

# NAMIWalks Frequently Asked Questions

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## General

NAMIWalks - Every journey begins with that first step. In 2013, tens of thousands of concerned citizens in more than 84 communities across the nation will join NAMI and walk together to raise money and awareness about our country's need for a world-class treatment and recovery system for people with mental illness. Need more information? Every walk has a Walk Manager who is the primary contact person for the Walk. The name and contact information for your walk manager is listed on your Event page.

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## All About Registration

We strongly recommend you register online by visiting [www.namiwalks.org](http://www.namiwalks.org). Online registration is fast, allows you to fundraise online (allowing others to make donations to you via credit card), meaning you do not have to handle cash or check donations, and you can bypass filling out the paper form. You will also receive a webpage allowing you to personalize it with your story, picture, and videos so you can track your progress.

Note: For past walkers, your myNAMI account credentials will not work in this new website. Please register to create a new username and password. *Should you want to register offline, contact your local Walk Manager listed on each event's homepage for more details.*

You may register as an individual, join a team, or create a team through the registration process. If the team you are joining is not listed, try searching by entering the first few letters of the team name or contact the Team Captain.

**Quick Facts:**

- [Click here to see our easy registration steps](#) or [click here to watch our Registration video](#).
- Registration is free but we do encourage fundraising!
- The last day to register online is the day of the Walk
- Usernames are unique to the individual registering and cannot be used for more than one person
- While an email address can be used to register more than one person, it is highly discouraged. Email is an important method of communication in NAMIWalks and there are several emails you can send to family and friends which will be sent via the email you registered with.
- You do need to register for each event you are participating in each year.
- We strongly encourage each walk participant to register themselves so they may verify all their information is entered correctly as well as agree to the Waiver. There is no age restriction for walking however NAMI requires website users be at least 13 years of age. Children under the age of 13 may register using a paper form.
- Dogs are welcome at most NAMIWalks (Some even wear team t-shirts!) however it is best to contact the local Walk Manager to be sure the location where the walk is being held allows pets. Please click on “Who is my Walk Manager” for contact information.

**A note about privacy:**

NAMIWALKS webpages are viewable to the general public, so your name will appear online and will be accessible through web search engines such as Google. If you have concerns about your name appearing on a NAMIWALKS page, please register for the Walk using the paper brochure available from the host affiliate. Please contact the local Walk Manager for more information. NAMI does not share any of your personal information with any third-party. Nor do we send e-mails other than e-mails related to your participation in NAMIWALKS including, but not limited to: confirmation e-mails when you register, notification e-mails whenever an online donation is made on your behalf, updates from your team captain or local Walk coordinator, other NAMIWALKS-related announcements.

**Troubleshooting:**

**1. I am having trouble registering. Where can I find resources?**

[Click here to see our easy registration steps](#) or [click here to watch our Registration video](#). You can also contact your local Walk Manager listed on your local Walk Website for more assistance.

**2. I am a Team Captain. How do I manage my team fundraising page?**

[Click here for our Registered Team Captain Website Resource](#).

### **3. I forgot my username and password:**

Visit the NAMIWalks Event page. **Under the login area click on Forgot username and password.** Enter the information requested. If you forgot your username, enter your email address where it is indicated. If you forgot your password, enter your username where it is indicated. You will receive an email with instructions on how to re-set your information.

### **4. I want to be the Team Captain:**

Creating a Team automatically makes you the Team Captain. On an existing team? Have the current Team Captain contact your Walk Manager to be the Team Captain. There can only be 1 Team Captain per team.

### **5. My chosen URL for my personal or team fundraising page is not available. What should I do?**

Fundraising page URL's are unique. If the URL is unavailable or showing as not valid, try a new URL by filling in the remainder of the URL below. We recommend adding a year after your preferred choice.

**Remember, there can be no spaces or punctuation and URL's may not be changed once picked for the year.** You only need to enter in your information after the "/", you do not need to put the whole web address.

Note: Team Captains also pick their team fundraising page URL. Here are some examples:

Personal URL: <http://namiwalks.nami.org/yourname2013>

Team URL: <http://namiwalks.nami.org/yourteam2013>

### **6. I completed registration and can view my personal or team page however when Donors click on the 'Donate Now' button on the Walk page, they cannot find my page or the team page. How do I fix this?:**

*For personal pages:* Login using your username and password to the Participant Portal. Click on the Profile tab. Under Edit Contact Information, Scroll down and be sure the check box for 'Yes, anyone can search for my page to make a donation.' is checked. Click Submit.

