Website user guide



November 2025



Contents

	<u>Top Tips</u>	3
	Creating a JustGiving Account	4
	Searching for a Relay	5
•	Relay for Life event page	6
•	Ticket options	7
•	Register a new team (become a Team Captain)	8
	<u>Join a team</u>	
	As an adult *	10
	 As a child or young person ** 	12
•	Register someone else	14
•	Register as an Adult or Child Survivor***	16
	Claiming and personalising your JustGiving	
	fundraising page	18
•	Offline Donations: adding and amending	20
	FAQS	24

Points to note:

As we continue to iron out the functionality of the website/registration processes, information
in this document will be updated regularly. Therefore, some information might be outdated.

^{*} To register for an adult ticket, participants must be 18 or above on the date of the event.

^{**} To register for a child or young person ticket, participants must be 17 or under on the date of the event

^{***} Anyone who has lived with cancer is welcome to join their chosen Relay as a Survivor and become their guest of honour.

Top Tips

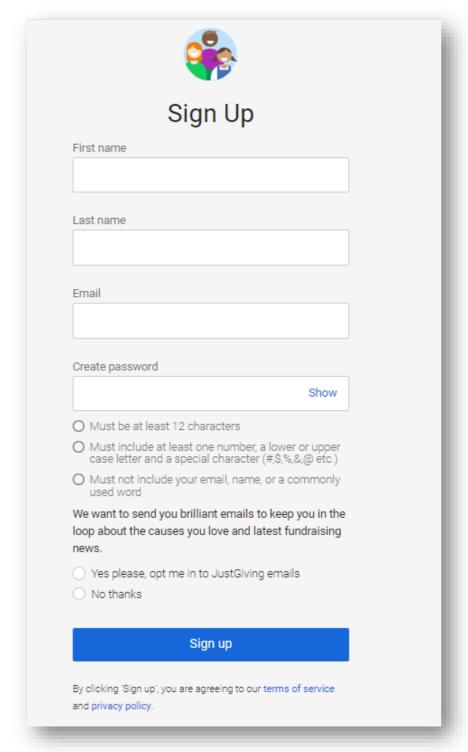
- Create or sign in to your JustGiving account before registering for your event. This will make it easier to claim your page.
- If you already have a JustGiving account and can't remember your password, reset it and log in before registering.
- If you are the Team Captain and you have issues claiming your page, please do not delete your page as this could delete the team.
- Always remember to register yourself after you create a team.
- If you have registered for someone else and used your email address, if you claim the page whilst signed into your JustGiving account it will be in your name. You can use these instructions to change the page title, but it is not possible to change the page name.
- If you are registering anyone else and they are not part of the same team as you, ensure you are logged out of your own team. Check the right-hand corner of the registration form, which should look like this



Create a JustGiving Account

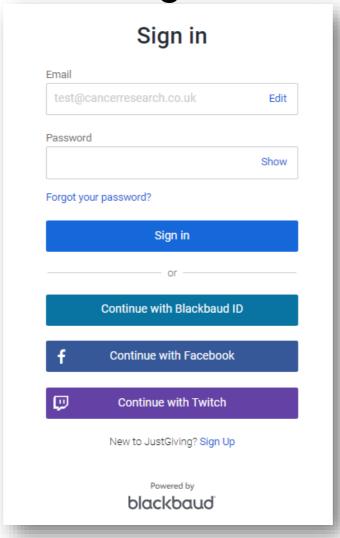
Cancer Research UK works with JustGiving to support your fundraising for Relay for Life. You must have an account with JustGiving to create your fundraising page.

Go to https://www.justgiving.com/sso/signup to sign up for an account.



After completing your details, you can move on to signing up for your chosen Relay event.

If you already have a JustGiving account, log in with your details

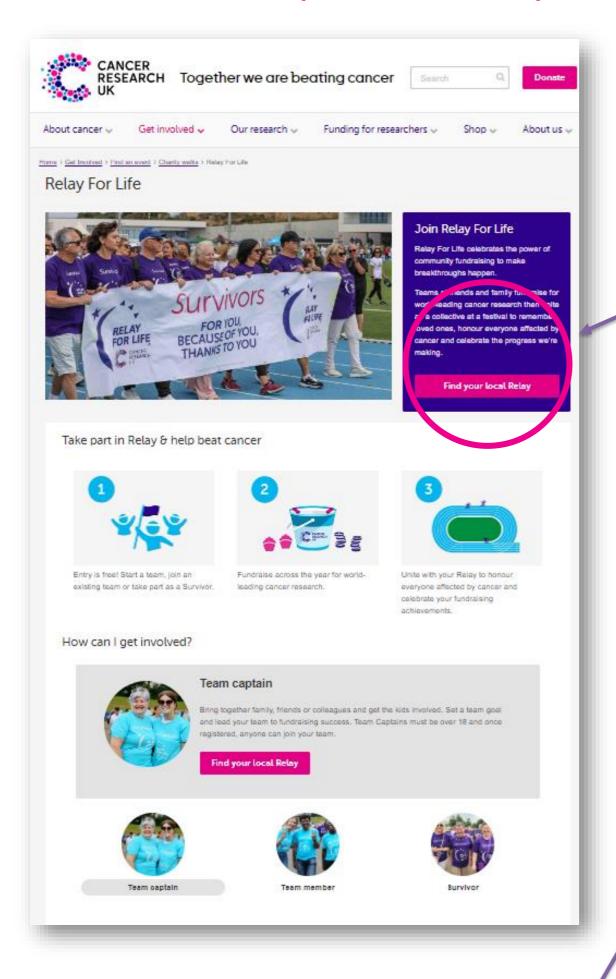


If you have forgotten your password, please click the "**forgot your password?**" link and JustGiving will send an email to you with a link to update it.

Searching for a Relay

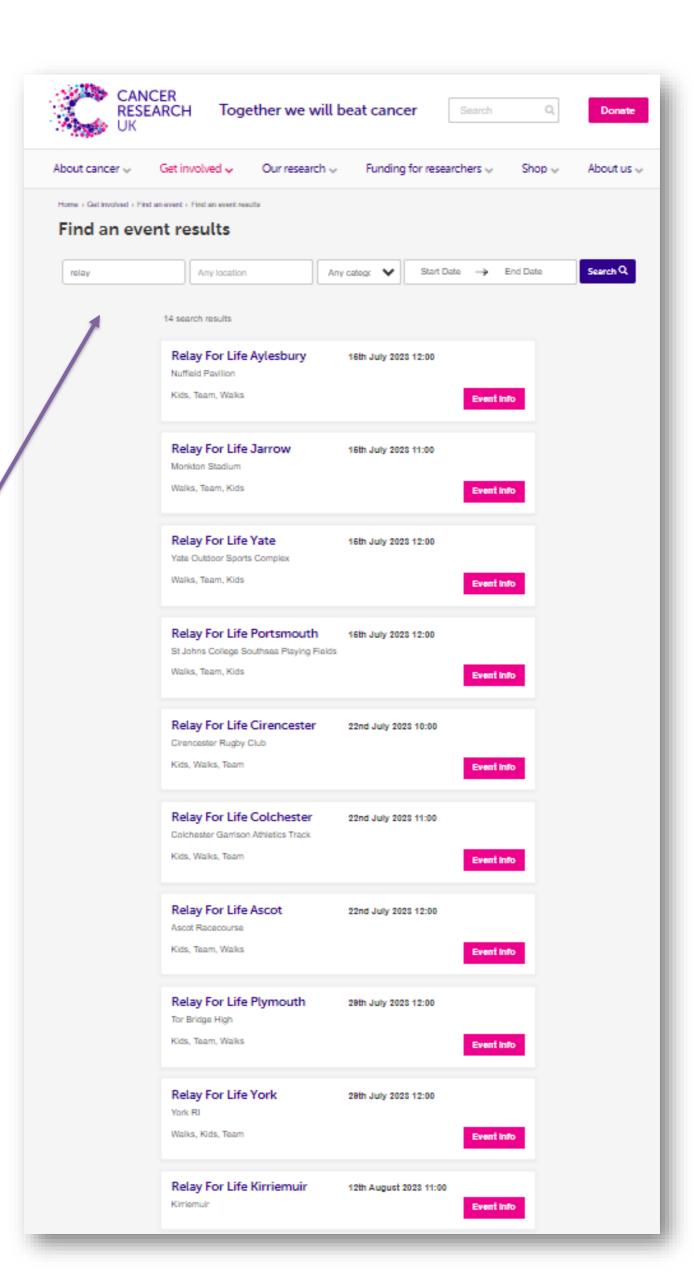
You can find your local Relay For Life by searching for 'Relay For Life (event name)' on Google or click here -

