



Frequently Asked Questions

Bike 100 Miles in July

Instagram Challenge

About the American Heart Association

For nearly 100 years, we've been fighting heart disease and stroke, striving to save and improve lives. From humble beginnings, the AHA has grown into the nation's oldest and largest voluntary organization dedicated to fighting heart disease and stroke. Heart disease is the No. 1 killer worldwide, and stroke ranks second globally. Even when those conditions don't result in death, they cause disability and diminish quality of life. We want to see a world free of cardiovascular diseases and stroke. Our size and scope let us have a real impact. The AHA has invested more than \$5 billion in research, making us the largest not-for-profit funding source for cardiovascular and cerebrovascular disease research next to the federal government, all in an effort to be a relentless force for a world of longer, healthier lives.

What is an Instagram Challenge?

An Instagram challenge is a virtual fundraising event that takes place over a 1-2 month period. The goal is to raise money through a JustGiving fundraiser for a cause you care about by completing the challenge activity and posting about your progress to ask for and encourage donations from your Social Network friends. Donors to your fundraiser will have the option to cover processing fees. The proceeds collected from each fundraiser go directly to the organization.

The purpose of this challenge is to raise funds for the American Heart Association while biking 100 miles during the month of July.

How can I tell this challenge is sponsored by AHA?

We understand you want to be sure that your funds are really going to fighting heart disease and stroke. There are a few ways to ensure that you're really supporting the American Heart Association. The JustGiving fundraising campaign, and your individual page will make it clear that you are fundraising for the American Heart Association. We also list all of our challenges on our website [here](#), so you can keep up with the latest ways to support us.

About the Challenge

Does my biking have to be done in July? Can I do more than 100 miles?

We aim to bike 100 miles during the month of July, but you can start and finish a bit early, or change the challenge quantity, to hit your own goals!

How do I track my progress?

We have a free and printable daily tracker that you can download to record your progress after you finish each day. You can find the tracker [here](#) and we'll also share this in the event specific email journey. To log your progress in real-time, use whichever mobile app or equipment you'd like! You can then update the printable tracker with how many miles you accomplished! Make sure you post updates on your fundraising page and social networks too! That is how your friends and family can monitor your challenge and donate to support you!

Do I have to provide proof of completion?

Absolutely not! We trust you! But it is a great idea to post updates on your progress to your fundraising page to help encourage others to donate and keep going.

What if I fail to complete the challenge?

We would love to see everyone completing the challenge but we understand that it might not be feasible for everyone to complete in a month. Every mile you log gets us closer to our goal, so thank you for participating!

Is there an age limit to take part in the challenge?

No. There is no age limit, but we do want people to feel comfortable with the challenge and not push beyond their limitations. Remember: if you are under 18, you need a parent or a guardian to agree you can take part in the challenge.

Can my friends and family join the challenge?

They sure can! You can find the registration form [here](#), and share it with them so that they can register and set up their fundraising page.

Registration Process

Is the registration free?

Yes, the registration is completely free. We strongly encourage you to start a fundraiser so you can help the American Heart Association with our mission.

Where do I register and create my fundraiser?

You can find our registration link on our website [here](#). Once you fill out the form, click the "Submit & Activate a Fundraiser" button, and you will be directed to your personal fundraising page! There, you can edit the story, and donation target, and can also share the link with your friends and family. After you submit, an email will be sent to you confirming we received your registration details.

When will I get my free gift?

Once you've received your first donation, we will send your medal out to you as quickly as possible, (please allow three-four weeks for it to arrive.) medals will be shipped to all fundraisers with a donation by the end of the challenge month. The registration will remain open until June 30, 2024. We have a limited supply, so register early to guarantee you'll receive a free gift!

Does the American Heart Association ever charge for merchandise?

No! The American Heart Association will never ask you to pay for anything. We are only seeking donations on individual fundraisers created from the challenge. If you see any merchandise advertised with a cost, please report it to our group admins and we will take further action.

Medal

My medal hasn't arrived yet. When can I expect it to be delivered?

If you've received your first donation in the month of June or July, we will have your medal with you by the end of the challenge month (July). If you have received a donation in July, please allow at least three weeks for delivery after you receive your first donation. If it has been longer than that, email us at brooke.codney@heart.org and we will work to fix the problem!

Donations

How much do I have to raise?

Your JustGiving fundraiser will automatically be set up with a target amount in place, but you can customize the number to your liking! Every dollar we raise helps us with medical breakthroughs, CPR training, and much more.

Can I donate to my own page?

Yes, of course! Lead by example, then invite friends and family to donate too!

Can one person donate more than once?

Yes. There are no limits on how many donations one can make.

My friend made a donation with the wrong amount. Can they get a refund?

Please have your donor reach out to JustGiving using this [link](#).

My friend is in a different country and wants to donate. Is that possible?

If JustGiving is available in their country, yes, they can. They can also donate directly to the American Heart Association [here](#).

My page still has no donations. How do I encourage people to donate?

Sorry to hear that! Have you used social media to invite your friends to donate? A great way to kick off your fundraising is by posting your fundraiser link to your Instagram story. You could also share your link to your Facebook page and tag friends to ask them to give.

About the Fundraising Page

Is my fundraising page public?

Yes, once you set up a fundraising page, it can now be seen on JustGiving publicly, which allows all of your friends and family to donate and share it!

Can I edit the information to make it in memory of a loved one?

Yes, you can. There is an edit (or manage) button on your fundraiser page where you can make your tribute for your loved one and edit all information.

My fundraising page has ended. How do I fix this?

Unfortunately, once your page is finished, you can't reactivate it. You would need to start a new one.

Can I share my page outside of Facebook and Instagram?

Yes, you can! All your friends and family should be able to follow the link and donate to your fundraising page, you don't have to use social media but can share via email, text, or whatsapp.

How do I find my fundraiser?

Go to <https://www.justgiving.com/user-account/fundraising>

When I go to register, it says my email is already in use. How do I start my fundraiser?

Check your email for a link to continue your registration. You may want to double-check your spam folder! If you are still having trouble, reach out to [us here](#) for assistance.