

## **Frequently asked questions: creating and joining a team**

### **I can't accept the invite I was sent to join my friend's team. What can I do?**

If you are having a problem with the website, you can call us on 0870 145 0101 and we can help you to join your friend's team over the phone.

### **What should I do if I have forgotten my login details for the website and I need to log in to set up a team?**

Go to the log in page and click on the 'click here to reset your password' link at the bottom of the sign in box. Type in the email address you used to register, and click 'submit'. This will automatically email a password reminder to you.

If you still can't log in, or are unsure of your username, please call us on 0870 145 0101 and we can set up a team for you over the phone.

### **I'm having a problem with the website, and I want to create a team. Can I set up a team over the phone?**

Yes, you can. Call the helpline on 0870 145 0101 and ask to create a team.

### **My friends and I are already registered. Can we still form a team?**

Yes, you can. If you have already registered, please log in and click on the 'Create a team' link. Then follow our step-by-step guide to creating a team.

### **My friend and I are taking part in the Pink Ribbonwalk but at two separate venues, can we still form a team?**

Yes, even if you and your team mates are unable to take part at the same venue you can still fundraise as a team. You can do it online by following our steps-by-step guide to creating a team.

### **Registrations are now closed. Can I still join my friends' team?**

Yes, you will be able to join your friends' team even after registrations have closed. You can do this online after the event, even if you register on the day. However all team amendments need to be made by Friday 22 June 2012

### **I have formed a team, but another friend isn't sure if he/she can take part yet. Can I add more people to my team later?**

Yes, you can. However all team amendments need to be made by Friday 22 June 2012. You can do this online or over the phone by calling 0870 145 0101.