https://www.cancerresearchuk.org/get-involved/find-anevent/charity-walks/relay-for-life



You can search a specific relay by typing the name in the search box at the top of this page

Click here to find your local relay. This will bring you to a page with the relays listed.



Relay for Life event page



Once you're on your chosen Relay's event page, you'll find all the information you need:

The Relay's date, time and venue

Start a team, join a team or register as a Survivor by clicking here.

Here, you'll find out more information about what Relay For Life is and find contact information for your chosen Relay.

Relay for Life event ticket options

Once you have clicked through from your chosen Relay's CRUK event page, you will begin your registration journey on this page. Here, you can select from four ticket options:

- Adult
- Adult Survivor
- Child or Young Person
- Child or Young Person Survivor



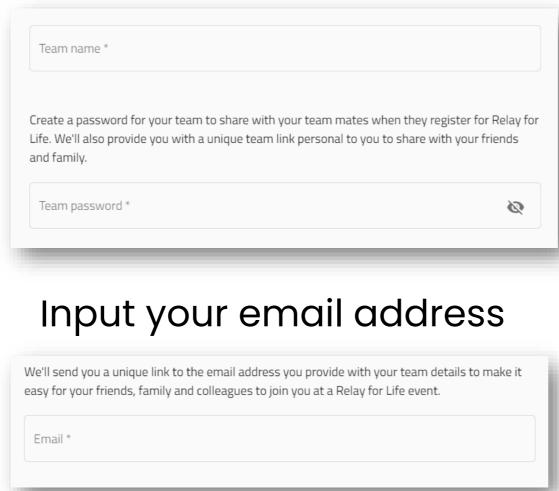
Register as a Team Captain

Whether you're registering for an Adult Survivor or Adult ticket, you can **create a team** as a Team Captain.

Click on 'Create Team' on your chosen ticket type.



Choose a team name and a password to share with your prospective team members

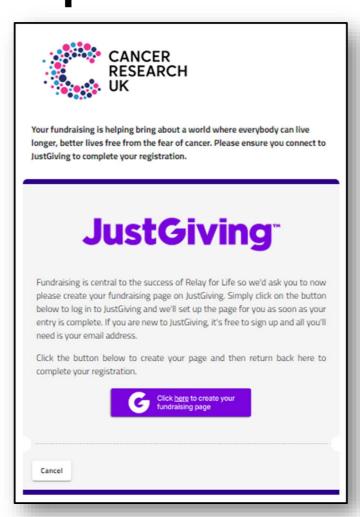


If you're happy that your details are correct, click 'Create This Team'

CREATE THIS TEAM

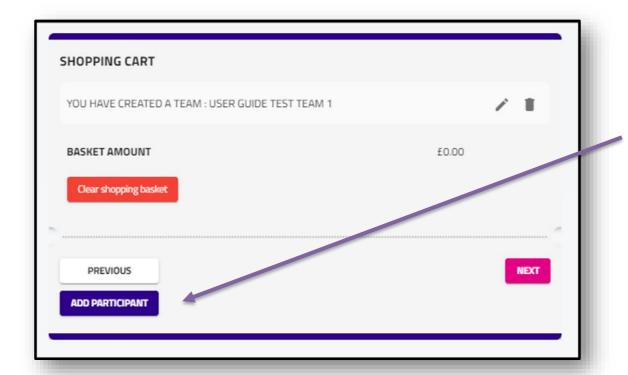
Click on the purple box. This creates your JustGiving team page. If you do not have a JustGiving account, you can create one now.

You will not be able to move on with creating a team until you have completed this step.

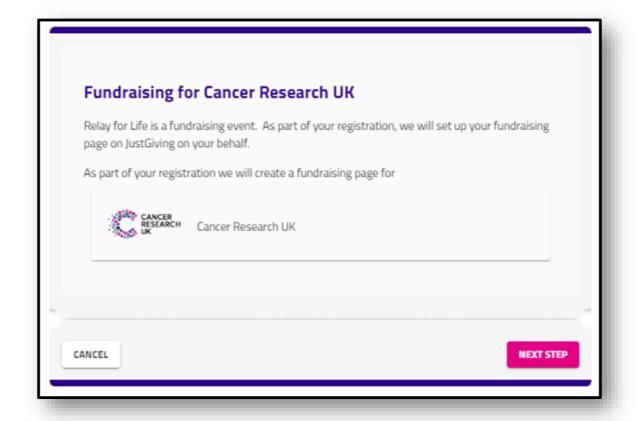


You will be brought to your shopping cart.

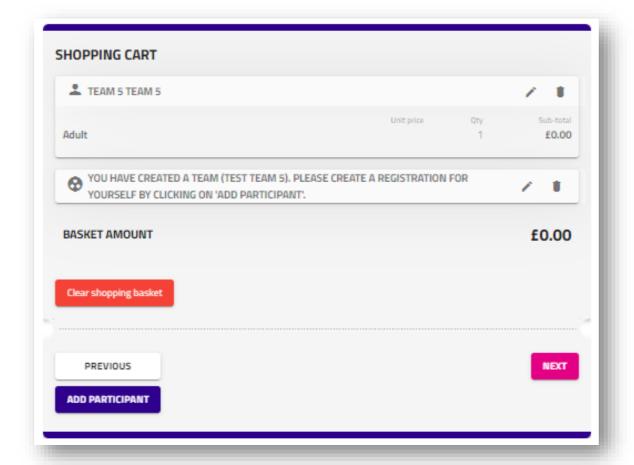
It is important to register yourself as part of the team that you've just created otherwise the team will not be visible on the main campaign page.



You must add yourself by clicking on 'Add Participant' and follow the instructions to register.



Once you have completed your personal details your JustGiving page will be created. You will receive an email with a link to claim your page



At this point, you can also add other participants to your team. To register on their behalf, click 'Add Participant' and follow the steps.

Or, if you're happy to progress, click 'Next'.



Your registration is now complete.

