



## Registering & Website FAQ's

### **Q: Where do I register?**

A: Click [HERE](#) and choose the registration button that applies to you – “Join a Team”, “Create a Team”, “Join as an Individual”, or type in the name of a team or individual hiker to search. Follow the onscreen steps to guide you through the registration process.

### **Q: How do I register as a team or as an individual?**

A: Click on the “Create a Team” or “Join as an Individual” button on the main page. This year, you can register your family as a group in one step.

Join the Hike for Hospice Calgary. If you do not have a Canada Helps account, it will prompt you to create one when you enter your email address. If you are a returning user from last year, it will ask for your password. If you forgot your password, click on the link “Forgot your password”.

**Account Type – in almost every case, you will choose “Personal”.** If you are starting a team for your family or your company, you will choose “Personal” as the team captain is creating their personal account. The only time you will choose “Corporate / Group” is if you are registering your company for a corporate account, using a corporate credit card (and the company will get the tax or non-receipt).

**In the field below the waiver,** please list the full name of all your family members, and also the ages of kids 0-16yrs. Eg. John Smith, Jane Smith, Bobby Smith 6yrs, Susie Smith 4yrs.

Ticket Information. Choose the ticket type you would like. **You may only select one.**

*This allows you to register your family as a group. Choose how many hikers you would like to register. If you only want one fundraising page for your family, select the total number of hikers that will be participating.*

*If however, you want each adult to have their own fundraising page, each adult must register separately. In this case, have one adult Create a Team and register with your kids. Then the second adult will join the team and register separately.*

You can select 1 Hiker, up to 5+ Hikers. Enter your credit card information and Click the “Continue” button.

This year Early Bird registration is \$10 per person up to April 1<sup>st</sup>. April 2<sup>nd</sup> onwards, registration is \$15 per person. Registration is non-taxable – you will not receive a tax receipt.

You are now registered for the Hike for Hospice Calgary and your fundraising page(s) are live. You are now in the Manage section of your account, where you can edit your fundraising pages.

**Q: Where can I update my personal or team fundraising page?**

A: Go to the [Canada Helps](#) website and click on the "Sign In" link in the top right corner of the page. Enter your login information and click the red "Sign in" button. You are now logged in and will see your fundraising page. You will notice your name in the top right side of the page. Click on the drop down for your options: "Edit My Team", "Edit My Page", "Donor Account" and "Logout".

In the drop down, click on "Edit My Team" to go to the Manage section of your team (applicable to Team Captains only), or you can click on "Edit My Page" to go to the Manage section of your personal page. You will be redirected to the Manage page you select.

Team Captains: You can switch between "Edit My Team" or "Edit My Page". When you switch between the pages, you will see the top of the page will either say "Manage my page: YOUR NAME" or "Manage my team: TEAM'S NAME".

**Q: How can I update my personal or team fundraising page? What can I do on it?**

A: When you are in the "Manage" section of your page, you will see either 4 blue tabs (Personal page) or 5 blue tabs (Team page).

Welcome:

- Shows your personal URL you can copy and paste into an email or on social media.
- 'Tips & Tools' you can download.

Details:

- Change your fundraising goal
- Personalize and update your fundraising story. We have a default one created for you, but take the time to personalize your story and let people know why you are Hiking for Hospice Calgary. Click SAVE.

Images & Videos:

- This is the main photo on your fundraising page. We have a default photo for you, which you can keep, or personalize it with your own photo by clicking on "Upload an Image".

Donations:

- View all donations
- Add offline donations by clicking on "Add Offline Donation". You can select to "Send Message" to one of your donors as well.

Team Members tab (team page only):

- Team captains can Invite New Members to join their team. Click on the Email, Facebook or Twitter buttons to choose how you would to send your message.
- eg. Click on the Email button. A pop up window will appear. Type in the first name, last name and email address of a person you would like to send a message to. Click on the "Add" button. Do this for **each** person you want to send a message to. Then click on "Send Invites". Note: You cannot import a pre-existing contact list.

**Q: I'm having problems with the online registration system. What do I do?**

A: Contact your local Hike coordinator, Carrie Beaudry, at 403-263-4525, ext. 205 or [hike@hospicecalgary.ca](mailto:hike@hospicecalgary.ca) for help. You can also go to the Hospice Calgary website's [Hike page](#) and download an offline registration and pledge form.