

## FAQ: Your Race Fundraising Page and How to Use Your Personal Fundraising Center

Your Personal Fundraising Center contains tools to help you quickly and easily maximize your fundraising efforts for the 2010 Komen Connecticut Race for the Cure.

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### 1. Everyone has a Race Fundraising Page!

During your 2010 Race Registration, you were asked for a “username” and “password”. That is for you to login to your Personal Fundraising Center. After registering, a webpage is automatically generated to support your participation in the 2010 Komen Connecticut Race for the Cure! Login to your Personal Fundraising Center to customize your webpage, send out e-mails for support, and track your fund raising progress!

### 2. What is my Race Fundraising Page?

This page is an online fundraising tool for your use when asking your friends and family to join your team or support you by making a donation. Once you sign up for an event, by default, you will have a personal page created for you. You have the option of personalizing this page and sharing with people why you are dedicated to the Komen Connecticut Race for the Cure. You can share a story about why you are raising funds and post a picture or video.

### 3. I participated last year in the Race for the Cure – can I access my Race Fundraising Webpage or Contact List from last year?

Yes and Yes! As a returning user, your contact information will automatically populate your registration form, you can update your customized webpage from previous years, and view/update your contacts and address book used.

If you have **not** yet registered for the 2010 Race for the Cure:

1. Visit [www.komenct.org](http://www.komenct.org) > Race for the Cure > Register
2. Click on the Past Participant Link to “Login and Register”.
3. Enter your old username and password (or follow the instructions for how to retrieve the information to your e-mail).
4. When the “successfully logged in” page loads – click on “Register for the 2010 Race for the Cure” to begin your registration. Select the “Form a Team”, “Join a Team”, or “Participate as an Individual” button on the left.

If you have **already** registered for the 2010 Race for the Cure:

Contact Krissy at the Komen Connecticut Office by email: [race@komenct.org](mailto:race@komenct.org) or by phone: 860-728-5500 to have your old information merged with your current registration.

#### 4. Steps to Take After Registering

1. Set up your Personal Fundraising Page!  
You can direct your family and friends to this webpage so they can give donations directly in support of your (or your teams) fundraising effort. Add your story and a photo or video clip to express your commitment and dedication to the fight against breast cancer.
2. Create an address book!  
Add e-mail addresses of your family and friends so you can quickly send emails about your participation in the 2010 Race for the Cure. Using the address book within the Email area enables you to monitor who has given gifts, who needs a reminder, and who still needs to be sent an email.
3. Send E-mails!  
You can send e-mails to friends and family asking for support, recruit people for your team, personally thank those who have supported your efforts, and encourage people to join in the fight against breast cancer.
4. Download or request fundraising materials (posters, brochures, donation forms, etc)

#### **5. How do I sign in to my Personal Fundraising Center?**

1. [www.komenct.org](http://www.komenct.org)
2. Click on “Race for the Cure” in the navigation menu
3. Click on “Sign In” in the sub navigation menu

#### **6. I forgot my Username and/or Password.**

Remember that your username and password were created during your Race registration and are case sensitive. To have your username and password e-mailed to you:

1. Go to [www.komenct.org](http://www.komenct.org)
2. Click on “Race for the Cure”
3. Click on “Sign in”
4. Scroll down to the fourth option “Email me my User Name” and you will receive both your username and password to the e-mail address you registered with.

If you still have problems, please contact us at [race@komenct.org](mailto:race@komenct.org) or (860)728-5500.

#### **7. How can I update my personal information (Name, Email, Contact information)?**

1. Sign in to your “Personal Fundraising Center”
2. Click on “Profile” at the very top of the homepage (small font, sorry!); a new page opens.
3. To update your Personal Profile, click on “Edit your profile” to update your biographical, email, address, and phone information or “Change/Rest Password” to change your password.
4. To update your interests click on “Special Interests” to customize which events you are interested in, your survivor information, and your volunteer interests.

