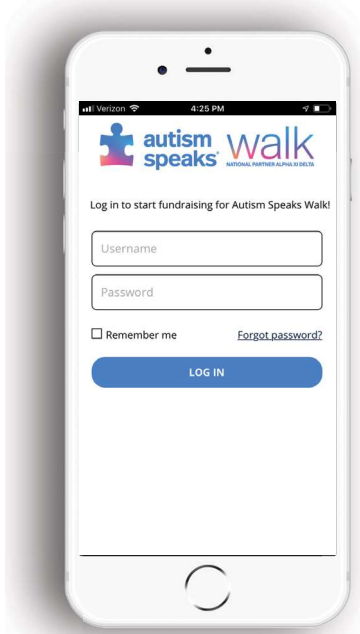


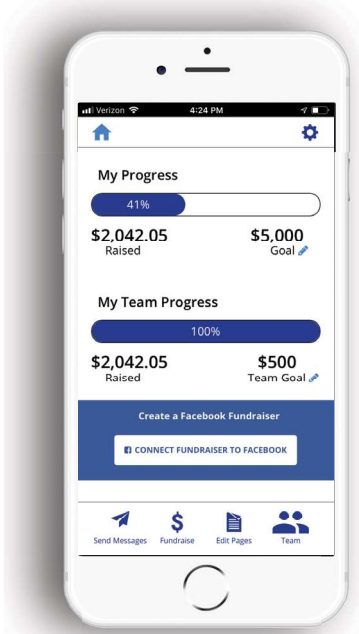
# autism speaks walk NATIONAL PARTNER ALPHA XI DELTA Mobile App

Collecting donations to enhance the lives of people living with autism has never been easier. Manage and share your Autism Speaks Walk experience on the go with our newly-updated mobile app. This FREE app lets you fundraise and connect with others through social media and email, update your web pages and check your fundraising progress – all from the palm of your hand.

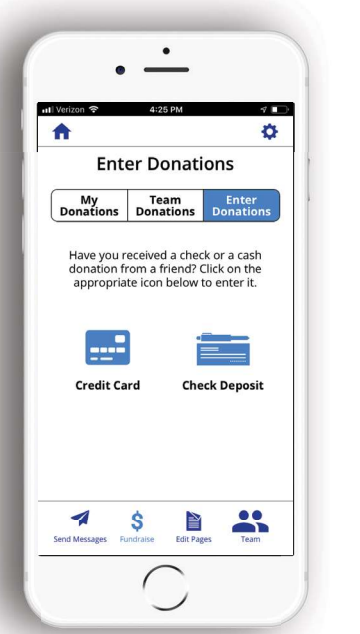
**Download our FREE Walk app as soon as you register! Available for iPhone and Android.**



**Once you've registered** for your Autism Speaks Walk you will be able to log in to the app!



**Track your progress,** send quick text messages, emails, post to social media, and update your personal page all from your phone!



**Collect donations in real time!** Collect credit card and check donations and see them update on your page in real time!



# Autism Speaks Walk App Frequently Asked Questions

## **How Can I use the Autism Speaks App to fundraise?**

The application supports numerous features designed to take your fundraising to extraordinary levels. These are some of our favorites:

### **CHECK YOUR PROGRESS.**

View your fundraising progress at any time from the application homescreen or the **Fundraising Progress** feature. If you are a member of a team, you can view your team progress as well.

### **GET DONATIONS.**

**Boundless fundraising** allows you to reach more potential donors with the best donation ask, regardless of the platform. Within the application, you will see the option to make a donation ask to several different kinds of contacts. Each donation ask is targeted to the channel through which the donation ask is being made. For example, the donation ask email will contain more detailed and specific information than the Facebook donation ask.

To help you make more donation asks more quickly, the app contains several handy suggested donation asks. You'll find pre-written messages ideal for a first donation ask, as well as a follow up message among others. All our fundraising features allow you to make a custom donation ask. Simply click "create your own" to write a personal and compelling message.

### **THANK YOUR DONORS.**

View a list of every donation made on your behalf. This list is automatically updated as new donations are processed. Click on a donors name to send a thank you email. The donors email will automatically appear in the recipient field in your compose message window.

## **What's my username and password?**

To access the app, you will need to enter the same log in credentials you use to access your online participation center. If you have forgotten your log in credentials please click on the **forgotten link** in the login screen of the app to be directed to the **forgotten password** site.

## **Why do I get a message saying I'm not registered for an event when I am?**

The login credentials being used are not the same login credentials that were used when registering for this year's event. We recommend first confirming with your local **Autism Speaks Staff** the credentials you are using are for an active registered account. If this does not solve the issue please submit a support ticket with the following information: **event name, event date, and city** where the event is taking place. [support.boundlessfundraising.com](mailto:support.boundlessfundraising.com)

## **How do I update my goal?**

To update your fundraising goal, you will need to login to the **Participation Center** for your event. Once you are logged in, you should see a section displaying your **fundraising progress** where you can edit your fundraising goal. After you have updated your fundraising goal in your Participation Center, it may take up to a day for the new fundraising goal to appear in the app. If it has been over a day since you updated your goal amount, and the goal is displaying correctly in the Participation Center but NOT in the app, please submit a support ticket with the **updated goal amount**, and the **name of the organization/event** you are fundraising for. We will be happy to take a look. [support.boundlessfundraising.com](mailto:support.boundlessfundraising.com)

## **Why is my amount raised not accurate?**

Depending on the type of payment made, there may be a delay from when a donation is made to when the donation appears in the application. In particular, donations made using PayPal or Electronic Check/ACH often take 3-7 business days to process and show up in the application. If you have verified with your local Autism Speaks staff that the donations in question have been confirmed/processed and the amount raised in your Participation Center is reflecting these donations, but the app is NOT please submit a support ticket to the **Boundless Fundraising Support Team** who will be able to help troubleshoot the situation. [support.boundlessfundraising.com](mailto:support.boundlessfundraising.com)

## **What do I do if I need to split a check donation to multiple people on my team?**

Please mail your donation to **Autism Speaks, PO Box 199, Rocky Hill, NJ 08553-0199**. Please include the **Contribution Tracking Form** found on the **Team Captain Tools** page on your Walk website so your team members get proper credit.