

THE PARTICIPANT EXPERIENCE

Chapter 1: Society Account

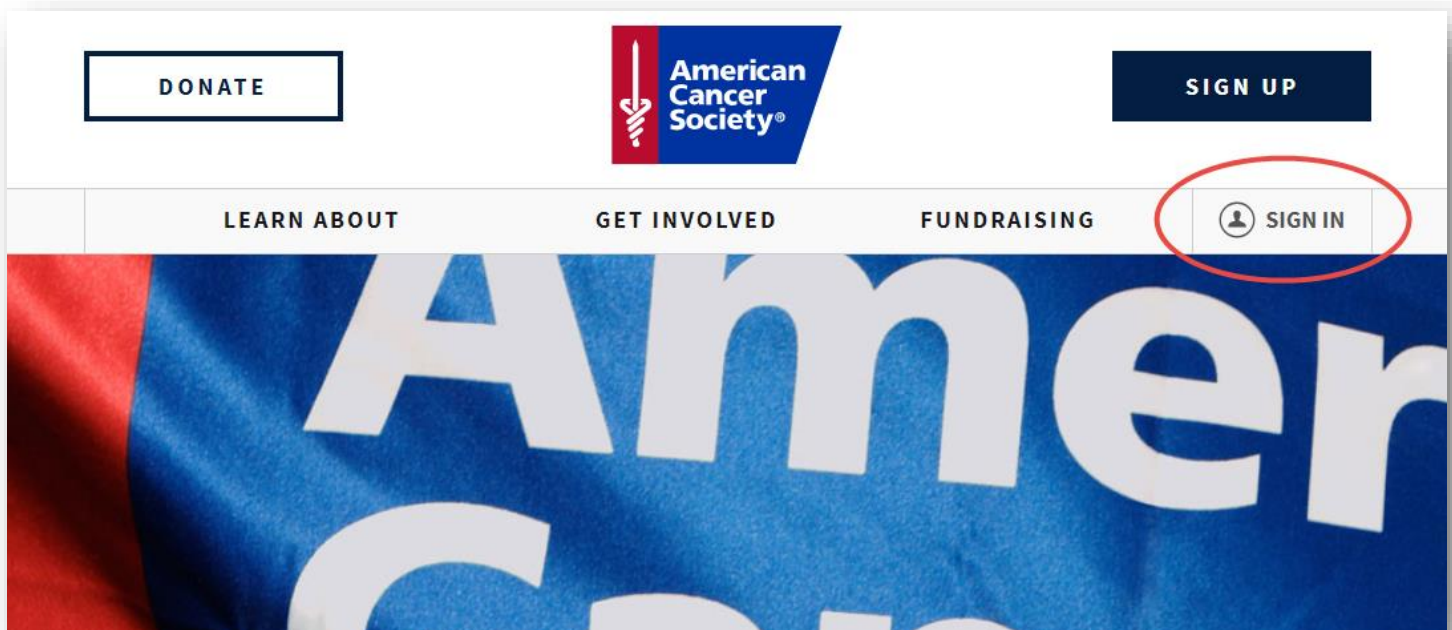
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Creating a New Society Account

(For first-time American Cancer Society online event participants)

If you have never participated in an American Cancer Society event online (Relay For Life, Making Strides Against Breast Cancer, Bark For Life, Active and Community, DetermiNATION, etc.) you can create a brand new Society Account which you can use for any future ACS online activity!

1. Visit your event website.
2. Click on the **Sign In** link in the upper right-hand corner.



3. Click the blue **Create an Account** button.

The screenshot shows a 'Log In' page. At the top right, there is a link 'Are you a new participant? CREATE AN ACCOUNT' which is highlighted with a red rectangular box. Below this, there are two main sections. The left section is titled 'Log in with your social account: ?' and contains two buttons: 'f Log in' (Facebook) and 'G Google' (Google). The right section is titled 'Or, log in with your email or username:' and contains two input fields: 'Email or Username:' and 'Password:'. Below these fields is a blue 'LOG IN' button and a link 'Forgot password?'. At the bottom of the right section, there is a note: 'Need help? Please visit our [FAQ](#) or contact us at [1-877-957-7848](tel:1-877-957-7848)'.

4. You can choose to create your new account using our social login feature OR using your email address.
- Note:** If you choose to create an account with your email address, it must be a unique email address, not used by another ACS online event participant. Enter the required information, and **click Create an Account**.
 - If your participants need additional assistance creating their new Society Account, please have them call our Income Support department at 877-957-7848. We're always ready to assist with any participant question they might have. If staff need support, please submit a ticket at helpme.cancer.org or chat in via helpme.cancer.org.

The screenshot shows a 'Create My Society Account' page. At the top right, there is a link 'Are you a returning participant? LOG IN'. Below this, there is a welcome message: 'Welcome! Creating a new account is quick, simple and secure. It's the important first step to register for an event and you'll have seamless access to American Cancer Society sites like Relay For Life, Making Strides Against Breast Cancer and others.' Below the message is a link: 'By creating an account, you agree to the [Terms and Conditions](#) and [Privacy Policy](#).' The page is divided into two main sections. The left section is titled 'Create an account with your social login: ?' and contains two buttons: 'f Log in' (Facebook) and 'G Google' (Google). This section is highlighted with a red rounded rectangular box. The right section is titled 'Or, create an account with your email address:' and contains several input fields: 'First Name:', 'Last name:', 'Email:', 'Confirm Email:', 'Password:', and 'Confirm Password:'. Below these fields is a blue 'CREATE AN ACCOUNT' button. At the bottom of the right section, there is a note: 'Need help? Please visit our [FAQ](#) or contact us at [1-877-957-7848](tel:1-877-957-7848)'.

