2011 Online Guidebook
Event Management Center for Staff and Online Chairs
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Local Event Checklist

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<td>Send Email to Past Participants to Alert Web Site is Ready</td>
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</tbody>
</table>

Add other checklist items as needed:
Access the Event Management Center

1. From your Internet browser, type your event’s friendly URL and your event will appear. Ex: www.relayforlife.org/eastorlandofl OR http://makingstrides.acsevents.org/brevard. If you do not know your event’s friendly URL, you can find your RFL event at relayforlife.org/relay/findevent OR your MSABC event at makingstrides.acsevents.org.

Add your event’s web address to your favorites or bookmark the webpage to easily access it throughout the season.

2. Enter your Username and Password in the Participant Login fields.

3. Click the Event Manager link on the top right side of the page (Figure 1.1).

4. Across the top of the Event Management Center is the navigation bar (Figure 1.2):
   a. Event Center
   b. Event Web Site
   c. Event Emails
   d. Customer Service
   e. Reports

5. Under the navigation bar on the left side of the page is the Related Actions section. The items in this section are associated with the particular tab you are working in (Figure 1.2).
Edit Event Options—Event Information

1. From the Event Management Center click the Event Center tab on the top navigation bar.

2. Under Related Actions, click Edit Event Options (Figure 1.3).

3. Specify the following event information (Figure 1.4):
   a. Public Name – enter the event name which will display to site visitors.
      Be sure to include “Relay For Life of” or “Making Strides Against Breast Cancer of”
   b. Event Date – enter the first day of the event.

4. Click Next

Edit Event Options—Identify Local Information

1. From the Event Management Center click the Event Center tab on the top navigation bar.

2. Under Related Actions, click Edit Event Options (Figure 1.5).
3. Click **2. Edit Event Options**. Then, under **Related Actions**, click **Identify Location Details** (Figure 1.6).

![Figure 1.6](image)

4. **Identify Location Details:**
   a. **Location name** – enter where the event takes place
   b. **Street Address** – enter street address where event takes place
   c. **City** – enter city where event takes place
   d. **Zip code** – enter zip code where event takes place
   e. **County** – enter county where event takes place
   f. **Region** – enter region where event takes place (only displayed on Reports)
   g. **Area** – enter area where event takes place (only displayed on Reports)
   h. **Local Office Mailing Address Attention** – enter local office address for offline gifts
   i. **Local Office Mailing Address Information** – enter local office address for offline gifts
   j. Click **Finish**

5. From the **Event Management Center** click the **Event Center** tab on the top navigation bar.

6. Click **2. Edit Event Options**. Then, under **Related Actions**, click **Identify Location Details** (Figure 1.7).

![Figure 1.7](image)

7. **Edit Advanced Options** (Figure 1.8).
   a. **New Team Notification**—enter the email address to which you would like notifications sent when a new team registers.
   d. **Sponsor Image Relative Path**—do not edit; reference the section titled “Add a Sponsor Logo to the Event Home Page.”

8. Click **Save** or **Finish** to save your changes.
9. From the **Event Management Center** click the **Event Center** tab on the top navigation bar.

10. Click **2. Edit Event Options** to update the **Fundraising Goal**:
   a. **RFL** (Figure 1.9)
      1. **Different Fundraising Goal** *(suggested participant fundraising goal)* – enter a minimum suggested goal of $100 or more. This will display to participants when they are registering; suggested amount should be the first incentive prize level. *(Default value is set to $250.00)*
      2. **Suggested Team Fundraising Goal** – enter the suggested goal that will display to team captains when creating their team. *(Default value is set to $2,500.00)*

   b. **MSABC** (Figure 1.10)
      1. **Suggested Participant Fundraising Goal** - enter a suggested goal ($100.00 or more) that will display to team leaders when creating their team. *(Default value is set to $250.00)*
      2. **Suggest Team Fundraising Goal** – enter the suggested goal that will display to team captains when creating their team. *(Default value is set to $2,500.00)*

11. Click **Next** and **Finish** to save changes.
Edit Milestones

1. From the Event Management Center click the Event Center tab on the top navigation bar.

2. Under Related Actions, click Edit Milestones (Figure 1.11).

3. Under the Actions column, click Edit (Figure 1.12).

4. Review Milestones
   a. Identify Milestone - Click Add All to select all participant types; click Next.
   b. Configure Admin Notification
      i. Notification Delivery Interval -- select how often you want to receive the notification
      ii. Notification Recipients -- enter the email address in the field; click Add.
         NOTE: to remove an email address, highlight the address and click Remove.
   c. Click Next.
   d. Milestone Detail -- n/a; click Next.
   e. Update Plain Text -- n/a; click Next.
   f. Milestone Achievement Badge -- n/a; click Finish.

5. Repeat steps for each Milestone
Edit Event Properties

1. From the **Event Management Center** click the **Event Center** tab on the top navigation bar.

2. Under **Related Actions**, click **Edit Event Properties** (Figure 1.13).

3. **Identify Details**—This information will appear on the front end of the site:
   a. **Event Name** – enter the name of the event.
      (Ex. Relay For Life of County Walk, FL or Making Strides Against Breast Cancer of Bay, FL)
   b. **Event Schedule** – enter event schedule.
      (Ex. Registration begins at 5pm; Opening Ceremony begins at 6pm)
   c. **Date & Time** – enter the date and time of your event.
   d. **Location** – enter where the event will take place. Ex. Oakwood High School Track
   e. **State** – enter state abbreviation where event takes place.
   f. **City** – enter city where event takes place.
   g. **Map Link** – enter [http://www.maps.google.com](http://www.maps.google.com)
   h. **Sponsor name (1) - (4): text limit is 250 characters per line**
      1. **RFL** (Figure 1.14) - text entered in these fields will be displayed on the event greeting page.
         (Text limit is 250 characters)
      2. **MSABC** (Figure 1.15)
         a.) **Sponsor name (1)** - this field is the “We need you” box header on the greeting page
         b.) **Sponsor name (2) - (3)** - these fields are the body of the “We need you” box on the greeting page

4. Click **Save** and **Finish**.
Edit Contact Properties

1. From the Event Management Center click the Event Center tab on the top navigation bar.

2. Under Related Actions, click Edit Contact Properties (Figure 1.16).

   ![Event Center Navigation](image)

   Welcome to Your Event Management Center
   
   Event Status
   Accepting Registrations and Gifts
   
   If you have appropriate permissions, from this Event Center, you can access:
   - Event Website to work with TeamRaiser Web pages (include:
   - Event Emails to work with three types of email messaging for:

   Figure 1.16

3. Identify Details (Figure 1.17):
   a. Contact – enter contact first and last name.
   b. Phone – enter phone number of contact.
   c. Email – enter email address of contact.

