

1. How do I install and get started using the PurpleStride Facebook app?

- Click on the Facebook button. This will load the Facebook app.
- In the left hand column of your Facebook Home Page, select Apps.
- Select PurpleStride. You may need to click “more” to see the full list of all of your apps.
- Click the images in the “Cover and Profile Picture” section in the bottom left corner to make the PurpleStride image your profile image and cover photo.
- In the “Ask Your Friends to Support You” section, select a message to post on Facebook. Link to suggest Facebook Posts.
- When you first log in to the app, a window will appear offering to set up scheduled posts. Check the messages you would like to appear in your News Feed on a regular basis and click save.
- To set up scheduled posts at a later time or edit your currently scheduled posts, click the “Schedule posts now!” link and check which messages you would like to appear in the News Feed on a regular basis.

2. How do I install and get started using the smartphone and tablet PurpleStride app?

- Search the Apple App Store or Google Play Store for the PurpleStride app.
- Install the app from the Apple App Store or Google Play Store.
- To get started, find the PurpleStride app icon on your smartphone and tap to open.
- Tap “Get Donations” to access your donation request options. Tap any of the available messages to post to Facebook, Twitter, send a text message or email friends. Please note: You must have each of the corresponding apps installed (Facebook, Email, etc.) in order to use this function.
- Tap “Enter a Donation” to make a self-donation or collect donations from friends on the spot!

3. I am registered for more than one PurpleStride. Do I need more than one fundraising app?

You can use the same app to fundraise for all of your PurpleStride events, as long as your user name and password are the same. (If you have multiple logins please contact events@pancan.org to merge your accounts.) Simply select the Facebook or Mobile App link on any of your HQ pages. In Facebook, click the arrow next to the name of your PurpleStride event and a drop down list box will display that allows you to toggle between each of your PurpleStride events. This allows you to easily send posts to the news stream to friends for all of the events you are participating in this year. In the Mobile App, Select “Switch Event” from the menu page to toggle between events.

When you are in the app, there can only be one PurpleStride selected at a time, but that PurpleStride event can be changed at any time. When you change the PurpleStride event, new posts and messages will reflect the current PurpleStride selected while previous posts will show up with the PurpleStride event that was selected at the time the post was made. Any scheduled newsfeed posts that you have opted-into will be based on the event selected at the time you scheduled the posts.

4. If I accidentally deleted my app can I re-add it?

Yes, you can simply go the PurpleStride app Information page in the sidebar of your PurpleStride Event Website. From there, click the Facebook application link to re-add it to Facebook, or click the Apple Store or Google Play Store button to go to the app store and re-install the app to your mobile device. (Review question #2 for installation and “getting started” help)

5. Can my friends or family add my app to their Facebook pages?

Only if they are registered PurpleStride participants. We don't currently support the ability for friends to fundraise on behalf of participants.

6. Can I remove the Facebook app?

Yes, to remove the app, follow these steps:

- Log in to Facebook.
- In the left hand column of your Facebook Home Page, under Apps, hover your cursor over PurpleStride. Click on the gear icon that appears next to it.
- Select Remove App.
- Confirm that you want to remove the application by selecting “Remove” on the pop-up screen.
- Keep in mind: if you are planning to participate in PurpleStride next year, you can use the same app so no need to remove the app each year.

7. I received a donation but my app doesn't reflect it yet.

The app gets updated every few hours. Depending on when the donation came through it may not be reflected yet. If you would like it to update immediately, you can click on the refresh link on the app and it will update the information in 2-3 minutes.

8. How do I opt in to scheduled posts?

The PurpleStride Facebook app has the ability to place scheduled announcements in your Facebook news feed to remind your friends about your participation in the PurpleStride and motivate them to support you with a donation. As with all of the PurpleStride messages we provide in the application, they will contain a link directly to your personal fundraising page.

You can choose to opt in to as many or as few of these scheduled announcements as you wish. To do so, log in to Facebook and select PurpleStride in the list of your apps on the left-hand side (you may need to select “more” to see the complete list of all of your apps. Once in the PurpleStride app, click the “Schedule posts now” link.