

A Guide to the Lace Up App

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What is the Lace Up app?

The Lace Up app is a mobile application developed by Charity Dynamics for both Apple and Android users. It's a helpful tool that allows you to manage your fundraising from your smartphone or tablet. With just a couple taps, you'll be able to update your fundraising page and share it with supporters by text, email, or social media.

More Lace Up app features include:

- Share your progress and easily thank donors by text or on social media
- Earn three (3) badges exclusive to the app: Trendsetter, Storyteller, Kickstarter
- Add a photo to your fundraising page from your device
- Add stickers to your page photo that are exclusive to the app
- Use a QR code to share your page link with supporters in-person
- Cheer on and text your teammates as they join and fundraise
- Update your team's photo and fundraising page
- Sync the app with Google Fit, Apple Health, Strava, Fitbit, or Garmin
- Set a distance goal and track your progress
- Take new activity challenges as you go

▶ Watch the video of an [App Overview](#).

How do I get the Lace Up app?

To download the Lace Up app, visit Google Play or the App Store and search 'Lace Up to End Diabetes' or 'Diabetes Canada'. Once the app is downloaded, you'll be able to click on the app icon from your home screen to open it.

How do I log in to the Lace Up app

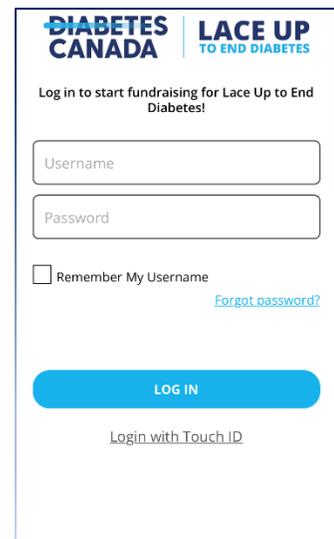
If you've already created a username and password by registering for Lace Up on a desktop, you can use the same information to log in on the app.

If you haven't created a username and password yet, tap the 'Register' button at the bottom of the login screen to be redirected to our website. From there, select 'Join' and register for Lace Up based on how you want to participate: On your own, Start a team, or Join a team.

If you would like to app to remember your username, tap the 'Remember My Username' checkbox. This will keep your username populated in the app so you'll only need to reenter your password. You can also tap 'Login with Touch/Face ID' below the 'Login' button to use your device's built-in security technology.

What should I do if I forget my password?

If you forget your password, tap 'Forgot password?' beneath the 'Remember My Username' checkbox and enter your email to receive a link to reset it.



The screenshot shows the login interface for the Lace Up app. At the top left is the Diabetes Canada logo, and at the top right is the Lace Up logo with the tagline 'TO END DIABETES'. Below the logos is the text 'Log in to start fundraising for Lace Up to End Diabetes!'. There are two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember My Username' and a blue link labeled 'Forgot password?'. At the bottom is a large blue button labeled 'LOG IN' and a smaller link labeled 'Login with Touch ID'.

Home

The Home page has everything you need to manage your fundraising and your team’s fundraising for Lace Up.

My Progress, Team Progress and Event Details

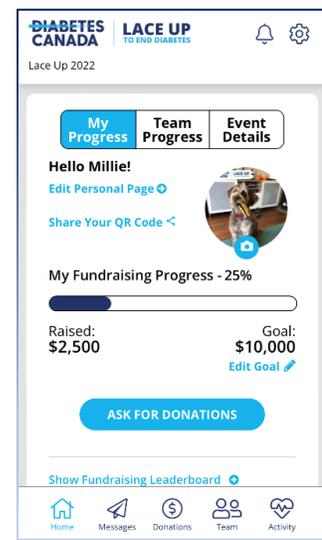
In the first section of the Home page under the ‘My Progress’ tab, you’ll see links to:

- **Edit Personal Page:** Tap here to update your image with a photo from your device, edit your story, edit your page link, and copy it to share with others.
- **Share Your QR Code:** Tap here to bring up a QR code that supports who you’re in-person with can scan using the camera on their device to visit your personal page and donate directly to you.
- **Edit Photo:** Tap the camera icon to take a photo or upload one from your device. Add exclusive stickers under the ‘Stickers’ section of the photo editor.
- **Edit Goal** (with a pencil icon ✎): Tap here to update your fundraising goal, just below your Fundraising Progress bar.
- **Ask For Donations:** Tap here to start sharing your page with supporters by text, email, or on social media. Learn more in the [Messages section](#).
- **Show Fundraising Leaderboard:** Tap here to see a list of the top 10 fundraising Lacers across Canada!

