

The Terry Fox Foundation

Terry Fox Run Registration FAQ



THE TERRY FOX
FOUNDATION

FAQ Topics

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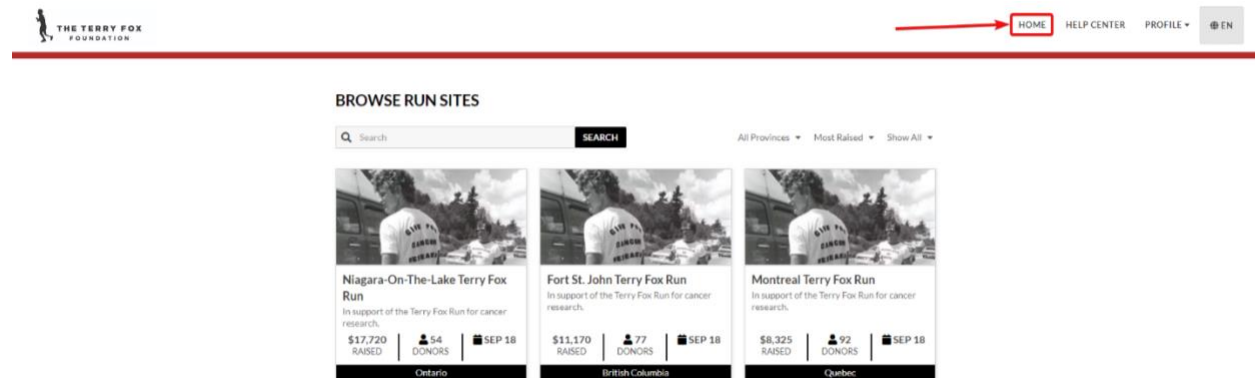
[How do I change my goal?](#)

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Where is my page?

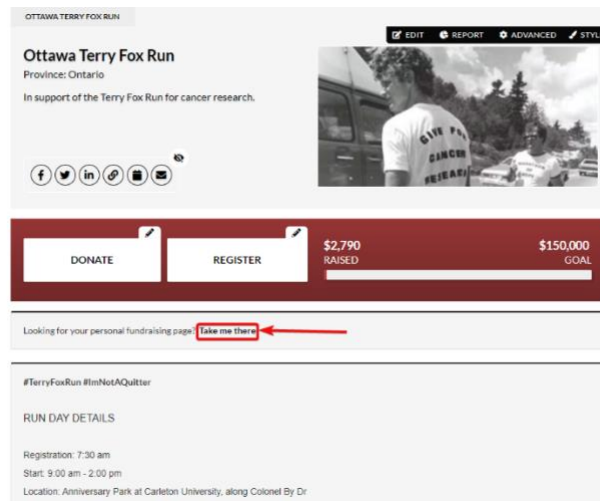
When you first register and set your password, you will land on your personal page upon login. **We recommend bookmarking your page as a favorite for easy access.** If you happen to navigate away from your page, you can always get back to it by clicking on “Home” at the top and then searching for your Run site. **The Run site page lists your page name under “Participants” and you can click on it.**



The screenshot shows the top navigation bar with the Terry Fox Foundation logo on the left and links for HOME, HELP CENTER, PROFILE, and EN on the right. A red arrow points to the HOME link. Below the navigation bar is the 'BROWSE RUN SITES' section, which includes a search bar and three run site cards:

Run Site	Province	Amount Raised	Donors	Event Date
Niagara-On-The-Lake Terry Fox Run	Ontario	\$17,720	54	SEP 18
Fort St. John Terry Fox Run	British Columbia	\$11,170	77	SEP 18
Montreal Terry Fox Run	Quebec	\$8,325	92	SEP 18