#### **8. How can I update my 2010 Race information (Event, T-Shirt Size, and Survivor info)?**

1. Sign In to your Personal Fundraising Center
2. On the right side navigation (gray area) select “Update question responses”.
3. Here you can update your 2010 Registration Questions:
  - a. Event Participation: 5K Run, 4K Walk, 1.5K Walk, Kids’ K, Kids’ Short Run
  - b. If you need a Timing Chip for the 5K Run
  - c. T-shirt Size
  - d. If you would like to be recognized as a survivor (not available to youth participants)
  - e. If you can attend the Survivors’ Breakfast (not available to youth participants)

**9. How do I customize my Race Fundraising Page (my webpage)?**

1. Sign In to your Personal Fundraising Center
2. Go to “Personal Page” along the top navigation or “Work with Personal Page” in the right side navigation (gray area).

**10. How do I check my fundraising progress or to see who has donated?**

1. Sign in to your Personal Fundraising Center
2. Go to “Progress” along the top navigation bar or click on “View your progress page” in the right side navigation (Gray area)

**11. How do I change my personal or team fundraising goal?**

To change your PERSONAL Fundraising Goal:

1. Sign In to your Personal Fundraising Website
2. Click on “View your progress page” on the right side navigation (gray area) or click on “Progress” along the top menu options.
3. In the top section of the View Personal Report is the progress bar. Click on the blue link “change” next to “My Goal”.
4. Type in the amount (numbers only, no symbols or commas) and click submit. The page will update automatically.

To change your TEAM Fundraising Goal:

1. Login to your Personal Fundraising Website
2. Click on “View your progress page” on the right side navigation (gray area) or click on “Progress” along the top menu options.
3. Click on “Team” (vs. “personal”) on the right side navigation (gray area)
4. In the top section of the Team Report is the progress bar. Click on the blue link “change” next to “Team Goal”.
5. Type in the amount (numbers only, no symbols or commas) and click submit. The page will update automatically.

## 12. How do I add contacts to the address book?

You can create and maintain a personal Address Book that contains the email addresses of your family, friends and coworkers so that, in just a few clicks, you can select and send an appeal for monetary support or thank you email from your Participant Center. **IMPORTANT: Neither Komen Connecticut or Convio will send unsolicited, or spam, email to the contacts in this Address Book or sell the information to a third party. This information is strictly for your use.**

You can either add each contact manually or import contacts from another email application that you are using.

### Manually Adding Contacts into Your Address Book

1. Display the Contacts List Page: After accessing your Participant Center Home page, click "Add contacts to your Address Book" from the navigation on the right side of the page. You can also click "Email" from the top navigation and click "Contacts" from the right side navigation that displays.
2. Display the Contact Information Fields: Click "Add a contact" from the navigation on the right side of the page.
3. Enter the Contact Information: Click into the appropriate fields to enter the first name, last name, and email address of the person and then click Save.

### Importing Contacts from Other Email Applications into Your Convio Address Book

You can import contacts directly from the following online applications:

- \* America Online (AOL)
- \* Gmail
- \* Microsoft Outlook or Outlook Express
- \* Plaxo
- \* Yahoo! Mail

1. Display the Contacts List Page: After accessing your Participant Center Home page, click "Add contacts to your Address Book" from the navigation on the right side of the page. You can also click "Email" from the top navigation and click "Contacts" from the right side navigation that displays.
2. Access the Online Import Tool: Click "Import Contacts" from the top of the right side navigation. A new window will open.
3. Select the Email Application: Click the option button for the email application you use and click Next.
4. Access Your Online Address Book: Enter the appropriate login information and log into your account. Select the contacts you wish to import and click Next. Then click Done. Your contacts will be automatically updated in your Address Book!

