

Participant Center User's Guide

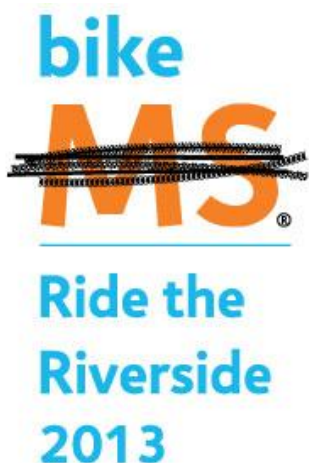
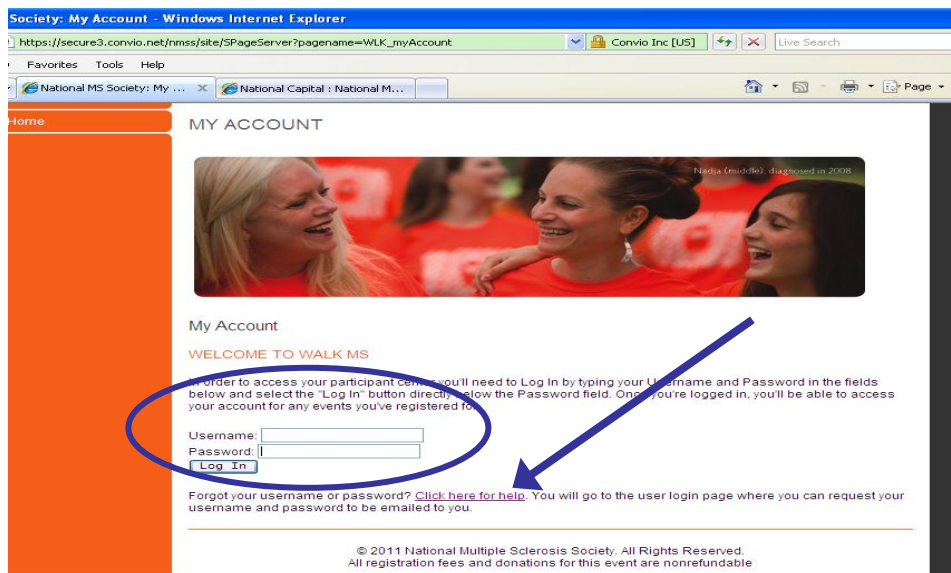
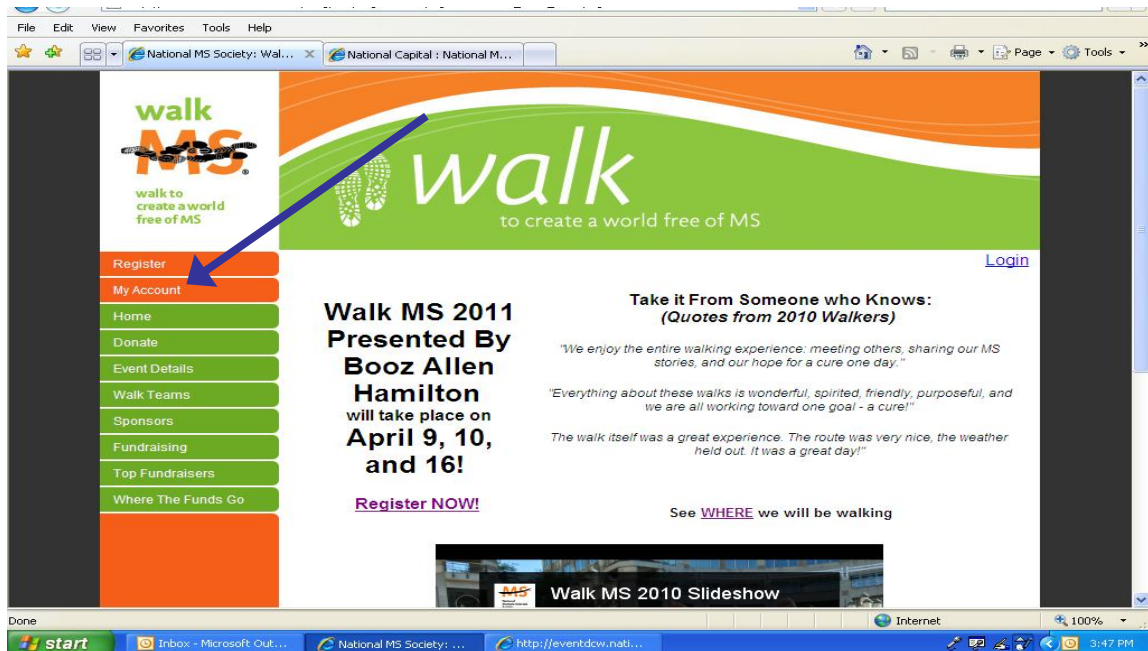


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Accessing Your Participant Center

STEP 1: From your Walk MS homepage (www.MSandYOU.org/walk), click the 'My Account' tab and then proceed to enter your username and password, then turn to page 5 of this Guide. If you cannot remember your username and/or password, follow the link that says 'Click here for help' and turn to page 4 of this Guide.



Participant Center User's Guide
for National Capital Chapter Event Participants

Forgot Your Password?

STEP 1: If you entered a password reminder when you registered, simply enter your username and click the 'Give me a hint' button. If not, your username and password can be sent to your email address. If you do not remember your password, enter your username and email address then click the 'Send Password' button and it will be emailed to you. If you do not remember your username, enter your email address then click the 'Send Username' button and it will be emailed to you.

The screenshot shows a web browser window titled "National MS Society: - Windows Internet Explorer". The address bar displays "https://secure3.convio.net/nmss/site/UserLogin". The page content is divided into three main sections for password recovery, each with a corresponding explanatory text block on the right.

Forgot Password?

* = Required Fields

* Username:

Give me a hint

What if I've forgotten my Password?

When you initially registered, you may have specified a Password reminder. You can click the button labeled 'Give me a hint' to jog your memory.

If you still can't remember your Password, we can email it to you. Just provide us with your Username and the email address that you used to register.

Email me my Password

* = Required Fields

* Username:

* Email (you registered with):

Send Password

Email me my Username

* = Required Fields

* Email (you registered with):

