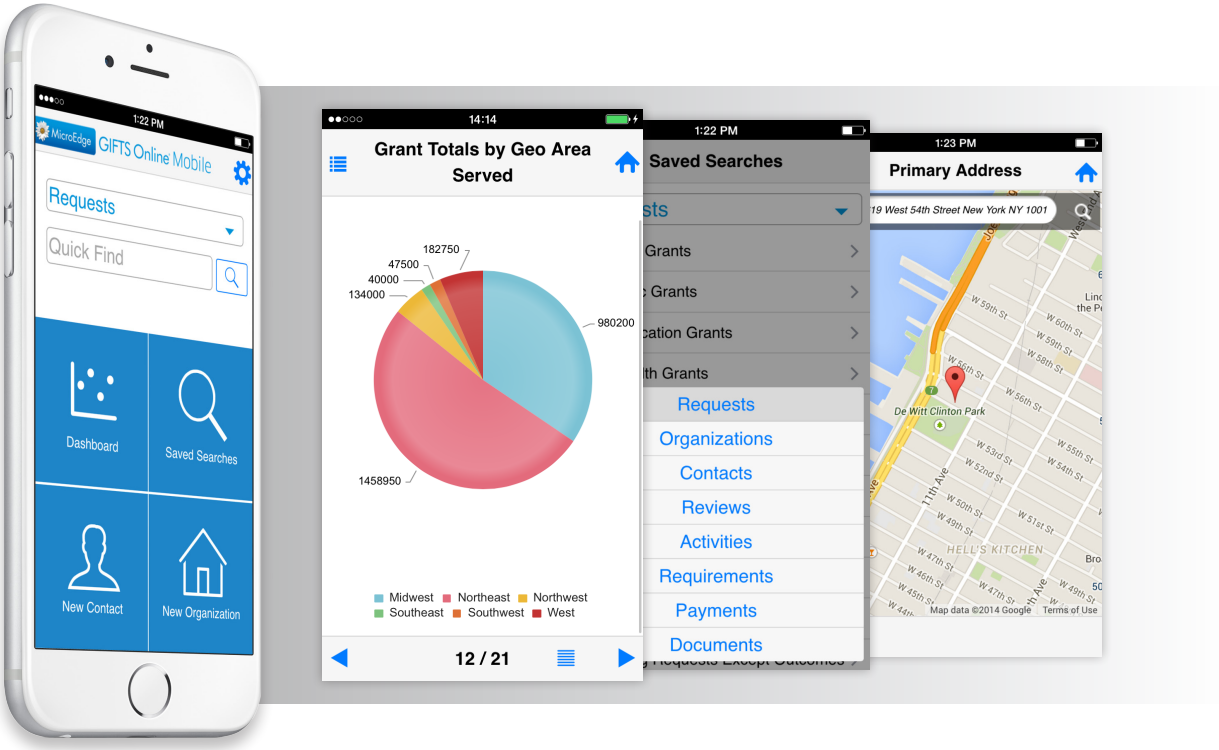
A WiFi or cellular connection is required in order to access the information within GIFTS Online Mobile.

11. Is there a security timeout, just like on my computer?

Yes. If there is a 10-minute period of inactivity within the app, you will be automatically logged out and redirected to the login screen.

12. How secure is this app?

The GIFTS Online Mobile app will provide the same industry-leading level of security as your main GIFTS Online system.



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