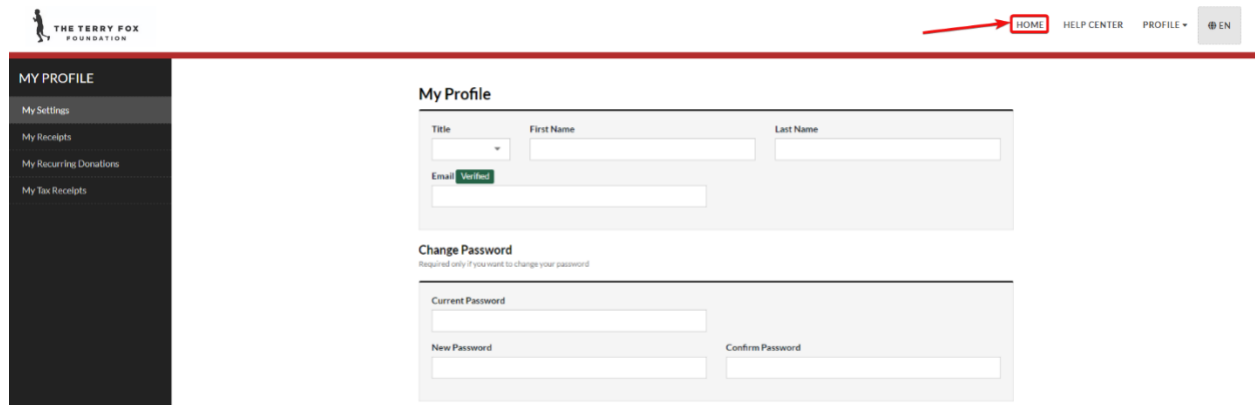
You can always get back to your page by clicking on the “Take me there” link on your Run site page.



The screenshot shows the 'Ottawa Terry Fox Run' page. It includes a header with 'OTTAWA TERRY FOX RUN', a title 'Ottawa Terry Fox Run', and a province of 'Ontario'. Below the title is a description: 'In support of the Terry Fox Run for cancer research.' There are social media icons for Facebook, Twitter, LinkedIn, and Instagram. A red bar contains 'DONATE' and 'REGISTER' buttons, along with a progress bar showing '\$2,790 RAISED' and '\$150,000 GOAL'. Below the red bar, the text 'Looking for your personal fundraising page?' is followed by a 'Take me there' link, which is highlighted with a red box and a red arrow. At the bottom, there is a section for '#TerryFoxRun #ImNotAQuitter' and 'RUN DAY DETAILS' including registration time (7:30 am), start time (9:00 am - 2:00 pm), and location (Anniversary Park at Carleton University, along Colonel By Dr).

I am in the My Profile section. How do I get back to my page?

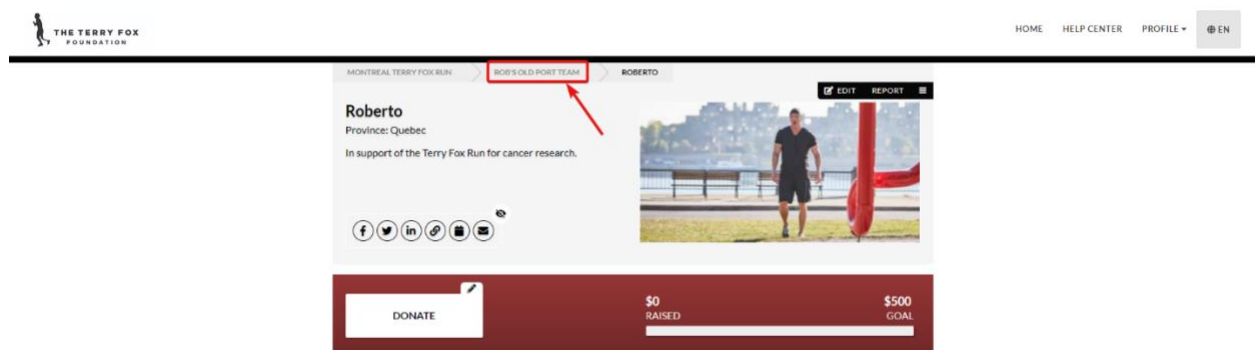
If you logged in to the “My Profile” section of the platform, you can find your page by clicking on “Home” at the top and then searching for your Run site location. **Note: We recommend bookmarking your page as a favorite for easy access.**



If you were already on your page and navigated to “My Profile”, you can get back to your page by simply clicking on the “Back” button on your browser.