Send Username

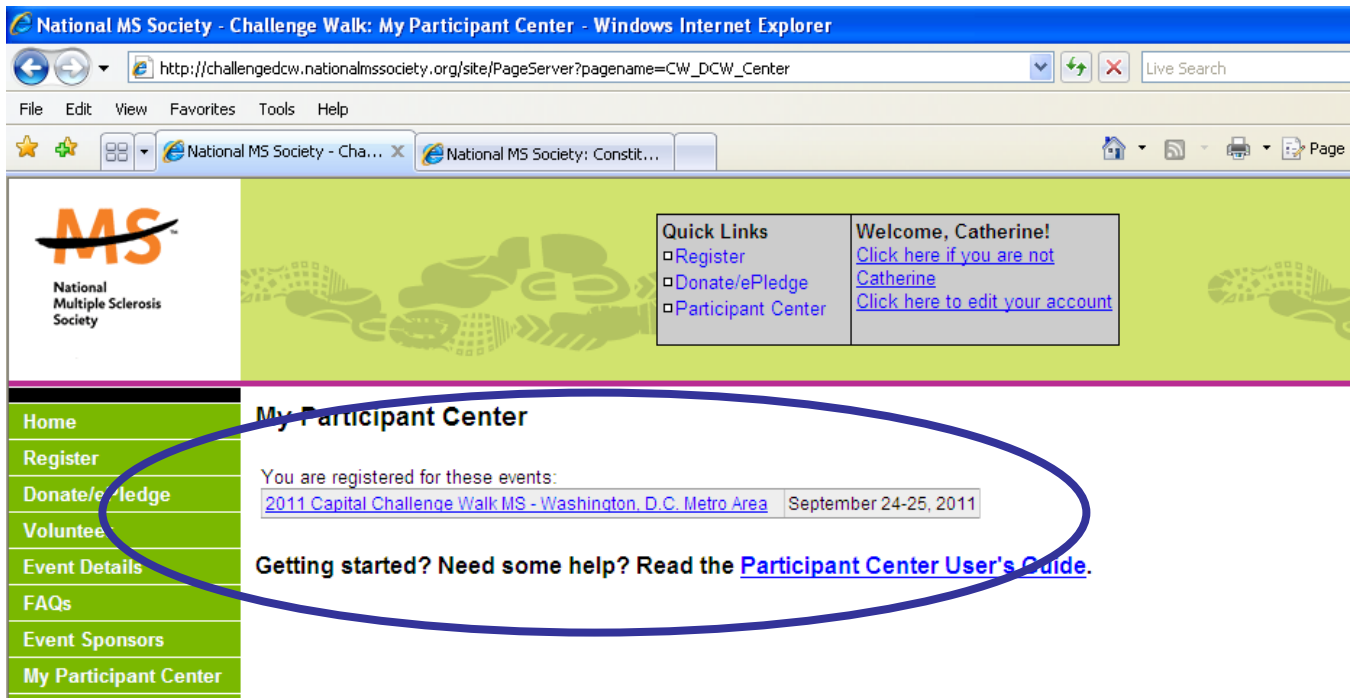
What if I've forgotten my username?

If you don't remember the Username that you registered with, then we can also email that information to you.

If you are still having trouble logging into your Participant Center, please contact a Development staff member (see page 21).

After Logging In

You will automatically be directed to a page with a complete listing of all National MS Society events for which you are registered. Choose the event that you wish to customize.



OR



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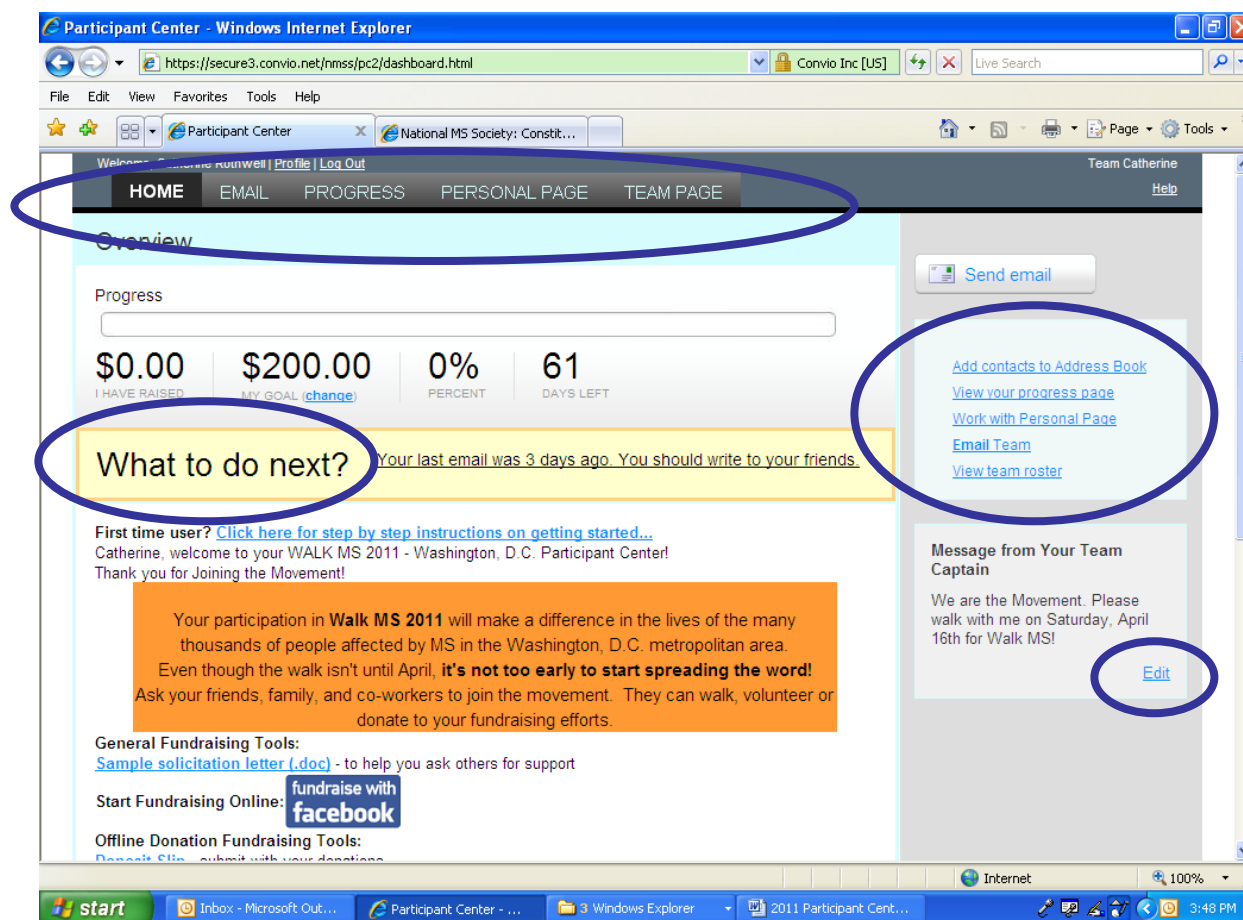
Working in Your Participant Center

In your Participant Center, you can:

- Set up your personal page
- Upload your email address book
- Send emails to ask for donations and to thank your donors
- Track emails sent and actions taken
- Track your fundraising progress
- Access your team information (only Team Captains have this option)

Team Members: Check out the latest message from your Team Captain!

Team Captains: Create a message for your team members to see on the Participant Center homepage each time they log on! Our suggestion is to update this information often!



Working in Your Participant Center (Continued)

Scroll down to the bottom of the Participant Center home page to:

- Download sample fundraising letters, deposit slips, pledge sheets and donation receipts
- Learn about youth safety (Bike MS only)
- Ask questions via email
- Learn about the donation processing policy and view recent activity
- Check back here to download forms & resources

The screenshot shows a web browser window with two tabs: "National Capital : National M..." and "Participant Center". The page content includes a welcome message, an orange banner about the Walk MS, and a section titled "Fundraising Online: **fundraise with facebook**". Below this, under "Offline Donation Fundraising Tools:", there are links for "Deposit Slip", "Credit Card Donation Slips", "Sponsor Pledge Sheet", and "Donor Receipts". A blue circle is drawn around the "Fundraising Online" and "Offline Donation Fundraising Tools" sections. At the bottom, there is a "Recent Activity" section showing a "RECRUIT" status for the "2010 WALK MS" event.

Emily, welcome to your WALK MS 2010 presented by Booz Allen Hamilton Participant Center!
Thank you for Joining the Movement!

YOU are moving us closer to a world free of MS. Your participation in Walk MS presented by Booz Allen Hamilton will make a difference in the lives of the many thousands of people affected by MS in the Washington, D.C. metropolitan area.

The walk isn't until April, but it's not too early to start spreading the word!
Ask your friends and family to Join the Movement, whether they want to walk with you, register as a Walk MS volunteer or support your fundraising efforts.

