



Strut Your Mutt

Fundraising FAQs

REGISTRATION

How do I register?

Simply click "register" on the top of the Strut Your Mutt landing page.

Please be aware that you cannot register for Strut Your Mutt through the mail, but you can register and raise funds online until October 31. Registration is free for 2021 Strut Your Mutt.

How do I form a team?

If you're planning to Strut Your Mutt alone or with a friend, please register as an individual. But if you can rally a few friends or family members to join you, create your own team with friends dedicated to a like-minded cause, such as a community cat programs, fostering or something else.

It's more fun to strut with a team, plus there are bragging rights! Create or join a team for a chance to win one of the top [fundraising awards](#). Recruit friends, family, neighbors, co-workers, clients, pet sitters, your vet, your groomer and anyone else you can think of who might want to participate. You might find that Strut Your Mutt is the perfect way to get a conversation started about the great work being done to save the lives of homeless pets in your community and across the country.

There is no maximum number of participants on a team.

Please note that you cannot raise money for an animal welfare group that has not signed up to participate as a network partner. All animal welfare groups wishing to raise money through Strut Your Mutt must be approved Best Friends Network partners. Interested partners should [submit an application](#) to participate.

I registered incorrectly. How do I change my registration?

Please use the chat feature to change your registration. You may also visit our "contact us" page and fill out the form. In the field that asks what your question is about, click "registration." In the "tell us more" box, describe what you would like to change. One of our support team members will contact you as soon as possible.

WEBSITE HELP

What should I do if I forget my password?

Click on "forgot password" on the [participant login page](#). You will then be prompted to enter your username and email address. Password reset instructions will be sent to the email address provided.

How do I edit my profile and change my password?

Follow the following simple instructions to edit your profile page or change your password.

1. [Log in to your participant center](#).
2. Click on "profile" located at the top right of the page.
3. From there you can edit your profile to change your personal contact information, change or reset your password, or change your email preferences.

How do I edit my personal page or my team fundraising page?

Personal page:

1. [Log in to your participant center](#) (using your email address and password).
2. On the right side of the page, click "edit personal page". (Note: If you are already logged into your participant center, click on "personal page" and follow these same steps.
3. From there, you can make changes to your fundraising goal and add a story and images to your page. You can click "preview" to make sure you're happy with how your page looks. Don't forget to click "save" when you are done.

Team pages:

1. [Log in to your participant center](#) (using your email address and password).
2. Click on the team page tab.
3. From there, you can edit your team's fundraising goal and add your team's story and images. You can click "preview" to make sure you're happy with how your page looks. Don't forget to click "save" when you are done.

What does a typical Strut Your Mutt day look like?

Strut Your Mutt Day is an exciting opportunity to save animals in your community, at your own pace and on your schedule. You decide when and where to strut, whether it's a park, trail or path in your neighborhood. Leash up your own pup or a dog from your local shelter — on your own, with a pal or in a group. Be sure to download the ResQwalk app to track your miles and raise additional funds.

Another option is to tune into our social channels on Strut Your Mutt Day, October 23, and strut along with us. Best Friends will be hosting a variety of fun optional virtual events from which to choose. No matter how you participate, rest assured that at some point during the day, we'll all be out strutting to show our support for rescue groups and shelters across the country. Then later on, feel free to celebrate fundraising success and connect with other

animal welfare organizations and members of the community who want to get more involved in local lifesaving.

What is the refund policy for donations?

Refunds of donations will be permitted through Friday, October 15. Requests for donation refunds received after applicable deadlines cannot be honored due to the effects of such requests on our fundraising contests. Any refund request must be made directly by the registrant or donor and sent to support@sym.zendesk.com.

How does a company match a donation?

A company match is an easy and effective way to increase your fundraising. Ask your own employer if it will match charitable donations, and ask your supporters to contact their employers for the correct paperwork. If you are raising money for a network partner organization, please ensure that you fill out a matching gift form with the organization's name and information and follow the company's directions for submitting the form. If you have any questions, please contact the organization you are supporting.

If you are raising funds for Best Friends, please ensure that you fill out a matching gift form with Best Friends' information and follow the company's directions for submitting the form. If you have any questions about matching gifts that support Best Friends, please visit our [workplace giving page](#) or email workplacegiving@bestfriends.org.

What is the fundraising deadline for individuals or teams to be eligible for prizes and awards?

Online donations count toward top [fundraising awards](#) up to the close of registration, which is midnight Mountain time, October 31. Offline donations must be submitted no later than midnight, Mountain time, October 22. Print an [offline donation form](#) and follow the process on the form for submitting it Best Friends.

How is the money I raise used?

Best Friends uses donations to help tens of thousands of animals, both at the Sanctuary and through programs across the country. If you are raising funds for a network partner team, the money supports that group's own lifesaving programs.

How do I make a donation to a particular person or team?

The best way to ensure that your donation gets to the appropriate person or team is to ask that person or team for a link to a personal or team fundraising page. You can also click on [donate](#) and search for the name of the person or team. You can then select the name of the individual or team to get to that fundraising page to make your donation.

What do I do if I donate to the wrong person or team?

Please use the chat feature for help if you've made an error. You may also [visit our "contact us" page](#) and fill out the form. In the field that asks what your question is about, click "fundraising or donations." In the "tell us more" box, describe what you would like to do and one of our support team members will help you.

Please note: The change request must come directly from the person making the donation. We cannot move donations at the request of another person.

FACEBOOK FUNDRAISING

How is creating a Facebook fundraiser different than just sharing a link to my personal Facebook page?