Please check your email (and junk folder) for your team registration confirmation and the link to claim your fundraising page

Join a team (as an adult)

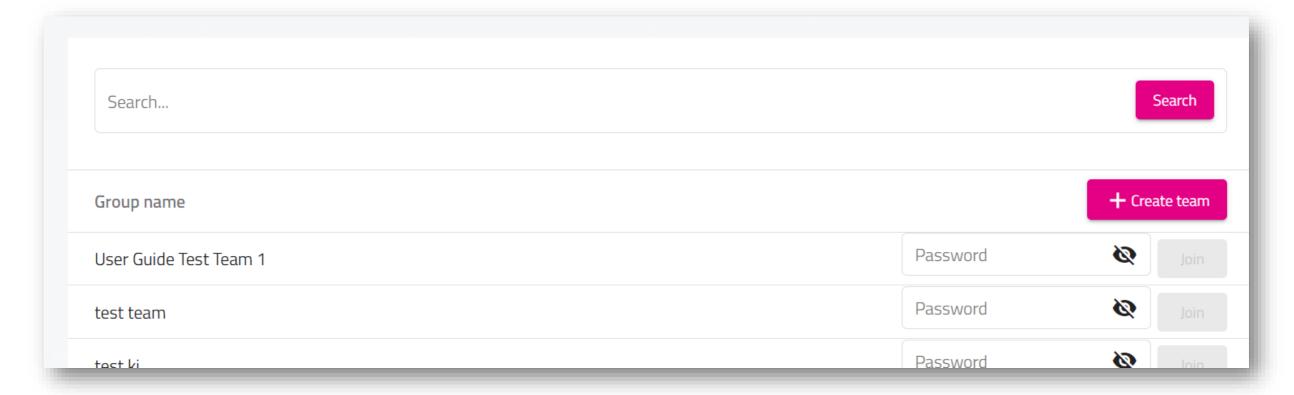
Anybody can join a team. All you need is the team name and password to join, which is provided by the Team Captain. They can provide you with a unique registration link to take you to the right place to register too. *Top tip – log into <u>JustGiving</u> or create an account first.*

Click on 'Join A Team' on the ticket you want: Adult Survivor or Adult. For these tickets, you must be 18 or above on the date of the event.



Search for the team you want to join by typing the name in and clicking search, or by scrolling down until you find it.

To join, you need to type in the password that the Team Captain should have given you. Then click 'Join'.



On the dashboard click "Join this team"



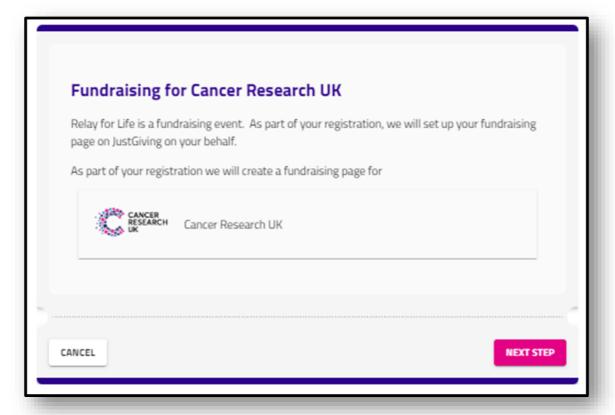
Click "Register" on your chosen ticket type



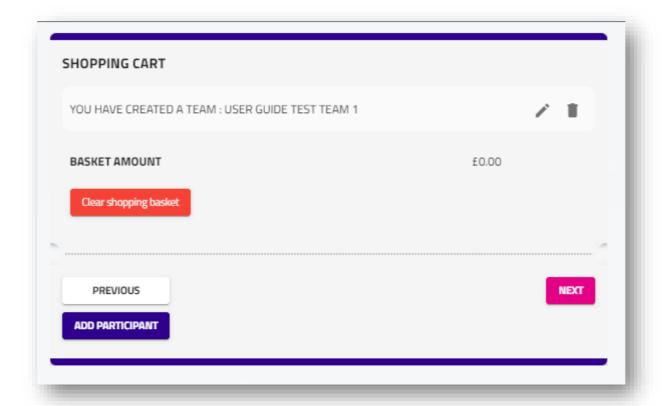


Join a team (as an adult)

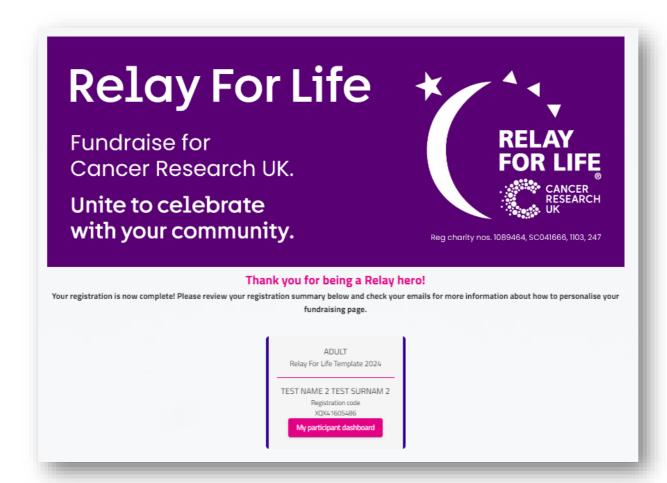
Follow the steps to add your personal details. Once done, a fundraising page will be created on your behalf which you can claim once your registration is complete



You will then be brought to your shopping cart – you can now register someone else by clicking "add participant" or if you are happy click "Next"



You are registered when you see this message



Please check your emails for a link to claim your fundraising page

Join a team (as a child or young person)

You will need the team name and password to join, which can be provided by the Team Captain. If you do not have an email address, a parent/guardian can claim the fundraising page via their JustGiving account, but the page will be in the account holders name.

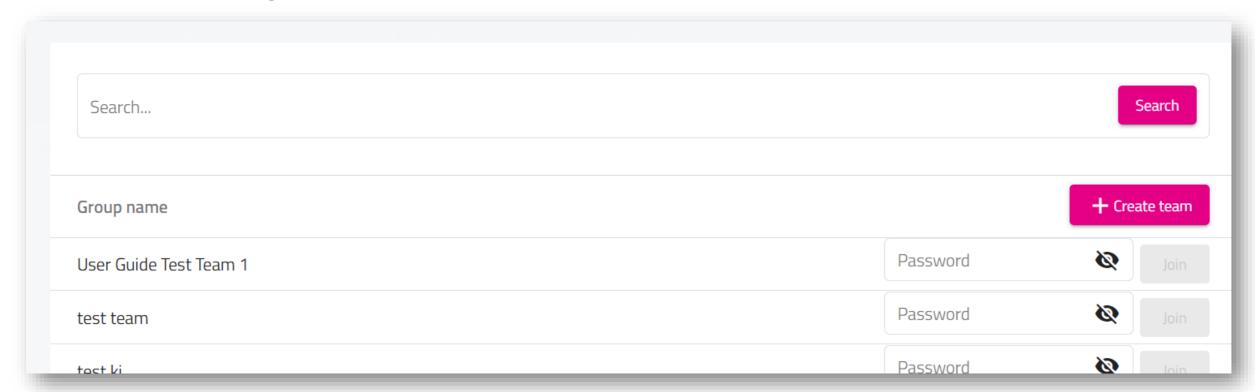
Click on 'Join A Team' on the ticket you want: 'Child or Young Person Survivor' or 'Child or Young Person'. For these tickets, you must be 17 or under on the date of the event.