4. Click Save and Finish.

   ![Contact Information Entry](image)

   It is recommended that these fields are populated with the Staff Partner’s information.

   Contact information entered in these fields will appear on the ‘Contact Us’ page on the web site.
Test Drive
The Test Drive enables you to use test accounts to simulate the site visitor, donor, and participant experience for your event. For assistance with tasks, click the Help link above the navigation bar.

1. From the Event Management Center click the Event Center tab on the top navigation bar.

2. Under Related Actions, click Test Drive (Figure 1.18).

3. It is possible to test the event web site using any of the following test data parameters (Figure 1.19):
   a. Test Promotional Code – N/A
   b. Test Account – enter the username of an actual participant or a test record to experience the event web site from a user’s perspective.
   c. Test Address for Autoresponders – enter an email address to which the autoresponders will be delivered. Note: you will receive all autoresponders that are currently enabled.

4. Click Launch Test to begin the test.
Manage Event Library—Upload a Document

1. From the Event Management Center click the Event Center tab on the top navigation bar.

2. Under Related Actions, click Manage Event Library (Figure 1.20).

3. Under the Documents List tab, click the Upload New Document button (Figure 1.21).

4. Upload the Document (Figure 1.22)
   a. Click Browse to find the document, select the document you want to upload, and click Open
   b. Click Upload
   c. Once the document has been added to the field, Click Next

5. 1. Document to Upload:

   Specifies the file to save in the Event Document Library

   ![Image of Document Upload](image.png)

   Saves your file in the Event Document Library

   ![Image of Document Upload](image.png)

   Next or Cancel

6. To identify your document specify the following (Figure 1.23):
   b. Description – describe the purpose and content of the document file.
   c. Keywords – helps locate document when searching, use words that will make it easy to find document in the future.

7. Click Finish.
9. Once a document is uploaded there are a few options available for the maintenance of your document library (Figure 1.24):
   a. **Edit** – change the document title, description, and keywords.
   b. **Manage** - upload and activate a new version of your document. You can also view prior versions of the document and make those versions active if needed. The versioning allows for easy replacement of documents when small changes are made without having to edit any links within your webpage.
   c. **Download** – downloads a file to your computer.
   d. **Archive** - makes the document inactive and removes it from your document list view. You can choose to view archived items by selecting the **Show Archived Documents in List** checkbox at the bottom of the page.

   Caution: If you archive a document all links to that document will be broken.

### Manage Event Library—Upload an Image

1. From the **Event Management Center** click the **Event Center** tab on the top navigation bar.

2. Under **Related Actions**, click **Manage Event Library** (Figure 1.25).
3. Under the **Image List** tab, click the **Upload New Image** button (Figure 1.26).

![Figure 1.26](image1.png)

4. To identify your image specify the following (Figure 1.27):
   a. **Image Title** – identifies the file and will be the name that displays in the list tab.
   b. **Alternate Text** – helps identify the content or purpose of the image (used in HTML img src tag).
   c. Click **Browse** to locate the image on your computer, select the image, and click **Open**.
   d. Click **Upload**. Once your image has completed uploading it will show up at the bottom of the page.

5. Click **Finish**.

![Figure 1.27](image2.png)

6. Once an image is uploaded there are a few options available for the maintenance of your image library such as (Figure 1.28):
   e. **Edit** – change the image title, alternate text or replace the image.
   f. **Archive** – inactivates and removes the image from your image list. You can still view archived images by selecting the **Show Archived Images in List** box.
   g. **Preview** - Opens a popup window with a preview of the image at actual size.

![Figure 1.28](image3.png)
Add a Sponsor Logo to the Event Home Page

On the greeting page of your event’s web site there is an area to recognize event sponsors. This is a special amenity that gives a sponsor very visible recognition and is reserved for high-end sponsors (ex: Gold and Silver level sponsors--please refer to the Sponsorship Package/Amenities Chart for qualifying levels).

To add logos to the Event Home Page, email the Sponsor Logo(s) to FL eRevenue at fl.revenue@cancer.org (jpeg or gif format accepted). The FL eRevenue team will add the logos to the Event Home Page.
In this Chapter…

- Create a Custom Web Page
- Copy a Custom Web Page
- Edit a Web Page
- Add an Image to a Web Page
- Add a Document to a Web Page
- Set-up the Navigation Bar
- Delete a Section from the Navigation Bar
Create a Custom Web Page

It is recommended to copy a custom page rather than create a new custom page. See the instructions in the next section to Copy a Custom Page.

1. From the Event Management Center click the Event Web Site tab in the top navigation bar.

2. On the top of the page click Create a Custom Page (Figure 2.1).

   ![Create a Custom Page](image)

   Figure 2.1

3. **Custom Page Title** (Figure 2.2):
   a. **Page Name** – this name is used to identify your page in the list of custom pages.
   b. **Page Body** – use the WYSIWYG to add content to your page.

   ![Custom Page Title and Content](image)

   Figure 2.2

4. When you have completed editing your content click **Save**.

   **Be sure to save your work often!**

5. Click **Finish**.
Copy a Custom Web Page

1. From the **Event Management Center** click the **Event Web Site** tab in the top navigation bar.

2. On the top of the page click **Copy a Custom Page** (Figure 2.3).

   ![Copy a Custom Page](image)

   Figure 2.3

3. Select an existing custom page to copy from the dropdown box (Figure 2.4).

4. Click **Next**.

   ![Select a Custom Page](image)

   Figure 2.4

5. **Custom Page Title and Content** (Figure 2.5):
   a. **Page Name** – change the name of the page from “copy of” to the new name of the page.
   b. **Page Body** – use the **WYSIWYG** to create/edit the content of the page.

   ![Custom Page Title and Content](image)

   Figure 2.5

6. When you have completed editing your content click **Save** and **Finish**.

   ![Be sure to save your work often!](image)
Edit a Web Page

1. From the Event Management Center, click the Event Web Site tab in the top navigation bar.

2. Choose a page to edit from the drop-down menu (Figure 2.6).

3. The editable regions of the page will be outlined with a dashed line. To open the page for editing scroll down and click on the blue Edit button on the right side of the page (Figure 2.7).