▶ Watch the video to [Edit Your Personal Page and Goal](#).

If you’re a Team Captain, you’ll similar functionalities under the ‘Team Progress’ tab, except for ‘Share Your QR Code’. These are only generated for personal fundraising pages.

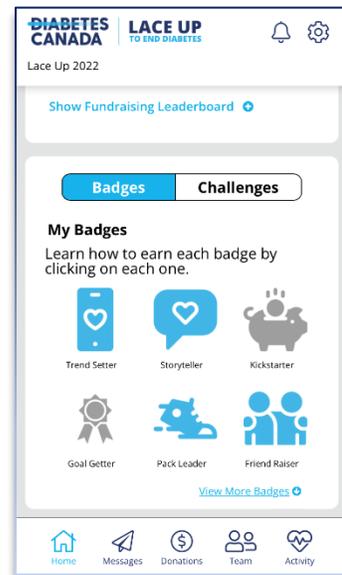
Under the final ‘Event Details’ tab, you’ll see the date the #LaceUpYourWay challenge ends (September 30), a countdown until then, and a link to the Lace Up website.



Badges and Challenges

The next section on the Home page displays your Badges and Challenges.

- **Badges:** Earn achievement badges based on the fundraising actions you take! The badges appear grey at first and will turn blue as you earn them. Tap on any badge to learn what you need to do to earn it. Tap 'View More Badges' to see the full collection.
- **Challenges:** Take any of our activity challenges to motivate you throughout the month! Any of the challenges you complete will appear on your Home page. Go the Activity tab to see your Achieved, Active, Available and Upcoming challenges. Learn more in the [Activity section](#) of this guide.



My Activity, Team Activity and Activity Totals

The last section on the Home page displays your Activity Progress and your team's Activity Progress. The closer you get to your distance goal, the more the Activity Progress bar will fill in blue.

Under the 'My Activity' tab, you'll see links to:

- **Edit Goal** (with a pencil icon 

The screenshot displays the 'My Activity' section of the Lace Up app. At the top, it shows the user's name 'Lace Up 2022' and a progress bar. Below this, there are three tabs: 'My Activity', 'Team Activity', and 'Activity Totals'. The 'My Activity' tab is selected, showing 'My Activity Progress - 59%' with a blue progress bar. The current distance is 'KM Achieved 58.51' and the goal is 'Goal 100'. There are buttons for 'Start Tracking' and 'View All Activity'. At the bottom, there is a 'Show Activity Leaderboard' link and a navigation bar with icons for Home, Messages, Donations, Team, and Activity.

Messages

When you first download and set-up the Lace Up app, a pop-up will appear asking you to select your preferred messaging and social channels. This way, when you go the Messages section of the app and tap one of the Fundraise conversation starters, you'll see only your favourite platforms represented. Options include: What's App messaging, SMS messaging, Email, LinkedIn, Facebook, Twitter, and Snapchat.

In the pop-up, remove any messaging and social channels you don't use by tapping on the highlighted icon to disable it. Once you're done, select 'Save'.

Adjust your social channel selections later by going to [My Account](#) (the cog or gear  icon in the upper righthand corner) and tapping 'Social Channels'.

Fundraise Messages

Once your social channels are configured, tap the Messages icon  in the bottom navigation bar to start sharing your page and fundraising.

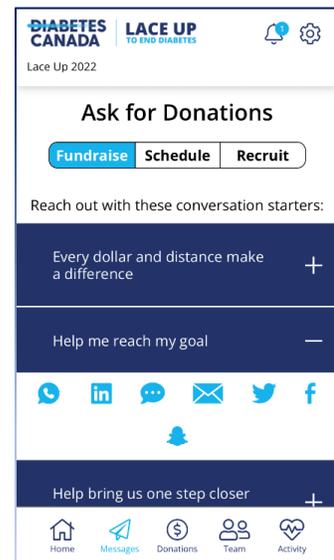
Under the first 'Fundraise' tab, you'll see a list of conversation starters. Tap the message you want to send, then tap the social channel you want to share it on. For some platforms – specifically Facebook and Snapchat – you'll be asked if you want to share your page with a photo or video. Learn more under the [Facebook](#) and [Snapchat](#) sections that follow.

Before you send a message on any platform, you'll be able to preview the message, edit the message, select contacts from your device, or tag supporters directly on social using the @ symbol.

► Watch the video: [Send Text, Emails and Share to Socials](#).

