ONLINE FUNDRAISING FAQ

Q: How do I sign up to fundraise online?
A: From www.RaceforAutism.org,
- Click on the "Register Here" button in the middle of the page.
- Read the waiver/agreement and click on the "I agree" button.
- Select how to register: Start a team, Join a Team button or one of the other options.
  - If you are a Team Captain creating a team, scroll to the bottom and type in your team name; team fundraising goal, and number of team members you are going to recruit. Click on the Continue button.
- From the personal information section, type in your name, address, and email information.
- Type in a user name and password, and other requested information.
- Type in a personal fundraising goal.
- Click on the Continue button.
- You will receive a quick confirmation. Click on the Continue button to go to your HQ where you should personalize your Web page, your team's Web page, start your team recruitment, and begin your fundraising campaign.

Q: How do I change the picture on my personal web page?
A: Please refer to the tip sheet on "Importing a Personal Picture to your Web Page."

Q: I am trying to upload a photo to my personal page, but I keep getting an error message saying the file is too big?
A: Please refer to the tip sheet on "Importing a Personal Picture to your Web Page."

Q: I set my fundraising goal too low on my Web site. How do I change it?
A: Login to your personal pages by clicking on the "participant login" under the "my pages" on the left navigation bar. From the "My To Do List" section, click on the Edit Profile link.

Q: I forgot my username and password. How do I find it?
A: Remember that your username and password are case sensitive. If you are not able to recover your password from your email confirmation or using the

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"Forgot Username and/or Password" link the sign-in page, and are still having problems, please contact us at info@raceforautism.org to have your password reset.

Q: How do I change my user name and password?
A: Login to your personal pages by clicking on the "participant login" under the "my pages" on the left navigation bar. From the "My To Do List" section, click on the Edit my Login/Password link.

Q: How do I send out emails through my personal HQ?
A: From your HQ, click on the Emails Tab along the top.

- Use the address book or enter a quick list of email addresses.
- Then, customize one of the existing email templates or compose a new message.
- Remember, it's best to send out emails through your HQ. Not only do they automatically include a link to your Web Page, you can pull an email report later to see how people responded.

Q: Where can I see all the emails that I have sent during my fundraising campaign?
A: Log into your personal pages HQ. Click on the Email tab and click on the Email History Log link. The record of emails sent will be reflected.

Q: I heard that you could enter in offline donations to show on the online site. How do I do that?
A: From your personal pages HQ, click on the Tools Tab along the top.

- Click on the Enter Pledge Button. The Offline Donation entry form will appear. Fill in the appropriate information and click on Submit.
- Your pledge is displayed as pending. "Pending" donations refer to donations that have not been yet been received and processed by the Race for Autism and the National Foundation for Autism Research.   These actually show up on the donation report as pledges.

Q: I've been entering in my offline donations and the record reads unpaid, but my credit card donations show up right away.   How can I update my web page so that all donations show as paid?

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A: Please turn in all checks received to your Team Captain or to NFAR. You will be officially credited when the NFAR receives and processes your donations.

Q: I entered an offline donation of $40 from my mother, but she decided to sponsor both my little sister and me for $20 each instead of the original $40 for me. How can I change this record in my online account?
A: Please email us at info@raceforautism.org with the relevant information and we can correct this for you.

Q: Are the credit card donations secure?
A: Yes, the Race for Autism Registration and Donations site used a secure Web site.

Q: How can I see who has donated to me?
A: Click on "participant login" and type in your username and password. You will then be brought to your personal HQ where you can view your donor list and the amounts that have been donated.

Q: I am a team captain, can I change the name of my team?
A: : Login to your personal pages by clicking on the "participant login" under the "my pages" on the left navigation bar. From the "My To Do List" section, click on the Edit Profile link and scroll to the bottom of the form.

Q: My team and another team would like to merge into one larger team. Will it affect our online donations?
A: Please email us at info@raceforautism.org and provide the names of the teams and team captains, including email and phone numbers and we will merge the teams for you. You will need to tell us who the team captain of the combined team will be and what you want the newly merged team to be named. Merging teams will not affect any of your donations.