

31 Day Steps Challenge 'The Mercy' FAQ



- How do I take part in the Challenge?

To take part in the challenge is very easy!

1. Make sure you have joined the FB group.
2. Create your fundraiser to log your steps.

Once you have those done, just keep tracking your steps throughout the month and make sure to keep your family, friends and supporters up to date with your progress.

- How can I make sure I have registered properly?

If you have filled in the form to register for your welcome pack, you will receive an email from us shortly afterwards confirming your registration (please note it may be longer over the weekends).

To make sure you have created your fundraiser please click [here](#) and if you can see your fundraiser it is up and running – make sure to share this with friends and family!

- What is in the Welcome Pack?

In your Welcome Pack, you will get a letter from us, your Mercy T-shirt, and your steps tracker. **Sponsorship cards are only added if requested.** If you would like a sponsorship card, please email us at challenges@mercyhospitalfoundation.ie

- Do I have to cover a certain number of steps each day?

No, you can spread your steps across the month however you like. Just do what you can and what you are comfortable with. Some days you will get more steps in than others. You can only do your best!

- How do I keep track of the steps I am taking?

You will find the handy tracker in your pack that you can fill in and post pictures of it. You can also use any app of your choice, or just a handy pen and paper! Whatever suits you best once you post this to your Facebook Fundraiser clearly!

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- **How do I prove I have done the 300,000 Steps?**

As part of the challenge registration, you will be asked to set up a Facebook Fundraiser, here is where you can post your progress and any updates. These pages are linked to us, and we will be able to check this for your progress. Please note this is the **ONLY** way we can check your steps done; we **CANNOT** use the group.

- **Can I do more than the 300,000 Steps?**

Yes of course, walking, running, or jogging 300,000 steps over 31 days will be a challenge for some but not everyone! If you feel you want to challenge yourself to do more you are more than welcome to do so, but we will only be tracking the 300,000! Please remember to only do what you can and do not overexert yourself. Only do the amount of steps you are comfortable with and do not push yourself beyond what you can do.

- **When will I get my Welcome Pack?**

After you register using the link on the Facebook Group **AND** you create your Facebook Fundraiser, you will get your pack in the post shortly afterwards. We send these in bulk, so your registration date will not be the same as the postage date. Please note there are also delays with An Post so post may take longer than normal.

- **Is there a minimum you must raise in this challenge?**

No there is no minimum needed to be raised for this steps challenge. We ask that you raise as much as possible to make sure the challenge can support as many patients & families that are affected by cancer in the Mercy Hospital as possible.

- **Do I have to create a fundraiser on Facebook?**

Yes, you do. For us to be able to track your progress we use Facebook Fundraisers. If you do not want to share your fundraiser with your family and friends, you can just use it to track your steps done and donate yourself to your fundraiser. If you are not creating a fundraiser you will need to reach out to us at challenges@mercyhospitalfoundation.ie.

- **How do I edit my fundraiser?**

To edit your fundraiser, just open it up (you can find your fundraiser **HERE**) and click the 'edit' button on your cover if you are on a laptop, or the 'Edit' button at the top of your fundraiser under your profile picture if you are on a mobile.

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- Can people not on Facebook donate to my Facebook fundraiser?

Unfortunately, Facebook does not allow people to donate without a Facebook page. They can transfer the funds directly to you and you can donate on their behalf, or if you like you can create another fundraiser (iDonate or JustGiving) for your non-Facebook Friends. Please note that **ONLY** Facebook Fundraisers are being used to track your steps.

- What do I do if my fundraiser ends?

If you have set up your fundraiser using the links in our Facebook Group, it won't end until the 15th of April, if you have manually created it, it ends 2 weeks after your creation date **unless** you change it. If it has ended, you cannot re-open it, so you just need to create a new fundraiser and let us know so we can see where you are posting your steps.

- Can I get a sponsorship card?

Of course, you can request one either on the Facebook Group or by emailing challenges@mercyhospitalfoundation.ie. Please note if you request a sponsor card you **MUST** return it even if you do not use it.

- Can my family and friends take part?

Of course, we are delighted to have more people join the team, just guide them to find the links in the "Pinned" section of the fundraising group just like you did and once they register and set up their fundraiser, we can send them their Welcome Pack.

- What happens if I cannot finish the challenge for any reason?

It is never a problem if you cannot finish the challenge, we appreciate all the efforts you made so far, and any funds raised will still go to helping the patients in the Mercy during their Cancer journey. You can keep your t-shirt and tracker, but please return any sponsor cards (empty or with funds) to the Foundation.

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- What do I do if I have a problem with another group member?

Please report any issues within the group to a member of Admin immediately, we will work with you to find a solution. Please note we do not recommend you meet or contact others outside the group as we cannot intervene in these situations.

- How do I send in funds raised on my sponsorship card?

There are a few ways you can return your funds to us raised on a sponsorship card:

1. **Online** - use your Facebook fundraiser or the <https://www.mercyhospitalfoundation.ie/> website.
2. **Post** - send a cheque to us at the Mercy University Hospital Foundation office at 4 Washington Street West, T12 CVH2.

While our offices are open again due to restrict the number of people in the office you can now return your sponsorship card by:

1. Return the sponsorship card to us by post (even if you did not use it).
2. You can also post 2 pictures on your fundraiser. The first picture of your card with the donation lines and names on it. The second picture is of the card ripped up afterwards, making sure to have the card number showing.

- Can I send feedback to the group admins?

If you have anything you would like to pass onto the admins of the group you can post in the Facebook group – if suitable. Otherwise, you can pop us an email on challenges@mercyhospitalfoundation.ie