Recruit Messages

If you're a Team Captain, you'll also see a 'Recruit' tab that functions similarly to the 'Fundraise' tab. Here you'll find a conversation starter you can use to rally more teammates. Tap the message and then tap the social channel you want to share it on.



Sending a Video on Facebook

1. The first time you select Facebook, you will need to connect the app to your Facebook account so it can post on your behalf. You will only need to do this once.
2. You will have two options to post: 'Video' and 'Message'. To post a video, tap the 'Video' option.
3. You will see a pop-up alerting you that the app is attempting to copy content to your clipboard. Select 'Okay' to copy the suggested message from the app and a link to your personal page to your clipboard.
4. Tap either the 'Take a video' option to record something in the moment, or 'Select from camera roll' if you already have a clip recorded.
5. When you're ready to post to Facebook, tap and hold your screen until you see the option to 'Paste'. Tap 'paste' to tap the app message and your personal page link to your post. This step is **very important**, as your supporters need to link to your personal page in order to donate to you.

Sending a Photo or Video on Snapchat

1. When you select Snapchat, you will have four options to post: 'Take a Video', 'Select a Video from Device', 'Take a Picture', 'Select a Picture from Device'.
2. After you choose one of the options above and select a picture or video from your device, it should appear in the Snapchat app.
3. Edit the message if you like and your story time **unlimited** before you share it with friends.
4. When you friends receive the message, there will be a link at the bottom of the post. They should then be able to swipe up to visit your personal page and donate.

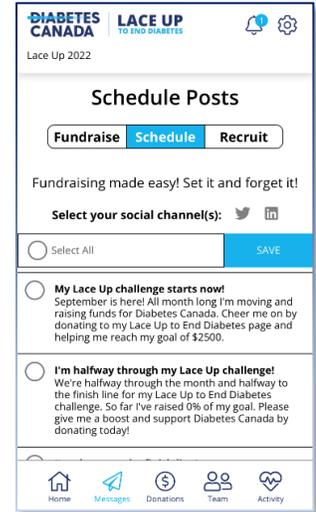
Schedule Messages

Under the 'Schedule' tab, you can choose messages that will automatically send through your Twitter or LinkedIn account based on how far along you are in the event – at the start of September, halfway through, and near the end of the month. You can 'Select All' messages at the top of the list, or select individual messages by tapping the circle beside it

Donations

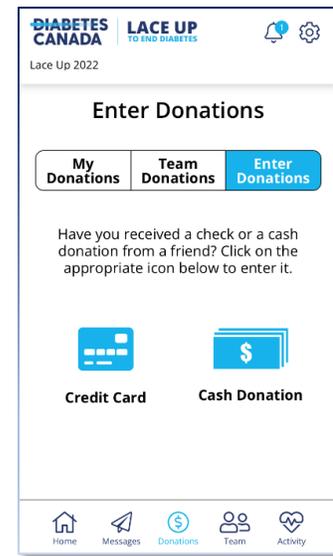
The Donations section of the app is where you can manage your donor and donation information, including thanking your donors through the social channels that you use.

Under the 'My Donations' tab (and 'Team Donations' tab if you're a Team Captain), you can tap on the name of your donors to thank them for supporting you through your preferred social channel. Just tap on the name of the donor you'd like to thank, and then tap on the icon of the platform you'd like to send a message through.



Under the 'Enter Donations' tab, you can choose a method to input donations from your supporters: 'Credit Card' or 'Cash'. Tapping 'Credit Card' will take you to your personal page so that your supporters can input their credit card information on the donation form themselves for security purposes.

Tapping 'Cash' will take you to a form to complete the donor's information for your own tracking purposes. **Please note:** Cash donations entered this way will not be counted towards your fundraising achievement badges. These donations will remain 'Unconfirmed' until we receive them. To submit cash donations, please complete the donor information requested on the [Offline Donation Form](#) for each individual cash donation that you receive. Then to avoid mailing cash, send in a cheque for the total of all cash donations listed on your Offline Donation Form to:



Lace Up to End Diabetes

Diabetes Canada

1300 - 522 University Avenue

Toronto, ON M5G 2R5

If you would like the cash donations you enter on the app to be counted towards your achievement badges, we ask that you make a self-donation using your own credit card for each individual cash donation that you receive. **Please note:** When you're entering your credit card donation, be sure to include your donor's information under the first section ('Donor Information') of the form. **This will ensure they receive a tax receipt for any donations over \$15.** Then, enter your own credit card information under the second section of the form, 'Billing Information'.