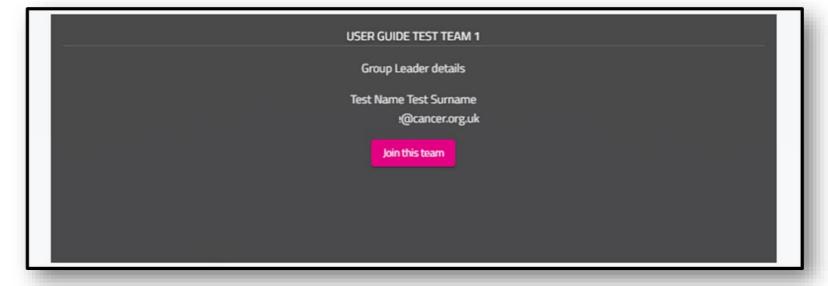


Search for the team you want to join by typing the name in and clicking search, or by scrolling down until you find it.

To join, you need to type in the password that the Team Captain should have given you. Then click 'Join'.



You will be taken to the team dashboard. Scroll down and click on 'Join This Team'

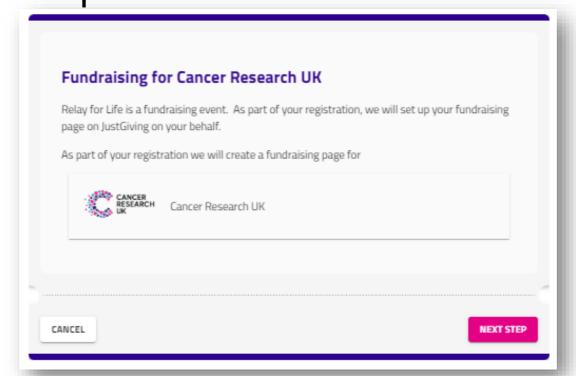


Click "Register" on the chosen ticket type

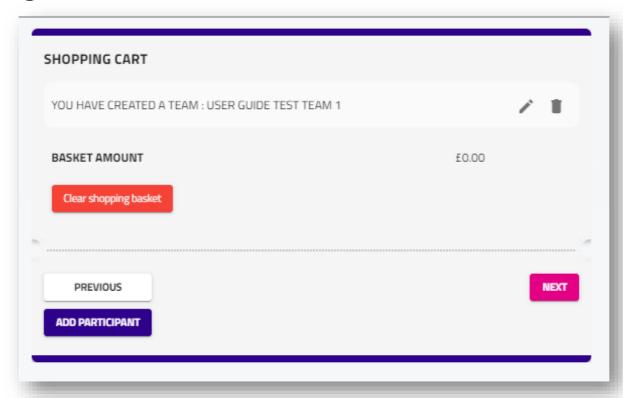




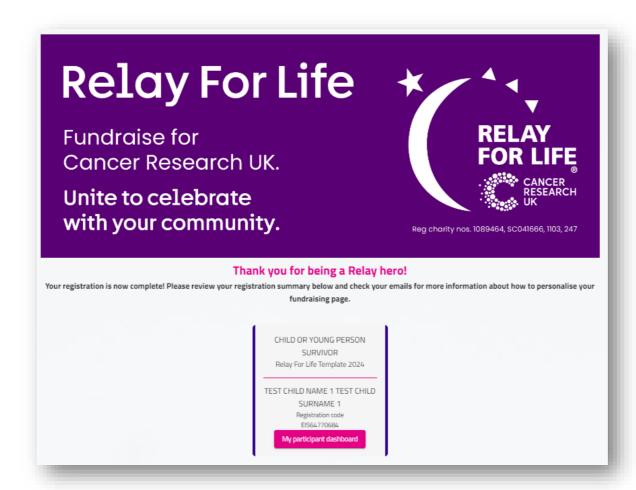
As part of the registration, a JustGiving fundraising page will be generated automatically which can be claimed after registration is complete.



You will be brought to your shopping cart. If you're happy with everything, click 'Next'.



The child /young person is registered when you see this message



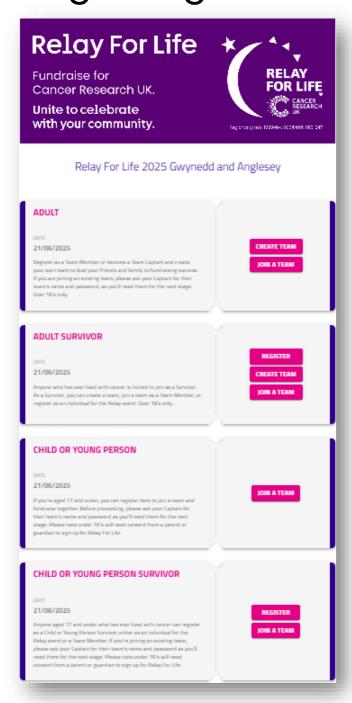
If you signed up on behalf of a child/young person, please check your email for a link to claim the fundraising page. If the child or young person does not have their own JustGiving account, the fundraising page will be in the name of the person that claims the page from their JustGiving account

Registering someone else

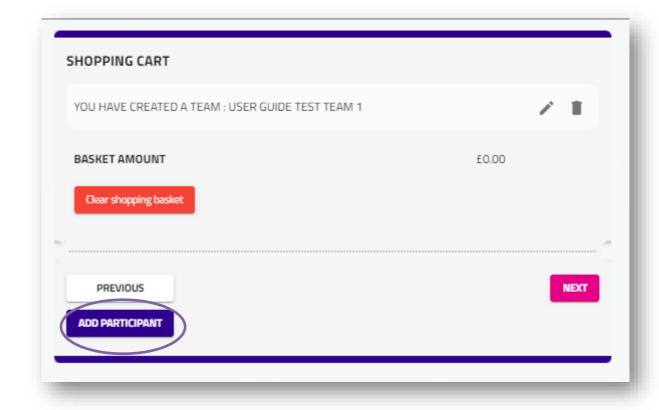
You can register anybody on their behalf, if you have all their personal details and permission. If the person you are registering does not have a JustGiving account, they will not be able to claim their fundraising page.

