


## Importing Contacts in the JDRF Participant Center

The JDRF Participant Center makes it easy for participants to import contacts and send fundraising email messages. The software allows you to import contacts automatically from several popular email providers such as Gmail, Yahoo, Outlook, AOL, Hotmail and more. The Convio Online Help is a great resource to assist you in importing your email contact list from third party email services.

### Convio Online Help Links:

- [Importing Contacts through Google Gmail](#)
- [Importing Contacts through Yahoo!](#)
- [Importing Contacts through a File-Based Import \(Outlook, AOL, Hotmail, Apple, others\)](#)

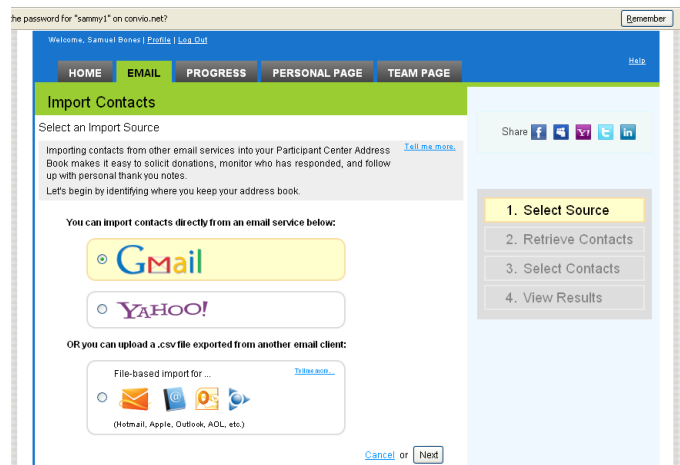
For your convenience, JDRF has provided additional help for importing contacts in this document. Continue reading for more information. Please note that this functionality was upgraded on March 2, 2011 and may appear differently to participants that were registered and using their Participant Center prior to this date.



## Importing Contacts Through Google Gmail

The following instructions will guide you through the process of importing your Google Gmail contacts into the JDRF Participant Center.

- 1) Log in to your JDRF Participant Center at <http://walk.jdrf.org> or <http://ride.jdrf.org>
- 2) Choose the event for which you are registered
- 3) From the Participant Center, click on the Email tab
- 4) Click on the Contacts link in the right hand navigation area
- 5) Click on Import Contacts



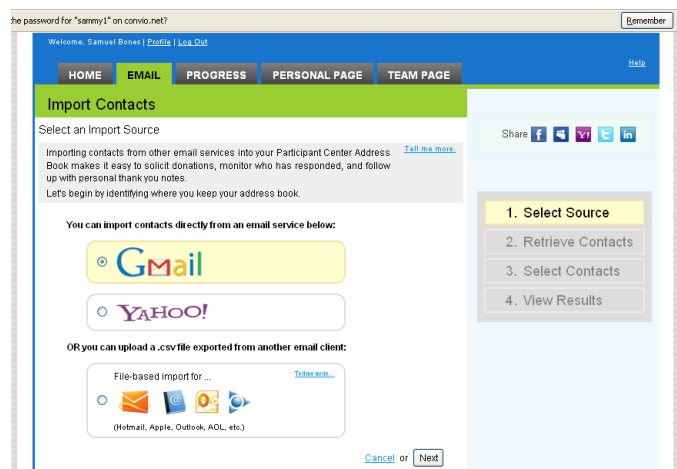
- 6) Choose the Gmail radio button and click Next
- 7) Sign in to your Gmail account using your Gmail username and password
- 8) The Convio.net system will prompt you to allow access to your Gmail contacts – click “Grant Access”
- 9) Once the system has retrieved your contacts, click Next
- 10) You will be prompted to select some or all of your contacts – choose the desired option and click Next
- 11) The results of the import will be displayed. Refer to the [Convio Online Help link for Gmail](#) to resolve duplicates or make notes about rejected contacts.

