

J&J / LifeScan Tour de Cure Frequently Asked Questions (FAQs)

A. General TDC questions

1. When is the Silicon Valley Tour de Cure?

- 14 June 2009

2. Where is the Silicon Valley Tour de Cure?

- It starts at the HP Hewlett Packard, 3000 Hanover Street Palo Alto, CA 94304

3. What are the ride lengths available for this year's Silicon Valley Tour de Cure?

- 25k (15.5 miles), 50k (31 miles), 75k (46.6 miles), 120k (74.5 miles)

4. If I am not available to ride on the date for my local event, can I still participate?

- Yes! The main goal is to raise funds for the ADA to allow them to educate folks with Diabetes. You can do this by riding in an organized ride, or "riding your own ride". Please contact Maria Del Rosa (408.945.4555) or Cori Evans (408.942.5983) at the Milpitas Wellness center for information on riding your own tour

5. Are there other rides that the ADA sponsors that I could participate in?

- Yes! Please visit the ADA website for other rides in your area. There are many J&J teams already established in many areas, however, if there are not established in your area, you can create your own J&J team. To find out if a team already exists, go to the J&J National page (http://tour.diabetes.org/site/TR?company_id=8210&pg=national_company), click on the link stating "Participate in an event". The screen will now populate with all the events for 2009 and list which ones have J&J teams existing (i.e. those listed with a link "join existing team") and those that don't (i.e. those listed with only the link "create a team"). Follow instructions on the screen from then on.

6. Do I have to be really fit to ride?

- No – anyone can ride! We have a training program being developed that you can take advantage of to get in shape.

7. How do I register for the Tour de Cure as part of a J&J team?

- Please visit the following link and join the J&J/LifeScan/Animas team
http://tour.diabetes.org/site/TR?company_id=8210&pg=national_company

8. If I don't have a bike, is there a recommended shop where I could rent one for the Silicon Valley Tour de Cure?

- Yes! The following bike shop has been selected by the ADA as a provider: Menlo Velo in Menlo Park, Ask for Ranier and say the bike is for Tour de Cure - 650-327-5137. If that's not convenient we recommend going to a local bike store near you.

9. What is the registration fee to ride?

- It's **FREE** for J&J employees (including friends/family/neighbors) – just follow the instructions attached

10. What is the minimum that I have to raise to participate in the event?

- \$150 (for people over 13 years old)

11. How can I get a J&J jersey?

- If you do not have a jersey from a previous year, you need to raise at least \$200 to qualify for a J&J bike jersey.
- If you already have a jersey from a previous year and would like another, you need to raise at least \$300 to receive an additional jersey.

12. Can non-J&J employees join a J&J team (and get a J&J jersey)?

- Absolutely! Please recruit your friends, family and neighbors to ride with you as part of the J&J national team (their registration is also **FREE**).

13. If I have a child under 13 years old, do they need to register and raise the \$150 minimum?

- Yes – they need to register, but they do NOT need to raise the minimum \$150

14. If I have questions, whom can I contact?

- You can contact either of the LifeScan co-chairs: Sandi Hassett (shassett@itsus.jnj.com or 408.942.3113) or Tamara Becher (tbecher@its.jnj.com or 408.956.4881).

B. J&J Matching Gifts for Online Transactions and checks/cash

1. Can I use the online Matching Gift process for that J&J has?

- Yes! We are encouraging all J&J sponsors to use the Click to Care site. The biggest benefit is that there are no receipts or matching gifts form required when using the Click to Care Matching Gifts process. The site also helps the sponsor by keeping a record of all donations. Please note, the minimum donation that a J&J employee must donate in order to be matched is \$25.
- Here's the process:
 - Go to the following webpage for Click to Care: <https://clicktocare.jnj.com/default.asp>
 - Click on the Matching Gifts box
 - Enter WWID and Network Password to login
 - Click on "Submit a New Request"
 - Select Check / cash (since payment was already done on ADA website or via cash/check) as payment type and click on "Next"
 - Click on "Search for a Charity"
 - Under Agency Name enter "American Diabetes Association" then Select State VA - Virginia and click on "Find"
 - Select first entry with location **Alexandria, VA**
 - Enter gift date, amount (put in the amount you sponsored/donated), match eligible amount (same as previous box) and purpose ("Tour De Cure – **rider name**")
 - Select "No, .." to confirm that you are not affiliated to the recipient organization
 - Verify your summary - Click "Revise" if you need to change any information
 - Select "Donor Certification" (Must agree to all) then Click on "Confirm" to submit the form

2. Do I need to complete a J&J Matching Gifts form for donations?

- We encourage everyone to use the Click to Care site as mentioned and outlined above.
- However, if someone donates via a check or cash, a matching gifts form is required. J&J will donate two dollars for every one dollar an employee or retiree contributes within the guidelines (\$25 minimum). For online donations, your supporter's donation will be acknowledged immediately via an on-screen acknowledgement of the gift and via an email message thanking him/her for the gift. The email will serve as a receipt or a record of transaction. On the day of the tour event, you will turn in the matching gift application to the ADA. If you have questions concerning matching gifts, contact the Tour Leader in your area or call 1-800-804-4381.