There are two options for registering someone else:

On the registration form from the beginning

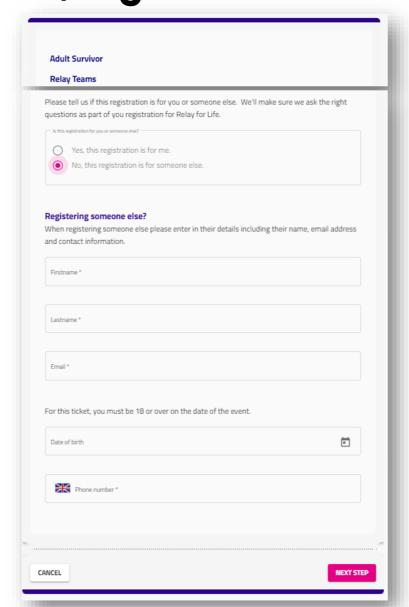


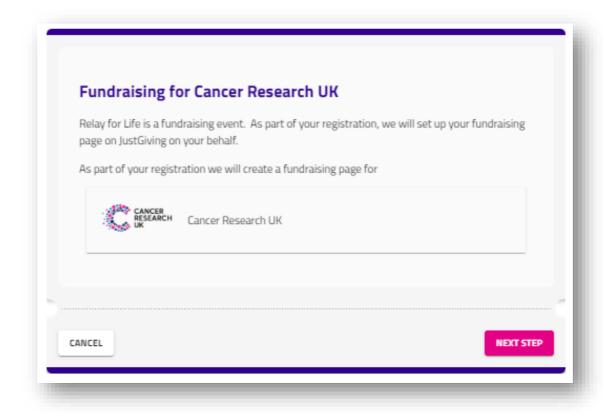
Or after you have registered yourself by clicking Add Participant



Once you have chosen the ticket type and whether they will be part of a team, you will be asked to complete their personal details

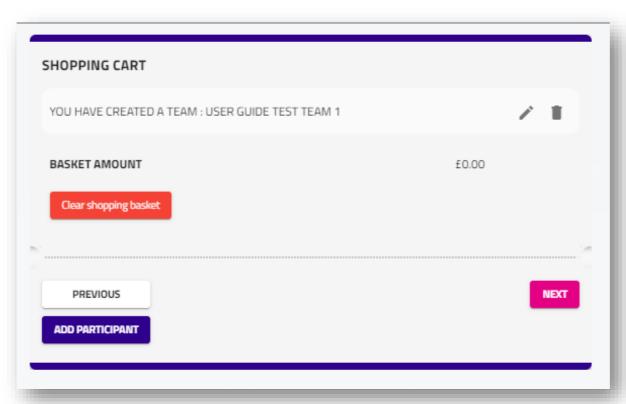
Select 'No, registration is for someone else'



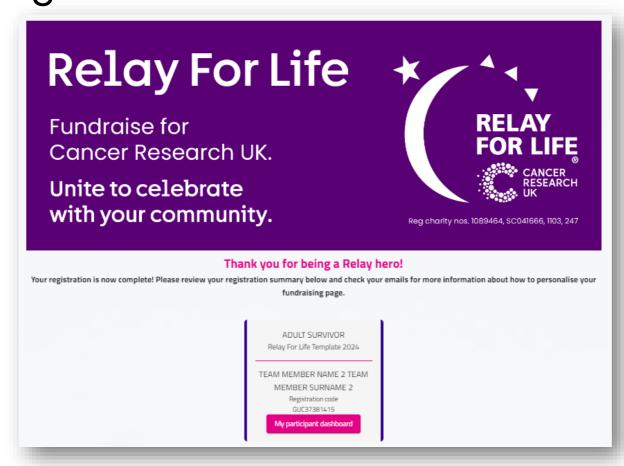


If the person you are registering has an email address, a JustGiving fundraising page will be created for them. They can claim their page via the email they'll receive after you've completed the registration.

You will be brought to your shopping cart. From here, you can add more participants to by clicking 'Add participant'.



Otherwise click next and you will then be brought to a thank you page.



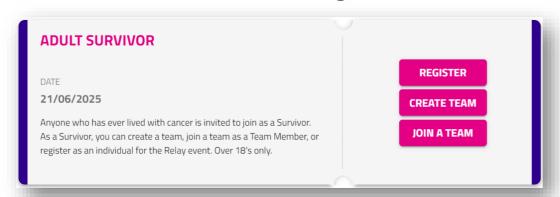
The participant you signed up will receive a confirmation email to the address you have provided, where they can claim their JustGiving page.

Register as a Survivor (Adult/Child or Young Person)

Anyone who has lived with cancer is welcome to join their chosen Relay as a Survivor and become their guest of honour.

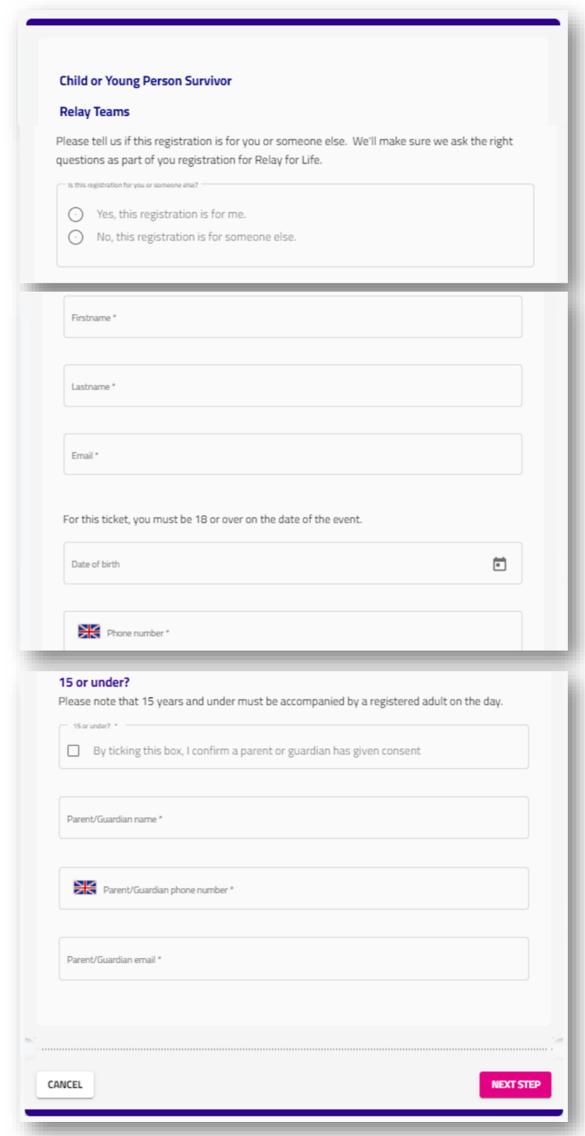
As a Survivor, you do not need to join a team to take part in the Relay. You can register for the Relay as an individual and take part with other Survivors at the event.

Click Register on the ticket type that you want

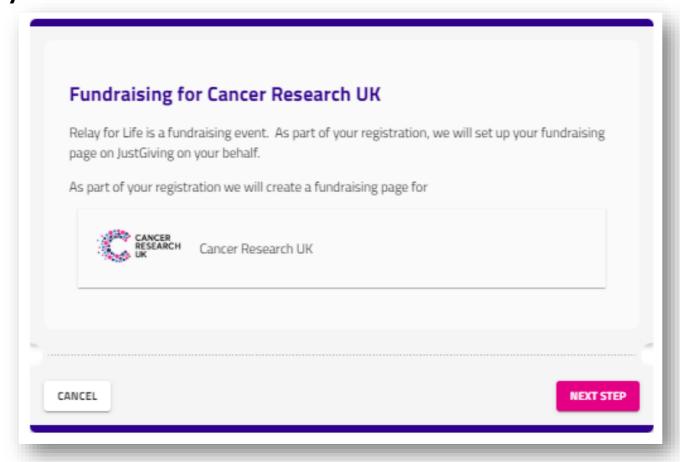




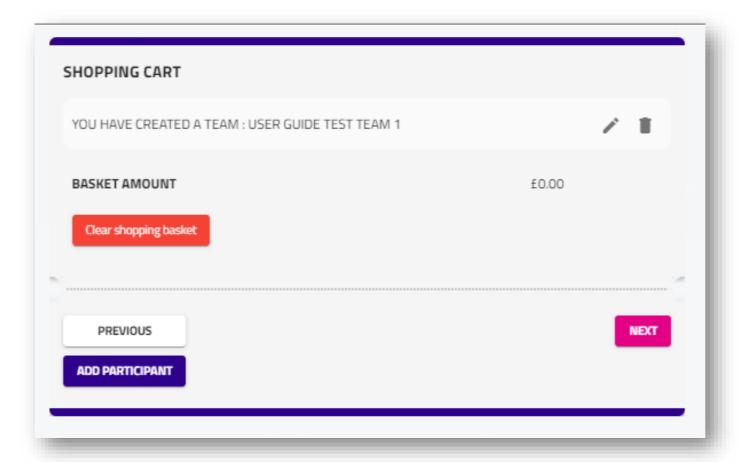
Complete your details on the form – please remember If you are 15 or under, you will need to be accompanied by an adult on the day.