4. Use the WYSIWYG to edit the content (Figure 2.8).

5. Click Save often.
Add an Image to a Web Page

Only images uploaded into the Image Library will appear in the Image List dropdown. If you need help uploading images into the library please refer to the directions in Chapter 1: Manage Event Library.

1. From the WYSIWYG of the page you are working to customize, place your cursor where you want to insert the image—see Edit a Webpage steps 1 to 4 (Figure 2.9).

2. Click the Image icon, which will bring up the insert/edit image dialog box (Figure 2.10).

3. Choose the image you wish to insert from the Image List dropdown (Figure 2.11).

4. You can enter the following optional information:
   a. Image Description – enter a description of the image (if not already populated)
   b. Alignment – select the alignment from the dropdown menu (right, left, middle, etc.)
   c. Dimensions – enter the dimensions of the image (optional)
   d. Border – enter the border width (in pixels). Border sizes rand from 0-9 with 0 = no border.
   e. Vertical Space – enter the amount of white space (in pixels) to the right and left of the image.
   f. Horizontal Space – enter the amount of white space (in pixels) to the right and left of the image.

5. Click Insert.

6. Be sure to click Save and Finish when you are finished editing your page.
Add a Document to a Web Page

A document cannot be added directly to the webpage. You must create a link to the document.

Only documents uploaded into the Document Library will appear in the Link List dropdown. If you need help uploading Documents into the library please refer to the directions in Chapter 1: Managing Event Library.

1. From the WYSIWYG of the page you are working to customize, highlight the text you want to link to the document (Figure 2.12)—see section titled Edit a Webpage.

   ![Figure 2.12]

2. Click the Link icon which will bring up the insert/edit link dialog box (Figure 2.13).

   ![Figure 2.13]

3. Insert/Edit Link dialog box (Figure 2.14).
   a. Link URL—automatically populates
   b. Link List—choose the document you wish to insert from the drop down.
   c. Target—select Open link in a new window
   d. Title—name the document
   e. Class—N/A

   ![Figure 2.14]

4. Click Insert.

5. Click Save and Finish when you are finished editing your page.
Set-up the Navigation Bar

1. From the Event Management Center click the Event Web Site tab in the top navigation bar.

2. On the top of the page and click Configure Navigation Bar (Figure 2.15) to add a custom page to the web site or to adjust the placement of existing webpages available on the web site.

3. Under Add Page to Navigation Menu specify the following (Figure 2.16):
   a. Select a section in your menu – select a section from the dropdown or click add a new section to create you own. Sections are headers which divide the links on the navigation bar.
   b. Select a page to add – choose a custom page to add from the drop down list or click provide your own link in order to enter an URL.
   c. Specify the Label – enter the label that will appear on the page when added to the navigation bar.

4. Click Add Page and the link will then appear in the Change Navigation Entries area (Figure 2.16) on the left side.

5. To adjust the order of the links within the navigation bar click the Up or Down Arrows (Figure 2.17).

6. When you are finished adding links be sure to click Save and Finish.
Delete a Section or Link from the Navigation Bar

1. From the Event Management Center click the Event Web Site tab in the top navigation bar.

2. On the top of the page click Configure Navigation Bar (Figure 2.18).

   ![Figure 2.18](image1)

3. Under Change Navigation Entries find the link you wish to remove and then click the trash can icon (Figure 2.19).

   ![Figure 2.19](image2)

4. A confirmation window will appear. Click OK and the link will be removed (Figure 2.20).

   ![Figure 2.20](image3)

5. When done click Save and Finish.
In this Chapter…

- Manage Event Emails
- Edit an Existing Email
- Send an Email
- Add Do Not Email Group to Past Participant Email
- Schedule an Email for Delivery
- Create a New Email
- Insert a Document Link into an Email
- Insert an Image into an Email
- Upload Your Email Address List
- Edit Autoresponders
- Edit Suggested Messages in the Participant Center
Manage Event Emails

In the Event Management Center under the Event Emails Tab you have access to several types of email messages (Figure 3.1).

- **Coaching Emails** – are messages you can send to registered participants for various purposes like encouraging their efforts, providing tips, and keeping them updated on event happenings. Previous year online participants are also available to send Coaching Emails.
- **Autoresponders** – are messages that are sent automatically when a participant performs an action on the site such as registering, joining a team, and/or making a donation.
- **Suggested Messages** – are the email messages appearing in the Participant Center for participants to use to help recruit team members and raise money.
- **Email Groups** – upload lists of email addresses for future emails.

![Figure 3.1](image)

**Edit an Existing Email**

You MUST make a copy of the original email message to edit content and send the email.

1. From the Event Management Center click the Event Emails tab from the top navigation bar.
2. Under Related Actions, click Edit Coaching Emails (Figure 3.2).

![Figure 3.2](image)

3. From the Message List locate the message you wish to edit and click Copy (Figure 3.3).

![Figure 3.3](image)
4. Specify the following (Figure 3.4):
   a. **Message Name** – enter a name that will uniquely identify the message in the list.
   b. **Message Purpose** – if desired enter a brief description or purpose of the message.
   c. **Perform Copy** – click **Copy Message** to create a copy of the selected message. A confirmation message will appear showing the message has been successfully copied.

   ![Figure 3.4](image)

6. Once you have created a copy of the message, it will appear in the **Message List** tab. Next to the message will be a new set of action items: **Edit, Copy, Delete, Archive, and Preview**.

7. Locate the message you wish to customize/edit in the **Message List** tab.

8. Under the **Actions** column, click **Edit** next to the message you wish to customize (Figure 3.5).

   ![Figure 3.5](image)

9. You will then see the process to customize/edit your email (Figure 3.6).

   ![Figure 3.6](image)

10. **Message Information** (Figure 3.7):
    a. **Message Name** – enter a descriptive label that relates to the purpose of your email.
    b. **Description** – enter a description that will identify the purpose of this message when browsing the messages list.
    c. **Type** – do not edit this field.
    d. **Duplicate Suppression**—click the radio button next to **Yes**.
    e. Click **Next**.
11. **Envelope** (Figure 3.8):
   a. **Sender's name** – enter the name you want recipients to see when they view their email message list. Ex. Relay For Life of Country Place or Making Strides of Bay, FL
   b. **Sender's email address** – update with the local staff or volunteer email address for replies.
   c. **Message Subject** – enter the phrase you want recipients to see as the subject line when they view the message in their inbox. **DO NOT select a personalization option from the drop down box.**
   d. Click **Next**.