Fundraising Online: **fundraise with facebook**

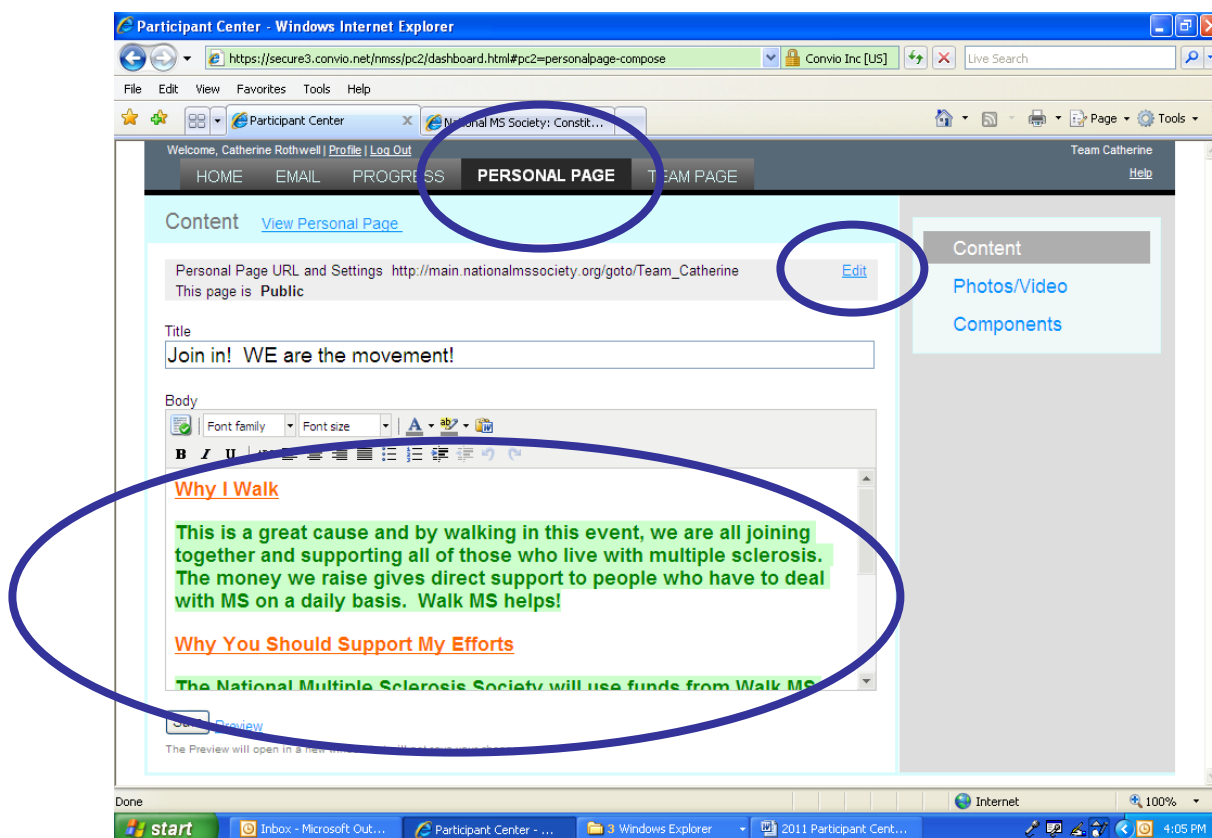
Offline Donation Fundraising Tools:
[Deposit Slip](#) - submit with your donations
[Credit Card Donation Slips](#) - submit with your deposit slip to make a credit card donation
[Sponsor Pledge Sheet](#) - for your records
[Donor Receipts](#) - to give to your supporters
Let us know if you have questions. Email WalkMS@MSandYOU.org or call (202) 296-5363, select option 2.
Want to know more about how your donations are appearing online? [Click here for our donations processing policy...](#)

Recent Activity

RECRUIT	You joined 2010 WALK MS presented by Booz Allen Hamilton - Washington, D.C. Metro Region	Oct 27
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Your Personal Page

STEP 1: From your Participant Center select the 'Personal Page' button.



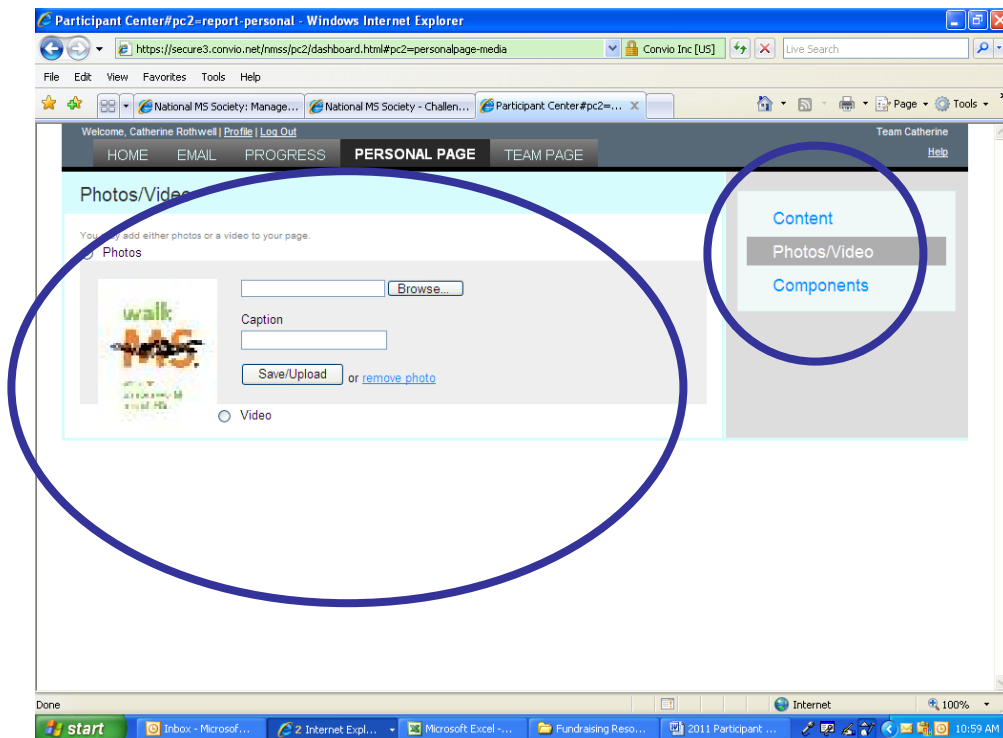
STEP 2: Clicking 'Edit' personal page URL will take you to the page to create a simple, easy-to-remember web address for your page. Enter a name that people will remember. Be sure to save your page name before moving on.

STEP 3: Make your page more personal by writing your story: why you participate, why you support the MS Society, why curing MS is important to you, or why your friends and family should join you and/or donate - or all of the above! The new 'rich text' format allows you to use various fonts, colors, and formatting options. Have fun with it, but make sure it is still easy to read and understand. It's unlikely that someone wants to read a paragraph in fluorescent yellow 😊

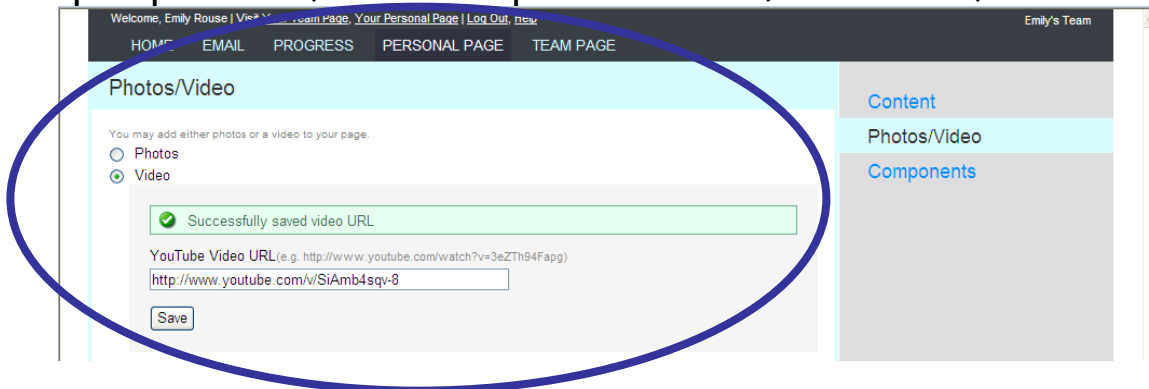
Your Personal Page (Continued)

STEP 4: Choose the Photos/Video tab to add visual elements to your Personal Page. That's right, you can add VIDEO to your page!

