

## Facebook Challenges Frequently Asked Questions

### How are virtual challenges and physical activities helping the arthritis community?

The Arthritis Foundation uses Facebook virtual challenges to create digital communities around activities people can do together for a shared cause.

These challenges allow people to build a community of like-minded individuals with a common goal. By encouraging donations on Facebook from your friends and family and completing the activity, we are collectively raising money and awareness to conquer arthritis, one step, one mile, one squat, etc. at a time.

Let's lace up those sneakers, power up those activity trackers (or find a piece of paper and pen) and connect with the arthritis community throughout the country to promote life-changing resources and research, push for change and create community connections that welcome, inform and uplift. This is what makes our community of millions thrive — and why we are all Champions of Yes.

### Are Challenges free to participate in?

Yes.

### How can I join?

*Also provided as prompts during the registration process.*

#### 1. Join the Challenge Facebook Group

- a. Connect with others, share your progress, and cheer others on!

#### 2. Create a Facebook Fundraiser

- a. During the registration process we can (with your permission) automatically create a challenge fundraiser with all the right settings on your behalf.

#### 3. Register in Messenger

- a. To officially participate in the challenge, follow the prompts to opt into Messenger communications and easy access to start logging your activity goals in the Challenge Hub.

#### 4. Invite Your Friends

- a. Invite your friends to join the group! Choose to create a team or take on the challenge solo!

### Am I required to fundraise?

No, but it is highly encouraged that you opt in to create a Facebook Fundraiser. This allows you to share your challenge updates, progress and ask family and friends to support your efforts.

### **How can I find my Challenge fundraiser?**

You can always find your active fundraisers and fundraising totals at [www.facebook.com/fundraisers](http://www.facebook.com/fundraisers) (far left), Or by pinning your challenge fundraiser to the top of your Facebook page, your fundraiser will be the first post people see when they click on your page! On your page, create a new post and click the three dots on the upper right to select "pin post".

### **Do I receive a prize/reward for fundraising?**

Unfortunately, we are not offering fundraising prizes/rewards for Facebook Challenges. However, there are a variety of digital badges that will be available once you start tracking your activity and achieving fundraising milestones.

100% of all proceeds raised during the Challenge go directly to the Arthritis Foundation. With your support, the Arthritis Foundation can vigorously advocate for better access to prescription drugs, provide grants for new research that give more treatment options for people with arthritis, and ultimately get closer to a cure.

Learn more about the Arthritis Foundation and how donations are advancing our mission [HERE](#).

## **Challenge Hub**

We encourage you to make this challenge your own and get involved at your own level of comfort. Complete your activity wherever and whenever works best for you, with a friend, team, or solo!

### **How can I log my miles?**

After joining the Facebook Group, type "Menu" in Messenger, then enter and click on "Go to Challenge Hub," as shown below. Once there, click the "Log miles!" button, then enter in the number of achieved miles you completed and click the word "Submit." Log as often as you want!

### **What if my activity log is incorrect or I receive an error?**

To correct your total activity here in Messenger, type "Menu," then enter, and click on the "Go to Challenge Hub" button. If you are participating solo, click the pencil icon in the Activity History logs to edit any of your inputs. If you are on a team, click the gear icon on the top right and select "Edit Activity." Then click the pencil icon in the Activity History logs to edit any of your inputs. Let us know if you continue experiencing issues.

### **Why is my fundraising total not reflecting correctly in my Challenge Hub?**

Unfortunately, some Facebook Fundraisers have had some syncing issues to the Challenge Hub that extend beyond 72 hours. The Challenge Hub should also provide you a one-stop shop for your progress towards all of your goals; however, it is primarily used to track your activity. Our apologies if that this hasn't been a seamless experience so far.

Please note that all donations made on and through your Arthritis Foundation Facebook Fundraising page are processed, credited towards your fundraising efforts, and received by the Arthritis Foundation. You can always find your active fundraisers and fundraising totals at [www.facebook.com/fundraisers](http://www.facebook.com/fundraisers). Please let us know in the Challenge Group, Messenger or at [diy@arthritis.org](mailto:diy@arthritis.org) if you have any questions, other issues that we may be able to help address.

## **Donations**

### **Where does my donation go?**

100% of all proceeds raised during the challenge go directly to the Arthritis Foundation.

### **Can people donate to my Challenge fundraiser if they are not on Facebook?**

Unfortunately, for the donations to reflect directly on your challenge fundraiser, the donations need to be made through Facebook. 100% of all proceeds go directly to the Arthritis Foundation and Facebook does not take any processing fees for donations.

### **Can people who are not my friends on Facebook donate to my fundraiser?**

Yes, if they have a Facebook account anyone with your fundraiser link should be able to donate.

### **I don't want to donate through Facebook, what are my other options?**

We understand that not everyone wants to donate through the Facebook platform. Arthritis Foundation's virtual challenges are strictly Facebook activations. However, if you would like to donate or fundraise elsewhere you can do so at: <https://fundraise.arthritis.org/yourway>

### **I made a mistake while donating. Who should I contact?**

Unfortunately, the Arthritis Foundation cannot assist with any Facebook donation errors. As an organization, for data security purposes, we do not have access to anyone's individual fundraiser or payments that are made on Facebook. We advise you to check out the links below to help with your donation issues. Users and/or donors will need to report the issue to Facebook directly using this

form: <https://www.facebook.com/help/contact/162031714239823>

Donation Error: <https://www.facebook.com/help/738034692937865>

Recurring Donations: <https://www.facebook.com/help/168918657118516/>

**I made a donation on Facebook, but it says “recurring payment” on my banking statement, how do I fix this?**

According to Facebook, “One-time donations made on Facebook may appear as 'Recurring' on your bank statement but will only be charged one time. Check that your donation is not set to recurring in your [Facebook Payment Settings](#).”

**I checked my settings and it still says “recurring payment”**

Arthritis Foundation does not have control over how Facebook presents the option to donate. Facebook default settings have “recurring payment” selected. Please be sure that you choose “One time donation.” To stop recurring payments, please visit: <https://www.facebook.com/help/168918657118516/>

**Help/Support**

**Why do I keep getting automated messages from Facebook Messenger when I need assistance?**

We have automated messaging to help create a seamless activation for the activity. We have a team that is dedicated to checking your messages, and it may take some time to receive/respond to your questions. We try to assist everyone in a timely manner and appreciate your patience. If you do not get a response within 3-4 business days, please follow up with our team at [diy@arthritis.org](mailto:diy@arthritis.org).

**How do I know if this group is legitimate?**

All Arthritis Foundation virtual challenges will be associated with our [National Arthritis Foundation Facebook Page](#). Look for the blue bar on the group page cover that says, “Group by Arthritis Foundation,” which means it's coming directly from our organization.

Please reach out to our community events team at [diy@arthritis.org](mailto:diy@arthritis.org) with additional questions.

Please note, traditional office hours are between 8 a.m. – 4 p.m. PST Monday – Friday and please allow up to 72 business hours for our team to respond to your inquiry.