*For team pages:* Team Captains should login using your username and password to the Participant Portal. Click on the Team tab. Click on Edit Team Info and be sure the 'Allow people to find my team when searching for a team to join' is checked.

### **7. I am registering for a Super Team, but need assistance:**

Contact the local Walk Manager for your Walk for more assistance.

### **8. I registered for the Walk, but I am not able to sign-in.**

Please be sure you completed the registration process completely and received a confirmation email. Be sure you are entering your username and password information correctly. Click [Forgot my Password](#) for more assistance.

### **9. I want to change my fundraising page URL after registration.**

Fundraising page URLs cannot be changed once you are registered but remember your choice for next year.

### **10. I registered but can no longer attend. How can I cancel my registration?**

You cannot cancel your own registration. Please contact your local Walk Manager for more assistance. Alternatively, you can be a virtual walker and still fundraise! Virtual Walkers can fundraise and not come to Walk day but still help us find much needed support for programs throughout the year.

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## **Walker Webpages**

Your walker webpage is a customized webpage that is automatically created to share information about yourself and why you are walking; to allow others to make secure online donations on your behalf; and to track your fundraising progress. Others can access your page by receiving a link you send to them through fundraising emails (which can be sent directly from the website). You can also share it using Social Media links accessible on the website! – Easy and Fun!

### **Personalizing Your Page:**

Updating information and tracking your progress is easy! [Click here to find out everything you can do in the Participant Portal!](#) We also created a [Participant Portal Video!](#)

To manage your page, login using the username and password you registered with. You can click through the tabs at the top of the page as well as the menu options on the left page.

- Click on Fundraising and then Edit My Personal page to update your story, add pictures, and videos.
- Click on Fundraising and then Edit Goal to update your fundraising goal at any time. If you find you reach your goal early, challenge yourself by raising it higher!
- Remember to hit Save after every change and wait for the green check box to appear.

## **Quick Facts:**

- Your page will be active for 60 days after the Walk.
- Walking again next year? Register using the same login. Your past donor information will be in the same account.
- We have a brand new Fundraising Kit which you can find under the Fundraising Tab as well as at the top of every page. Get ideas, sample fundraising letters, and more!
- Want to support an affiliate while walking? While registering, please select the affiliate you would like to support. Change your mind? Sign in with your username and password. Click on the profile tab at the top of the page and then click on Edit Registration Questions to change your response.
- You will receive an email notification each time an online donation has been made on your behalf. You can also track your progress, thank your donors, message new donors by logging in with your username and password.

## **Troubleshooting:**

### **1. I am having trouble registering. Where can I find resources?**

[Click here to see our easy registration steps](#) or [click here to watch our Registration video](#). You can also contact your local Walk Manager listed on your local Walk Website for more assistance.

### **2. I am a Team Captain. How do I manage my team fundraising page?**

[Click here for our Registered Team Captain Website Resource](#).

### **3. How do I change my email or update the personal information associated with NAMIWalks?**

Sign In using your username and password. Click profile at the top and update your information.

### **4. Can I change my username or password?**

Usernames cannot be changed. You can change your password by signing in. At the top of the page, click on Profile. On the left click on Change Password.

### **5. I want to register as an individual walker but now I want to form a team.**

Sign in using your username and password. Click on team. Click Form or Join A Team

**6. I didn't receive an email confirmation of my registration.**

The email may have gone into your spam folder. Please add [namiwalks@nami.org](mailto:namiwalks@nami.org) to your address books. The email address we have on file may be incomplete. Log in using your username and password. Click on profile and confirm your email address.

**7. How do I add offline donations to my webpage. Can people who make cash or check donations be shown with other donors on my webpage?**

At this time all donations made offline will show as anonymous. You can however add them so the totals will track to your goal. Sign in using your username and password. Click on Fundraising at the Top. Click on Manage Cash and Check Donations on the left.

