

# TJ2K Frequently Asked Questions

## **How far is the Walk/Run?**

2K or 1.25 miles.

## **Who can participate?**

Anyone. Young, old, black, white, Hispanic, etc.

## **Can I bring a stroller or wheelchair?**

Yes.

## **What time does it start?**

Registration will be at 6 a.m. and the Walk/Run starts at 7 a.m.

## **Do I have to raise money or make a donation to participate?**

No.

## **How much does it cost to participate?**

It's FREE and open to the public.

## **What is Firstgiving?**

Firstgiving is a private company that has been bringing the benefits of new technology to charitable fundraising for over 3 years. They are focused on making fundraisers more effective while helping charities reduce fundraising costs and efforts to raise more money. This is done by providing powerful tools and support services. Recently helping over 3,000 runners of the London Marathon raise more than \$2 million dollars for charity.

## **What is a Personal Page?**

A personal page is an online promotional tool for your use when asking your friends and family to join your team or sponsor you by making a donation. Once you sign up for an event online, by default, you will have a personal page created for you. You have the option of personalizing this page. You will be able to customize images, create a personal message, view your fundraising progress and more.

## **By default I have a personal page, do I have to change it?**

Once you sign up for an event online, by default, you will have a personal page created for you. A compelling personal page attracts and engages supporters. While you can spread the word using customized e-mail solicitations, your personal campaign page can be your own creative expression of your commitment to the cause. Customize your page by selecting placing your image of choice and a personal message that works best for you. Utilize the elements of text, photo and status indicators to their fullest advantage.

## **What's the advantage to using a personal fundraising page?**

Raising funds with your personal fundraising page helps you reach more people more easily and enables them to donate more easily from anywhere in the world using a credit card. This helps you get more donations with less work. The donations are automatically processed for the charity and are deposited to their bank account electronically. This saves you the effort of collecting checks manually and gets the funds to the charity quickly and efficiently.

Additionally, thank you notes and tax acknowledgements are sent to each donor automatically via email. This saves you and the charity the effort of doing this manually.

The pages are also a very personal and fun way to connect with your friends, family and colleagues to tell them about your efforts and it can serve as a hub for your supporters to monitor your efforts online.

## **How long does it take to set up a page?**

Setting up a page is simple, requires no technical skills and typically takes less than 5 minutes.

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## **Does this service cost anything?**

Setting up the page is free and there are never any costs to you, the fundraiser. Firstgiving takes a small percentage of each donation as agreed to by the charity in addition to standard credit card processing fees. The costs of this service are geared to fall inside the cost guidelines for charities. The service helps them efficiently raise more money with less effort.

## **Can I change my personal fundraising goal?**

First, you will need to login to your Firstgiving Account. Click the Your Fundraising Pages tab and to right you will see your Fundraising target. Click the update link and enter your new goal and submit the changes.

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

Log in to Your Account. Click "Your Fundraising Pages" Here you can view your team fundraising progress and more. To change your team: on the left side, under your team name, click "Change Team".

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

Log in to the site using your Username and Password. Go to Your Account and click the "Your Donations" tab; this will allow you to view your donor list and any amounts having been donated as well as allow you to print a donations statement.

## **Can people donate anonymously?**

Yes. Individuals can either donate anonymously and their name will appear on your fundraising page as 'Anonymous'. Please note: their identity will still be passed on to you and to the charity but not posted on the web in public site.

## **Is this a secure service?**

Yes. All transactions and data are captured and stored in a secure environment. Firstgiving uses industry standard Secure Socket Layer (SSL) encryption certificates from VeriSign, the leading provider of digital trust services.

## **Can I also take off-line donations?**

Definitely! Your personal page is intended to be one part of your fundraising approach vs your entire fundraising approach. You can still solicit donations via mail, phone or in person (Hint: Grandma would love to check out your page but still wants the phone call!). We even provide an area on your page for you to record your offline donations and add them to your total.