Unlike a basic link share, Facebook fundraiser posts are rich and dynamic posts that motivate more friends to donate quickly. Posts through a Facebook fundraiser include an image, story, thermometer, donate button and more. You can easily invite all of your friends and they will see updates from the fundraiser, as well as from other friends who donate. Your friends are also encouraged to invite and share with their friends, which means you may receive gifts from people you don't even know who were moved by your story.

Facebook also provides you with a quick and easy way to check your progress, including donations that come in through your Strut Your Mutt page or your Facebook fundraiser.

How do I connect my Strut Your Mutt page with a Facebook fundraiser?

You must first be a registered participant for Strut Your Mutt. To connect with a Facebook fundraiser, log in to your participant center and click to connect with Facebook. Accept Facebook's permissions and your new Facebook fundraiser is created.

What if I previously created a Facebook fundraiser (on Facebook) and now I want to link it to my Strut Your Mutt page?

Existing Facebook fundraisers cannot be linked to a Strut Your Mutt page. You must visit your participant center to create a new Facebook fundraiser. Facebook fundraisers not created through the participant center will not sync to your thermometer and Best Friends Animal Society. We recommend you delete any existing Facebook fundraisers that you intended to link to your Strut Your Mutt page and then visit your participant center to create a new Facebook fundraiser.

What data will Facebook receive once I connect my personal page to Facebook fundraisers?

When connecting your personal fundraising page to a Facebook fundraiser, Facebook receives information on the campaign you are raising funds for, your personal story from your personal page and your fundraising goal at the time of the connection. On an ongoing basis, Facebook also receives updates on the amount of funds you have raised in order to keep the thermometer on your Facebook fundraiser synced to the thermometer on your personal page. Facebook does not receive information about donors that donate through your personal page.

If I updated my goal through my participant center, will it also change on my Facebook fundraiser?

Yes. When you update your fundraising goal on your personal page, your goal will also be updated on your Facebook fundraiser; however, if you update your goal in Facebook it will not update the goal on your personal page. For consistency, we recommend that you do not update your goal on Facebook.

If I updated my story or photography through my participant center, will it also change on my Facebook fundraiser?

No. Following the creation of your Facebook fundraiser, updates to your story or photograph on your personal page will not be reflected on your Facebook fundraiser. This allows you to tailor content appropriately in either location.

How do I change my cover photo or description for my Facebook fundraiser?

From your Facebook fundraiser, click "...More" under the invite button, then click "Edit Fundraiser". Changes that you make to your cover photo or description on Facebook will not be reflected on your personal page. This allows you to tailor content appropriately in either location.

Why did my Facebook fundraiser end?

This means Facebook fundraising is complete. All Facebook fundraisers are scheduled to end one week after Strut Your Mutt Day, October 31.

Why did my fundraiser's end time change?

This may have happened if there was a change with the campaign you are participating in. For example, if the event is rescheduled, your fundraiser's end time may be automatically updated.

Is my Facebook fundraiser public?

Yes. fundraisers are public, so anyone can see them. Only people with Facebook accounts can make a donation.

How can I delete my Facebook fundraiser?

From your Facebook fundraiser, click "more" under the invite button, then "delete fundraiser."

Why can I see my donor's name in the participant center, but on my personal page it's listed as Facebook fundraiser?

That's because the personal page does not allow for public display rules the donor could set on Facebook (such as friends only or friends of friends). Instead, all donors display on the personal page as "Facebook fundraiser." Please have your donors contact support@sym.zendesk.com if they would like to update the public display name on the honor roll.

Why is my Facebook thermometer showing more money than my personal page thermometer?

Refunds for transactions processed on Facebook are only reflected properly on your personal page. Due to company policy, Facebook will not adjust the thermometer on Facebook fundraisers in the case of a refund.

Do donations still go to Best Friends Animal Society if people donate through my Facebook fundraiser?

Yes, all donations will go toward to your personal Strut Your Mutt campaign and either Best Friends Animal Society or the network partner organization for which you are raising funds.

How do nonprofits receive donations from my Facebook fundraiser?

Donations are processed as if they were being made through your personal page.

Will donors to my Facebook fundraiser receive a receipt?

When someone makes a donation through a Facebook fundraiser, a receipt is sent to the primary email listed on the donor's Facebook account. This payment receipt includes the organization's tax ID number, confirms that the person has made a donation as a charitable contribution and confirms that the person is not receiving any goods or services in return.

Why did I receive two emails acknowledging my donation to a Facebook fundraiser?

All Facebook fundraiser donors receive an email from Facebook on behalf of the organization. If you also elected to receive email from Best Friends Animal Society at the time of your donation, you will receive an email receipt directly from the organization as well.

Why does my donation show on the personal page honor roll as "Facebook fundraiser"?

That's because the personal page does not allow for public display rules the donor could set on Facebook (friends only, friends of friends or only me). All donors display on the personal page as a Facebook fundraiser. If you would like to update the name on the honor roll to your name, please contact support@sym.zendesk.com.

How can I get a receipt for my donation to a Facebook fundraiser?

You may contact Best Friends Animal Society at support@sym.zendesk.com. You may also find your donation under "payment history" on Facebook or [you may visit and print a receipt here](#).

If I don't live in the United States, can I set up a fundraiser linked to Strut Your Mutt?

At this time, the integration with Facebook fundraising is limited to the United States.

If I am not located in the United States, can I donate to a Facebook fundraiser for Strut Your Mutt?

At this time, donations must originate from the United States. In some rare cases, Facebook may display an error message indicating your area is not supported, even if you are in the U.S. In that case, [please contact Facebook here](#).

Can I contact Facebook directly about my donation to a Facebook fundraiser?

Yes, you may contact Facebook by visiting their [donations support page](#), but it may take longer to hear back from Facebook than from our support team.