**8. Help! Someone has written something inappropriate or private in their donation message or on the message board. How do I remove this text?**

While logged on with your username and password, click on Message Board. Hover over the message you want to delete and click the x or make it private. You can also disable the Message Board feature all together by clicking on Fundraising Tracker and Message Board and unchecking the box.

**9. Someone has made a donation to me but I do not see it on my walker webpage.**

The donations may be listed by donor name or Anonymous. If you know that someone has made a donation on your page, try clicking Refresh or Reload in your browser. If it still does not appear, please fill out our Walk Help form [accessed here](#).

**10. I see duplicate donations on my webpage from the same person, might this be an error?**

If you suspect an error has occurred, please contact your donor to confirm. Once confirmed, please fill out our Walk Help form [accessed here](#).

**11. I want to thank my donors. Where can I obtain their email or mailing address?**

Sign On using your username and password. Click on Fundraising. Then click on Manage Donors on the left side. You can email your donors directly from the system. Mailing addresses are not available for donors.

**12. How do I delete my webpage? Once my webpage was deleted, it still comes up in searches, why?**

NAMIWALKS walker and team webpages created by a registered walker are viewable to the general public like most internet sites. They are also accessible through web search engines such as Google. When NAMI deletes your webpage, the link may still appear in search engines until that company updates their holdings.

### **13. How do I change my fundraising URL once I am registered?**

Fundraising URL's cannot be changed during a Walk season however be sure to remember your preference for next year!

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## Information for Donors

Donating online is safe, fast, and secure. NAMI uses VeriSign's 128-bit SSL encryption, the strongest encryption available, which means your personal and credit card information is transmitted securely. To make a donation online, visit the link sent to you by a Walker or Team and click on Support Me to follow the prompts. You can also search for an individual or team via the Walk Home page. Your donation will be listed along with your name and personal message unless you choose the Anonymous option available before processing your transaction. Please note: If you choose Anonymous be advised your name will not appear on the Walker's webpage, but anything you write in the personal message space will appear. Online donors will receive an immediate on-screen and email confirmation of their donation. You will also receive an instant tax receipt if you provided us with an email address. Please add [namiwalks@nami.org](mailto:namiwalks@nami.org) to your list of approved senders.

Want to send cash or check donations? You can give them to the Walker or Team Captain to turn in on Walk Day. Alternatively, you can send them to the address listed on the Walk Homepage.

### **Quick Facts:**

- The option of donating anonymously prevents your name from showing up on the webpage and online searches. You will find a check box for this option on the online donation screen where you enter your credit card information. To further remain anonymous online, do not write your name or other identifying information in the message area as this appears on the walker's webpage.

**Please note:** whenever a donation is made in support of a walker, he or she is notified of the donation and given the name of the donor so that he or she may thank that person. If you wish to remain anonymous even to

the walker you are supporting, then contact the Walk Manager to discuss how a donation can be made to the Walk and then credited to the walker.

- If your company will match your donation, please contact the local Walk Manager listed on every Event page, to learn how to submit the paperwork.

### **Troubleshooting:**

#### **1. I do not see my donation listed on the walkers' webpage**

If you made a donation to a walker or team, then you should be able to see your donation reflected online. If you have processed your transaction and received confirmation but do not see your donation reflected, please click Refresh or Reload button on your browser. If it still doesn't appear, please fill out our Walk Help form [accessed here](#).

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## **Information for Teams and Team Captains**

Team building is an important aspect of NAMIWALKS. Teams are a great way to bring people together towards a common goal or enjoy a little friendly competition amongst teams. The more people that form teams and recruit walkers, the more awareness will be raised about the need for quality mental healthcare.

Team captain is the designation given to the person who creates a team for the Walk. If they register online they receive email notification when new members register online, can customize the team webpage, and access special team features online. You can have co-captains however, within the online system, only one person may have access to the Team Captain Tools online. The co-captains should decide who is going to handle the team web page and then this person should register online for the walk first and form the team. The other captain can join the team once it has been created. You can only be Team Captain of 1 team per Walk.

### **Quick Facts:**

- Teams are not automatically registered every year. The Team Captain should register each year with the same username and password.
- Team Members can communicate using their Internal Message Board. Not sure who the Team Captain is? Send a message by logging in, clicking on the Team Tab and then Internal Message Board.