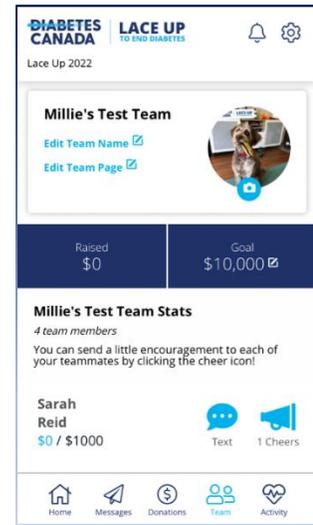
► Watch the video: [Adding Cash and Cheque Donations](#).

Team

If you're a Team Captain, the Team section in the bottom navigation bar is your frequent stop to manage your team page and give a little encouragement to your teammates who have joined you on the Lace Up app.

In the Team section, you'll see links to:

- **Edit Team Name:** Tap here to change your team's name. This is how new teammates will search for your team when they register to join Lace Up.
- **Edit Team Page:** Tap here to edit the story on your team page. Let supporters know why you're Lacing Up or who you're Lacing Up for.
- **Edit Team Photo:** Tap here to take a photo or upload one from your device.
- **Edit Team Goal:** Tap here to edit your team's goal. Teams that raise \$10,000 will be able to dedicate a brick in the Banting House garden to recognize their efforts.



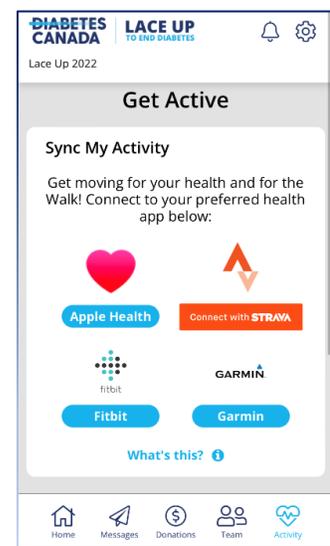
Below these links to help manage your team, you'll see a list of your teammate's names with a 'Text' icon and a 'Cheer' icon next to them. Tap the 'Text' icon to send a message to your teammate directly from your device. Tap the 'Cheer' icon to applaud their efforts! They'll get a notification in the app when you do.

Activity

The Activity section of the app summarizes your movement information. When you first download and set-up the app, there will be a section in the 'Home' page and in 'Activity' asking you to select a fitness tracker to sync with the app to log your kilometres.

Options for syncing include: Google Fit, Apple Health, Strava, Fitbit and Garmin. You'll need to sync with one of these fitness trackers before viewing the full Activity section of the app.

You can also log your activity in the app by clicking big green 'Start' button under the Activity section when you're ready to move! Or, use 'Add Activity' to manually add what you've accomplished.



- ▶ Watch the video: [Connect Activity](#).

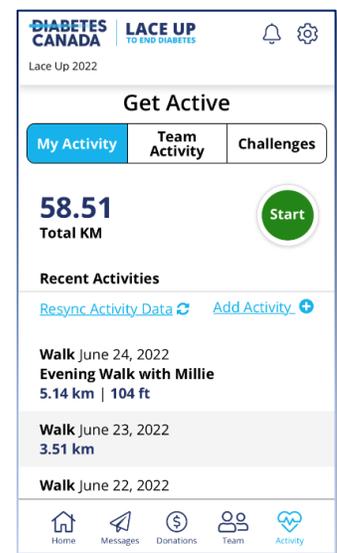
My Activity

Under the first 'My Activity' tab, you'll see:

- **Total KM:** This gives a total of the kilometres you've moved since you began tracking your activity in the app.
- **Start button:** Tap this button to start tracking your activity directly in the Lace Up app. You'll be asked if you're using a treadmill for the activity. This is so the app can calculate your distance by duration or number of steps instead of using location information.
- **Recent Activity:** This shows a log of the most recent activity that you've logged in the app, including the date and distance.

Under 'Recent Activities', you'll see links to:

- **Resync Activity Data:** Tap here to update the Lace Up app with the activity you've tracked using a fitness software such as Google Fit, Apple Health, Strava, Fitbit or Garmin.
- **Add Activity (+):** Tap here to manually input any movement that you forget to log in the app or on your fitness tracker. Input the date and total kilometres travelled. Then tap 'Add'.
- **Show All Activity:** Tap here to see the full log of every activity you've logged in the app since starting.



The last section of the 'My Activity' tab, you'll see the 'Activity Leaderboard'. Under the first 'Individuals' tab, you'll see a list of the top 10 Lacers who have moved the most across Canada. Under the 'Teams' tab, you'll see a list of the top 10 teams who have moved the most.