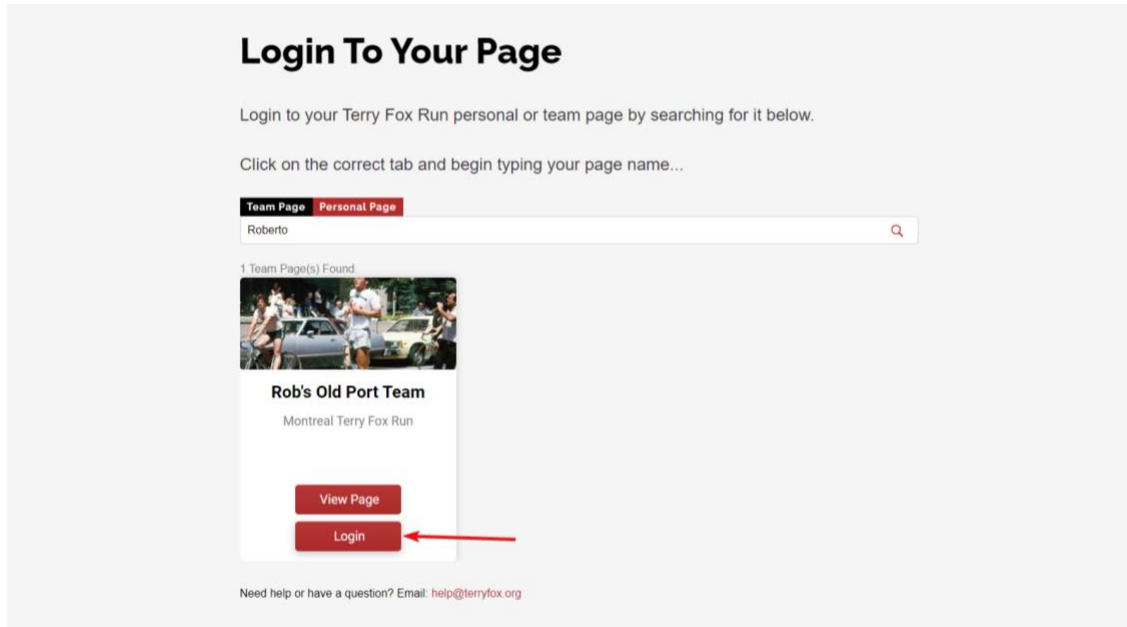
I created a team. Where is my team page?

Once you log in to your personal page, you can find your team page by viewing the tabs at the top. Your team page is always the center tab. Your Run site location page is always on the left of both your team page and personal page. To make edits to your team page or send emails on behalf of your team, click on the tab to open it.



How do I log in?

On our website (terryfox.org), click on “Participant Login” at the top of the home page, and then on the red “Terry Fox Run” button. Now click on either “Personal Page” or “Team page”, type in your name, and find yourself in the search.



Login To Your Page

Login to your Terry Fox Run personal or team page by searching for it below.

Click on the correct tab and begin typing your page name...