To upload photos, select '**Photos**', browse your files, and select the desired images. Type in your caption to make it personal and '**Save**'. There is a size limit of 4MB for your .jpg photo, so if you get an error message, try to crop and resize the photo before uploading.



If you would rather upload a video, select '**Video**' and paste your YouTube link into the space provided. (You can add photos OR video, but not both).



Additions to Your Personal Page

In addition to your prize-winning text and photos (or video), you can also add some super-sweet extras to your Personal Page! You can add any one (or ALL THREE!) of these components to your page:

Option 1: Status Thermometer (Recommended)

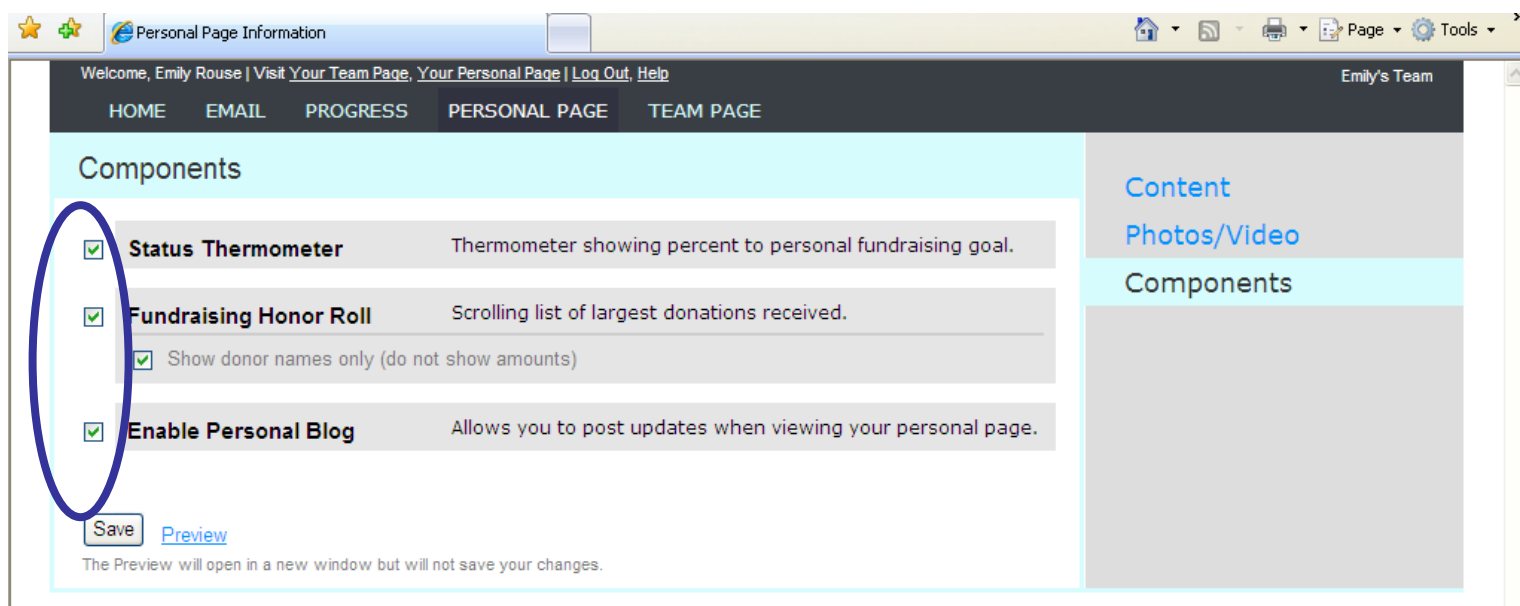
This handy little tool takes the temperature of your fundraising success. We hope that you always have a fever!

Option 2: Fundraising Honor Roll (Recommended)

Automatically list the names of your online donors, as well as those giving \$125 or more offline, (with or without the dollar amount they so generously gave) on your page. Remember: Donors like to feel appreciated!

Option 3: Personal Blog (Recommended)

Keep your personal page fresh by adding a web log (blog). Update your blog frequently with your training or fundraising progress or just with your daily thoughts. Encourage your friends to bookmark it and check frequently to see your latest updates. Shout-outs to donors and team members are always a good idea. Everyone loves to see his or her name in print!



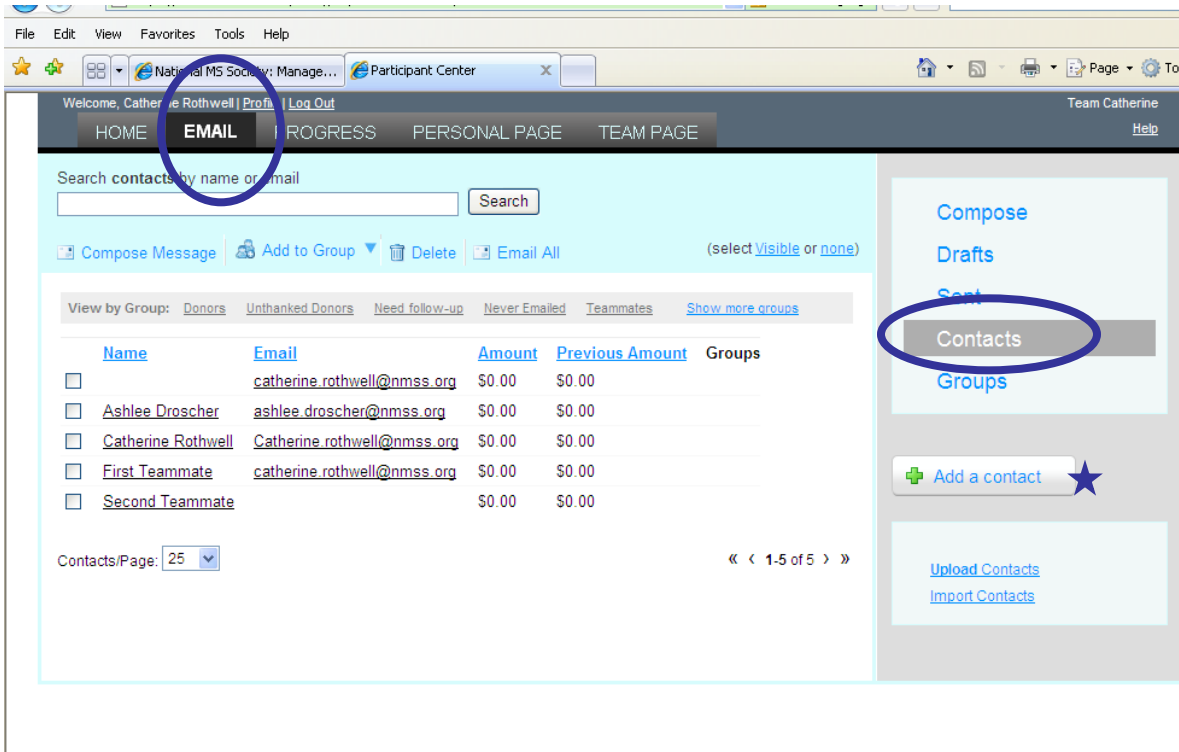
The screenshot shows a web browser window with the title "Personal Page Information". The browser's address bar shows "Welcome, Emily Rouse | Visit [Your Team Page](#), [Your Personal Page](#) | [Log Out](#), [Help](#)". The page has a navigation bar with links: HOME, EMAIL, PROGRESS, PERSONAL PAGE, and TEAM PAGE. The main content area is titled "Components" and contains three rows of options, each with a checked checkbox and a description:

- ☒ **Status Thermometer** Thermometer showing percent to personal fundraising goal.
- ☒ **Fundraising Honor Roll** Scrolling list of largest donations received.
 - ☒ Show donor names only (do not show amounts)
- ☒ **Enable Personal Blog** Allows you to post updates when viewing your personal page.

