



2010 Online Registration System (ORS) Frequently Asked Questions

1. How long does it take for my online registration to be processed?

Once you have completed the registration process, you should receive a registration confirmation e-mail immediately provided you have entered the correct e-mail address during registration.

2. Can I change my event location online?

No. Only MS Society staff have the ability to change your event location once you have registered. If you wish to change event location, please contact your local MS Society office at 1-800-268-7582.

3. Can I change my online fundraising goal after I have registered?

Yes. From the main menu select "My Fund Raising Page" then "Edit Personal Fund Raising Page Settings."

4. What happens if I need to cancel my participation in the event?

Please contact your local MS Society office to notify them that you must withdraw your participation from the event. This will ensure you do not receive further mailings or emails regarding the event.

5. What if I do not get a pledge form e-mailed to me with my event registration or if I would like more pledge forms?

You can log into your online account in order to be e-mailed a pledge form attachment. Click on "My Fund Raising Page" from the main menu and then "Email Me My Pledge Sheet." The pledge sheet will then be e-mailed immediately to you as an attachment. If you do not receive the email, please check you're "Bulk" or "Junk" email folder in case it was filtered.

6. What if I forgot my username or password?

To receive your password click, on "Forgot your login name or password" from the "Login" page and enter the email address used when registering for the event. Please note: if you used the "Register Others" function in the past to register friends family or team members, you will also receive the usernames and passwords for anyone registered under your email address.

7. What is "Register Others"?

Register Others is only available to WALK participants and allows you to register other individuals like family, friends, team members. This can be done through both the "My Event Information" and "Teams" pages on the main menu. If you select "Register Others", an email will be sent to your local event coordinator who will then manually register your family, friend or team member for the event.

8. How can I create a team?

If you have not yet registered for an event, you will be prompted at registration to participate as an individual, join a team or to create a team. If you have already registered as an individual, you can create a team by going to the “Teams” page and selecting “Create My Team” which will take you through the steps required to create a new event team. Once you have entered a preferred team name, the system will run a check to see if the team name already exists in our database for that event. If the team name already exists, you will be prompted to enter a different team name.

9. How can I join a team?

If you have not yet registered for an event, you will be prompted at registration to participate as an individual, to join a team or to create a team. If you have already registered as an individual and now wish to join a team, go to “Teams” page and select “Join a Team” which will prompt you to choose a team name from a dropdown menu. *Only teams that have already been created for this particular event will be shown.*

10. How can I change or remove a Team Captain?

As a Team Captain, you can do this through your online account. On the “Teams” page select “My Team Information”, then “Change Team Captain”.

11. What if my friend can not find my name in the “Search a Participant” results?

In order for your friends and family to be able to search for your name to pledge you online, you must indicate for each event you are participating in that you give consent for your name and event location to be displayed in the search results. To do this, click on “My Fund Raising Page” then select “Edit Personal Fund Raising Page Settings” and follow the instructions provided.

12. How long does it take for an online pledge to be shown in my progress chart?

Since transactions are processed in “live time,” online pledges will be credited to your account and appear on your fundraising graph immediately upon the pledge transaction being approved.

13. What if my friend made a general online donation through the “Give Now” button with the intention of pledging me in my event; can I be credited for this donation?

No, but there are three ways for your friend to pledge you online:

- They can click on the “Pledge a WALKer” or “Pledge a Cyclist” on the main fund raising page. This will take them to the ORS and let them search for a particular participant.
- In the “Give Now” section of the website, there are new links at the top of the page directing potential donors to follow the link to search a participant.
- You can invite potential donors to pledge you online. The body of the email invitation clearly provides a link for the person to click on in order to directly pledge a specific participant. This link takes a donor directly to the participants fundraising page, and from there to the online “pledge form” for that particular participant.

Note: Pledges made via the “Give Now” button cannot be transferred as a participant pledge once the transaction has been processed.