12. **Stationery**
   a. Select the appropriate stationery you want to use
      1. **RFL** - Stationery for Coaching Emails / Event Managers
         **NOTE: DO NOT SELECT THE PARTICIPANT ONLY STATIONERY!**
      2. **MSABC** – Recruitment=Past Participants ; Engagement = Current Participants.
   b. Click **Next**.
13. **HTML Content** (Figure 3.9):
   a. Use the WYSIWYG to create or edit the content of your email.
   b. **Preview** the email.
   c. Once you have previewed the message, click **Next**.

![Figure 3.9](image)

14. **Plain Text Content** (Figure 3.10):
   a. Click the green **Convert to Plain Text** button to convert the HTML content from the previous step to Plain Text.

   **If the HTML version is not final, you may not want to make any modifications to the Plain Text until you are sure your HTML version is final. Any changes you make to the Plain Text content will not be available again if you make additional changes in the HTML area and then click Update Plain Text which will overwrite the current content in the Plain Text area.**

   b. Before sending the email, click **Preview** to view the message and determine if any changes are needed. Some things to look for are:
      i. Inconsistent spacing
      ii. Placement of hyperlinks – when converting html content to plain text, hyperlinks will be moved to the end of a paragraph
      iii. Adjust your instructions as necessary. For example, you may need to insert something like “Use the link below” instead of “Click here”

   c. Close the preview window and make any changes necessary making sure to save often.

   d. Click **Next**.

![Figure 3.10](image)
15. **Send Review Email** (Figure 3.11):
   a. Enter the email address(es) to which you want to send a test message. **Always send a test!**
   b. Check the box to **send a separate plain text copy of the message** to your reviewers.
   c. Click **Send** to send the test copy.
   d. Click **Next**.

![Figure 3.11](image)

**Test several email addresses from major email providers like Yahoo, MSN, Gmail, etc. to ensure emails can be received and viewed properly on different providers.**

16. **Approve** (Figure 3.12):
   a. Click **Approve** to identify the message as ready to send. **NOTE: A message can not be sent until it is approved.**
   b. Click **Finish**. Once you click Finish, you’ll return to the **Message List** tab. The Edit link will no longer be available unless you click **Return to Draft**. This will then allow you to make any changes after the message has been approved.

![Figure 3.12](image)
Send an Email

1. In the Message List tab, find the **Approved** message you wish to send and click **Begin Delivery** (Figure 3.13).

![Figure 3.13]

2. **Select Delivery Type** - choose which email audience should receive the message (Figure 3.14):
   a. **Current Event Participants** – current registered online participants.
   b. **Previous Event Participants** – participants registered online for event last year.
   c. **Current Event Donors** – we do not recommend emailing donors as our participants are asking friends and family for support.
   d. **Previous Event Donors** – we do not recommend emailing donors as our participants are asking friends and family for support.
   e. **Groups** – this is where you can access uploaded lists and add more than one group to the mailing.

3. Click **Next**.

![Figure 3.14]

4. **Participation Type** - to add groups to your recipient list, select a group from the **All Selections** list on the left. To select multiple groups, hold down the Ctrl key on your keyboard as you select each group (Figure 3.15):
   a. Click **Add** or **Add All** in the middle and the selected recipients will be added to the **Your Selections** list on the right.
   b. To remove participation types from your recipient list, select the participation types you wish to remove from the list on the right and click **Remove** or **Remove All**.

![Figure 3.15]
5. Click Next.

6. Registration Filters – Select participants to email based on registration and date (Figure 3.16).

![Registration Filters](image)

Figure 3.16

7. OPTIONAL--Configure Additional Filters under Related Actions -- There are now 3 additional filter options available:
   a. Donations Received (Figure 3.17)
   b. Participant Emails (Figure 3.18)
   c. Unconfirmed Gifts (Figure 3.19)

![Additional Filters](image)

Figure 3.17

![Additional Filters](image)

Figure 3.18

![Additional Filters](image)

Figure 3.19

8. Click Next.
9. **Team Filters** – Limit the email to team captains, team members or check all for all registered participants (Figure 3.20).

![Figure 3.20]

10. Click **Next**.

11. **Review Message**—review the message criteria for accuracy (Figure 3.21).

![Figure 3.21]

11. **Send** (Figure 3.22)
   i. **Send Immediately** – scroll down to the bottom of the page and click **Send Immediately** to send your message at this time. To schedule a message, see **Schedule Email for Delivery** section.
   ii. You can access a list of sent messages from the **Delivery List** tab.

![Figure 3.22]
Add Do Not Mail Group to Past Participant Emails

When sending an email to Past Participants, exclude the current year’s participants, which are already registered for your event. To exclude a group of participants, follow the steps below:

1. **Follow steps 1 to 4** from the section **Send an Email**, above.

2. **Review the Message**—on the left side of the page under Related Actions, click Manage Do Not Email Groups (Figure 3.23).

3. **Do Not Email Audience Type** (Figure 3.24).
   a. select **Current Event Participants** to exclude participants already registered for this year’s event.
   b. click **Next**

4. **Do Not Email Audience Group** (Figure 3.25)
   a. Highlight the Email Groups to exclude from email in All Email Groups section and click **Exclude** to add the selection to Excluded Email Groups on the right.
   b. Click **Finish**

![Figure 3.23](image1)

![Figure 3.24](image2)

![Figure 3.25](image3)
5. **Review Message**—review the message criteria for accuracy (Figure 3.26).

![Figure 3.26](image)

6. **Send** (Figure 3.27)
   
   iii. **Send Immediately**—scroll down to the bottom of the page and click **Send Immediately** to send your message at this time. To schedule a message, see **Schedule an Email for Delivery** section.

   iv. You can access a list of sent messages from the **Delivery List** tab.

![Figure 3.27](image)

**Schedule an Email for Delivery**

1. Follow steps 1 to 11 from above. To schedule the email delivery for a later time while in the **Review Details** page, click on **Schedule** under **Related Actions** on the left side of the page (Figure 3.28).

![Figure 3.28](image)

2. Select the date and time from the drop down menu that you would like to send the message (Figure 3.29).

   **NOTE:** All times in Convio are Central Standard Time.

3. Click **Finish**.

![Figure 3.29](image)
4. **Review Details** -- the message is now set up for a scheduled delivery. Double check that your time is correct and click **Send at Scheduled Time** at the bottom of the page (Figure 3.30). **Send at Scheduled Time** must be clicked, in order to complete the set up for scheduling the email.