Team Page **Personal Page**

Roberto

1 Team Page(s) Found.

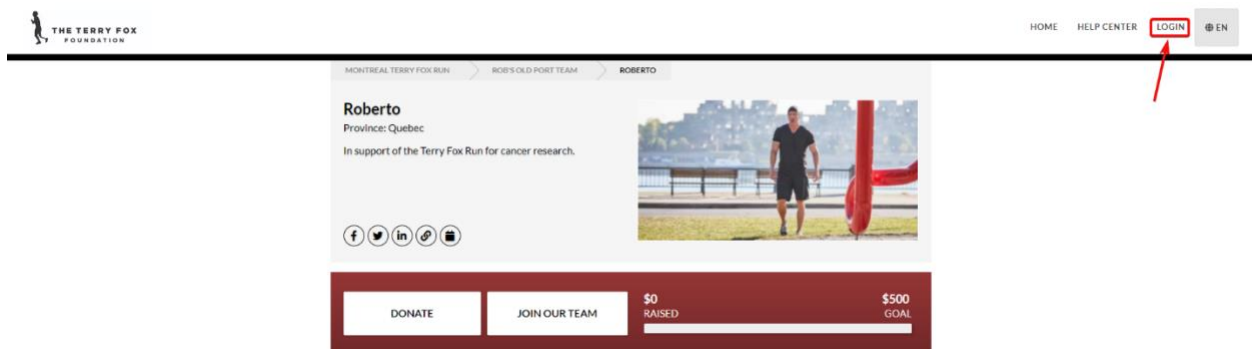
Rob's Old Port Team
Montreal Terry Fox Run

[View Page](#)

[Login](#)

Need help or have a question? Email: help@terryfox.org

If you keep your page bookmarked for easy access, you can always log in directly at the top.



THE TERRY FOX
FOUNDATION

HOME HELP CENTER **LOGIN** EN

MONTREAL TERRY FOX RUN > ROB'S OLD PORT TEAM > ROBERTO

Roberto
Province: Quebec
In support of the Terry Fox Run for cancer research.

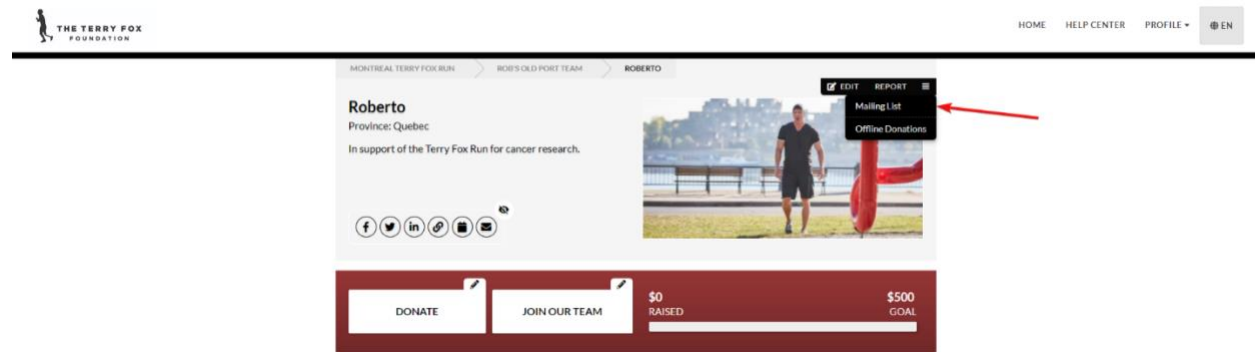
[f](#) [t](#) [in](#) [p](#) [m](#)

[DONATE](#) [JOIN OUR TEAM](#)

\$0 RAISED \$500 GOAL

How do I send Emails?

