Participant Centre FAQs

To make any changes in your Participant Centre, you must first login here:
https://secure.e2rm.com/registrant/ReturningRegistrantOption.aspx?EventID=298788&LangPref=en-CA&welcomeBackReg=y

If you cannot find an answer to your question below or are experiencing any technical difficulties with the online fundraising portal, please contact us at cycleforsight@fightingblindness.ca or 1.800.461.3331 x 271.

Profile:
What if I forget my username or password?
How do I change my password?
How do I change my contact information?
How do I change what activity I am doing on event day?
How do I change my t-shirt / jersey size?

Fundraising:
How do I find the link for my fundraising page?
How do I change my fundraising goal?
How do I change my personal message?
How do I thank my sponsors?
How do I send an email to friends and family asking for donations?
How do I add an image or video to my fundraising page?
How do I remove a photo or video?

Team:
How do I recruit team members?
How do I change my team name?
How do I send a message to my team members?

Profile:

What if I forget my username or password?
- Go to www.cycleforsight.ca and click 'Login', located in the top right hand corner


- Click 'forgot your username or password?' under the 'Sign In' button.

- Enter your email address if you need to recover your username. If you do not know the email you registered with please send an email with your full name to cycleforsight@fightingblindness.ca for assistance. If you need to reset your password please enter your username. You will receive an email with a reset password link.

Back to top of document

How do I change my password?

- Click on **Profile** on the left-hand side
- Then click **Change Password**
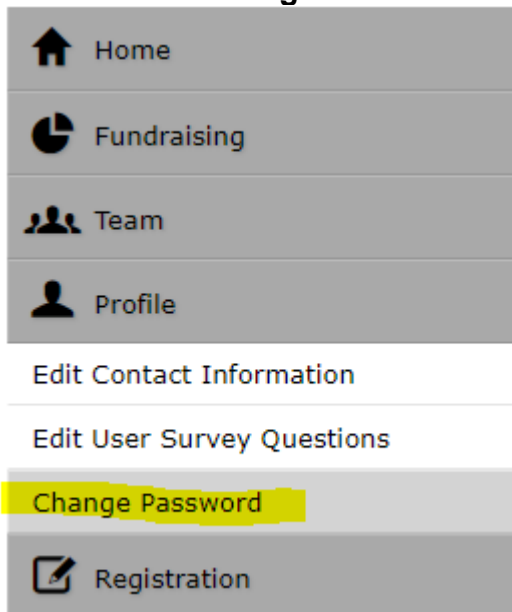
- Set a new password, then click **Submit**

Back to top of document

How do I change my contact information?
- Click **Profile**
- Here you can make changes to your contact information as well as your email preferences
- Click **Submit** once you have made all your changes

Back to top of document

How do I change what activity I am doing on event day?
- Click **Profile**
- Click **Edit Survey Questions**
- Scroll down page until you find the question you want to change
- Change you answer
- Click **Submit** button

[Back to top of document](#)

How do I change my t-shirt / jersey size?
- Click **Profile**
- Click **Edit Survey Questions**
- Scroll down page until you find the question you want to change
- Change you answer
- Click **Submit** button

[Back to top of document](#)

Fundraising:

How do I find the link for my fundraising page?
- Click on **Fundraising**
- Your link can be found here:

Total Amount Raised:	**$7.00** ($0.00 Pledged)
Total Donations:	**3** (0 Pledged)
Fundraising Goal:	**0%** of **$1,500.00** (change)
Registration Status:	Registered
Online Registration Number:	4630916

This is the link to your
online fundraising page:

https://secure.e2rm.com/registrant/FundraisingPage.aspx?registrat

- You can copy and paste this link and send to friends and family or share it on social media

[Back to top of document](#)

How do I change my fundraising goal?
- Click on **Fundraising**
- Click on **(change)** beside your fundraising goal

Total Amount Raised:	**$7.00** ($0.00 Pledged)
Total Donations:	**3** (0 Pledged)
Fundraising Goal:	**0%** of **$1,500.00** (change)

- Change your fundraising goal
- Click **Save**

Fundraising Goal:

$5,000.00

Save Cancel

How do I change my personal message?

- There are two ways you can edit your personal message:

1. From the Home page
- Click **Edit Message**

Personal Message

This June, I am participating in Cycle for Sight Virtual 2020 because I want the millions of Canadians, who are living with vision loss, to have access to treatments and cures. We are at a milestone moment for game-changing breakthroughs in the fight against blindness and with your support we will soon see these treatments offered in Canada!