- Registered as an Individual Walker but ready to Join or Create a Team? It's easy! Login with your username and password. Scroll down to Team Options and either Join or Create a Team.
- Donations can be made to the team or to individual walkers.

### **Your Team Fundraising Page:**

All teams receive a team fundraising page that reflects your team's progress, displays pictures, videos, and allows donors to make direct donations to your team. All team members receive a personal fundraising page.

Team Captains have increased functionality on their Participant area to manage the Team Fundraising Page.

**[Click here for our Registered Team Captain Website Resource.](#)**

By clicking on the Team tab, you can:

- Email all of your team members
- Change your team name
- Run a Team Report
- Edit your team page with information, pictures, videos, and even update your goal!

### **Troubleshooting:**

#### **1. I am having trouble registering. Where can I find resources?**

[Click here to see our easy registration steps](#) or [click here to watch our Registration video](#). You can also contact your local Walk Manager listed on your local Walk Website for more assistance.

#### **2. I am a Team Captain. How do I manage my team fundraising page?**

[Click here for our Registered Team Captain Website Resource.](#)

#### **3. How do I change teams or team captains?**

Please contact your local Walk Manager accessible on your Walk home page.

#### **4. I am not receiving emails notifying me when someone makes a donation in support of my participation.**

Be sure you have added [namiwalks@nami.org](mailto:namiwalks@nami.org) to your list of approved senders with the email you registered with.

## **5. How do I create a Super Team?**

Contact your local Walk Manager.

## **6. How can I show team members who have not registered online on my team webpage?**

You can update the Team's message to list those who have not registered online. The Online system will only update those who have registered online automatically.

## **7. How long will my team page be active?**

60 days after the Walk

## **8. My chosen URL for my personal or team fundraising page is not available. What should I do?**

Fundraising page URL's are unique. If the URL is unavailable or showing as not valid, try a new URL by filling in the remainder of the URL below. We recommend adding a year after your preferred choice.

Remember, there can be no spaces or punctuation and URL's may not be changed once picked for the year.

Note: Team Captains also pick their team fundraising page URL which must be different than your personal page. Here are some examples:

Personal URL: <http://namiwalks.nami.org/yourname2013>

Team URL: <http://namiwalks.nami.org/yourteam2013>

## **9. I completed registration and can view my personal or team page however when Donors click on the 'Donate Now' button on the Walk page, they cannot find my page or the team page. How do I fix this?:**

*For personal pages:* Login using your username and password to the Participant Portal. Click on the Profile tab. Under Edit Contact Information, Scroll down and be sure the check box for 'Yes, anyone can search for my page to make a donation.' is checked. Click Submit.

*For team pages:* Team Captains should login using your username and password to the Participant Portal. Click on the Team tab. Click on Edit Team Info and be sure the 'Allow people to find my team when searching for a team to join' is checked.

## **10. I am registering for a Super Team but have questions:**

Contact the Walk Manager for your Walk for more assistance.

## **11. How do I record offline donations for walkers?**

Individual walkers can Manage Cash or Checks by logging on with their username and password and clicking on Fundraising OR Team Captains can also manage this for their Team Donations. Offline donations should be turned in a walker envelope, inside a Team Captain envelope.

#### **12. Help! The changes that I've made to my team page are not showing up.**

Be sure you hit Save or Submit after every change you have made and insure a Green Checkbox appears confirming your changes. You can also try logging out and closing your browser

#### **13. How do I find out the address to my personal, team, or super team webpage?**

Personal and Team links can be found by logging in with your username and password. Scroll down and you will see the individual links. Super Team links can be accessed via your Organization's Walk Contact who can get it from your Walk Manager.

#### **14. We are creating a team t-shirt. How do I get the NAMIWalks logo?**

You need to access our NAMI Identity Guide by visiting [www.nami.org/identity](http://www.nami.org/identity) Scroll down to the bottom of the page and locate "Program and specialty logos".

Read through the list until you find NAMIWalks logos. Select either the JPG or GIF files to download. If a new browser opens and you see the logo, right click on it with your mouse. Select Save Image as to save the file to your computer.

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## Contact Us

For more information about your local walk, registration, volunteering, questions about your participation, donations, or using the website, [please click here to find your walk](#). Our local Walk Manager's contact information is listed on each page and can assist you. For program-wide questions, [click here](#)