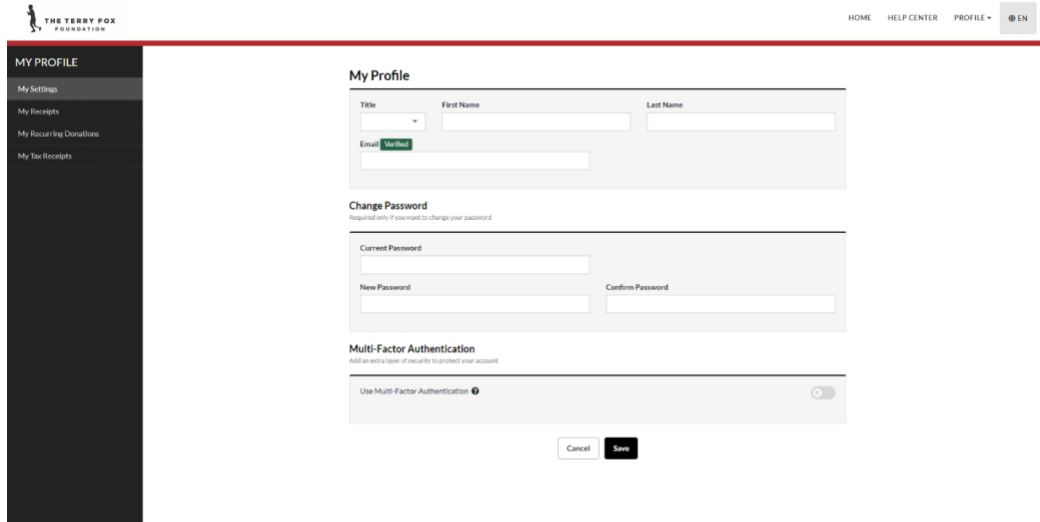
Log in and go to your personal or team page and click the hamburger menu (the 3 horizontal lines) to the right of 'Edit' and 'Report'. **Click on "Mailing List."** (Note: You can use either the mailing list on your personal or team page.)



1. Click on "Contacts" and then "Add Contacts. Follow the instructions to add your contacts manually one by one, directly from your email client, or as a CSV file upload.
2. Click on "Back to Mailing List" and then on "New Campaign" to send an email.
3. Follow the instructions to choose your email recipients, add your preferred "From" email address, and select your email template. (Note: we have prepared some default templates for you - Get Donors, Thank Donors, and Tell-A-Friend. You can use these as-is, or customize and save your own versions.
4. We recommend sending yourself a preview test before sending the email out to your contacts.
5. If your personal contacts or donors have an English language preference, the system will send them an English email.
6. Check the box next to "I confirm this message complies with my regional/national anti-spam laws."
7. Click Send.

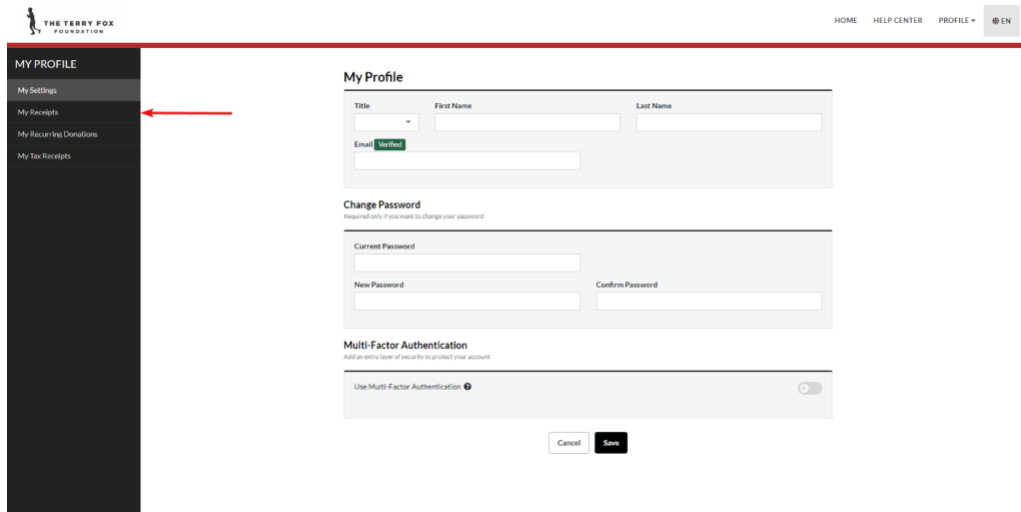
How do I change my password?

Click on “Profile” at the top right of the page, and then on “My Profile” from the drop-down menu. On this page, you can change your password, set up Two-Factor Authentication, and change your name and your email.



