

# HIKE for ALS Website Help Topics

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### How do I sponsor a Hiker by making an online donation?

- Choose the province where the Hiker is participating in the Hike for ALS and click on “Go.”
- Click on “Make a pledge.”
- Search for the individual by entering all or part of their first or last name. Select from the list of results, which will take you to their homepage.
- Click on “Sponsor Me >.”
- Complete your secure online donation by entering your information and credit card number and click on “Complete >.”
- **Please note:** You will receive an income tax receipt by email within a few minutes. Please check your junk mail file if it doesn’t show up in your main mail box. We advise that you print a copy of the final page of the donation for your personal records.

Thank you for your donation. It will be used to support research towards a cure for ALS, support provincial societies who provide quality care and equipment for people living with ALS, and to raise awareness of this devastating disease.

### How do I register as an individual without being part of a team?

- Go to hikeforals.ca.
- Choose your province and Click on Go
- Click on the “Sign up” button.
- Read over the waiver, and select “I accept” and “Continue >” to continue registering.
- **Please note:** If you decline, you won’t be able to proceed with registration.
- Click on “Register as an individual” and “Next.”
- Enter in your contact information and click on “Next.”
- **Please note:** Be sure to record your username and password and save them in a secure place, they will be required each time you are logging onto your HIKE for ALS account.
- Enter your fundraising goal and answer the permission questions. **Please note:** if you uncheck the “I allow the general public to donate on my page” box, sponsors will not be able to search for your name to make a donation. **Also,** you need to check the box beside “Include my name in the ALS top fundraiser scoreboard” if you want your name to show in the list. If you do not check this, it will appear as “Friend.”
- Once you’re finished, click “Next.”
- Choose “Register Me.”

### How do I register for the hike as a Team Captain?

**Please note:** The team captain must register first to create the team; *then* others can join your team. The team captain will set up his/her personal page as well as the team page.

- Go to hikeforals.ca.
- Choose your province and Click on Go
- Click on the “Sign up” button.
- Read over the waiver, and select “I accept” and “Next” to continue registering. If you decline, you won’t be able to proceed with registration.
- Click on “create a team.”
- Create your team by entering in the team name, a description and setting your team fundraising goal.
- Answer the permission question “Allow the general public to view your team’s fundraising result.”  
**Please note:** If you do not check this box, then your team name will not show in the top fundraiser scoreboard – it will appear as “Friend.”
- Enter in your contact information and click on “Next.”
- **Please note:** Be sure to record your username and password and save them in a secure place, they will be required each time you are logging onto your HIKE for ALS account.
- Enter your personal fundraising goal, and answer the permission questions. **Please note:** if you

- uncheck the “I allow the general public to donate on my page” box, sponsors will not be able to search for your name to make a donation. **Also**, you need to check the box beside “Include my name in the ALS top fundraiser scoreboard” if you want your name to show in the list. If you do not check this, it will appear as “Friend.”
- Once you’re finished, click “Next.”
  - Choose “Register Me.”

#### How do I register for the Hike as a Team Member?

**Please note:** your team captain must first register the team, before you can join a team.

- Go to hikeforals.ca.
- Choose your province and Click on Go
- Click on the “Sign up” button.
- Read over the waiver, and select “I accept” and “Next” to continue registering. **Note:** If you decline, you won’t be able to proceed with registration.
- Click on the “Join a Team” button and “Next.”
- You can now search for your team by the Team Name or the Team Captain’s first or last name. Type this information in and click on “Search.”
- Results will come up in the box with the dotted line on the right.
- Choose the team that you want to join and click “Next”.
- Enter in your contact information and click on “Next.”
- **Please note:** Be sure to record your username and password and save them in a secure place, they will be required each time you are logging onto your HIKE for ALS account.
- Enter your fundraising goal, and answer the permission questions. **Please note:** if you uncheck the “I allow the general public to donate on my page” box, sponsors will not be able to search for your name to make a donation. **Also**, you need to check the box beside “Include my name in the ALS top fundraiser scoreboard” if you want your name to show in the list. If you do not check this, it will appear as “Friend.”
- Once you are finished, click “Next.”
- Choose “Register Me.”

#### How do I log into my account?

- Go to hikeforals.ca.
- Choose your province and Click on Go
- Click on “Sign In.”
- Enter you username and password.

#### I have forgotten my username – how do I find out what it is?

- Go to hikeforals.ca.
- Choose your province and Click on Go
- Click on “Sign In.”
- Select “Forgot your username or password?”
- Type in your email address and click “Submit.”
- Check your email address for an email from the ALS Society of Canada which will tell you your username (please check your junk email box as well).

#### I have forgotten my password – how do I find out what it is?

- Go to hikeforals.ca.
- Choose your province and Click on Go
- Click on “Sign In.”
- Select “Forgot your username or password?”
- Type in your username.

- Click “Submit.”
- Check your email address for an email from the ALS Society of Canada and click on the provided link to reset your password (please check your junk email box as well).

#### How do I log out of my account?

- Ensure you have saved everything that you were changing.
- On the left side of the screen, click on “Sign Out.”