If you experience difficulty importing your Gmail contacts, please contact the JDRF Client Services team at [walk360@jdrf.org](mailto:walk360@jdrf.org)

## Importing Contacts Through Yahoo!

The following instructions will guide you through the process of importing your Yahoo! email contacts into the JDRF Participant Center.

- 1) Log in to your JDRF Participant Center at <http://walk.jdrf.org> or <http://ride.jdrf.org>
- 2) Choose the event for which you are registered
- 3) From the Participant Center, click on the Email tab
- 4) Click on the Contacts link in the right hand navigation area
- 5) Click on Import Contacts



- 6) Choose the Yahoo! radio button and click Next
- 7) Sign in to your Yahoo account using your Yahoo username and password
- 8) The Convio.net system will prompt you to allow access to your Yahoo contacts – click “Accept”
- 9) Once the system has retrieved your contacts, click Next
- 10) You will be prompted to select some or all of your contacts – choose the desired option and click Next
- 11) The results of the import will be displayed. Refer to the [Convio Online Help link for Yahoo!](#) to resolve duplicates or make notes about rejected contacts.

If you experience difficulty importing your Yahoo! contacts, please contact the JDRF Client Services team at [walk360@jdrf.org](mailto:walk360@jdrf.org)

## Importing Contacts Through CSV File-Based Import

Many popular email software applications include features to allow you to export your email contacts to a Comma Separated Values (.csv or CSV) file for use in other applications. Before uploading your contacts into the Participant Center, you will need to export them into a CSV file format. Specific instructions for exporting contacts vary by provider. Links to instructions for a few popular providers are included below.

- [Exporting Contacts from Microsoft Outlook](#)
- [Exporting Contacts from AOL](#)
- [Exporting Contacts from Hotmail](#)
- [Exporting Contacts from Apple](#)

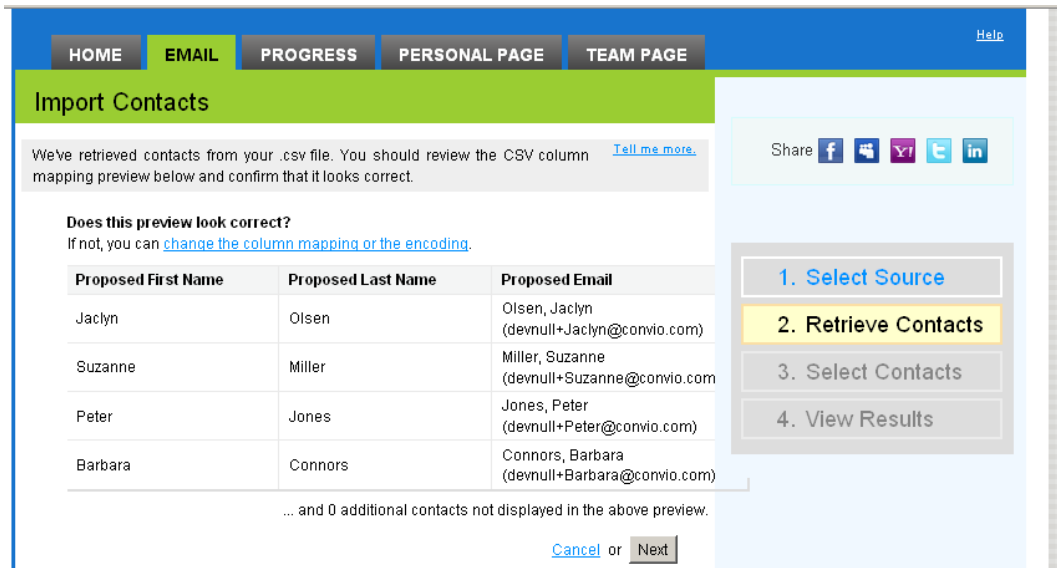
After you have exported your contacts to a CSV file, you can import them into the Participant Center email tool using the following instructions

- 1) Log in to your JDRF Participant Center at <http://walk.jdrf.org> or <http://ride.jdrf.org>
- 2) Choose the event for which you are registered
- 3) From the Participant Center, click on the Email tab
- 4) Click on the Contacts link in the right hand navigation area
- 5) Click on Import Contacts
- 6) Choose the "File Based Import For..." radio button
- 7) Click the Browse button, locate your exported CSV contact list on your computer and click the Open button.
- 8) Click the Next button

A preview of your contact list will be displayed. If the preview looks correct, you can simply click the Next button and your contacts will be imported into your Participant Center.