![Figure 3.30](image)

5. Your email is now set up to send at a later scheduled time! You can check the scheduled time by going to the **Delivery List Tab** and looking under the **Schedule** column (Figure 3.31).

![Figure 3.31](image)

If you need to reschedule your email to be sent at a different date you will need to **Cancel** your scheduled delivery and re-configure your delivery options again.
Create a New Email

1. From the Event Management Center click the Event Emails tab in the top navigation.

2. Under Related Actions, click Edit Coaching Emails (Figure 3.32).

3. Under Related Actions, click Create a New Message to create a blank message to work from (Figure 3.33).

4. Repeat steps 7 to 16 from the Customize/Edit an Email Message section.

Insert a Document Link into an Email

Once a document has been added to the Event Library you are able to provide a link to that document from anywhere.

1. To add a document link in an email, locate the email you wish to edit in the Message List tab and click Edit (Figure 3.34).

2. After completing steps 1 to 3, click 4. HTML Content on the left side of the page (Figure 3.35).
3. From the WYSIWYG, highlight the text you wish to make a link in your email message, and click the **Insert Link** icon (Figure 3.36).

![Figure 3.36](image)

4. The **Insert/Edit Link dialog box** will appear (Figure 3.37):
   a. **Link URL**—will automatically populate after you select your document
   b. **Link List**—choose the document you wish to insert from the drop down list.
   c. **Target**—select **Open link in a new window**
   d. **Title**—name the document
   e. **Class**—N/A

5. Click **Insert**.

![Figure 3.37](image)
**Insert an Image into an Email**

Once an image has been added to the Event Library you are able to add the image anywhere.

1. To add an image to an email, locate the email you wish to edit in the **Message List** tab and click **Edit** (Figure 3.38).

![Figure 3.38](image)

2. Complete steps 1 to 3 and click **4. HTML Content** on the left side of the page (Figure 3.39).

![Figure 3.39](image)

3. From the WYSIWYG, place your cursor where you wish to insert the image and click on the **Image** icon (Figure 3.40).

![Figure 3.40](image)

4. Select the image you would like to include in your email from the **Image List** drop down (Figure 3.41).

   Optionally you can enter the following:
   a. **Image Description** – enter a description of the image.
   b. **Alignment** – select the alignment from the dropdown menu.
   c. **Dimensions** – enter the dimensions of the image.
   d. **Border** – enter the border width (in pixels). Border sizes range from 0-9 with 0 = no border.
   e. **Vertical Space** – enter the amount of white space (in pixels) to the right and left of the image.
   f. **Horizontal Space** – enter the amount of white space (in pixels) to the right and left of the image.

5. Click **Insert**.

![Figure 3.41](image)
Upload your Email Address List (Group Upload)

1. First it is necessary to configure your file to upload. The file must be a .csv (comma separated value) file and the column headings must be in the format of FIRST_NAME, LAST_NAME, and EMAIL. Be sure all fields are populated or you will get errors (Figure 3.42).

![Image](image1.png)

The column headers must look exactly as shown in the screen shot above or the file will not upload properly.

2. Once your file is ready for upload click the Event Emails tab from the Event Management Center.

3. Under Related Actions, click Manage Email Groups (Figure 3.43).

![Image](image2.png)

4. Under Related Actions, click Upload New List (Figure 3.44).

![Image](image3.png)

5. Under Related Actions, click Upload List for Emailing (Figure 3.45).

![Image](image4.png)

6. Set Group Name -- enter a name for this group that will distinguish it from other groups.

7. Click Next.

8. Upload File—click the Browse button and select the file from your computer that you wish to insert.
9. Click **Open**—the file name will then display in the field.

10. Click **Finish**—the Your Event Emails page displays again with the message **Upload in Progress**. If the upload is successful the group is created and available from the Email Deliveries step in the Coaching Email process. If the upload has errors, click **View Error Codes** under Related Actions to determine why certain contacts were not uploaded.

11. To view the status of your upload, simply click **Refresh this page** (Figure 3.46)

12. To view details when the upload completes (Figure 3.46):
   a. Click **Review** from the Actions column of the file. A summary page displays that shows the number of records created.
   b. Click **Finish** to close the summary and return to the upload list page.

---

![Figure 3.46](image)

**Edit Autoresponders**

1. From the Event Management Center click the Event Emails tab in the top navigation bar.

2. Under Related Actions, click **Edit Autoresponders** (Figure 3.47).

   ![Figure 3.47](image)

3. **Edit Autoresponders tab**—this is a list of available autoresponders, actions available for each autoresponder, and which version is set to send.

4. Click **Edit** beside the autoresponder you wish to edit (Figure 3.48).
5. **Edit Envelope** (Figure 3.49).
   a. **Sender Name** - enter the name of your event (i.e. Relay for Life of County Place or Making Strides of Brevard).
   b. **Sender Email Address** - enter the email address to which replies should be sent.
   c. Click **Next**.

6. **Event Manager Content**—no action is needed.

7. Click **Finish**

**Repeat step 4 to 7 for all autoresponders set to “Send the Customized Version.”**

---

**Edit Suggested Messages in the Participant Center**

In the Participant Center registered online participants have access to messages that can be used to correspond with friends and family to request donations, join their team, or thank someone for a donation. It is also possible to create a new message. To edit the templates follow the steps below.

1. From the **Event Management Center** click on the **Event Emails** tabs in the top navigation bar.

2. Under **Related Actions** click **Edit Suggested Messages** (Figure 3.50).

3. **Messages Tab**—all Suggested Messages are listed. For each message it is possible to view the name, available actions, the type, and the subject line. There is also a link under **Related Actions** to **Add a Message**.

4. **Edit a Suggested Message**—find the appropriate message in the list and click **Edit** in the **Actions** column. Specify the following (Figure 3.51):
5. **Suggested Message Subject** – enter the suggested text for the message subject and body (Figure 3.52)

6. Click **Finish** to save all edits.

7. **Create a Message**—under **Related Actions** on the left side click **Add a Message** (Figure 3.53) to create a new message for participants.

