



Frequently Asked Questions for Teams

Is it difficult to organize a team?

We help make it easy. We provide all the materials and guidelines you need to ensure your success in building a team and fundraising.

Who do I call if I am having a problem registering my team on-line?

For registration problems, email support@Active.com

For fundraising/donation problems, email givingsupport@Active.com. For all other questions, call 1-877-228-4881 (7 a.m.- 5 p.m. PST).

Can I add cash/check donations I've received to my online fundraising goal?

Yes. You can add both donations and team member fees through the offline function on Active.com.

Can I register a team offline (not through the Active.com) website?

Yes. Simply print the [Team Fundraiser Collection Sheet](#) from the "Build A Team" section of the Donate Life Run/Walk website to help you keep track of your team members and donations. On the day of the event, you and your team will need to register at the registration tables.

What if I register my team online and someone wants to join my team after the deadline April 16, 2010?

Any individuals who want to join your team after the deadline will need to go to the registration tables the day of the event to register. Note: The line will be long, so the earlier the better. Last year we had more than 7,000 individuals participate in the Donate Life Run/Walk!

What happens if it rains?

The Donate Life Run/Walk is held rain or shine.

If I still have questions about forming a team who can I contact?

Please email dlrw2011@gmail.com.

Will anyone support me as a Team Captain once I've formed a team?

Yes. The Team Lead Coordinator for the Donate Life Run/Walk will send information and helpful emails to assist Team Captains.

Can my Team Captain pick up the team's event t-shirts and registration materials before the event?

Yes. Your Team Captain can pick up the team's event t-shirts and registration materials (and thank you packages for teams with 25+ members) on Saturday, April 23, from 10:00 a.m. to 2:00 p.m., at the Donate Life office located at 761 W. Kimberly Avenue, Placentia, CA 92870.