FAQs For Event Participants

The Parish Team

Our online event is structured around the concept of Parish Teams; one Team captain and multiple team members.

Who is a Team?

A Team is a Parish that has decided to participate in the United in Faith online fundraising event. There is 1 team per parish.

Who is a Team Captain?

A Team Captain is the online promoter/communicator of the United in Faith event; he or she is appointed by the Parish.

Can anyone form a Team?

No! You need to be a Parish to form a Team. If you are a Parish and interested in using these free online resources "click here" for more information.

How do I form My Parish Team?
It is very simple! ACN will pre-build your Team. You need to fill in this application.
1. ACN will register your Parish as a Team
2. ACN will register your Parish Team Captain
3. ACN will send an email to the Team Captain, which is a confirmation page with a link to access your Participant Center and personal & team fundraising pages will pop up. At this point you can begin customizing your personal fundraising page as well as your team page (both were automatically created for you at the time of registration). You will also receive a "Thank You for Registering" email from Aid to the Church in Need with a link allowing you to access and visit your Participant Center at your convenience. As the Team Captain you drive the success of your Parish online fundraising event.

My parish would like to participate. Can we, and if so, who do we contact?

Yes, this online fundraising opportunity is open to all Catholic parishes across the United States. If you are an interested parish, contact us at unitedinfaith@churchinneed.org or call 718-609-0939.

Team Related Questions

How do I change my team goal, and team page content?
The team captain will need to login to their Participant Center and click the "My Team Progress" tab on the top right. On the Team Progress Page, team captains will have the ability to update the team's goal, photo and page text.

How can I see who is on my team?
Visit www.churchinneed.org/unitedinfaith and login to your Participant Center using your username and password. Click on the "Team Progress" tab; this will allow you to view your team roster and the amounts raised by each team member.

How do I leave my team a message?
Simply go to your Participant Center and type in a new message to your team in the text field then click the "Update Message to Team" button. This will allow you to make all necessary changes to your team message.

How do I upload a photo to add to my team's page?
Only the team captain has the ability to upload a photo to the team's page. From the "My Team" box on your Participant Center homepage, click on "update team information." Scroll down to Team Photo and click the "Choose File" button in the Photo section, the browser window on your local machine/PC will display. Find and choose the photo you want, then click "upload the image." Note that you can only upload a photo in .jpg format and the maximum size is 200K. You may have to reduce the size of your photo on your own computer before trying to upload it to your personal page.

The Participant

Who is a Participant?

A Participant is an individual team member or team captain who has registered to participate in the United in Faith online fundraising event. We call each participant a "Faith Keeper."

How to participate?

In order for you to participate to the online United in Faith event you need to register. Once you register you will have access to your participant center.

Your Participant Center

What is it?

Your Participant Center is an area of our website that is available once you register for the United in Faith for Iraq and Syria event. You will have a username and password, created at the time of registration, to access this area.

How do I start?

I want to participate and support my Parish WYD online event.
After a parish team is officially created and registered, you may register to become a member of your parish team. Then you will be able to create your own personal fundraising page, linked to the team page.

How do I register?

1. You may join an existing parish team at www.churchinneed.org/unitedinfaith
2. Search your parish name to find your team.

What do I do after I register?

1. Following your online registration, a confirmation page with a link to access your Participant Center and personal fundraising page will pop up.
2. As you register online, a personal fundraising page is automatically created for you. You can begin customizing your personal fundraising page. You have the option of personalizing your page by telling your story or adding a photo or posting a comment on your blog.
3. You will also receive a "Thank You for Registering" email from ACN with a link allowing you to access your Participant Center at your convenience. Keep this email for your future reference.

What do I do next?

1. In your Participant Center you customize your personal page and use online tools to send emails to your friends and family asking for their support.
2. Your Participant Center will also allow you to recruit teammates, track your progress, and get fundraising tips and important news about the event from us.
3. And, if you're part of a team, you'll be able to maintain close contact with them, get the latest message from your team captain and follow the progress of your teammates.

Emailing from Your Participant Center

How do I upload my contacts into my participant center?

1. Login to your participant center
2. Choose the Add Contacts tab on the right side of your participant center homepage
3. You now have two ways to import/upload your contacts

Option# 1: Directly from your personal e-mail contacts
1. Choose Add Contacts
2. Choose Import Contacts
3. Choose your e-mail service provider
4. Login to your e-mail account
5. Choose your contacts
6. After your selections are made, choose done

Option#2: From an excel spreadsheet
1. Choose Add Contacts
2. Choose Import Contacts
3. Choose File-based import
4. Organize your contacts into 3 columns as seen below
5. | First | Last | Email |
6. (i.e. | John | Doe | John@johndoe.com |)
7. Save as a CSV file
8. Browse for the file Choose the file and then choose upload contacts

How do I use the pre-written e-mail templates?