### 13. How do I add contacts to my e-mails?

1. Click on “Email” along the top navigation
2. Click on “Contacts” in the right side navigation (gray area).
  - a. To add ALL contacts to an e-mail message: along the top pink area, there is “Select Visible or None” next to the search box. When you click on “visible”, all contacts in your address book will check marks appear in the check boxes next to their names.
  - b. To add SPECIFIC contacts to an e-mail message: select the check box next to the desired contacts names; when all contacts are selected click on “compose message” in the pink area above the contacts. The contacts you selected should automatically populate the e-mail message.
  - c. To add contacts to a Group: select the check box next to the contacts desired for the group; click on “add to group” in the pink area above the contacts. You can create a new group (such as work, family, survivors, teammates) or add contacts to an already created group.

### 14. How do I write or send emails?

You can send e-mails to friends and family asking for support, recruit people for your team, personally thank those who have supported your efforts, and encourage people to join in the fight against breast cancer.

1. Click on “Email” along the top navigation.
2. You can start with a blank e-mail (automatically loaded) or start with one of the suggested messages, listed under “Suggested Messages” in the right side navigation.
  - a. “Power of 10 Challenge”
  - b. “Forward to your Friends”
3. In the “to” field you can type an e-mail address manually, enter an address book contact name or address book contact group.
4. Enter your e-mail Subject and body.
5. Preview your e-mail, save it as a draft to send at a later time, or click “send”.

**15. How can I check my team's fundraising progress?**

1. Login to your Personal Fundraising Website ([www.komenct.org](http://www.komenct.org)) > race for the cure > sign in)
2. Click on "View your progress page" on the right side navigation (gray area) or click on "Progress" along the top menu options.
3. Click on "Team" (instead of "personal") on the right side navigation (gray area)

**16. If I am a team captain, can I message my team members?**

1. Sign In to your Personal Fundraising Center
2. In the right side navigation (gray area) there is a light gray box titled "Message from Your Team Captain". By default, the instructions are left for you.
3. Click "Edit" to leave a message for all team members. They will see this message when they log in to their own personal fundraising center.
4. You can change this message at any time by clicking "Edit" in the light gray box.

**17. How do I change my team name, team division, or company associated with my team?**

Only the team captain has the ability to change this information. The team captain will need to

1. login to his/her participant center
2. click the " Team Page" button in the top navigation menu
3. On the right side (gray area), the team captain can update the Team Name, associate itself with an existing or new company, and change the team division.
4. When finished, click "Update" when you are done. All changes are instant.

## 18. About Online Transactions

### **Is my credit card information secure?**

All online transactions are processed with Convio. Convio has made every effort to protect your information. They use industry-standard SSL encryption techniques to make sure your credit card information, passwords and personal information travel securely over the internet. They have also installed an encryption engine on our database server so your data is securely stored.

### **How is my credit card information handled?**

Credit card information is not stored in our database. During the donation process, we send your credit card information to an online processing terminal using a secure connection. The information passed back is an approval or denial for the credit card donation.

### **Are there fees for registering or donating online?**

No, there are no fees for using a credit card online vs. mailing in a check.

**For a complete guide to your Personal Fundraising Center, click the “Help” link at the very top of your Personal Participant Center.**

You can learn how to:

1. Work from the Home page in Your Participant Center
2. Determine the Next Step to Take After Registering or During the Days Before the Fundraiser
3. Customize Your Personal Page
4. Customize the Web Address to Your Personal Page
5. Create and Use your Address Book
6. Send Email from Your Participant Center
7. Turn Off/On Your Gift Email Notification Setting
8. Monitor Your Fundraising Progress,
9. Change Your Fundraising Goal
10. Edit Your Responses to Registration Questions

If you are a team member:

11. View the Roster of Your Teammates
12. Monitor the Fundraising Progress of the Team
13. Send an Email to Your Current Teammates
14. Recruit Teammates from the Previous Event for Your Team

If you are a team captain:

15. Lead a Fundraising Event Team as a Team Captain
16. Manage Your Co-Captains
17. Customize the Team Page
18. Broadcast a Message to the to Your Teammates
19. Send an Email to Your Entire Team

**Feel free to contact the Komen Connecticut Office with any additional questions.  
E-Mail [race@komenct.org](mailto:race@komenct.org) or Call 860-728-5500**