7. **Follow steps 4 to 6 above.**
In this Chapter…

- Search for Participants
- Find the Username and Reset the Password for a Participant
- Change a Participant's Type
- Change a Participant's Fundraising Goal
- Remove (Deactivate) a Participant’s Registration
- Make a Participant’s Registration Private
Search for Participants

1. From the Event Management Center click the Customer Service tab in the top navigation bar.

2. Under Related Actions on the left side of the page, click Manage Participants (Figure 4.1).

3. Find the participant in the list or click Search for participants under the navigation bar (Figure 4.2).

4. Enter first name, last name, and/or email address to search for a participant (Figure 4.3).

5. Click Finish.

6. Once the participant’s information displays, click Manage Participant to access the participant’s profile (Figure 4.4).
Find the Username and Reset the Password for a Participant

1. Follow **steps 1 to 6** from the section titled **Search for Participants** above.

2. The username will be visible from this page, but the password will not be visible (Figure 4.5).

![Figure 4.5](image)

3. You can do one of two things:
   a. Under **Related Actions**, you can click **Reset Password** (Figure 4.6).

![Figure 4.6](image)

b. Direct the participant to the **User Login** page and have their password sent to them (Figure 4.7).

![Figure 4.7](image)
Change a Participant’s Type

1. **Follow steps 1 to 6 from the section titled Search for Participants above.**

2. Under **Related Actions**, click **Edit Registration** (Figure 4.8).

3. **Participation Type**—choose a new participation type from the drop down list (Figure 4.9).

4. Click **Finish**.
Change a Participant’s Fundraising Goal

Participants can change their fundraising goal from their Participant Center. See the instructions in the Relay For Life Participant and Team Captain Manual.

1. Follow steps 1 to 6 from the section titled Search for Participants above.

2. Under Related Actions, click Edit Registration (Figure 4.10).

   Figure 4.10

3. Enter a new fundraising goal (Figure 4.11).

4. Click Finish.

   Figure 4.11
Remove (Deactivate) a Participant's Registration

1. **Follow steps 1 to 6** from the section titled **Search for Participants** above.

2. Under **Related Actions**, click **Make Inactive** (Figure 4.12).

   ![Figure 4.12](image)

   Before deactivating a registration, make sure you are aware of the implications:
   - The participant will be removed from the group of participants for this event.
   - The participant will be removed from the list of pending autoresponders for this event.
   - The participant will not be displayed in search results when donors, people who want to join their team and other site visitors perform searches.
   - The participant cannot log into the Participant Center and access their Personal Page.

3. **Click Finish** to remove the participant's registration.

Make a Participant's Registration Private

1. **Follow steps 1 to 6** from the section titled **Search for Participants** above.

2. Under **Related Actions** on the left side of the page, click **Make Private** (Figure 4.13).

   ![Figure 4.13](image)

   It is not recommended to make a participant's registration private as it prevents donations from being made, and web site users will not be able to search for this participant online.
In this Chapter…

- Search for Teams
- Edit a Team's Name, Goal and Associated Company
- Move a Team Member to Another Team
- Promote a Team Member to Team Captain / Co-Captain
- Delete a Team
Search for Teams

1. From the Event Management Center, click Customer Service on the top navigation bar.

2. Under Related Actions, click Manage Teams (Figure 5.1).

3. Once you’ve found the team in the list, click Manage (Figure 5.2).

4. Team Summary (Figure 5.3).
Edit a Team’s Name, Goal and Associated Company

1. **Follow steps 1 to 4 of the section titled Search for Teams above.**

2. Under **Related Actions**, click **Edit Team Details** (Figure 5.4).

![Figure 5.4: Related Actions](image)

3. **Edit Team Details** (Figure 5.5):
   a. **Team Name** – edit the team name.
   b. **Team Goal** – enter a monetary amount for the team goal.
   c. **Team Company** – associate the team with a company, if applicable.

4. Click **Finish**.

![Figure 5.5: Edit Team Details](image)

Move a Team Member to Another Team

1. **Follow steps 1 to 6 from the section titled Search for Teams above.**

2. Under **Related Actions**, click **Change Team** (Figure 5.6).

![Figure 5.6: Related Actions](image)

3. Search for the team to which you are going to assign the participant and click **Select** in the **Action** column beside the appropriate team name (Figure 5.7).

![Figure 5.7: Change Team](image)
Figure 5.7

4. Confirm this is the correct team and click Finish (Figure 5.8).

Figure 5.8

Promote a Team Member to Team Captain / Co-Captain

1. Follow steps 1 to 6 from the section titled Search for Teams above.

2. Under Related Actions, click Promote to Captain or Promote to Co-Captain (Figure 5.9).

Figure 5.9

3. Click Finish.
Delete a Team
Before you can delete a team all of the members must be inactivated and their registrations deleted. The last participant you will remove from the team will be the team captain. Unfortunately there isn’t a button to remove all at the same time, it has to be done one by one. After the removal of the team captain the team will be automatically deleted from the web site.

Remove Team Members
1. Follow steps 1 to 4 from the section titled Search for Teams.
2. Click the Member’s Tab (Figure 5.10).

![Image](image1.png)

Figure 5.10

3. Select a member by selecting Manage Participant beside their name (Figure 5.11).

![Image](image2.png)

Figure 5.11

4. Under Related Actions, click Make Inactive (Figure 5.12).

![Image](image3.png)

Figure 5.12

5. Click Finish.
6. You will now have the option to delete the participant registration by clicking Delete Registration under the Related Actions.
7. Click Finish.
Remove Team Captain

1. **AFTER** all the team members have been removed and all the team donations have been soft-credited, Follow steps 1 to 4 from the section titled **Search For a Team**.

2. Click the **Member's Tab** (Figure 5.13),

3. Select a member by selecting **Manage Participant** beside their name (Figure 5.14),

4. Under **Related Actions**, click **Remove From All Teams** instead of **Make Inactive** (Figure 5.15).

   ![Figure 5.15](image)

   **You are not able to make a team captain inactive, but once you remove the team captain from the team they become an individual participant.**

5. Under **Related Actions**, click **Make Inactive** (Figure 5.16).
9. You will now have the option to delete the participant registration by clicking **Delete Registration** under the **Related Actions**.

10. Click **Finish**.
In this Chapter...

- Search for Gifts
- Refund a Gift
- Move the Credit of a Donation Made to a Participant
- Move the Credit of a Donation Made to a Team
- Update a Participant’s Honor Scroll
Search for Gifts

1. From the Event Management Center, click Customer Service on the top navigation bar.

2. Under Related Actions, click Search For Gifts (Figure 6.1).

![Figure 6.1]

3. Search Criteria—enter as much information that is known.

4. Click Finish and the results will appear on the next page.

Refund a Gift

1. Follow step 1 to 4 from the section titled Search For Gifts above.

2. Once you have located the gift, click Refund under the Action column (Figure 6.2).

![Figure 6.2]

3. Choose Amount (Figure 6.3):
   i. Determine Refund Amount – enter the refund amount.
   ii. Credit Card Refund – select Yes, process the refund to the credit card used for original payment.
   iii. Click Next.