1. In your participant center, click on the E-mail tab
2. Select Use a Template
3. Choose a Template
4. Edit the red copy and make any additional changes you wish. Note: Although it doesn't show up in your template, a link to your participant center will be automatically added to the end of your message to make it easy for others to see your progress, make a donation or join your team.

How do I create contact groups?

1. You can create contact groups to send a specific message to family, friends, or co-workers?
2. Under the e-mail tab in your participant center, click on Contacts on the right side
3. Click the Add a Group button
4. Select a Create New Group
5. Enter Group Name and submit
6. Select which contacts you want to add to a group, by checking the box next to their name
7. Click the blue Add to Group button and select which group to add them to

Your Personal Fundraising Page

What is it?

In your participant section you will find Your Personal Fundraising Page. It is a web page that you can customize and ask your friends and family to visit when recruiting teammates, requesting donations or tracking your progress. In fact, if anyone searches for you in the participant database, they will be directed to your personal page.

How do I upload a photo to my Personal Fundraising Page?

Click the "Choose File" button in the Photo section, the browse window on your local machine/PC will display. Find and choose the photo you want, and then click "upload the image." Note that you can only upload a photo in ".jpg" format and the maximum size is 200K. You may have to reduce the size of your photo on your own computer before trying to upload it to your personal page.

How do I change my personal fundraising goal?

Login to your Participant Center. On the right-hand side of your Participant Center homepage, enter a new fundraising goal in the "new goal" box, then click the "update goal" button to save.

How will people find my Personal Fundraising Page?

When friends or family visit www.churchinneed.org/unitedinfaith, they can click on the "Sponsor a Participant or Team" button from the donate tab. After typing in your name, they will be directed to your personal fundraising page. If you send emails out from your Participant Center, a link to your personal fundraising page will automatically be at the bottom of the email.

How can I see who has donated to me?

Login to your Participant Center using your username and password and click on the "My Progress" tab. This will allow you to view your donor list and the amounts that have been donated online.

Do I have to use and customize my Personal Fundraising Page?

Once you register online, by default a personal page will be created for you. Your name will be listed as a participant in the event so that those wishing to donate to your fundraising efforts can find you. You do not need to customize your personal fundraising page; however, engaging your donors by giving it your personal touch may inspire them to give even more.

How do I change my personal password?

1. Login to your participant center
2. Select Profile
3. Choose change/reset password

Can someone help me set up my personal fundraising web page?

Yes. Your online personal fundraising page is an incredibly powerful tool and very important to your fundraising efforts. If you have visited your Participant Center and tried to set up and customize your page, and still need help, we're here to answer your questions. Please contact us at unitedinfaith@churchinneed.org

Can I create a personalized URL to my Personal Page?

You can create a personalized URL to your Personal Page to make it easier to remember and share with other people. This is a link you can add to messages you may send from your personal email, outside of "www.churchinneed.org/unitedinfaith." You may easily create a personalized URL from your Participant Center.

Steps for creating your personal URL:

1. Login to "www.churchinneed.org/unitedinfaith." Click on the tab called "Personal Page" at the top of the screen.
2. Click on the link called "URL Settings". A personalized Web address field will appear. Type the text you want to use (such as your name or nickname). You may only use letters and numbers as well as the period (.), dash (-), and underscore (_) characters from your keyboard. To avoid problems, do not leave any spaces between your entries.
3. Click the Save button. The Successfully saved changes to the account message displays at the top of the page and the Current URL displays with your personalized Web address.
4. Your URL will look something like: http://www.churchinneed.org/ unitedinfaith.convio.net/goto/yourname
5. NOTE: If you are captain of a team, you will also have the option of creating a URL for the team page.

Your Fundraising

How do I change my fundraising goal?
1. Login to your participant center
2. Choose the progress tab
3. Choose the change link under your goal
4. There you can edit your fundraising goal amount
5. If you are team captain, you can edit the team's fundraising goal by choosing the Team link on the right hand side of your screen and following steps 3 & 4.

How can I view people that have donated to me?
1. Login to your participant center
2. Choose the progress tab
3. Scroll down to view a list of people who have made an online donation in your behalf
4. You can click on their name to send an e-mail thank you message

What are the benefits of using online fundraising?
Online fundraising is designed to make your fundraising efforts a total success. Here are some of the benefits of fundraising online:
1. Participants raise an average of 27% more money when they raise funds online vs. the conventional offline method.
2. Save money on stamps by sending emails instead of solicitation letters through the mail. Keep track of donors through the use of built-in online fundraising tools.
3. Send thank you notes via email upon receiving donations.
4. Provide donors the benefit of automatic confirmation email receipts to use for tax purposes.
5. Ability to accept credit cards so donors don't need to hassle with checks.
6. Save time by allowing the system to process all the data so you won't have to deal with paperwork.
7. Have fun personalizing your webpage -- tell your personal story and upload a picture before sending out to friends and family.