The screenshot shows the 'My Profile' page on the Terry Fox Foundation website. The page has a dark sidebar on the left with the following menu items: MY PROFILE, My Settings, My Receipts, My Recurring Donations, and My Tax Receipts. The main content area is titled 'My Profile' and contains three sections: 1. 'My Profile' with fields for Title (a dropdown menu), First Name, and Last Name, and an Email field with a 'Verified' status. 2. 'Change Password' with a sub-note 'Required only if you want to change your password' and three input fields: Current Password, New Password, and Confirm Password. 3. 'Multi-Factor Authentication' with a sub-note 'Add an extra layer of security to protect your account' and a toggle switch for 'Use Multi-Factor Authentication' which is currently turned off. At the bottom of the form are 'Cancel' and 'Save' buttons.

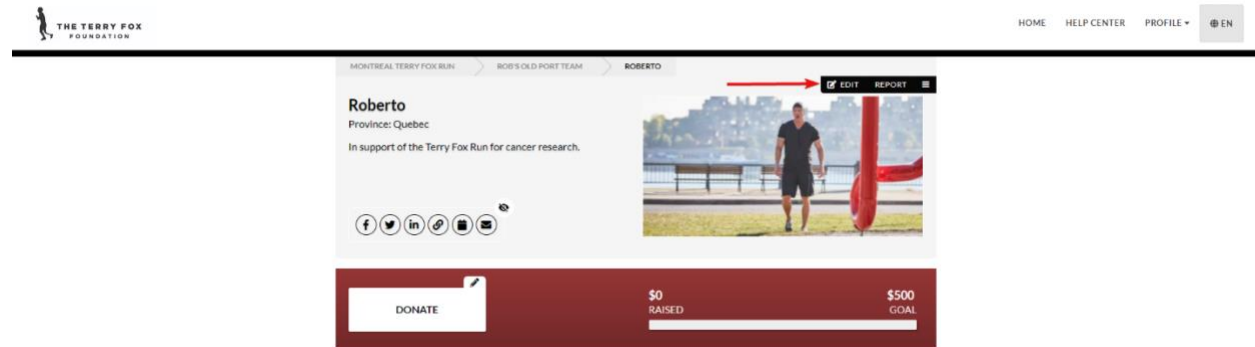
You can also retrieve your tax receipts from your personal donations



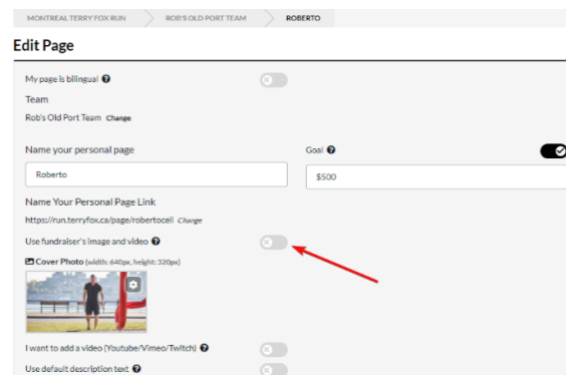
This screenshot is identical to the one above, showing the 'My Profile' page. A red arrow points from the left to the 'My Receipts' menu item in the sidebar, highlighting it as the option to click for retrieving tax receipts.

How do I change my page image?

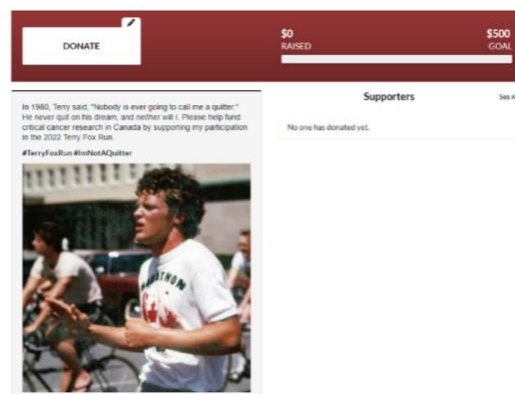
Log in and go to your personal or team page and click the “Edit” section.



