



FAQ

Q: Can I still be a part of the team without participating in the event?

A: Sure! You can sign up as a Team ING Run For Something Better fundraiser and collect donations without having to participate in the race. You can also contribute by making a donation to the team. Go to the team website www.charity.active.com/ingrunforsomethingbetter and click “Make a Donation Today.”

Q: Where do I go to sign up for the race?

A: You can sign up by going to your team website www.charity.active.com/ingrunforsomethingbetter and clicking “Register for the event.”

Q: How do I access my training calendar?

A: After you have signed up for a training plan, you can access your training calendar by going to your team website and clicking “Log in to track your training.”

Q: Should I sign up as an individual or team fundraiser?

A: Sign up as an individual if you would like to raise money on your own. Sign up as a team fundraiser if you would like to gather a couple friends and raise money as a team. If you would like to join a team that has already been created, go to the team fundraising page www.active.com/donate/orangelaces and click “Join this fundraising team!”

Q: How do I go back and update my fundraising page?

A: You can access your fundraising page by going to your team website and clicking on “Log in to your fundraising page.” Once you are logged in, click on “Customize My Webpage.” You will be able to update the text displayed on your page, color scheme, layout, upload a picture, etc.

Q: How do I format text and add links to my fundraising page?

A: Here are some common HTML codes that should help:

- Line Break: `
text</br>`
- Paragraph Break: `<p>text</p>`
- Place text to the left, center or right: `<p align=center>`
- Bold: `text`
- Insert a hyperlink: Add the desired **web address** and **text you'd like to highlight**:
`Click Here to View Our Website`





Q: How do I access my donors' information?

A: Log in to access your fundraising page. Select "View Reports" from the top navigation bar. Select either "General Donations Report" if you are an individual fundraiser or "Team Report" if you are part of a fundraising team.

Q: What do I do if someone wants to donate with cash or check?

A: Checks should be written out to you, the fundraiser. If you receive cash and check donations, deposit the money into your personal account and then make one online donation for the total offline donations you collected.

Q: Are donations tax deductible?

A: Yes, all donations are tax deductible. Donors will receive a tax deductible receipt in the "Thank You" email that is sent to them after they make an online donation.

Q: How do I get my friends and family to donate?

A: Start by sending an email to all of your friends and family. Provide the link to your personal fundraising page so they can donate directly to you. For other fundraising ideas, go to your team website and click "Fundraiser Tips."

Q: I want to host a charity event. Where do I start?

A: Search the internet for "Fundraising Events" or "Charity Events". There are lots of great suggestions out there. Many times it is worth while solicit sponsors whom are willing to donate the key materials you need for a successful function. This includes location, food, drink, etc. Companies are always interested in ways to support a charitable cause, while getting some great marketing and promotion of their own. You can also contact your Account Manager at Active for some great insight on planning a charity event.

Q: Does everyone get orange laces as a thank you for their donation?

A: Yes, if they choose this option on their thank you email. However, they can choose to donate their laces to a child participating in the ING Run For Something Better program.

Q: Where are there ING Run For Something Better programs?

A: Currently, there are programs in Atlanta, Miami, San Francisco, New York, Minot, Hartford and Philadelphia. ING Run For Something Better also supports running programs in Denver and Minneapolis with plans to grow nationwide. You can learn more by visiting www.orangelaces.com.

If you have any other questions, please contact us.

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