Can I mail in my offline donation(s) and pledges?
Yes, we gratefully accept donations and pledges via regular mail. Checks only; please do not send cash. Please mail the donations you have collected to:

Aid to the Church in Need
725 Leonard Street
Brooklyn, NY 11222

Please make all checks payable to "Aid to the Church in Need", note in the memo line United in Faith for Iraq and Syria and the name of the Parish, and include a completed donation form in order for us to properly designate your donation.

Browser Related Questions

Username and/or password

I forgot my username and password. Remember that your username and password are case sensitive. You will receive an email that includes your username and password immediately after you have registered for an event online. If you are unable to locate or remember your username or password, please visit www.churchinneed.org/unitedinfaith, from there, click on "participant login" and type in what you do remember, then click "login." If you leave either your username or password blank, or if they are incorrect, a user login page will appear with options for requesting your username and password via email. If you still have problems, please email unitedinfaith@churchinneed.org.

How do I change my username and/or password?

First, visit www.churchinneed.org/unitedinfaith . From there, click on" login" and follow the prompts in the member's login box to enter your current username and password. Once you are logged in and on your Participant Center homepage, you will see an additional link on the top of the page called "Update Profile." Once in your profile, you will be able to change your contact information, email address, username and password. All changes will be made to your profile immediately. There is no need to sign back in. If you still have problems, please email unitedinfaith@churchinneed.org.

Cookies: What do I do when I see this message on my screen?

You must enable cookies for this web site to function properly. Online donors might run in to a problem making a transaction on your page if they do not have their browser "cookies" enabled. This simply means that their browser has a specific set of privacy settings in place that are preventing them from making a transaction. Each browser (Internet Explorer, Firefox, Chrome, Safari) have different steps to enable cookies based on the version of your Internet browser. Please search your browser specific help button and search for "enable cookies".

For example in Internet Explorer:
1. Click the Tools button, and then click Internet Options.
2. Click the Privacy tab, and then, under Settings, move the slider to the top to block all cookies or to the bottom to allow all cookies, and then click OK.
3. Blocking cookies might prevent some webpages from displaying correctly.

Tips for Online Fundraising

1. Log in to set-up your own customizable fundraising Web page. We provide you with your own Web page to collect secure online donations.
2. Personalize your page with a photo or video and reasons for supporting Your Parish initiative. When you make your mission personal, you'll inspire friends and family to donate.
3. Be the first to donate to your page. Challenge your friends and family to match your contribution (or beat it!).
4. Use your online tools to create a fundraising campaign. Add ALL your e-mail contacts, create a unique URL that links to your page, identify your fundraising goal, and use e-mail templates to get the word out.
5. SEND E-MAILS! Send e-mails to EVERYONE you know to request their support! Include the link to your fundraising page, add a few facts about the Iraq and Syria crises and ask if they want to join you.
6. Get support from your Social Network. (Include your unique URL in each Tweet and Post!) Share your fundraising goal in status updates. Thank donors with a message on their wall. Tweet a daily update of how much you've raised so far.
7. The power of a reminder. SEND E-MAILS...Sometimes it takes a friendly reminder to get folks to take action. Send a follow-up message when you don't get a response to your first "Ask" and be sure to indicate that the deadline is drawing near.
8. Start thinking outside of the box.
9. If you have further questions, email unitedinfaith@churchinneed.org. We may add your question and its answer to this FAQ page.

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About Aid to the Church in Need

Is Aid to the Church in Need a nonprofit?

Yes, Aid to the Church in Need is a 501(c)(3), federal income tax-exempt, non-profit organization. Our Federal Employer Tax ID number is 86-1089466.

Is my donation tax deductible?

Yes. All donations to "Aid to the Church in Need" through "www.churchinneed.org/unitedinfaith " where no goods or services were received in exchange for the contribution are tax deductible to the fullest extent of the law.

Do all donors who contribute online receive a receipt?

Yes! Anyone who contributes online will receive an electronic receipt via email. The receipt is generated immediately after the donation is made and donors SHOULD print the receipt for tax purposes.

Do all donors who contribute via standard mail or on event day receive a receipt?

Yes, all donations received by mail or on event day will receive an electronic receipt via email if a current and legible email address has been provided, or a printed letter if an email address was not provided or is illegible.