At the bottom of the form are two buttons: "Save" and "Preview". Below the buttons is a note: "The Preview will open in a new window but will not save your changes." On the right side of the page, there is a sidebar with links: "Content", "Photos/Video", and "Components".

Email Functions: Adding Contacts

STEP 1: From your Participant Center, select the '**Email**' tab in the top navigation bar. Before you begin drafting messages, update your contacts by clicking on '**Contacts**' on the right navigation bar.



Note: After your contacts have been added, you will be able to sort them by various categories, including donors, teammates, prior participants, and suggested follow-up actions.

You can add contacts in multiple ways:

Add an individual contact by clicking on the '**Add a contact**' button on the right side of the page and type the required information, then click '**Add**'.

You can upload or import multiple contacts from your address book by clicking on the respective link. A pop-up window will appear to guide you through the process.

The screenshot shows the 'Add Contact' form. It has fields for First, Last, and Email. Below the fields are buttons for 'Add' and 'Cancel'. Below the form are links for 'Upload Contacts' and 'Import Contacts'. Arrows from the text above point to the 'Add' button and the 'Upload Contacts' and 'Import Contacts' links.

Adding Contacts (Continued)

This is what you'll see when you click 'Upload Contacts'

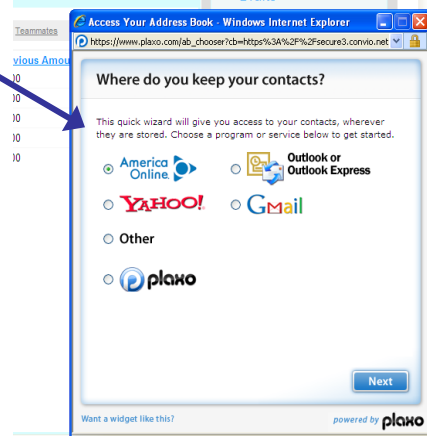
Just browse for a CSV spreadsheet file you have saved and click 'Upload Contacts' again.



This is what it looks like when you click 'Import Contacts'

You can select one of the following services to import your contact list from:

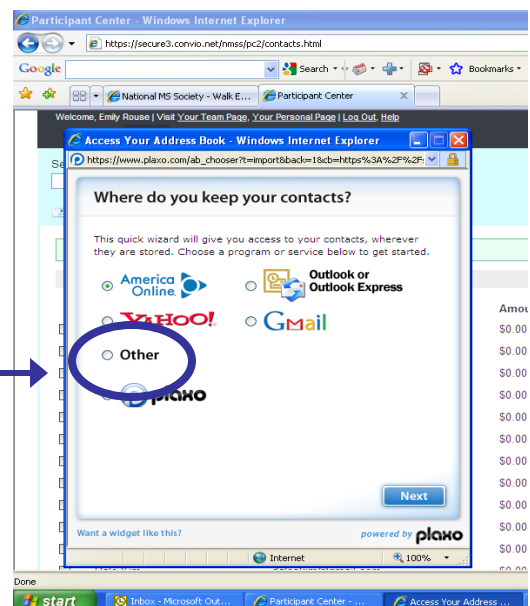
- AOL
- Outlook or Outlook Express
- Yahoo
- Gmail
- Other
- Plaxo



Generic files containing contact lists can also be imported by selecting the 'Other' option on the 'Import Contacts' pop-up window

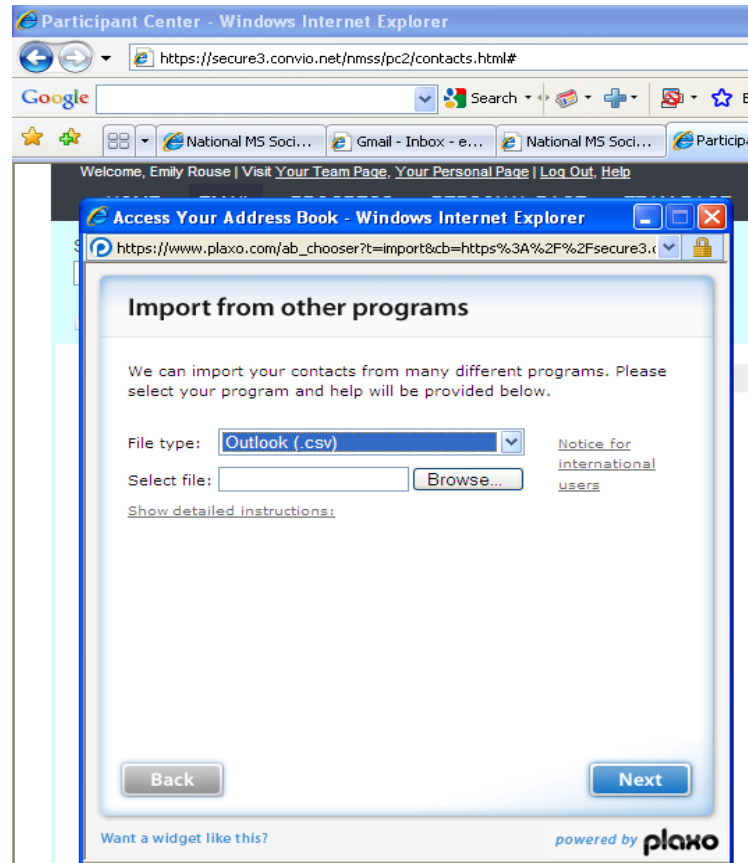
The following accepted file formats can be uploaded through this feature:

- Outlook (.csv)
- Outlook Express (.csv)
- Entourage (.tsv/.tab/.txt)
- Lotus Notes (.stxt)
- Netscape (.ldif)
- Palm [Win] (.csv)/ Palm [Mac] (.tsv/.tab/.txt)
- VCard (.vcf)
- Yahoo! (.csv)



Adding Contacts (Continued)

After selecting the file type from the drop down menu, click '**Browse**' and find the file you want to upload. Select it and click '**Next**'.