Toggle the button next to “Use fundraiser’s image and video” and then click on “Add Image (Reset Image).” Note the recommended dimensions are a width of 640px and a height of 320px, or a 2 to 1 aspect ratio.

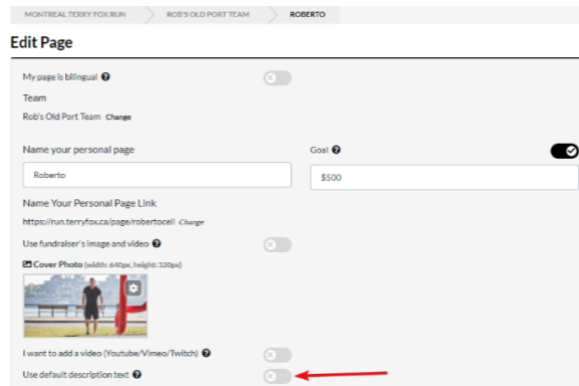


If your image is not the right size for the space at the top of your page, you can add it to your page description area.



How do I change my page description?

Log in and go to your personal or team page and click the “Edit” section. Toggle the button next to “Use default description text” and enter your own text.



MONTREAL TERRY FOX RUN > ROB'S OLD PORT TEAM > ROBERTO

Edit Page


My page is bilingual

Team
Rob's Old Port Team [Change](#)


Name your personal page Goal

Name Your Personal Page Link
<https://run.terryfox.ca/page/robertoceli> [Change](#)

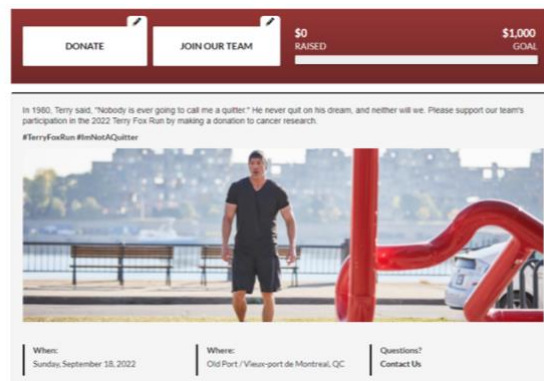
Use fundraiser's image and video

Cover Photo (width: 640px, height: 320px)


I want to add a video (Youtube/Vimeo/Twitch)


Use default description text 

Note: You can add an image of any size in this section as well.



DONATE JOIN OUR TEAM \$0 RAISED \$1,000 GOAL

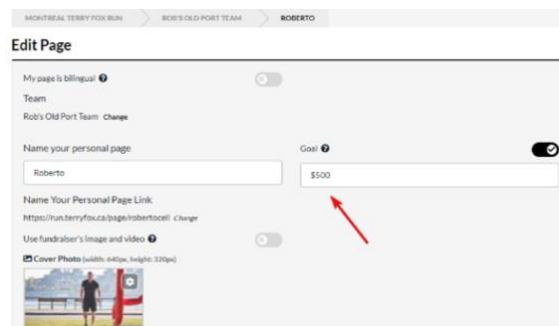
In 1980, Terry said, "Nobody is ever going to call me a quitter." He never quit on his dream, and neither will we. Please support our team's participation in the 2022 Terry Fox Run by making a donation to cancer research.
#TerryFoxRun #InNotAQuitter



When: Sunday, September 18, 2022 | Where: Old Port / Vieux-port de Montreal, QC | Questions? Contact Us

How do I change my goal?

Log in and go to your personal or team page and click the “Edit” section. You can add or change your goal.