3. Where can I get the J&J Match Gift Donation form?

- LifeScan has prepared a pre-populated Matching Gifts form that can be used for all the rides across the country.
- Please go to the J&J National page on the ADA website for a copy of the form as well as other useful information:

4. How do I add the matched donation amount to my personal webpage so that I have a better idea of how much has been raised?

- The webpage does not have a field for the match. Here a way around this limitation. Total your matching contributions for all donors and use the "Enter Gifts Received Offline" feature to record a single placeholder for this amount. For example, create a donor name (placeholder) list as "M G" and assign you total matching gifts to this name. You can record offline gifts by clicking "Enter Gifts Received Offline" on the top, right-hand corner of the Gift Summary report. To update this match amount, you will have to delete the donor list as "M G" and re-add with the new amount.

C. Online Transactions

1. Is my information secure?

- Convio has made every effort to protect your information. They use industry-standard SSL encryption techniques to make sure your credit card information, passwords and personal information travel securely over the Internet. They have also installed an encryption engine on our database server so your data is securely stored.

2. How is my credit card information handled?

- Credit card information is not stored in our database. During the donation process, we send your credit card information to an online processing terminal using a secure connection. The information passed back is an approval or denial for the credit card donation.

D. General - Personal Webpage

1. How do I add a link to e-mail messages to get to my personal page?

- To add a link to your email, login to your site and click the "Tell a friend" link. At the top of the screen you will see the text that you can cut and paste into your email message.

2. I forgot my Username and Password, what do I do?

- Remember that your username and password are case sensitive. You will receive an e-mail with your username and password. If you still have problems, please contact us for help.

3. How do I change my Username and/or Password?

- First, login to the site using your username and password. Once logged in you will see a link at the top of the page called "Update My Profile." Once in your profile, you will be able to change your contact information, e-mail address, username and password. All changes will be made to your account immediately. There is no need to sign in again.

4. How do I unsubscribe from e-mail?

- Towards the bottom of each e-mail message there is a link stating, "Click Here to Unsubscribe from this E-mail Message." Click this link and follow the instructions given to unsubscribe.

E. Online Fundraising

1. What is a Personal Page?

- A personal page is an online promotional tool for your use when asking your friends and family to join your team or sponsor you by making a donation. Once you sign up for an event online, by default, you will have a personal page created for you. You have the option of personalizing this page by going to your participant center. You will be able to customize images, text and the style/color layout of the page.

2. By default I have a personal page, do I have to change it?

- Once you sign up for an event online, by default, you will have a personal page created for you. A compelling personal page attracts and engages supporters. While you can spread the word using customized e-mail solicitations, your personal campaign page can be your own creative expression of your commitment to the cause. Customize your page by selecting the layout and style that work best for you. Utilize the elements of text, photo and status indicators to their fullest advantage.

3. How do I change my personal fund raising goal?

- First, you will need to login to your participant center. On the bottom right side of the participant center home page is the location to modify your personal fund raising goal. Enter your new goal and submit the changes.

4. How do I change my team name, team division, team goal, and team page content?

- Only the team captain has the ability to change the team name or team division. The team captain will need to login to his/her participant center and click the "My Team Progress" button on the top right. On the Team Progress Page, team captains will have the ability to update the team name, division, goal and the team photo and text.

5. How can I see who has donated to me?

- Login to the site using your Username and Password. Go to your Participant Center and click the "my progress" tab; this will allow you to view your donor list and any amounts donated.

6. How can I see who is on my team?

- Login to the site using your Username and Password. Go to your Participant Center and click the "team progress" tab; this will allow you to view your team roster and the amounts raised by each team member.

7. What is a team message?

- Simply go to your Participant Center and click the "Update Message to Team" button. This will allow you to make all necessary changes to your team message.

8. What is the difference between making my personal page private or public?

- By default, a personal page is **Public**, meaning your name will appear in the participant search list, and anyone accessing the site will be able to support you. Setting your personal page to **Private** means your name will not appear in the participant search list, and only people you personally invite will be able to view your personal page and support you.

F. Offline Fundraising

1. How do I record the gifts that I have received "offline"?

- "Offline" gifts are gifts that you have received, such as cash or checks, and will submit at a later date. You can record offline gifts by clicking "Enter Gifts Received Offline" on the top, right-hand corner of the Gift Summary report.