

Relay FAQs 2025

Njuko Website

- **Can I email all my teams through the website?**

No, there is no function to email contacts through Njuko or Just Giving. We'd recommend setting up an email account for your Relay, for your committee to send correspondence to teams. You can gather your Relay participants' contact details by downloading the registration form through the NJUKO website.

- **Can my survivorship chair get emails when a new survivor registers?**

Only the Chair will be notified of new sign ups. Committee members will need to download the NJUKO registration report check for any new sign ups manually. The Survivorship Chair will be able to see on this form who has registered as a Survivor.

- **How do I get the teams email addresses?**

Download the Registration Report from the NJUKO website. From here, you will be able to see which team participants have signed up to, whether they're the Team Captain or a Team Member, and their contact information.

- **Who has access to the reports?**

The Chair, Teams Chair and Survivorship Chair should have access to them. Your Cancer Research UK contact will provide you with a URL and a password for you to download the Registration Report bespoke to your Relay.

- **What if one of my committee leaves – will they still have access to the registration details?**

You need to notify your Cancer Research UK contact immediately to get a new password for NJUKO.

JustGiving

- **I have created two fundraising pages by mistake. What should I do?**

You can delete one of your pages using [these instructions](#).

- **Why is my Relay teams fundraising page showing "Just Giving" in the list of team members instead of a name?**

This means that the person that created the page has not claimed their fundraising page. You can remind them to click the blue 'Claim my page' button in their confirmation email to activate their page. The committee has access to the page URL if you don't have a confirmation email.

- **Can I edit my page after I've created it?**

Yes. For further instructions on how to personalise your page, please follow this link to the JustGiving help page:

<https://help.justgiving.com/hc/en-us/articles/9196675252113-Personalising-your-Fundraising-page>

- **Can I edit my team page after I've created it?**

Yes, Team Captains can edit the team page they created. For further instructions on how to edit your Team's page, please follow this link to the JustGiving help page:

<https://help.justgiving.com/hc/en-us/articles/360002604697-How-to-edit-your-team-page->

- **I registered using the wrong ticket. I registered as an Adult instead of a Survivor. Can I change it?**

Unfortunately, we cannot change a registration to a different ticket. You can delete the old page using [these](#) instructions and register again to the correct ticket.

- **I want to register as a Survivor, do I need to join a team?**

No. Somebody registering as a Survivor has three options during registration. Once they select 'Register as a Survivor', they can then join the Relay itself as an individual, they can search for and join an existing team, or they can start a new team as a Team Captain.

- **I have forgotten my team password, what do I do?**

Please contact your chair, who can request this via their Cancer Research UK contact.

- **Can I use the same email address to sign up multiple people?**

Yes. you can use the same email address to register yourself and others. You will receive the confirmation email for each person you sign up. If you want them to claim their page, you can forward the confirmation email to them and

ask them to click the “claim your page” button. If you claim the page from your JustGiving account on their behalf the page will be in your name.

- **I have signed other members up in my team, but all the pages are in my name. How can I change this?**

Unfortunately, if you have claimed a page with your JustGiving account, the page will be in your name. You can update the page title to reflect the name of the person fundraising using these instructions

<https://help.justgiving.com/hc/en-us/articles/9196675252113-Personalising-your-Fundraising-page>

- **I haven’t received my confirmation email, what do I do?**

Please check your junk email folder or contact help@justgiving.com to re-send your confirmation email.

- **Someone donated the wrong amount to my page and wants to amend it. What do they do?**

Please contact JustGiving directly to amend any incorrect donations or use their [help section](#) for further support.

- **Someone donated to the Relay page instead of an individual page, can this be changed?**

No, it is not possible to move donations between pages.

- **I’ve forgotten my Just Giving password**

There is a “forgot my password” link on the [log in page](#). Please use this to reset/recover your password

- **When do registrations close?**

Registrations for Relays close the Thursday before the event date. As Relays usually take place on a Saturday, this allows a day for digital pack fulfilment. However, it is worth noting that for anybody wanting to order a new t-shirt, orders should be made at least 10 days before the date of the Relay Event to allow for delivery.

- **Will committees be notified when there are new registrations?**

Yes, a nominated email address will receive a generic email when someone signs to the Relay.

- **Will donations be shown as anonymous?**

No, unless the donor has selected to be anonymous.

- **Can I add offline donations to my page myself?**

Please speak to the Accounting Chair of your relay **before you do anything**.

You can add an offline donation to your page, but you need the Accounting Chair's approval first, after you have given them the donation you would like to add. It is important that the amount you added as an offline donation is correct, and that the Accounting Chair is aware of it.

- **Will I be able to change an incorrect offline donation that I added?**

Yes, you will be able to amend an incorrectly confirmed offline donation.

Please see the Website User Guide for more information.

- **Why can't I add money from Donation Stations to my fundraising page?**

We need to be transparent when we share our totals to the public. Donation station impact is an estimated value and therefore cannot be added to fundraising pages as offline totals or announced as part of the overall fundraising total. To recognise the impact, the estimated value can be shared alongside the total as a separate amount.

T-shirts/Fundraising packs

- **Will I be getting a T-shirt when I register?**

No. In the spirit of sustainability, we will no longer be sending T-shirts to everyone who registers, but asking people to re-use previous Relay t-shirts, if they have one. If somebody needs a new T-shirt, they will be able to follow a link which will be sent out in the welcome email from Cancer Research UK after registrations. The link will direct them to the online shop where a T-shirt can be purchased for £5 (incl delivery).

For anybody registering as a Survivor, or as a carer, the Survivorship Chair should contact them directly to arrange their T-shirt needs.

- **Will I receive a fundraising pack after registering?**

Yes, you will receive a digital fundraising pack in your welcome email from Cancer Research UK.

- **I haven't received a fundraising pack in the post**

Your fundraising pack is now digital, it will arrive with your welcome email.

Please check your junk mail, contact your committee or Cancer Research UK contact if you don't have one. It can also be found [here](#).

On The Day Kit

- **Some of my kit needs replacing, what do I do?**

Please speak to your Cancer Research UK contact to discuss your needs.

- **Where can I find marketing materials?**

The Committee has access to the [Marketing Materials Website](#) where materials can be downloaded, edited and used online or printed locally. This can be accessed via the [Relay Resources](#) page.

Merchandise

- **How do I order merchandise?**

Please speak to your committee if you need badges or other Merchandise. Committees should review the process on the Relay resource website.

Miscellaneous

- **Can Supporters still register their interest for the following year?**

Yes, you can get supporters to register their interest for the following year, you will find the QR code on the Relay Resources page