MONTREAL TERRY FOX RUN > ROB'S OLD PORT TEAM > ROBERTO

Edit Page


My page is bilingual

Team
Rob's Old Port Team [Change](#)

Name your personal page Goal

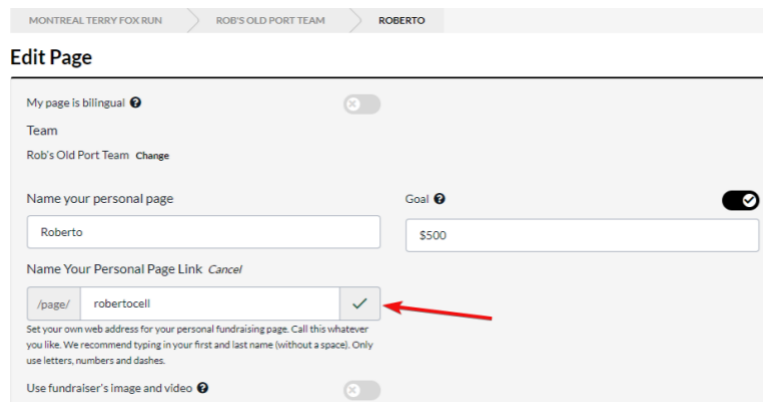
Name Your Personal Page Link
<https://run.terryfox.ca/page/robertoceli> [Change](#)

Use fundraiser's image and video

Cover Photo (width: 640px, height: 320px)


How do I change my custom page link?

Log in and go to your personal or team page and click the “Edit” section. You can add or change your custom page link. **Note that if you customize your link a second time, the previously shared version will no longer work. However, the original non-customized version (with numeric characters) will always work.**




MONTREAL TERRY FOX RUN > ROB'S OLD PORT TEAM > ROBERTO

Edit Page

My page is bilingual

Team
Rob's Old Port Team [Change](#)

Name your personal page Goal

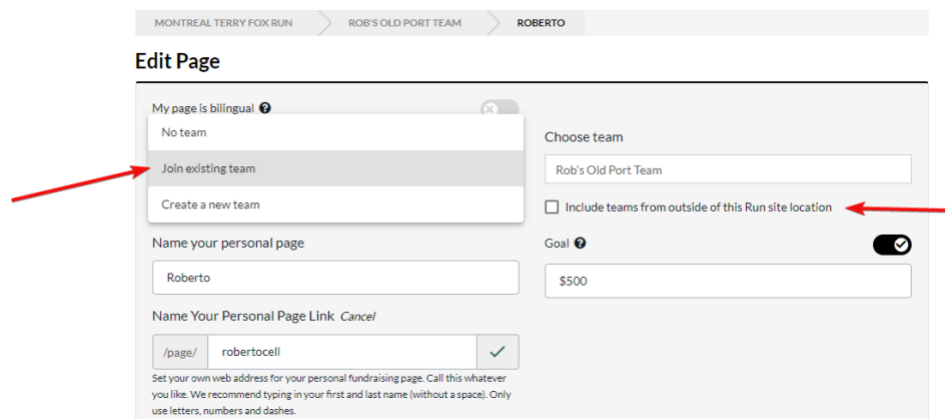
Name Your Personal Page Link [Cancel](#)
 

Set your own web address for your personal fundraising page. Call this whatever you like. We recommend typing in your first and last name (without a space). Only use letters, numbers and dashes.

Use fundraiser's image and video

How do I join or leave a team?

Log in, go to your personal page, and click the “Edit” section. You can use the drop-down to leave, join, or create your own team. If you are joining a team, you will be able to search for any team across all locations in Canada (Under the “Choose Team” drop-down, check the box next to “Include teams from outside of this fundraiser.”)



MONTREAL TERRY FOX RUN > ROB'S OLD PORT TEAM > ROBERTO

Edit Page


My page is bilingual

No team

Join existing team

Create a new team

Choose team

Include teams from outside of this Run site location 

Name your personal page Goal

Name Your Personal Page Link [Cancel](#)

Set your own web address for your personal fundraising page. Call this whatever you like. We recommend typing in your first and last name (without a space). Only use letters, numbers and dashes.