

## **Mobile app FAQ**

### *Logging in/accessing & registering through the apps:*

**Q: Is there a mobile app available for Great Strides, CF Cycle for Life, CF Climb, Xtreme Hike, and Team CF events?**

A: Yes, there is an app for all of these campaigns. The participant with an IOS device (iPhone) can access these apps through the App Store. If a participant has an Android device, they can access the apps through their Google Play store.

**Q: Can I log into the app without being registered for a Cystic Fibrosis Foundation P2P Event?**

A: No, you must be registered for a Peer to Peer event in order to log into the mobile app for the campaign you have registered for. You are able to also register through the apps by clicking the “Register” button.

**Q: Can I use the same login through the apps as I do for GS/Cycle/Climb/Hike/Team CF website?**

A: Yes, your username and password will be the same for all devices.

**Q: Can I register through the mobile apps?**

A: Yes, when you download any one of the mobile apps, there will be a “register” button where you will be taken to the event website registration page!

### *General app questions (if registered for multiple events within a campaign, communicating to teammates,etc):*

**Q: When I log in, if I’m registered for multiple events within a specific campaign (ie, you are registered for more than one Great Strides or CF Cycle for Life event), can I view all of them in the app for that campaign?**

A: Yes, there are two different ways you can view your multiple events all within the same session

1. Within settings (top right) click “Switch Events” and you will be brought to the list of events you are registered for.
2. On the home screen, there is a little carrot symbol that will appear next to the event name. That carrot will provide a menu of the events you’re registered for.

**Q: If I’m registered for a CF Climb event and an Xtreme Hike event can I see both of my events through the same app?**

A: No, you cannot see both events on the same app because the mobile apps are campaign specific.

**Q: If I’m logged in as a team leader can I contact my teammates through the app?**

A: Yes, when you're logged in as a team leader you will have an additional tab available called, "Team". Here you will be able to communicate to everyone by clicking the "contact" button and each of your teammates emails will populate to the "to" field in your email.

**Q: If I make an update to my page through the app, how long does it take to update on a desktop and vice versa?**

A: If you make updates to the app or desktop it should take 10-15min for that update to appear on your other device!

**Q: When scheduling messages, I only see LinkedIn and Twitter as my only options. Is Facebook available too?**

A: No, Facebook is not available for scheduling messages because of their privacy policy.

#### Mobile Check Deposit:

**Q: For mobile check deposit, can I submit multiple checks in a single session through the check capture feature?**

A: No, you can only submit one check at a time.

**Q: What do I do with my check once I've scanned it?**

A: Once you've scanned the check, please write "Void" on the check and then dispose of it after 14 days.

**Q: What do I need to write on the back of the check I'm scanning?**

A: Please write on the back of the check, "For Deposit Only". This will be stated in the instructions as you go through the steps on the app as well.

**Q: After I scan my check and review the amount the app captures, is there a way to cancel the deposit if the amount that's appearing is incorrect?**

A: Banks will always use the written amount on the check as the legal amount. Any discrepancies in the amounts will trigger a bank review once submitted.

**Q: How long will the check I've scanned take to load on my fundraising page?**

A: Once you scan the check and submit successfully, the donation should reflect on your fundraising page within 1-2 business days. If the check does not appear on your fundraising page please contact your chapter for support.

**Q: After going through these steps, how will I know that the Cystic Fibrosis Foundation has received my funds?**

A: Once the check has been scanned successfully it will deposit to the Cystic Fibrosis Foundation's account. The only way in which it would not deposit is if you receive an error while scanning and the app will not proceed with processing the check.

**Q: If I accidentally submits the same check twice, will my donor be charged twice?**

A: No, if you accidentally tried to process the same check twice, the app will allow duplicate attempts, but duplicates will be rejected in bank review.

**Q: If a check states one amount and I entered another amount in the “Enter Amount” field which amount will the app capture?**

A: The app will capture the numerical dollar amount that’s entered on the check and will override any user input. However, if you inputted an amount that doesn’t match what the app captured, it will trigger a bank review which may delay posting.

**Q: Can I scan company checks through this feature?**

A: No, this feature is intended for personal checks only. If you have a company check, please do one of two things: 1) Send the company check to your local chapter office. 2) You can print a mailing slip from your participant center and send the company check to the address located on the slip. This slip can be found on the “Home” tab and is called “Offline Donation Form” located at the bottom of this page.