

Badminton Bash Online Registration FAQ

Q: I clicked the registration link on your website, but now my web browser displays a "Page cannot be displayed" screen.

A: The active.com server may be experiencing a high volume of submissions and may be busy; press the refresh button on your browser (or F5 on your keyboard) to try again.

Q: The registration page opened, but the layout looks jumbled and the links won't work.

A: The page did not load correctly. Press refresh, and if that does not remedy the problem, try a different browser. We have tested the registration process and can confirm it works with Internet Explorer, Mozilla Firefox, Google Chrome, and Safari.

Q: I'm a team captain, and I'm in the process of registering on active.com, but I forgot to create my team. What do I do?

A: Simply return to the main registration page and click the yellow "Create Your Team" button. Active.com should remember your login information and will allow you to set the team name and password. Remember to disseminate the name and password to your teammates!

Q: I can't find my team in the dropdown menu on the registration page. What do I do?

A: The team captain must create your team on active.com before you can join it. If you don't see your team, please contact your team captain.

Q: I don't know my team's password. Can you help?

A: Please contact your team captain for that information. If you are a team captain and cannot locate your password, please contact DIAL/SELF.

To Set Up Your Fundraising Page

Start by clicking the fundraising link in your email or on the active.com event page. Log in. This should bring you to the Active Giving web page.

In the yellow box, you will see a link to "Get Started". Click it. When the new page loads, scroll to the bottom where you will see a heading for "First Time Users." Click the link below that says "Individuals Get Started." That link will bring you to the "Campaign HQ" page. From there, select the tab at the top of the screen that reads "Customize My Webpage." This will bring you to the personalization page. You will see that DIAL/SELF has provided some information on that page; you are welcome to personalize it with a team picture, your sponsorship goal (we suggest a minimum of

\$40), etc. **IMPORTANT:** Be sure to select "NO" under the team fundraising tab - this page is about YOU!

When you've finished, you'll find your options at the bottom right corner of the window. Selecting "Preview" will open a new window to display what your finished page will look like. If you're satisfied with its design, select "Save and Finish." Congratulations, your page is now prepared on active.com!

Now, let's get the word out! Select the "Send Emails" tab at the top of the screen. This will take you to a page that will allow you to send emails to your friends, family and colleagues to get them to sponsor you at the Badminton Bash. Follow the on-page instructions, and you're good to go. You can even create a template email to be used later.

As you gather more sponsors, you may receive a contribution from someone who does not wish to use the website. If they've given you a check, you can still get that amount counted towards your goal by logging into the active.com/active giving website, clicking on the "Campaign HQ link" and selecting "Track Offline Donations." This will require you to enter the sponsor's name and donation amount manually.

To track your progress, click on the "View Reports" tab. This page will tabulate your online and offline donations. Because the site operates on Pacific time, it may not display a recent donation until later.