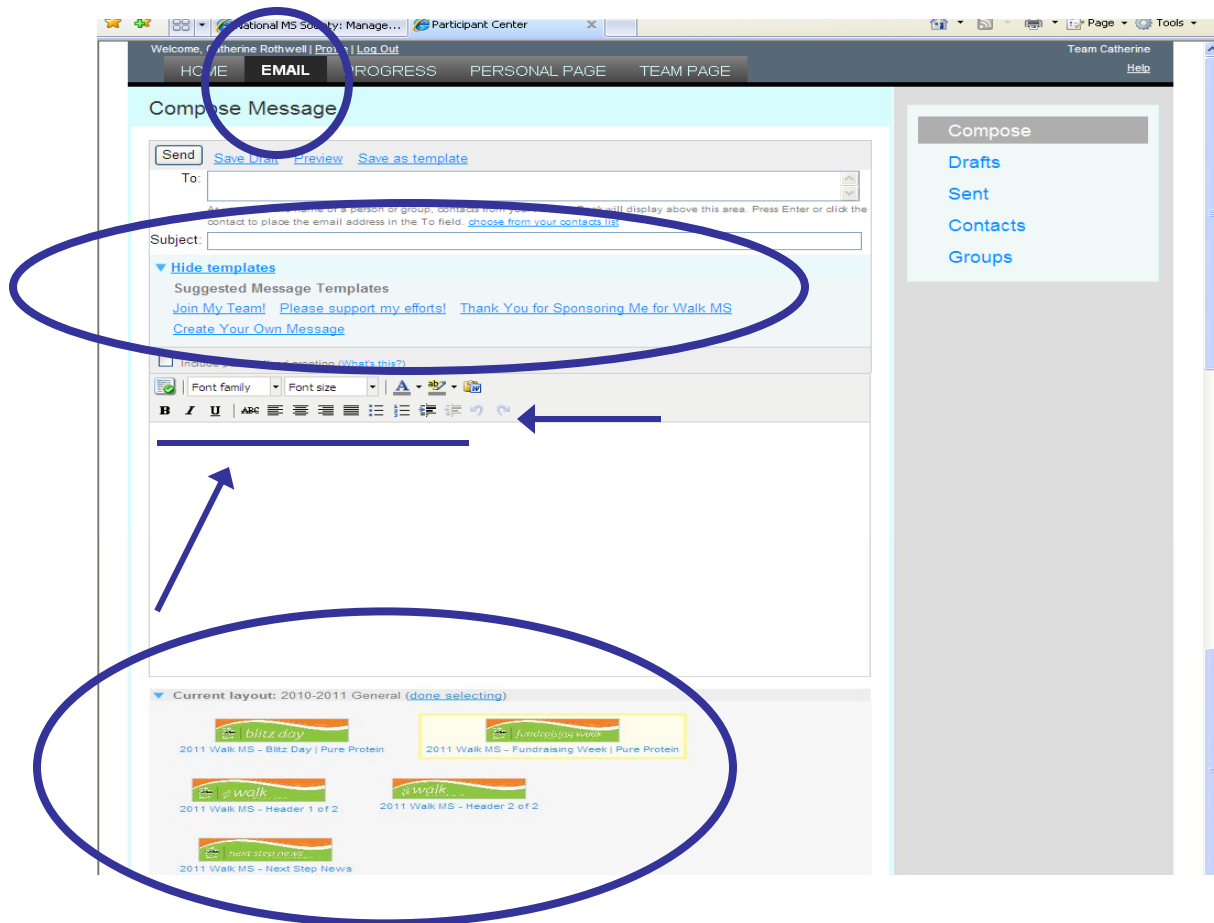


Note: If you need more detailed instructions for a specific file type, first select the file type from the drop-down menu and then click on '**Show detailed instructions**'. Your Participant Center will provide you with step-by-step instructions for the specific accepted file type chosen.

Email Functions: Sending Emails

STEP 1: From your Participant Center select the 'Email' tab. The Email tab automatically goes to the 'Compose Message' option. You can click 'Use a Template' and use of the emails provided for you (which include their own colorful Walk MS header) OR draft your own personal message and click the 'select' option next to the **Current Layout** below the message and choose a fun header!

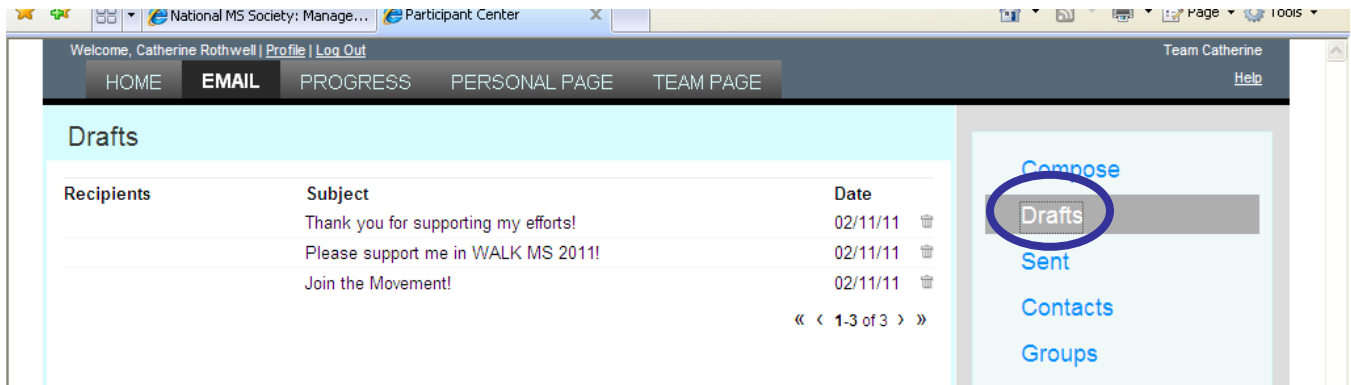
Note: If you decide to select a header, don't worry if you don't see it as part of your working draft. As long as you've selected one, it will display once the email is actually sent out. You may not see it, but all of your recipients will!



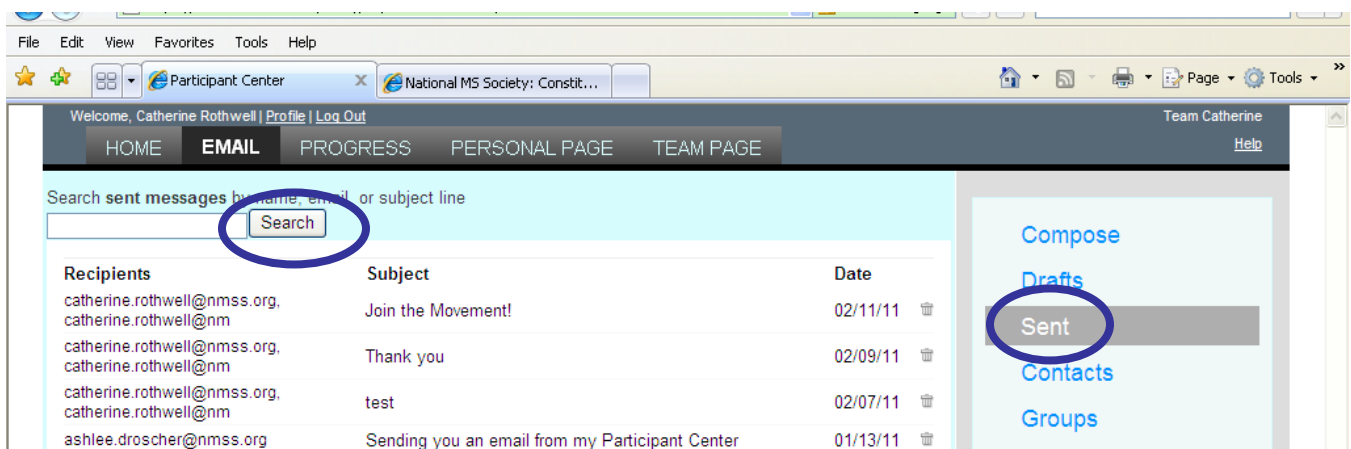
Explore! You can create rich-HTML formatting with all font options, color options, bolding, italicizing, underlining, alignment options, and more. Make this email the best it can be to grab attention and communicate your story.

