

## JDRF Walk Participant Center FAQs

### **How do I register for the Walk online?**

We offer a quick and easy way for you to register for the JDRF Walk to Cure Diabetes and raise money online.

Simply go to [www.jdrf.org](http://www.jdrf.org). Then, click on the green sneaker. Use the drop down box and select a state, then select your Walk site. When you see the correct Walk Day information, click Register for this Walk! Choose to start a team (if you are a team captain) or join an existing team (if you are a team member). From there, follow the few easy steps to complete the process. If you have questions about signing up, please do not hesitate to contact us by emailing **Jessica Tresp** at [jtresp@jdrf.org](mailto:jtresp@jdrf.org) or call us at 214-373-9808.

### **Which registration option should I choose to participate in an event?**

It's up to you. If you are interested in being a team captain, select the Start a Team option. There is no minimum number of people required to start a team. If you are a team member and would like to join an existing online team, select the Join a Team option and search for your team's name. Note: The Team Captain will need to register first to set up the team. *(The individual who creates the team will be automatically designated as the Team Captain, therefore only the intended Team Captain should create the team.)* There should be one Team Captain per team. *(Multiple Team Captains on one team are not encouraged, but possible. The primary Team Captain or your local chapter can change a walker's status to Team Captain. If you choose to create a team with multiple Team Captains, please note that walkers cannot be associated with a specific Team Captain.)* Select Individual Walker if you do not plan on having a team.

### **How do I donate online to a participant or a team?**

Follow the link provided by the walker to their Personal Page to donate there. Or go [walk.jdrf.org](http://walk.jdrf.org) and search to donate to them from there. If you have questions about donating, please do not hesitate to contact us by emailing **Jessica Tresp** at [jtresp@jdrf.org](mailto:jtresp@jdrf.org) or call us at 214-373-9808.

### **How do I donate online to the general JDRF Walk event?**

Visit the event home page. Then, click the Donate button and follow the link that states "click here to give a general donation to the event". From there, follow the easy steps to complete the process. If you have questions about donation, please do not hesitate to contact us by emailing **Jessica Tresp** at [jtresp@jdrf.org](mailto:jtresp@jdrf.org) or call us at 214-373-9808.

### **What benefits does the JDRF Walk online fundraising site provide to participants?**

The online fundraising site makes it easier than ever to raise money to support JDRF.

When you sign up online, you can:

- Personalize your own fundraising Web page by adding a photo or video and story
- Access an email tool that allows you to invite everyone you know to join your team or support you with a donation. There are even sample messages to help you get started!
- Collect donations using our secure, personalized Web site
- Track individual fundraising progress as well as the progress of your team members
- Send weekly emails to keep your team members motivated

**What is a personal page?**

A personal page is a customizable Web page you can use to help ask your friends and family to help raise money by joining your team or by making a donation. Once you sign up online, a personal Web page will be automatically created for you. You have the option of personalizing this page by logging into your Participant Center. Here you can upload a photo or video of yourself or a loved one whose life is affected by type 1 diabetes, as well as adding personal story about why you walk. This is your place to express why you support the JDRF Walk and encourage others to join you.

**Do I have to change my personal page once I sign up?**

No, but we recommend you do. The more personal you can make it, the more insight your visitors will have to your mission and the more likely they are to support you! Once you sign up online, a personal page is automatically created for you. But by creating an even more compelling personal page, you can attract and engage more supporters. Think of your personal page as your own creative expression of your commitment to the cause. It's best if you tell your story and explain why the JDRF Walk is important to you. Emails you send through your participant center will link people to your page, so be sure it speaks to them with your personal words and photo.

**How do I use my username and password?**

Every time you visit your event Web site, be sure to click the Log In button on the top right of the page, then you enter username and password. If you have visited the site before, your computer may have a cookie and will recognize you, logging you in automatically. (A cookie is a small piece of information a Web site leaves on a visitor's computer when the visitor is browsing the site. Web sites use cookies to remember information about a visitor to be used at a later time.) Logging in will place you into your Participant Center where you have access to your personal page, your team information, and online tools to encourage your friends and family to support you.

**What if I've forgotten my username and password?**

Remember that your username and password are case sensitive. If you need to, you can [follow this link to request your password now](#). You will receive an email with your information.

**Can I still fundraise if I can't attend the Walk?**

Yes! In fact, we have an option during the registration process that allows you to sign up as a virtual walker. This means you can't walk in person, but you will do a fundraising campaign and "virtually" walk to support JDRF.