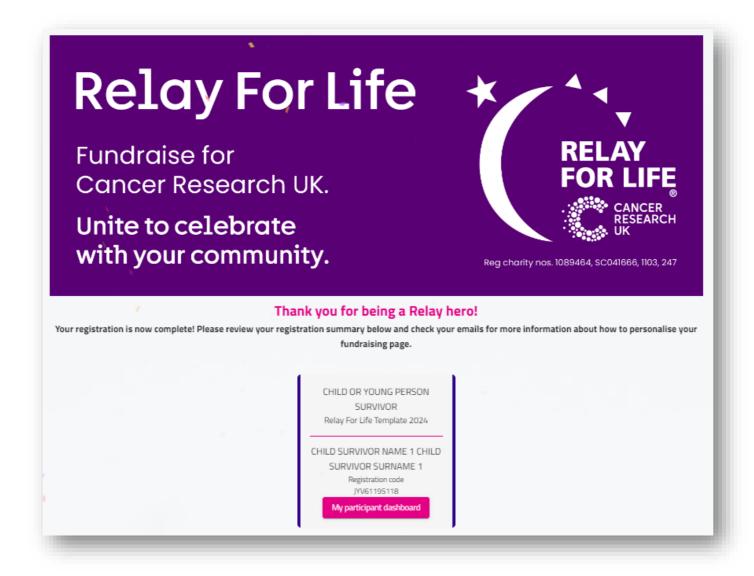
Once you have completed your details, a fundraising page will be created on your behalf.



You will be brought to your shopping cart. From here, you can add more participants or click Next to continue



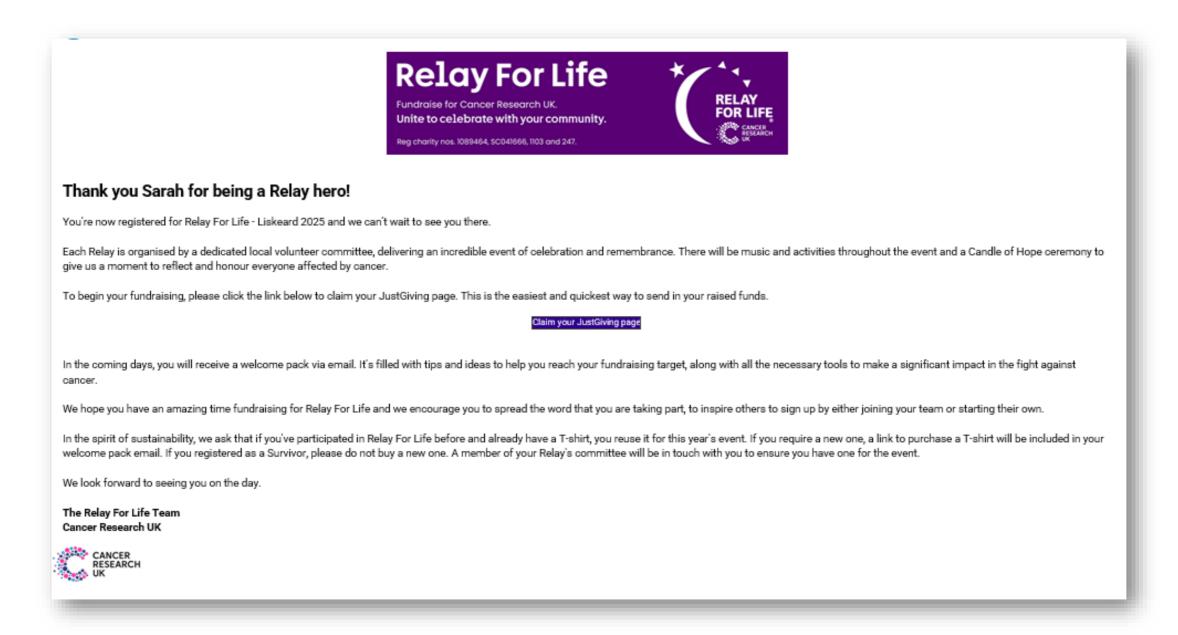
You will then be brought to a thank you page.



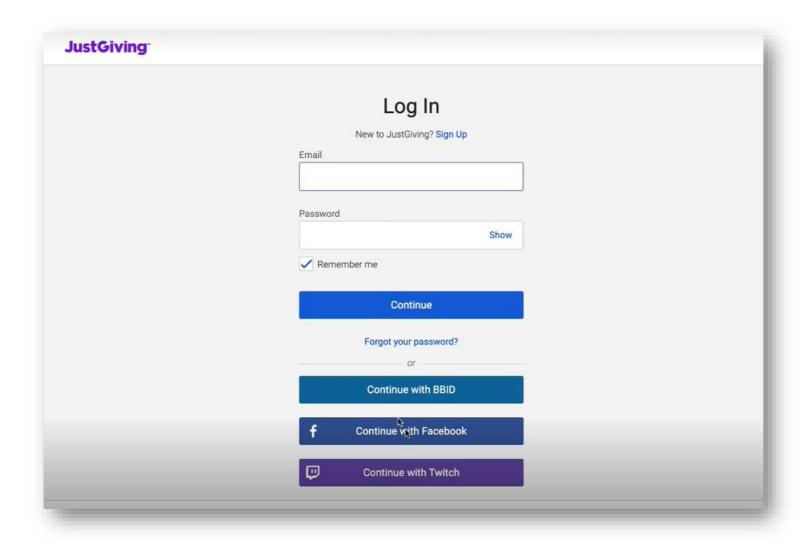
You will receive an email to claim your JustGiving page if you wish to fundraise.

Claiming & personalising your JustGiving fundraising page

Once you receive your registration confirmation email, you can claim your fundraising page.