#### How do I name my webpage?

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Customize Personal Page.”
- Type the name for your webpage in the box. **Please note:** You can create a unique title (eg. John’s Quest for a Cure), or leave it blank. If you leave it blank, the default will be the name you registered with (eg. John Smith’s Page).
- Click on “Update Page Title” box.

#### How do I customize the message on my webpage?

Your homepage comes with a standard message with facts about ALS, but you can customize your message.

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Customize Personal Page.”
- Select the “Message” tab.
- Select the current message by highlighting it and press return/backspace to delete it.
- Type your message in the text box. **Please note:** There is no text editor on this website and you will not be able to change or format the font.
- Press the “Save” button, located below the text box.
- You now have the option to click on “View My Page” to see what others will see when they come to your webpage to sponsor you.

#### How do I upload a video to my webpage?

**Please note:** Your page is enabled to play video clips, however, you must first be registered on YouTube and have your video posted there before you can use this feature.

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Customize Personal Page.”
- Select the “Video” tab.
- Click on the “Add a Video” Button.
- Enter the URL of the video into the box and click on “Add.”
- Confirm it is the video you like, add a title, add a description, and click on Save or Cancel to continue.
- **Tip:** If you would like this video to be your default video, check the respective box.
- Repeat Steps 2 – 4 to add more videos.
- To enable or disable the video so that it can be viewed on your page, click on the circled button.
- **Tip:** If the video is disabled, the respective icon will appear lighter.
- **Tip:** You can edit or preview your video by clicking on the circled icons

#### How do I add pictures to my webpage?

- Sign in to your H Hike for ALS account.
- Select the Fundraising link at the top of the page.

- On the left, under the Fundraising Menu, click on “Customize Personal Page.”
- Select the “Images” tab.
- Click on the “Add an Image” button.
- Click on the “Browse” button, select the photo you would like to add, and then click on “Upload.”
- **Please Note:** The image should be no larger than 300KB or it will not load. You may need to first resize the photo in another program such as Microsoft Picture Manager or at [www.picresize.com](http://www.picresize.com).
- Confirm it is the image you like, add a title, add a description, and click on “Save.”
- **Tip:** If you would like make this your default image, check the respective box.
- Repeat Steps 2 – 4 to add more images.
- To enable or disable the image so that it can be viewed on your page, click on the small image of a file with a circle in the bottom right corner.
- **Tip:** If the image is disabled, the image will appear lighter.
- **Tip:** You can edit or preview your image by clicking on the circled icons.

#### How do I choose a thermometer or pie chart to show my fundraising progress?

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Customize Personal Page.”
- Select the “Widgets” tab.
- Choose the “Fundraising Tracker” tab.
- To enable the fundraising tracker, check the box next to “enable.”
- Select between the thermometer and the pie chart, then click on “Save.”

#### How do I allow the public to post a message on my webpage?

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Customize Personal Page.”
- Select the “Widgets” tab.
- Select the “Message Board” tab.
- To enable the message board, check the box next to “enable” and then click on “Save.”

#### How do I send email messages to my contacts to ask them to sponsor me?

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on the “Get Sponsors” link.
- Select how you would like to send your emails.
- **Option One:** Use your own email account. This option will allow you to send emails using your own email account. Click on “Just Email Me >” and the ALS Society will email you a standard message which you can forward to your contacts. It will include a link that takes them directly to your fundraising webpage.
- **Option Two:** Import your address book and use our email system. Here you can enter in the email addresses you would like to contact and add a personal message. A message about ALS and the HIKE for ALS will also be attached. Once you are ready to send your email, click on “Send Email” near the bottom of the screen. **Please Note:** If you take longer than 20 minutes to do this, the system will time out and you will have to begin over again. We recommend that you use Option 1.

#### How do I check my fundraising results?

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.  
On the left, under the Fundraising Menu, click “Check Results.”
- This will show a summary of how much you have raised as an individual, and if you are on a team,

your team results.

#### How do I manage sponsors?

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Manage Sponsors.” This will provide a list of who has sponsored you, the date they sponsored you, the amount of the donation, the type of the donation (online means it was paid with a credit card and offline means that it was pledged), and the donation status (verified means that it has been paid with a credit card online and unverified means that the cash or cheque must be brought with you to the Hike).
- **Please note:** You can print a complete list of your sponsors by clicking on “Download Forms” (on the menu on the left) and then clicking on “Email Results Form.” It is helpful if you print a copy of this to bring with you to registration at the Hike, but cannot be used as a substitute for a pledge form. You must bring a pledge form fully completed with all donors listed and the cash/cheques to cover their donations. If you do not create the pledge form, a staff member will have to manually create one for you, even though the unverified donations are entered online.

#### How do I print a list of people who have sponsored me?

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Download Forms.”
- Click on “Email Results Form.” **Please note:** It is helpful if you print a copy of this to bring with you to registration at the Hike, but cannot be used as a substitute for a pledge form. You must bring a pledge form fully completed with all donors listed and the cash/cheques to cover their donations. If you do not create the pledge form, a staff member will have to manually create one for you, even though the unverified donations are entered online.