**How do I change my username and/or password?**

First, log in to the site using your current username and password. After logging in, you will see a Change Profile link at the top of the page. Once you are in your profile, you will be able to change your contact information, email address, username, and password. All saved changes will be made immediately.

**Will I be able to access my personal fundraising page and address book year after year?**

In the future, as long as you sign up for the same event you participated in this year, you'll be able to access your personal fundraising page from the year before. Regardless of which event you register for, you'll always be able to access your address book, which will make it easier than ever to get started.

### **Can I set a personal fundraising goal?**

We encourage you to set a personal fundraising goal and try and meet or exceed it, however walkers are not required to raise a minimum amount. You can ask for donations from friends, family members, coworkers, and neighbors. Donations can be made through our secure Web site. If you have not finished collecting your funds by the day of the event, or are unable to attend, you can still continue to fundraise online ... in fact, you can raise funds for JDRF all year long!

### **How do I change my personal fundraising goal?**

Log in to the site using your username and password. Then click on My Participant Center. The bottom right-hand side of your participant center is where you can modify your personal fundraising goal. Simply enter your new goal and submit the changes.

### **How do I change my team name or team goal?**

Only the team captain has the ability to change the team name or team goal. The team captain will need to log in and click the Team Progress button on the top right, and update the team name or goal on the Team Progress page.

### **How do I ask people to support my effort?**

Our easy-to-use online fundraising site allows you to safely and securely upload email addresses of friends and family into your Participant Center address book. You can use our sample emails, or create your own, and ask everyone you know to join you as a participant or support you with a donation.

### **How can I see who has donated to me?**

Log in to the site using your username and password, then click on My Participant Center. Click the My Progress tab where you can view your donor list and the amounts donated.

### **How can I see who is on my team?**

Log in to the site using your username and password, then click on My Participant Center. Click the Team Progress tab where you can view your team roster and the amounts raised by each team member.

### **How do I unsubscribe from email?**

Toward the bottom of each email message, there is an Unsubscribe link. Click the link and follow the instructions given to unsubscribe. Please remember that the emails we send you are related to the JDRF Walk and often contain helpful updates and event information. Unsubscribing might prevent you from receiving this information.

### **What if I accidentally unsubscribed and want to re-subscribe?**

No problem. Simply log in using your username and password and click on Change Profile at the top of the page. Then, click on E-mail Interests to update your email preferences to ensure you receive important JDRF Walk emails.

### **How do I donate by mail?**

If you would like to make a donation to a specific JDRF Walk participant, you may mail the donation directly to them or you can mail to their local JDRF chapter office with the walker and team name in the memo field.

### **Is my information secure online?**

JDRF has made every effort to protect your personal information. We use industry-standard SSL encryption techniques to ensure that your credit card information, passwords, and personal information travel securely over the Internet. There is also an encryption engine on our database server that securely stores data.

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

Credit card information is not stored in our database. During the donation process, we send donor 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.

### **When I click on a link, I'm seeing a page that I visited previously instead of the page I'm trying to visit. Why is that?**

Most browsers have what we call "caching issues," which basically means your computer is remembering something you don't want it to. This is common when you frequently use the back button on a site, and can also happen to if you're using a shared computer. To clear your cache, follow the instructions below based on which browser you're using. Based on the version of your browser, the process may vary:

#### **FireFox:**

- Go to 'Tools.'
- Click 'Options.'
- Go to the 'Privacy' section
- Go to the 'Private Data' section and click the Settings button. Make sure 'Cache' is checked.
- Click OK.
- In the Private Data section, click the 'Clear Now' button

#### **Internet Explorer:**

- Go to 'Tools.'
- Click 'Internet Options.'
- In the General tab, go to the Temporary Internet Files section
- Click 'Delete Files.'

Please note that clearing your cache may take several minutes, during which time your computer may appear to freeze or the browser may appear to stop responding/lock up. Please be patient and allow this process to finish. If you continue to experience problems after clearing your cache, completely quit the browser (close all open windows, regardless of what site is open in that window), then reopen the browser. This will clear session data, which can also cause caching issues.

### **What if I have more questions?**

Please contact your local JDRF Greater Dallas Chapter by emailing **Jessica Tresp** at [jtresp@jdrf.org](mailto:jtresp@jdrf.org) or call us at 214-373-9808. You can also call us at 1-888-533-WALK.