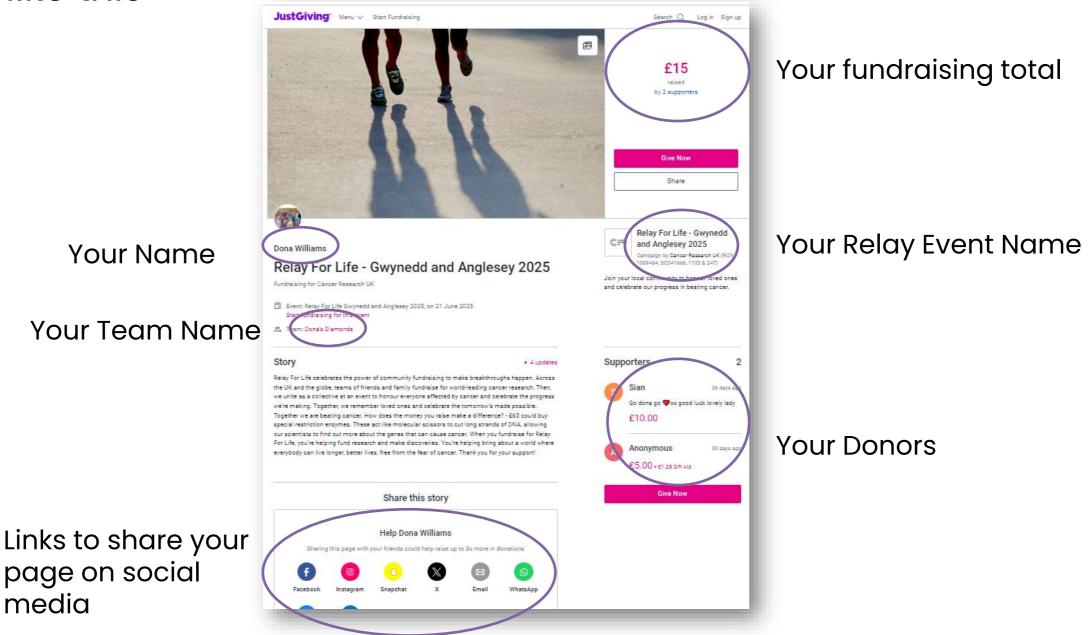


Once through to JustGiving, if you're not already signed in, you will then be taken to the Log In page where you can sign in to JustGiving, if you already have an account, or you can sign up and create one.

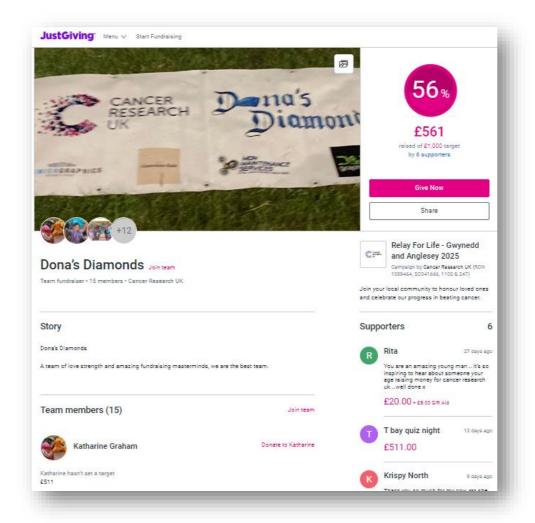


Once in your JustGiving account your fundraising page should

look like this



When you click on the team name, you can see other members of the team and the team total



Please note you can only donate to an individual not a team

Personalising your page

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

Editing your team page (for Team Captains)

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-

Offline Donations

An offline donation is any donation you made to CRUK, either via a Relay committee or directly to CRUK itself, which hasn't gone through an online JustGiving page.

Sometimes, teams need to bank donations offline when they are unable to donate their fundraising via their own online fundraising pages.

What can be added as an Offline Donation?

What can be added:

- If a team hands the Accounting Chair money from a collection, event or other fundraising activity
- Relay sponsorship money that is not banked via an online page
- Corporate sponsorship that was not donated via an online page but donated directly to a team or the committee

What cannot be added:

- Money raised from donation stations.
- Money raised online from sponsorship from another Cancer Research UK fundraising product, e.g. Walk All Over Cancer or 100 Squats a day.

How to add an offline donation – the committee

If the committee wishes to add an offline donation to the Relay's page, they will need to follow the registration process to create a Committee Team (see page 8). Once a Committee Team has been created, offline donations can be added to the page by following the offline donation process.

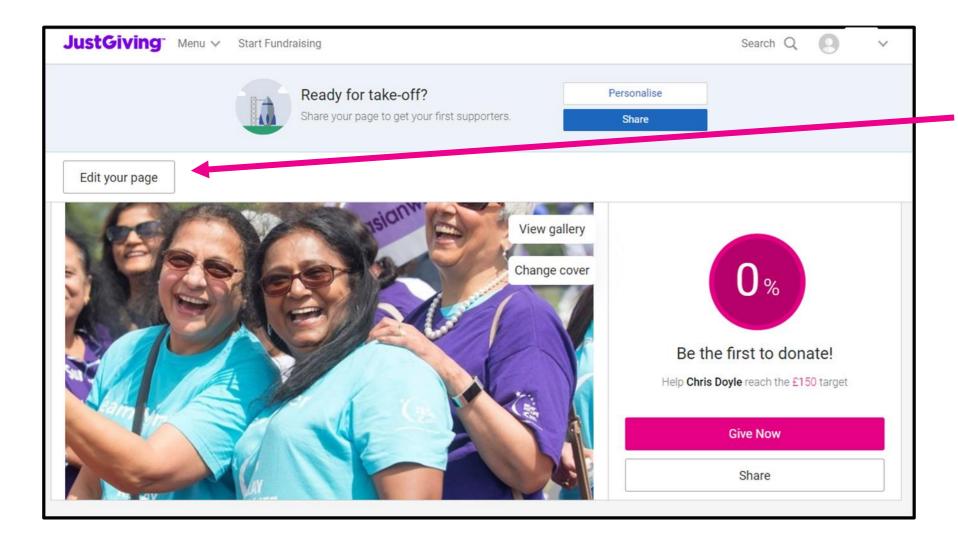
Please note: the committee cannot add offline donations onto participants' pages.

If a person wants to add an offline donation onto their fundraising page, they must follow these steps:

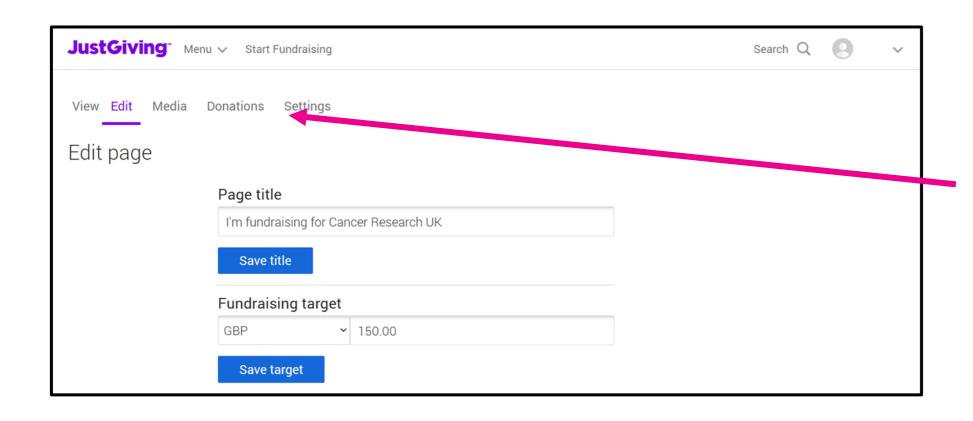
- Contact the Accounting Chair from the Relay Committee
 BEFORE adding any offline donations to the page to arrange a time to hand over the funds. This is important.
- Give the Accounting Chair the total donation in cash, or transfer money via BACS to the Relay's bank account, that they want to add as an offline donation.
- Once the Accounting Chair is happy that they have received the donation, they can confirm the offline donation with the person.
- The person can then add the offline donation amount onto their fundraising page by following the below steps.