Email Functions: Drafts & Sent Items

Your Participant Center will save your drafts until you are ready to send them. Do you have some spare time? Start writing your messages early and save them to your drafts now! You'll be glad you did. 😊

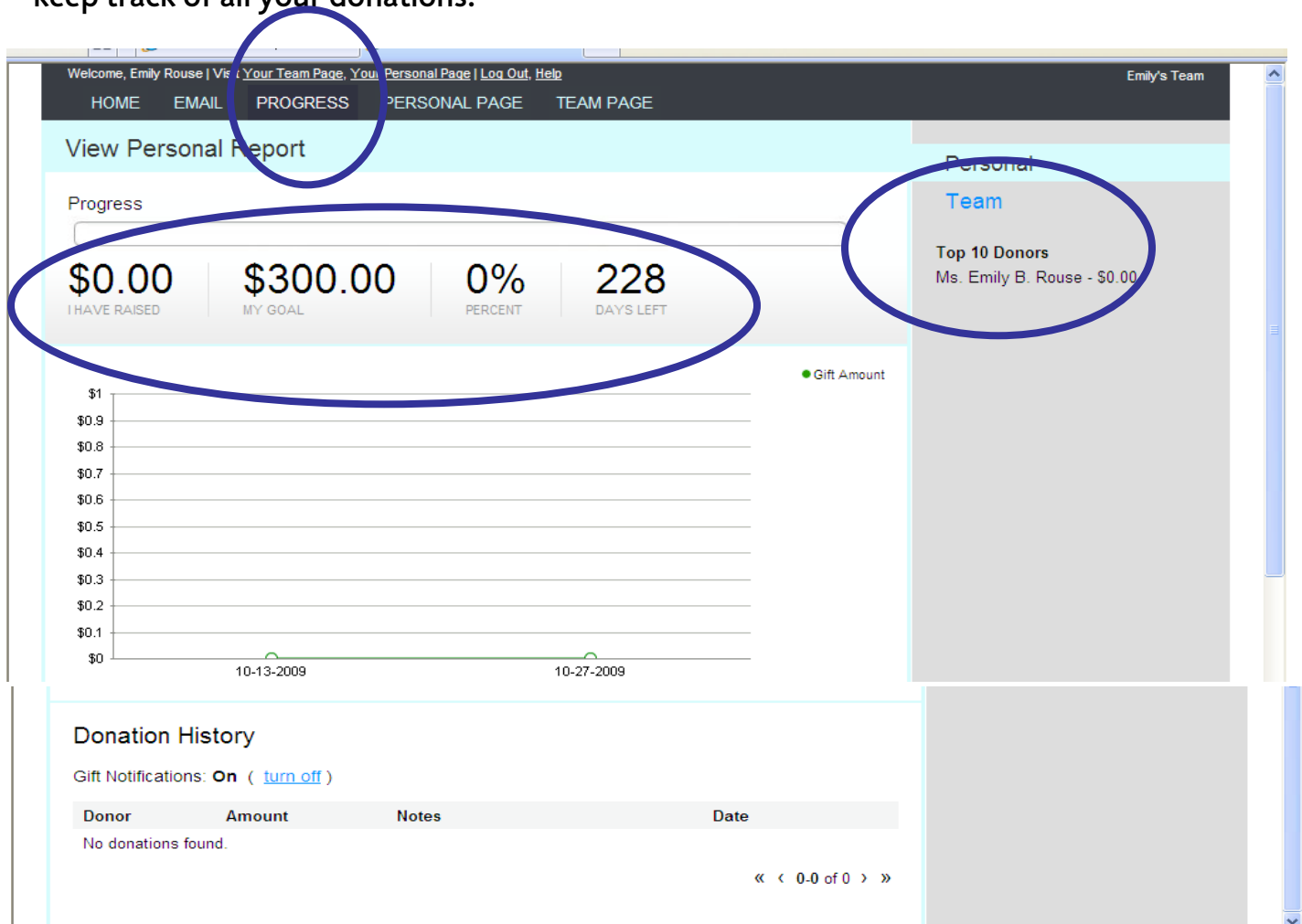


Use your Sent box to keep track of who you've written and when. Select the 'Sent' feature on your 'Email' tab's right hand navigation bar and you'll be able to see when you sent your message and who received it. You can also use the 'Search' function to filter messages by name, email address, or subject line.



Tracking Your Progress

STEP 1: From your Participant Center select the 'Progress' button. This section helps you keep track of all your donations.



This section automatically keeps track of your online donations and top donors. It summarizes your personal fundraising to date, donation history, and days left until the event, and it enables you to activate and deactivate the 'Gift Notifications' feature that emails you when a donation is made on your page.

Don't forget! You can also track progress in the **Email** tab. Click on 'Email', then select 'Contacts' from the right navigation bar. The 'View by group' bar (above your list of contacts) allows you to see donors, unthanked donors, people who need follow up, people you haven't emailed, and other lists.

Team Captains: Your Team Page

(Only Available to Team Captains and Co-Captains on the Participant 'Home' Center)

The screenshot shows the 'Team Page' for Catherine Rothwell. The top navigation bar includes 'HOME', 'EMAIL', 'PROGRESS', 'PERSONAL PAGE', and 'TEAM PAGE'. The 'TEAM PAGE' is selected. The main content area is titled 'Overview' and features a 'Progress' section with a progress bar and the following information: \$0.00 (I HAVE RAISED), \$200.00 (MY GOAL), 0% (PERCENT), and 64 (DAYS LEFT). Below this is a 'What to do next?' section with a message: 'You are doing great! Be sure to log in and view your progress every day!'. There is also a 'First time user?' section with a link to 'Click here for step by step instructions on getting started...'. A large orange box contains a message about the 'Walk MS 2011' and encourages spreading the word. The right sidebar contains a 'Send email' button, a list of links ('Add contacts to Address Book', 'View your progress page', 'Work with Personal Page', 'Email Team', 'View team roster'), and a 'Message from Your Team Captain' section with a message: 'We are the Movement. Please walk with me on Saturday, April 16th for Walk MS!'. A blue circle highlights the 'Message from Your Team Captain' section, and a blue arrow points to the 'View team roster' link.

