

FAQs Swim-A-Thon

Swimmer Registration



- 1. Why won't swimmer's photo upload or appear in their profile?**
 - Pictures must be in jpeg or png format and they can not be larger than 2MB
 - Note, if you change your image, your browser may cache your browsing history and may not reflect new image, either clear your browsing cache or be patient and wait for browser to recognized you changed it. The rest of the world will see new image
- 2. Do you have to enter a swimmer's photo?**
 - No, if a swimmer does not enter a photo, it will automatically populate with a shadow image. Alternatively, a family may choose to put their family dog photo.
- 3. Why does the swimmer's goal not appear or appears as an error?**
 - Each swimmer has 250 characters of allowable space to write about their goal. (this includes spaces and punctuation)
- 4. I know that I have had 25 people sponsor me for the Swim-A-Thon, why does it not show on my profile page?**
 - Only the last 3 donors show on swimmer profile change, so this continues to change as people donate. Your thermometer on your page will continue to show Fundraising dollars achieved, and you will receive an email once per day as people donate to your page

5. Can the swimmer change their profile photo?

- Yes, at any time, the swimmer/family can login to their account, and upload a new photo. Photo must be in jpeg format and no larger than 2MB

6. Can the Swimmer change their profile goal/statement?

- Yes, at any time, the swimmer/family can login to their account and change their statement. Goal statement can not be longer than 250 characters including spaces and punctuation.

7. Can the Swimmer change their Fundraising Dollar goal?

- Yes, at any time, the swimmer/family can login to their account and change the dollar goal that they would like to reach. Swimmers will be surprised once they start and will find they want to change their goal as they surpass the initial goal

8. How do I direct people to my profile page to make donations?

- There are a few ways. Either direct them to your club's general website, and they can search by swimmer to find you. Or when you registered you were sent a link confirming your profile, you can pass this on to potential donors. And finally you can login to you page, and pass on through the social media links at the bottom: email, Twitter, Facebook, Live, email etc

9. Is the club accepting offline donations?

- No, your club will only be participating in online donations. If you have someone who is not comfortable with the computer, etc, we recommend that the swimmer's family puts the donation on their credit card and collect the money physically to reimburse yourselves. You will not be handing in any money to the club. If they request receipt, you will enter the donor's info when requesting a receipt.

10. How long do I have to collect money?

- Your club will advise on the end date for collection of monies.

11. A donor has asked me when I get my receipt for a donation they made?

- Each donor will receive a transaction from PayPal that confirms their donation. This is not an official receipt from Swim Canada. Once the Swim-A-Thon is complete, and information has been validated by Provincial Swim body, Swim Canada will issue receipts electronically via email that donors made the donation with. They will be received on or before February of the following tax year. If they contact you and say they didn't receive, ensure they check their spam or junk mail.

12. What is the \$ value that donors are eligible for a receipt?

- Swim Canada will only issue receipts for donations of \$10 or more and only if the donor requests a receipt. If a donor forgets to request a receipt, a receipt will not be issued.

13. Who is eligible to receive a tax receipt from Swim Canada?

- Only those who donate \$10 or more. Parents or Legal Guardians are not eligible to receive charitable tax receipts in any circumstance. Please discuss with your Swim-A-Thon coordinator if you require clarification on whether your club is allowed to offer receipts.

14. Where do I find the Family Affidavit and who signs it?

- The Family Affidavit is found when you/swimmer/family are registering in the system. If you are under 18, a parent or guardian must confirm and type in their name to advise they have read and understand the Family Affidavit guidelines. If you are over 18, you are eligible to acknowledge and sign online.

15. How is my information and my donor's information protected?

- The only people who have access to your registration information is your Swim Club, Provincial Swim Body representative, and Swim Canada representative. All information is kept confidential and is not shared.
- Donor contact information is kept on file in order to issue receipts to those qualifying. Credit card information is only kept by PayPal which has the highest level of security.

16. Who do I contact if I still have questions or problems?

- Please contact your Swim Club Swim-A-Thon coordinator as your first point of contact. If they can not resolve, they will contact us, and we will resolve

17. What happens if I am not receiving emails from RaiseATHon?

- Check your spam or junk email to ensure that it has fallen there. All emails will be coming from noreply@raiseathon.ca

18. What happens if my donor wants to donate more money than what the drop down menu indicates?

- Swim Canada has determined the drop down values. We feel there are adequate selections but the donor may have to go in twice to make donations

19. What happens if the site appears slow?

- Swim-A-Thon is on its own server but certain times of the day, if thousands of people are donating for different clubs it could potentially slow down.

20. What happens if I forget my password?

- Go to swimmer login, enter what you think it is. If you do not get it correct, then it will show a hyperlink to click if you forget your password

21. What happens if one of my donors forgot to request a receipt at the time of donation?

- Unfortunately, Swim Canada will not be able to offer them a receipt as the system will not allow for them to go back. No receipt will be offered.

22. Once the swimmer profile has been built, can the swimmer change their user name? Yes, you can login to your profile and update the username

23. My donor wants to know why their donation shows up as 'anonymous' on my swimmer page for their donation?

It means upon making the donation they determined they wanted their donation to be anonymous

23. Why did I not receive a confirmation email when I registered? Why do I not receive an email when a donor makes a donation?

First check your spam or junk mail. Ensure to add noreply@raiseathon.ca to your safe senders list. Send us a test email to noreply@raiseathon.ca It is possible that your server is blocking our emails

24. Does my donor have to have a PayPal account to donate?

- Absolutely not, they can simply check out as a guest.

25. How come when I'm making online donations for a lot of donors, PayPal gives me an error message

This is a new security feature of PayPal. Frustrating, but if your card was being used fraudulently you would be happy. They will allow between 2-3 trx on your card and then a stop. Simply just try 24 hours later, and you may enter another 2-3 trx.

TIPS

If you wish to continue with door to door pledge collecting, simply ask if donor would be interested. If they agree, ask for their email address and let them know you will email your profile page to them when you get home.

Alternatively, any cash donations must be entered online. If a donor asks for a receipt – request the receipt should be in donor's name, but the parent or whoever is using their credit card name/address will be filled in on PayPal.

If you have lots of cash donations and none want receipts – enter them in as one donation



Contact

First contact is with your Swim Club's Swim-A-Thon Coordinator and they will contact our team

We are hear to help you!

swimmingcanada@raiseathon.ca 226-533-8883