#### How do I add cash or cheque donations to my webpage?

Adding in cash or cheque donations on your webpage will make your fundraising thermometer increase, however, these donations are considered “unverified” until you bring the cash or cheque to the Hike registration. Donors will not receive a tax receipt until early in the following calendar year. (Tax receipts are issued for donations that are \$20.00 or greater.)

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Manage cash or cheque.”
- Enter in the information for the donor, along with the amount donated.

#### How do I edit my personal fundraising goal?

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Edit Goal.”
- Enter the new amount and click on “Submit.”

#### How do I sponsor myself?

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Sponsor Yourself.”
- Add in your donation information and click on “Continue.”
- Your donation will be processed on a secure site and you will receive an income tax receipt by email. **Please note:** It is a good thing to sponsor yourself as it allows you to tell those you are asking to sponsor you that you have made a financial commitment as well.
- **Please Note:** If you do not want your name to be included on the sponsor wall, deselect the

respective option. If you would not like your donation amount to be shown on the sponsor wall, deselect that option.

#### How do I download a pledge form?

- Go to Hikeforals.ca.
- Choose your province and click on “Go.”
- Click on the “Download a Pledge Form” button.
- **Please note:** Be sure to write in the location of your Hike so we can credit your donations on this pledge form to your Hike.

#### How do I invite people to join the Hike with me?

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Tell a Friend.”
- Enter in the email addresses of people you would like to contact and add a personal message (a message about ALS and the Hike will be attached to your personal message).
- Once complete, click on “Send Email” at the bottom of the screen.

#### I registered as an individual and now want to join a team. How do I do this?

- Sign in to your Hike for ALS account.
- Select the Team link at the top of the page.
- On the left, under the Team Menu, click on “Join a Team.”
- Search for an existing team by entering in their Team Name, the Captain’s First Name, or the Captain’s Last Name. Then click on “Search.”
- From the list of teams that appear, click on the team you would like to join.
- Confirm that this is the team you would like to join by selecting “Join this Team” or back by clicking on “Cancel” and trying your search again.
- Once you have joined a team, you can now check your team’s progress under the Team tab.

#### I registered as an individual and now want to create a team. How do I do this?

- Sign in to your Hike for ALS account.
- Select the Team link at the top of the page.
- On the left, under the Team Menu, click on “Create a Team.”
- Create your team by entering in the team name, a description and setting your team fundraising goal.
- Answer the permission question “Allow the general public to view your team’s fundraising result.”  
**Please note:** If you do not check this box, then your team name will not show in the top fundraiser scoreboard – it will appear as “Friend.”

#### I am a team captain. How do I track the team’s results?

- Sign in to your Hike for ALS account.
- Select the Team link at the top of the page.
- On the left, under the Team Menu, click on “Team Results” and the results will appear on the right.

#### I am a team captain. How do I recruit people to join my team?

- Sign in to your Hike for ALS account.
- Select the Team link at the top of the page.
- On the left, under the Team Menu, click on “Recruit Team Members.”
- From here, select how you would like to send your emails. You can send emails using your own email account (Option 1) or use the ALS Fundraising Community email system which is already set up (Option 2).
- Enter your own message or use our default message. Follow the instructions that come up.

#### I am a team captain. How do I email people on my team?

- Sign in to your Hike for ALS account.
- Select the Team link at the top of the page.
- On the left, under the Team Menu, click on “Email Team.”
- Type in your message and subject and click on “Send Email >” once you are done.

#### I am a team captain. How do I edit our team’s information or fundraising goal?

- Sign in to your Hike for ALS account.
- Select the Team link at the top of the page.
- On the left, under the Team Menu, click on “Edit Team Info.”
- Once you have completed all your edits, click on “Save.” **Please Note:** If do not check the box beside “Allow people to find my team when searching for a team to join,” the public will not be able to find you to make a donation towards your team goal.

#### I am a team captain. How do I customize our team page?

- Sign in to your Hike for ALS account.
- Select the Team link at the top of the page.
- On the left, under the Team Menu, click on “Customize Team Page.”
- Follow the same instructions for
  - How do I customize the message on my webpage?
  - How do I upload a video to my webpage?
  - How do I add pictures to my webpage?
  - How do I choose a thermometer or pie chart to show my fundraising progress?

#### How do I edit my profile?

- Sign in to your Hike for ALS account.
- Select the Profile link at the top of the page.
- Make the desired changes and click on “Submit.”

#### What should I print to bring with me to the Hike?

- Sign in to your Hike for ALS account.
- Select the Fundraising link at the top of the page.
- On the left, under the Fundraising Menu, click on “Download Forms.”
- Click on “Email Results Form” **Please note:** It is helpful if you print a copy of this to bring with you to registration at the Hike. It will show who has sponsored you with online (verified, paid by credit card donations) and donations that you need to bring the payment with you to the Hike. (offline, unverified donations). Please note that this form cannot be used as a substitute for a pledge form. You must bring a pledge form fully completed with all donors listed and the cash/cheques to cover their donations. If you do not create the pledge form, a staff member will have to manually create one for you, even though the unverified donations are entered online.