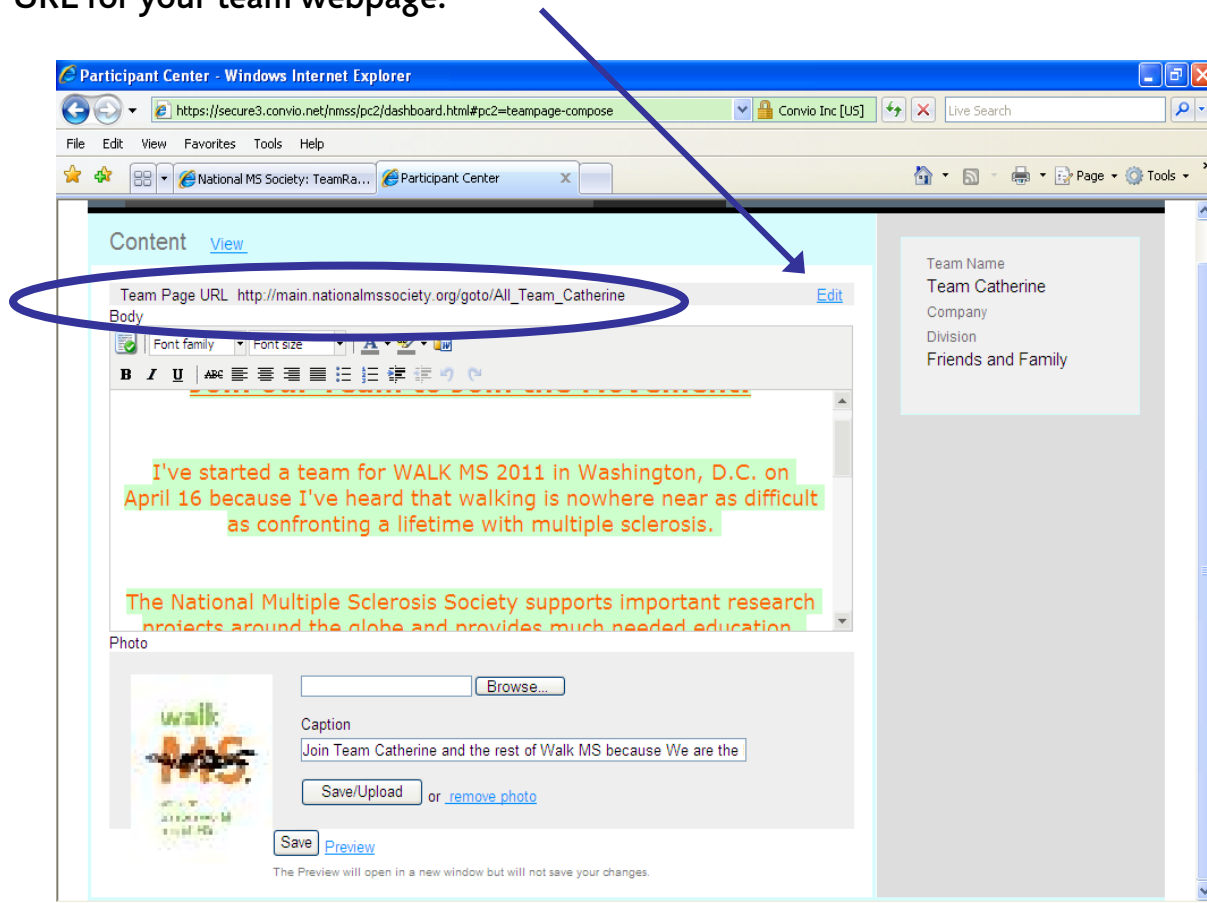
Create a message for your team members to see each time they log on.
We suggest that you update this information often!

The screenshot shows the 'View Teammates' page for Catherine Rothwell. The top navigation bar is the same as the previous screenshot. The main content area is titled 'View Teammates' and shows Catherine Rothwell as the 'CAPTAIN' and two 'First Teammate' and 'Second Teammate' positions. The right sidebar contains a 'View Teammates' button (highlighted with a blue circle), a 'Manage Captains' button, and two links: 'Download Team Roster' and 'Download Team Statistics'.

Click on 'View Team Roster' on the right navigation bar to view current teammates and designate co-captains (if needed) by clicking on 'Manage Captains'.

Your Team Page (Continued)

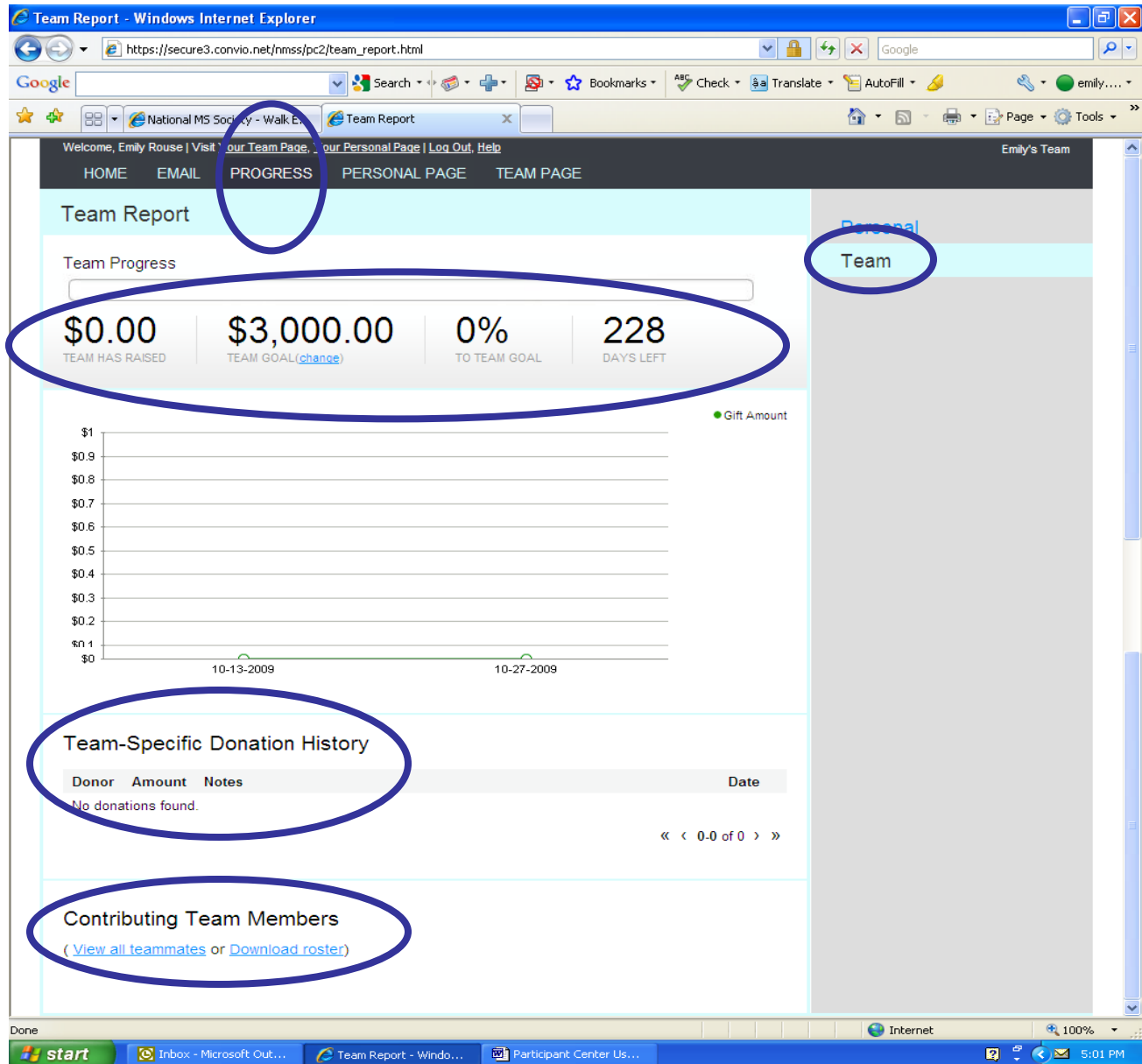
From your Participant Center 'Team Page' tab, you can create a simple, easy to remember URL for your team webpage.



To edit your Team Page, use the same options and formatting offered in the Personal Page. You can create your own text (or use the template provided), change the formatting, and upload a photo. Pick an image that captures the essence of your team so that visitors will want to join you and/or donate!

Your Team Page (Continued)

In the 'Progress' tab, select 'Team' from the right navigation bar.



This section automatically keeps track of your team's online donations and team gift donors. This page also allows you to view all contributing team members, either on the site or in a downloadable format. The Team Roster allows you to maintain a detailed listing of registered team members and their fundraising efforts.

Contact Information

Thank you for getting involved!

If you still have any questions about your participant center and all of the great tools you have access to, please contact us:

Phone

202-296-5363, option 2

Email

DCWBikeMS@nmss.org
DCWChallengeWalk@nmss.org

Website

www.BikeMSDC.org
www.CapitalChallengeWalkMS.org