![Figure 6.3]

4. Click Finish to confirm the refund.
Move the Credit of a Donation made to a Participant

1. **Follow step 1 to 6** from the section titled **Search for Participants** above.

2. **Scroll to the bottom of the page** and you’ll see the **Gift History** section (Figure 6.4).

3. **To move the credit of a donation**, click **Change Soft Credit** (Figure 6.5).

4. **Select Type** (Figure 6.6):
   a. **TeamRaiser Participant**—to move the credit of a donation to another participant.
   b. **TeamRaiser Team**—to move the credit of a donation to another team.
   c. **TeamRaiser Event**—to move the credit of a donation to another event.

5. **Click Search for Recipient** to find the participant, team, or event the donation should be moved to (Figure 6.6).

6. **Search Criteria**—enter at least one search criteria and click **Next** (Figure 6.7).
7. Locate the participant, team, or event that the donation should be moved to and click Select (Figure 6.8).

8. **Confirm Changes**—review the transaction information before confirming.
   i. If it is incorrect, click on any of the previous steps on the left side of the page to make the necessary changes.
   ii. If it is correct, click Finish.

---

**Move the Credit of a Donation Made to a Team**

1. **Follow step 1 to 6** from the section titled *Search for Teams* above.

2. Under the *Gifts* tab, locate the gift that needs to be reassigned and click *Change Soft Credit* (Figure 6.9).

3. **Select Type** (Figure 6.10):
   d. **TeamRaiser Participant**—to move the credit of a donation to another participant.
   e. **TeamRaiser Team**—to move the credit of a donation to another team.
   f. **TeamRaiser Event**—to move the credit of a donation to another event.

4. Click *Search for Recipient* to find the participant, team, or event the donation should be moved to (Figure 6.10).
5. **Search Criteria**—enter at least one search criteria and click **Next** (Figure 6.11).

![Search Criteria](image)

Figure 6.11

6. Locate the participant, team, or event that the donation should be moved to and click **Select** (Figure 6.12).

![Teams List](image)

Figure 6.12

7. **Confirm Changes**—review the transaction information before confirming.
   i. If it is incorrect, click on any of the previous steps on the left side of the page to make the necessary changes.
   ii. If it is correct, click **Finish**.

**Update a Participant’s Honor Scroll**

Honor scrolls with donor names and amounts appear on the personal pages of participants. Some donors may choose to be referred to by a different name or to remain anonymous.

1. **Follow step 1 to 6** from the section titled **Search for Participants** above.

2. Scroll to the bottom of the page and you’ll see the **Gift History** section (Figure 6.13).

![Gift History](image)

Figure 6.13
3. To edit the donor name on a gift, click **View/Edit** (Figure 6.14).

![Gift History](image)

**Gift History**

9. **Gift Information** (Figure 6.15):
   a. **3. Do Not Display Amount** – check this box if the donor does not wish to have their donation amount displayed.
   b. **4. Recognition Name** – if the donor wishes to remain anonymous, enter “anonymous” in the field provided.

![Gift Information](image)

10. Click **Finish**.
In this Chapter…

- Add a Local Company
- Edit the Primary Contact for a Local Company
Add a Local Company

If you have local companies with teams participating in your event, enter them in the Event Management Center. When participants register, they will be able to associate their teams with these local companies. However, if the company has not been entered yet, a participant CANNOT associate their team with the company as the company will not appear in the drop-down menu on the registration form.

1. From the Event Management Center, click the Customer Service tab on the top navigation bar.

2. Under Related Action, click Manage Companies (Figure 7.1).

3. Under Related Action, click Add a New Company (Figure 7.2).

4. Name and Notes, specify the following (Figure 7.3):
   a. Company Name – this is the name that displays on pages where the companies associated with this event are listed.
   b. Notes – enter additional details that you may need later for reference.
   c. Click Next.

5. Identify Coordinator – Enter the main contact information for the company (Figure 7.4).

6. Click Next.
7. **Company Summary**—click **Finish** to confirm the company information (Figure 7.5).

   1. **Company Summary:**
      
      Confirms the information in the summary below (use the Previous button to make changes to incorrect information)
      
      **Company Name: Adams Company**
      
      | Category | Amount | Notes |
      |----------|--------|-------|
      | Total    | $0.00  |       |

(Figure 7.5)

---

**Edit the Primary Contact for a Local Company**

1. From the **Event Management Center**, click the **Customer Service** tab on the top navigation bar.

2. Under **Related Actions**, click **Manage Companies**.

3. Find the company for which you’re editing the Primary Contact and click **Edit Primary Contact**.

4. **Contact Name, Email, and Telephone Number**—enter the contact information for the person who will be the primary contact for information and questions about general company involvement in the event.

5. Click **Next**.

6. **Company Summary**—click **Finish** to confirm the company information.
In this Chapter…

- Available Reports
- Accessing Reports
- Running and Downloading Reports
- Report Results Tab
Available Reports and Descriptions

1. Event Reports are available in the **Event Management Center** from the top navigation bar under the **Reports Tab** (Figure 8.1).

![Welcome to Your Event Management Center](image)

**Figure 8.1**

Accessing Reports

1. From the **Event Management Center**, click the **Reports** tab in the top navigation bar.

2. On this page, you will see (Figure 8.2):
   a. **Name and Description** – click the up/down arrows to sort the list by name.
   b. **Actions** – click **Run Report** to begin running the report.
   c. **Category** – this is used to group related reports.
   d. **Type** – identifies the Convio product to which this report belongs.
   e. **Last Activity** – identifies when and who last accessed the report.

![Report Table](image)

**Figure 8.2**

Running and Downloading Reports

1. From the **Event Management Center**, click the **Reports** tab in the top navigation bar.

2. Under the **Action** column, click **Run** beside the appropriate report (Figure 8.3).

![Run Report](image)

**Figure 8.3**

3. **Runtime Parameters**—Click **Next**.

4. **Identify Result**:
   a. **Report Label** – enter a name to help identify the results, or leave as is.
   b. **Report Description** – enter a description to help identify the results, or leave as is.
   c. Click **Next**.
5. **Report Criteria Summary** (Figure 8.4)
   a. Review the summary.
   b. Click Run Report at the bottom of the page to view the Report Results page. The report will display as soon as the task completes.

