

# Participant Center Guide

How to access and use your Personal Fundraising Page



## GETTING STARTED ▼

The Participant Center is an easy-to-use fundraising resource where you can share, via your Personal Fundraising Page, why you are raising funds to benefit Rady Children's Hospital-San Diego. You can also send out emails to recruit participants and ask for support by using our email templates or creating your own messages. Track your fundraising success on the "Progress" tab – you will reach and exceed your goals for this year!

Should you need help with your Participant Center, please contact us by phone at 858-966-5988 or by email at [foundationevents@rchsd.org](mailto:foundationevents@rchsd.org). Read below to learn how to use your Participant Center.

## ACCESS ▼

You can access your Participant Center by visiting [www.radychildrenswalk.org](http://www.radychildrenswalk.org) and clicking on the blue login button in the upper right corner of the screen. Information about your username and password can be found in the "thank you for registering" email that you received. Log in often, at least once a week, to ensure you are keeping up to date on your fundraising and outreach!!

Use the "Home," "Email," "Progress," and "Personal Page" tabs to navigate throughout the Participant Center.

**Important note:** The Participant Center may not display correctly if you are using the Safari web browser for Apple computers or the AOL web browser on any computer. Choose another web browser such as Firefox, Internet Explorer, or Google Chrome.

## USING THE TABS ▼

### Personal Page Tab

**URL SETTINGS** Create an easy-to-remember URL for your Personal Page when you click the "URL settings" link in the grey box located directly beneath the "Edit Your Personal Fundraising Page" box. Keep your URL short and simple! This URL will direct your donors to your Personal Page where they can make a gift to support your fundraising efforts.



**CONTENT** Your story and connection to Rady Children's are powerful. Sharing your story and updating your Personal Page are crucial steps toward raising funds. Be sure to save your edits before previewing your page. **Tip:** All text must be manually typed into text fields. Copying and pasting text will not allow you to save your changes.

**PHOTOS/VIDEOS** Choose to upload a photo or use one of our honorary patient photos or videos to further personalize your page. Sharing a photo or video about why you're raising funds will inspire your donors to give!

## USING THE TABS ▼

### Team Page Tab

If you are a team captain, don't forget to personalize your Team Page as well as your Personal Page!



### Home Tab

**OVERVIEW** The "Home" tab is the place to get a great overview of where you are in the fundraising process and how much money you've raised.

**PROGRESS METER** Set a fundraising goal of \$1,000 or more and watch your progress meter grow as you collect donations from friends and family! Once you reach a goal, click "change" to set a new challenge.

If you have experience raising \$1,000 or more in previous years, challenge yourself to raise \$500 more than you did last year!

**DAYS LEFT** This countdown tells you how many days you have left to fundraise until your event takes place.

**WHAT TO DO NEXT?** Check this yellow status bar often for tips on what next step you are ready to take. It will remind you to set up your Personal Page, add contacts, send emails, and check your progress often.

**"SEND EMAIL" BUTTON** To the right of your screen, in the grey column, you will find the "Send email" button. Click it to access the "Email" tab and begin sending messages for support.

**LINKS** In the light blue box beneath the "Enter new gift" button, you will see links to "Add Contacts," "View Your Progress," "Edit Your Personal Page," and "Email Team" (Team Captains Only). Click these links to navigate throughout your Participant Center.

**SOCIAL MEDIA** Fundraising through social media has never been easier! Share your Personal Page by clicking on the small Facebook, Twitter, and LinkedIn icons. Include a short message and publish a status update to your social media accounts; a link to your Personal Page will be included.

**RECENT ACTIVITY** Scroll to the very bottom of the screen to view your recent activity. You will see an account of your most recent donations, emails sent, and recruitment activities.

### Contacts

**IMPORT CONTACTS** On the right-hand side of your screen, click the "Import contacts" button to add your Gmail or Yahoo! email contacts. You can also upload a .csv file for other email contacts, such as those on Hotmail or Outlook. Click the small "Tell me more" link to learn more about .csv files.

**ADD SINGLE CONTACT** Click this button if you simply need to add one contact or prefer to add each contact one at a time.

**EDIT CONTACT** To edit a contact, you must click on the "Contact" button and then click on that contact's name (in black). Once you click the contact's name, you can view how much the contact has donated, the percentage of emails the contact has opened, and how many times the contact has visited your page. Use this information to inform your next action! Will you ask for a gift? Thank the donor? Or offer more information about the event? To edit the contact, click the "Edit Information" link in the light blue box.

**GROUPS** To add an individual to a group, click the check box to the left of their name. Then, click "Add to Group" at the top of your page. You will see the group name in the "Groups" column once you take this action.

Setting up groups will allow you to send the same email to a group of related individuals, making your fundraising efficient and easy!

## USING THE TABS ▼

### Email Tab

**COMPOSE** Create your own message or click on the “Use a Template” link (found below the “Subject” line) to use one of our suggested messages. You will find sample messages for recruiting participants, asking for gifts, and thanking donors. **Tip:** All text must be manually typed into text fields. Copying and pasting text will not allow you to save your changes.



Your Participant Center comes with a few standard groups to help you target your messages to the appropriate recipients. Click the “choose from your contacts” list to view groups such as “Donors,” “Non-Donors,” “Teammates,” “Need follow-up,” and “Un-thanked Donors,” or create your own groups!

**DRAFTS** On the right-hand side of your screen, you will find the link to your email “drafts.” These messages have been saved but not sent.

**SENDING EMAIL** After you have composed your message, click on the blue “choose from your contacts list” link located under the “send to” box. Click the box to the left of those contacts whom you wish to receive your email message; a check mark will appear next to their names. **Tip:** The system only allows 20 contacts at a time to receive a message. If you have 40 contacts, for example, you must send the message two times in groups of 20.

**SENT** View this tab to find and review your sent messages.

### Progress Tab

**GOAL** Be sure to check your progress tab often, at least once a week! On this tab, you will see how much you have raised and what percentage of your goal you have reached. You can also see how many days you have left to raise funds until the event.

**DONATION HISTORY** At the bottom of this page, you will find your donation history. Be sure to review the “actions” column to see what next step you should take with a donor. You can also download a .csv file by clicking on “Download personal donation list” if you’d prefer to mail thank-you cards.

(Please note that Rady Children’s Hospital Foundation will issue an official tax receipt and gift acknowledgment via email at the time a gift is given online. If a gift is given offline, a letter is sent out as soon as the gift is processed by the office.)

**TEAM FUNDRAISING** If you are a team captain, you can click “Team” in the gray column on the right side of the page to view and update your team progress.