Unfortunately, all Cycle for Sight events this year have

Edit Message

- Scroll down the page and make edits to your personal message in the Your Page Message section
- Click **Save Changes** button below Images & Video
- You message should now be updated

2. On the Fundraising tab
- Scroll down the page and make edits to your personal message in the Your Page Message section
- Click **Save Changes** button below Images & Video
- You message should now be updated

How do I thank my sponsors?
- Click on **Fundraising**
- Click **Manage Sponsors**
- Click **Thank Sponsors:**

My Supporters (3)

- Check beside each sponsor that you want to thank:

All ☐	Name
☑	**April Watts**
☐	**Steven Smith**
☐	**Steven Smith**

- We have created a thank you email for you, but you can edit the subject line and/or body of the email if you wish. *NOTE: If you edit the email, the system will **NOT** save it. Be sure to copy and paste it into a word document and save it on your personal device.*
- When you are ready to send, click **Send Email** button at the bottom of the page

Back to top of document

How do I send an email to friends and family asking for donations?
- There are two ways that you can email your friends and family

1. Use your personal email account. *NOTE: If you choose this option, the people you have emailed will not show up in your Participant Centre. They will only appear if they donate to you.*

- Click on **Fundraising**
- Click **Get Sponsors**

- Put your personal email address in the **TO:** field.
- Scroll to bottom of page and hit the **Send Email Button**
- Once you receive the email in your personal email account, you can then use your own contact list to forward the email to family and friends.

2. Use the Participant Centre to email friends and family:
- Click on **Fundraising**
- Click **Get Sponsors**
- Now you can either copy and paste your friends and family's emails in the **TO:** field.

OR

- You can import contacts from your personal email account by:

- Clicking on the **address book icon:**

Load a Saved Email:

| Please Select | ⌄ |

To: @

- You can manually add your contacts by filling out the First Name, Last Name, Email Address fields OR you can:

- Click on the **Import Contacts** button:

Add New Contact

First Name

Last Name

Email Address

Group   (ungrouped) ⌄ ➕

Add Contact   Cancel   **@ Import Contacts**

- Click on the email account you would like to import contacts from.
- Login to that account.
- Click **Yes** if you would like to proceed
- Click beside each contact that you would like to import
- Once you are finished choosing the contacts you would like to import, click on the **Get # Contacts** button.
- Your contacts will now be added to your address book in the Participant Centre, which you can always find by clicking on the address book icon

Load a Saved Email:

Please Select   ⌄

To: @

[Back to top of document](#)

How do I add an image or video to my fundraising page?
- Click **Fundraising**

- Scroll down page to **Images & Videos** section
- Click **Add Image** or **Add Video**
- Choose a file of an image or video from your computer
- Click **Upload** button
- Include a **Title** for your picture or video as it is required
- Include a **Description** if you wish – this is optional
- Ensure that the box beside **Display Image** is checked:

Description

☑ Display Image

- Click **Save Changes** button

Back to top of document

How do I remove a photo or video?

It is not possible to remove an image or video, but you can choose which images or videos you would like displayed on your fundraising page.

- First, click **Fundraising**
- Scroll down page to **Images & Videos** section
- Click directly on the image you would like to remove
- Uncheck the **Display Image or Video** box:

Description

Display Image

Description

Display Image

- Click **Save Changes**
- Should then read Update Successful
- You can now close the window by clicking the **X** in the top right corner

Back to top of document

Team:

How do I recruit team members?
NOTE: You MUST be a team captain to recruit team members.

- There are two ways you can email your friends and family to ask them to join your team:

1. Use your personal email account. *NOTE: If you choose this option, the people you have emailed will not show up on your personal fundraising page.*
- Click on **Team**
- Click Recruit **Team Members**
- Put your personal email address in the **TO:** field.
- Scroll to bottom of page and hit the **Send Email Button**
- Once you receive the email in your personal email account, you can then use your own contact list to forward the email to family and friends.

2. Use the Participant Centre to email friends and family:
- Click on **Team**
- Click Recruit **Team Members**
- Now you can either copy and paste your friends and family's emails in the **TO:** field.

OR

- You can import contacts from your personal email account by:

- Clicking on the **address book icon:**

Load a Saved Email:

Please Select

To: @

- You can manually add your contacts by filling out the First Name, Last Name, Email Address fields OR you can:

- Click on the **Import Contacts** button:

- Click on the email account you would like to import contacts from.
- Login to that account.
- Click **Yes** if you would like to proceed
- Click beside each contact that you would like to import
- Once you are finished choosing the contacts you would like to import, click on the **Get # Contacts** button.
- Your contacts will now be added to your address book in the Participant Centre, which you can always find by clicking on the address book icon

Load a Saved Email:

Please Select

To: @

[Back to top of document](#)

How do I change my team name?

- Click **Team**
- Click **Edit Team Info**
- Edit team name and / or description
- Click **Save**

How do I send a message to my team members?

- Click **Team**
- Click **Message Board**
- Add a **Title** and **Message**
- Choose to upload an image if you wish
- Click **Add New Post**
- Refresh page and your new post will show up *NOTE: Team members will only see this message if they login to their Participant Centre and click Message Board*

Current Posts

Message	# of comments	Date	Delete
Hello	0	Jun 1, 2020 1:55 PM	Delete