   ![Run Report](image)

   **Figure 8.4**

6. **NOTE:** You will receive the following message before the report results display: “This report has been queued. Once results are available they will be displayed here or you can view them from the Report Results list” (Figure 8.5). Before the report results are displayed, you may also receive a 2”nd” message that reads “Your report is now running. Some reports take longer than others to run so please be patient. Click the Report Results tab to check the status and for options to View, Download, Print, Delete or Cancel the report.”

   **Note:** Only 3 reports can run at a time Nationally; your report may remain in the queue for as long as 15 minutes.

   ![Report Results](image)

   **Figure 8.5**

7. Once the report results are displayed, the following actions will be available (Figure 8.6):

   ![Download](image)

   **Figure 8.6**

   a. **Download** - click the disc icon to download the report in any of the following three formats:
      i. **CSV** – comma separated values format- **This is the best format to use.**
      ii. **PDF** – Adobe Acrobat portable document format.
      iii. **HTML** – hypertext markup language format.

   b. **Print** - click the printer icon to print the report results to your printer.

   There will be times that reports will not always appear right away and you may need to retrieve your results from the report results tab (see instructions below).
Report Results Tab

By clicking the **Report Results** tab, you can access a list of all your report results. The report results tab will only be available if there is a report to display.

1. Click the **Report Results** tab. The **Report Results List** page will display (Figure 8.7).

2. Click on any of the related actions from the actions column to view, download, print or delete report (Figure 8.7).
In the Appendix…

- Basic WYSIWYG
- Format the Tool bar
- Apply Format Using the Tool Bar
- Keyboard Shortcuts
- Enhanced WYSIWYG
- Enhanced WYSIWYG Functions
- Online Fundraising Support
Basic WYSIWYG

Basic WYSIWYG allows an Event Manager to make simple text format modifications on a web page or email message. Basic WYSIWYG behaves similar to word processing programs through the use of point-and-click standard icons to apply desired formatting.

Format Tool Bar

Use the toolbar of icons (Figure A.1) to perform editorial actions, such as cutting and pasting. Use this same toolbar to apply formatting styles such as font, color, alignment, bullets, numbering, and indentation.

![Format Tool Bar](image)

Apply Format Using the Tool Bar

To apply the format, simply select the text by highlighting it with your mouse and click on the appropriate icon to apply the formatting. Please note, if no text is selected, the format you apply (i.e. alignment, indentation, bulleted, numbering actions) will be applied to all text that follows the current cursor location.

Referencing the icons on toolbar above (Figure A.1), from left to right, you can:

- Cut text
- Copy text
- Paste text
- Paste HTML source
- Apply bold text
- Apply italic text
- Underline text
- Apply a particular color to the text
- Apply a color to the background of selected text for a highlighting effect.
- Remove formatting
- Justify left
- Justify center
- Justify right
- Justify full
- Create a list of bulleted items
- Create a numbered list
- Indent text
- Reverse indent text
- Insert a table (More details located in Appendix A)
- Insert a box
- Insert a hyperlink
- Remove a hyperlink
- Insert an anchor
- Disable WYSIWYG
- WYSIWYG Help
- Paragraph formatting (normal, header, blockquote)
- Web-safe font choices

To enter a single return/line break between lines of text (rather than the default double space), hold the Shift key and hit the Enter key.
**Table Options**

**Note:** The table editing options are only available when the mouse is currently inside one of the table cells.

- **Table Icon:** Adds a table.
- **Row Properties Icon:** Ability to apply changes to currently selected row, odd rows, even rows, or all table rows.
- **Cell Properties Icon:** Ability to apply changes to currently selected cell, all cells within the row, or all cells in the table.
- **Insert Row Before Icon:** Inserts a Row into the table before the row that is currently selected.
- **Insert Row After Icon:** Inserts a Row into the table after the row that is currently selected.
- **Delete Row Icon:** Deletes the currently selected row.
- **Insert Column Before Icon:** Inserts a Column into the table before the column that is currently selected.
- **Insert Column After Icon:** Inserts a Column into the table after the column that is currently selected.
- **Delete Column Icon:** Deletes the currently selected Column.
- **Split Table Cells Icon:** Splits merged table cells apart into the original row and column configuration.
- **Merge Table Cells Icon:** Merges selected cells together.

**Note:** This option can also be used without selecting any cells, and instead specifying the amount of rows and columns to be merged in a popup window.

**Keyboard Shortcuts**

The following keyboard shortcut keys will work in the WYSIWYG:

- Ctrl Z - undoes the last step
- Ctrl Y - redoes the last step
- Ctrl A - selects All items
- Ctrl C - copies the selection
- Ctrl V - pastes the copied selection
- Ctrl T - indents a paragraph to the right
- Ctrl + Shift + T - outdents a paragraph to the left (decreases the indent)

*Other shortcut keys are browser specific.

**Enhanced WYSIWYG**

Enhanced WYSIWYG allows an Event Manager to go one step further in applying customized content to a web page or email message. There is a variety of enhanced point-and-click icons and options available, as well as the opportunity to input HTML code without the basic WYSIWYG stripping it out.

**Enhanced WYSIWYG Functions**

The feature can be found in any area where Event Managers can customize, or create custom pages, autoresponders, and event emails, and offers more flexibility in content design and placement, as well as the ability to conditionalize or personalize their site and e-mail content for participants and donors (Figure A.2).
Personalization Options

There are several personalization options available to enhance the experience for your users. To insert a personalization select the one you would like from the personalization dropdown menu available within the WYSIWYG. You can style the personalization the same way you would any other text (Figure A.3).

Online Fundraising Support

Excellent customer support is a key component to making our online events a success. Following the customer support model will ensure that any online challenges and issues are addressed in an efficient and timely manner.

1. Under this model, Team Captains/Leaders serve as first level support for their team members and donors by fielding various questions or issues that may arise.

2. If the Team Captain/Leader does not have the answer or information, they will engage their ACS Staff Partner and/or Event Volunteer Online Chair.

3. In cases where the ACS Staff Partner or Event Volunteer Online Chair cannot answer the question or resolve the issue, the ACS Staff Partner will contact the Florida Division eRevenue team at flerevenue@cancer.org.

4. If there is still no resolution to the question or issue, the Florida Division eRevenue team will escalate the issue to the ACS National Home Office and Convio.