Logging in to Your Existing Society Account (For returning American Cancer Society online event participants)

If you have previously participated in an American Cancer Society event online (Relay For Life, Making Strides Against Breast Cancer, Bark For Life, DetermiNation, etc.) you can login using the most recent email address with which you registered.

1. Visit your event website.
2. Click on the **Sign In** link in the upper right-hand corner.



3. Use one of the Log In options to access your account.
 - a. If your participants need additional assistance creating their new Society Account, please have them call our Income Support department at 877-957-7848. We're always ready to assist with any participant question they might have. If staff need support, please submit a ticket at helpme.cancer.org or chat in via helpme.cancer.org

A screenshot of the American Cancer Society login page. The page has a light gray background. At the top left is the text 'Log In' in purple. To the right is the text 'Are you a new participant?' followed by a blue link 'CREATE AN ACCOUNT'. Below this is a section titled 'Log in with your social account: ?' with two buttons: 'f Log in' and 'G Google'. To the right is a section titled 'Or, log in with your email or username:'. This section contains two white input fields: 'Email or Username:' and 'Password:'. Below these fields is a blue button labeled 'LOG IN' and a blue link labeled 'Forgot password?'. At the bottom of the page, there is a small link: 'Need help? Please visit our FAQ or contact us at 1-877-957-7848.'

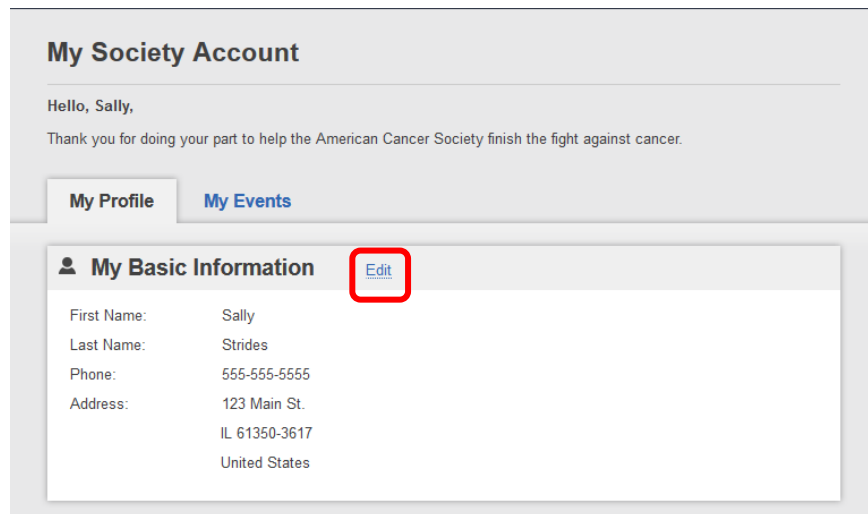
Manage Your Society Account

1. Log into your **Society Account**
2. Click on the **My Account** link.



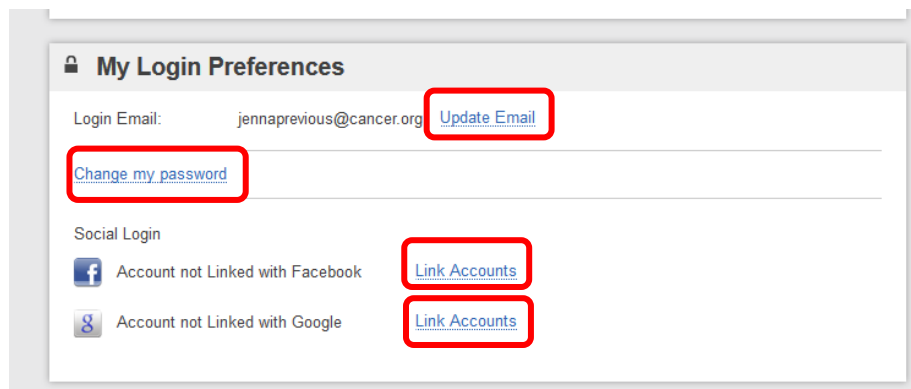
Update Your Basic Information

1. Click the blue **Edit** link to make changes to your biographical and contact information. Click **Update** to save your changes.



Update Your Login Preferences

1. Scroll down to the **Login Preferences** section.



2. Click the appropriate blue links to make changes to your login email and/or password. Make sure you always click **Save / Update** once you've made the desired changes.

- a. **Note:** If you want to simultaneously update your contact email, so you also receive emails at your new email address, check the box before saving.

Login Email:

Update my contact email with this email as well.

3. You can also choose to link your Society Account to your Facebook or Google, which will allow for easier login in the future.

Update your Email Preferences

1. Scroll down to the **My Contact Preferences** section.
2. Click the blue **Edit** link to make changes to your contact preferences. Click **Update** to save your changes.
 - a. You can change your contact email address
 - b. Opt in/out of receiving emails
 - c. Select HTML or Plain Text as your preferred email format. HTML is recommended, as that allows you to get the full experience from each email, with photos and links.

✉ **My Contact Preferences**

All communications and any notifications you register to receive will be sent to the contact email below.

Preferred Contact email: **jennaprevious@cancer.org**

Please email me the event-related information so I can participate successfully.

Preferred format: **Plain Text**

To deactivate your account and/or cancel your event registration, please contact us at [1-877-957-7848](tel:1-877-957-7848).