How to add an offline donation on your page

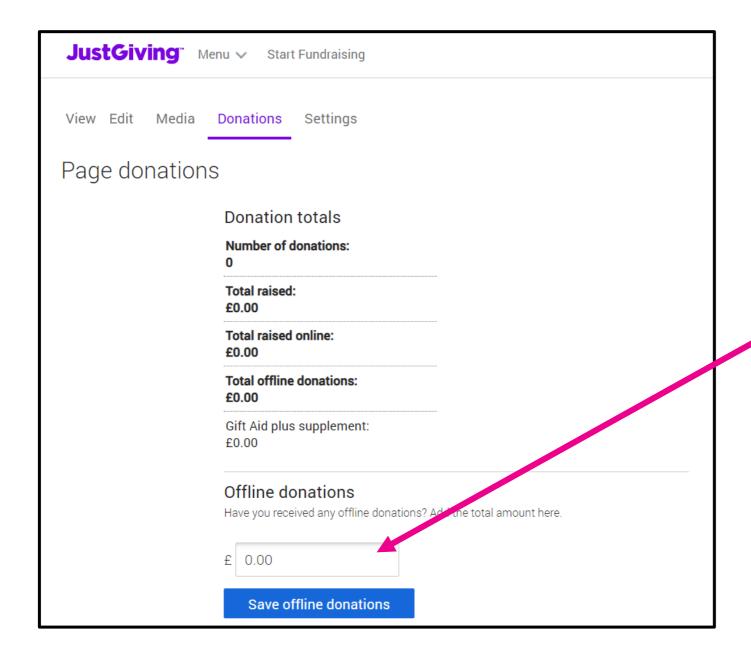
After agreeing that you can submit your offline donation, go to <u>JustGiving.com</u>, log in, then go to your Relay For Life fundraising page.



Click the 'Edit your page' button (located above image)

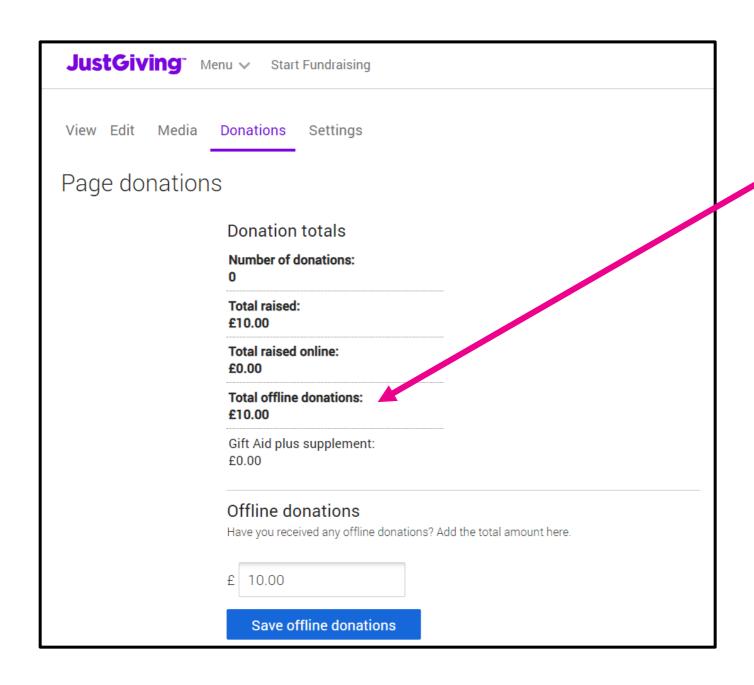


Click the 'Donations' tab at the top.

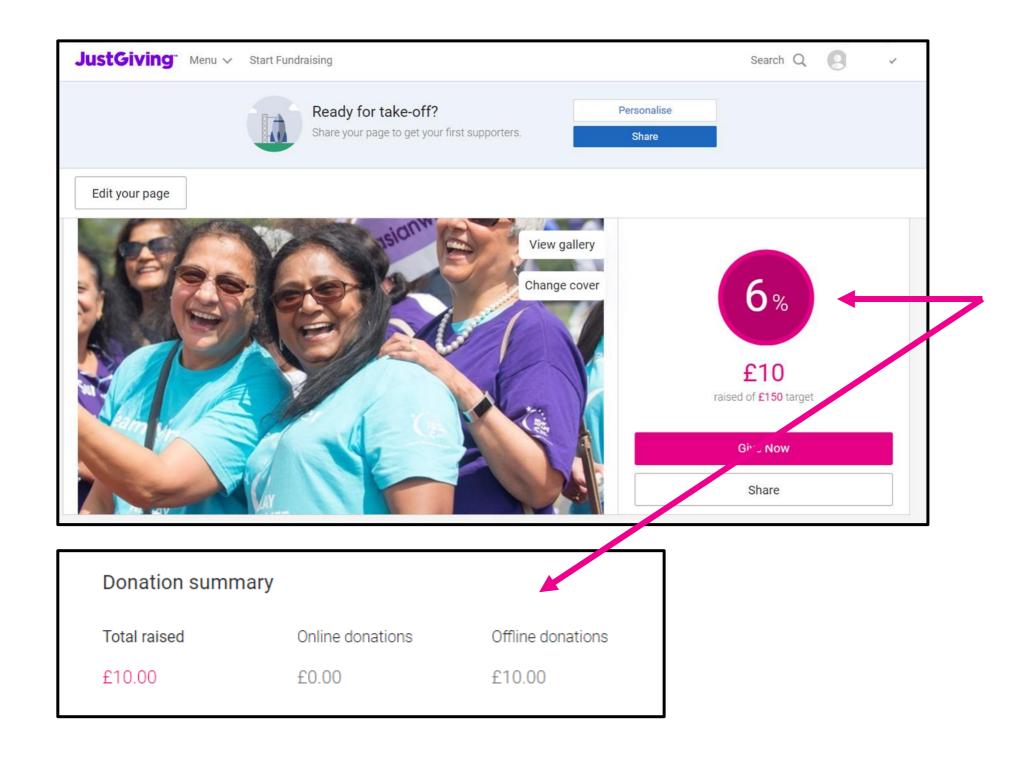


Halfway down, you will see a section called 'Offline Donations'.

Once you have given your money to the Accounting Chair, and they have given approval, you can write the amount in the box. Double check the figure, then click 'Save offline donations'.



Your donation will then show in the 'Donations totals' section.



It will also be added to your main fundraising page totals.

How to add more offline donations

If you have more offline donations to make, please follow the same procedure of notifying the Accounting Chair.

JustGiving **does not** automatically add the two amounts together so please input the **new total** of both donations.

If you have made a mistake, and inputted the wrong amount for your offline donation, this can be rectified by following the previous instruction and inputting the correct amount. However, please do notify the Accounting Chair **before** actioning.

FAQs

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 <u>these</u> 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.



FAQs

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 <u>help section</u> 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 JustGiving password

There is a "forgot my password" link on the <u>log in page</u>. 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.

FAQs

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. Please see page 21 for more information.

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 page 21 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.

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.