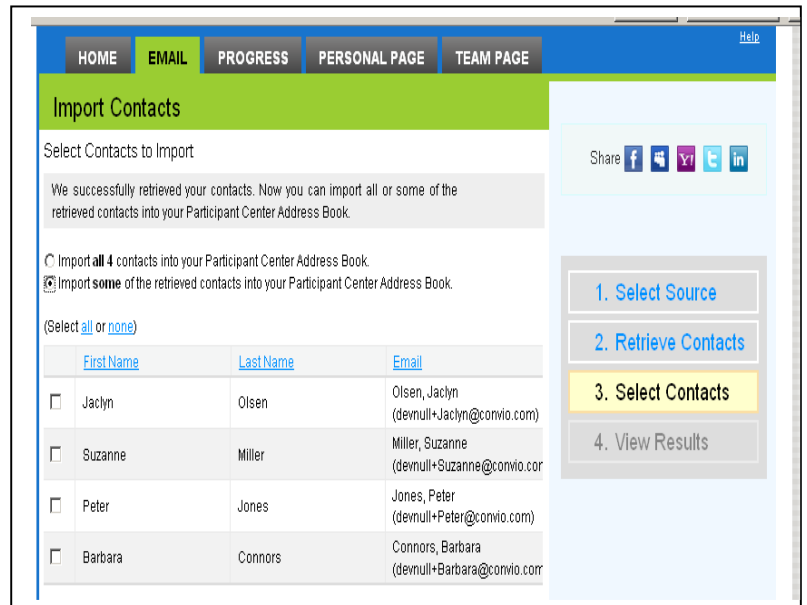
**Note: It is important to ensure that the data in your CSV file is as clean as possible. The First Name and Last Name fields are particularly important. If the First and Last Name fields contain non-alphanumeric characters such as ( ) ' / & % @ ; , " , participants may experience errors when attempting to send email messages to their contacts through the Participant Center.**

If not, you can remap the columns if they are not correct. For example, you may choose to use a Nickname column as your first name. If the system matched the First Name column in your file incorrectly, you must choose the correct column to use from your CSV file.



### \*Column Mapping

1. On the Preview page, examine the 3 columns of information.
2. If a column of information was not the column you expected:
  1. Click the **change the column mapping or the encoding** link.
  2. Click the drop-down list on the column and click the actual column from the .csv file that should be used.
3. If the .csv file is encoded in something other than ASCII, click the correct option from the Encoding drop-down list.



## **Select the Contacts You Want Import**

Choose to **Import All Contacts** or **Only Selected Contacts**.  
**Click Next**

## **Resolve Duplicate Contacts**

1. Click anywhere in the Possible Duplicate Contacts heading.
2. In the list displayed, if the contact:
  - Already exists in your Participant Center Contacts list with a variation of this information, click:
    - **Update** icon to replace the name or email address in your Participant Center with the one from the .csv file.
    - **Ignore** icon to keep the information as is in your Participant Center Contacts list.
  - Is someone different, click the **Add** icon to copy this contact into your Participant Center Contacts list.

## **Finish the Import and Return to the Contacts List**

1. Click the **Finish** button (located below the lists).
2. On the confirmation pop-up displayed, click **Confirm Finished**.

If you experience difficulty importing your contacts from a CSV file, please contact the JDRF Client Services team at [walk360@jdrf.org](mailto:walk360@jdrf.org)

**Thank you for your support of JDRF!**