Team Activity

If you're a Team Captain, you'll see a 'Team Activity' tab in the 'Activity' section of the app. At the top of this tab, you'll see the 'Total KM' your team has moved collectively. The total number of 'Team Members' you have will appear next to the total kilometres travelled.

Underneath these team totals, you'll see a log of 'Team Member Stats'. Next to each team member's name is the total kilometres they've tracked in the app, along with badges for the activity challenges they've completed.

Activity Challenges

The last tab in the Activity section is where you can view and join movement Challenges. Once you achieve a challenge, a badge will appear at the top of your 'Challenges' tab.

Beneath your 'Achieved Challenges', there are three (3) tabs to view: 'Active', 'Available', and 'Upcoming'. Under the 'Active' tab, you'll see activity challenges that all Lacers are opted into, along with any other challenges you decide you join yourself. Challenges that all Lacers are opted into when they start are:

- 5 Day Challenge
- 10k Challenge

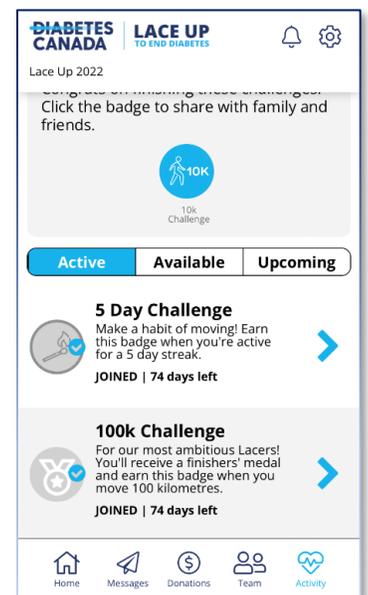
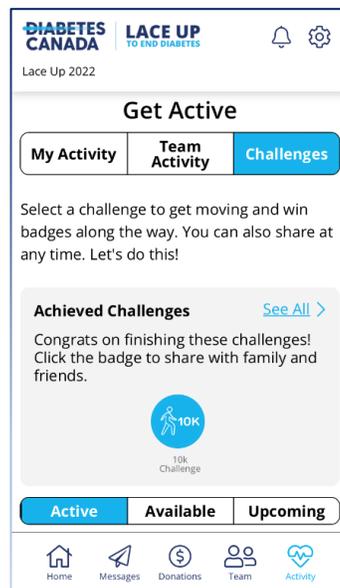
Under the 'Available' tab, you'll see a

list of the activity challenges you can join in the Lace Up app. Some of them will include:

- 10 Day Challenge
- 20 Day Challenge
- 30 Day Challenge
- 100k Challenge
- Marathon Challenge
- Half Marathon Challenge

We'll be rolling our more challenges as the month goes on, so keep an eye out for more that appear in the 'Available' and 'Upcoming' tabs.

► Watch the video: [Track Activity and Join Challenges](#).



My Account

Access the 'My Account' section of the app by tapping on the cog or gear icon  in the upper righthand corner of your screen.

This is where you manage your preferences, including:

- **Push Notifications:** Tap here to turn off the push notifications received through the Lace Up app. We use these very sparingly.
- **Disconnect [Fitness Tracker]:** If you have synced a fitness tracker with the app and you wish to disconnect it or use another, tap here. A pop-up window will appear confirming that you want to disconnect your tracker.
 - ▶ Watch the video: [Disconnect Fitness Tracking.](#)
- **Privacy Policy:** Tap here to read the full Privacy Policies of Charity Dynamics and Boundless Fundraising. Charity Dynamics is the vendor we work with to develop and deliver the app. Boundless Fundraising is the name of the software application that the Lace Up app runs on.
- **Social Channels:** Tap here to adjust the Social Channels you want to send messages with through the app. To enable or disable any of the available Social Channels, just tap on the relevant icon. They will turn **grey** when disabled and **blue** when enabled.
 - ▶ Watch the video: [Adjust Available Social Channels.](#)
- **Disable Biometric Login:** If you've enabled Touch or Face ID login and wish to turn it off, tap here.
 - ▶ Watch the video: [Enable or Disable Biometric Login.](#)
- **Need Help?:** Tapping here will bring you to a searchable help centre for Boundless Fundraising by Charity Dynamics. You can type your question into the search bar, or scroll down to see a list of top questions about the app. If you wish to speak with a representative from Diabetes Canada, please email us: laceup@diabetes.ca.
- **Log out:** Tap here to manually log out of the app. For security reasons, you will be automatically logged out of the app every time you close it. You will need to log back in when you reopen it.

