



Q: I can't login using my username and password / I have forgotten my login details.

A: If you still are unable to sign in, use the "forgot password" / "forgot username" links at the login screen and we will send you an email to reset your account.

Q: I can't find a team in the search results.

A: If you are looking for a team name but only know part of the name, please try searching for the part you do know.

If you still can't find what you are looking for, please contact the Cancer Council in your State or Territory by calling 1300 65 65 85, or contact us on Facebook and we will send you a link to the team you are looking for.

Q: I have registered but have not received an email.

A: Check your spam or junk folder, as the email may have been sent there. If you still don't have the email, contact the Cancer Council in your State or Territory by calling 1300 65 65 85 and ask them to check your details and resend.

Q: I can't make a donation to my team on behalf of someone else / when I make a donation on behalf of someone else my details change.

A: Check if you are logged in to your Fundraising Hub. If you are, log out and make the donation.

When you're logged into our system we capture your most recent updates, so your fundraising totals and profile are up-to-date. This means that if you enter someone else's information while logged in, our system thinks you are updating your profile. Please make sure you log out of your Fundraising Hub before making a donation on behalf of someone else.

Q: I am unable to register on the website / when I complete my registration it takes me back to the beginning.

A: Please contact the Cancer Council in your State or Territory by calling 1300 65 65 85 and they can register you manually over the phone. You could also try using a difference browser, we recommend using Firefox or Google Chrome.

Q: What if I don't want to register online or if I don't have an email address?

A: If you don't have an email address and would prefer to register offline, contact the Cancer Council in your State or Territory by calling 1300 65 65 85 and we can register you over the phone.

Q: Can I register using the same email address as my teammate/can I register someone using my email?

A: Yes. As long as your First Name, Last Name and Username are different you can use the same email address to register.

Q: How do I stop getting automatically logged out of my Fundraising Hub?

A: We treat your Fundraising Hub as a private area for you to fundraise, email and keep your personal details. For privacy reasons, we set your account to automatically log you out if you have not been active. If you are working in your Fundraising Hub, save your work or move your mouse so that the system knows you are still active. The system will warn you a few minutes before it logs you out.

Q: How do I personalise my Fundraising Hub and add pictures?

A: We have a two page document that shows how you can easily update your Fundraising Hub, add photos, and more! Request, 'A Guide to Your New Fundraising Hub'.

Q: I am still having issues using the new website.

A: If you are experiencing issues with the new website, contact the Cancer Council in your State or Territory by calling 1300 65 65 85. They can offer you training and guide you through the process.

You can also check out our How-To Videos on the Relay For Life Youtube channel. Visit: www.youtube.com/relayforlifeaus