

21 September Wake Up Call Frequently Asked Questions

Here are a few common questions and answers. Remember, you can discuss event ideas with your fellow hosts via the host forum:

http://www.avaaz.org/en/sept21_forum/

If you are not hosting an event, but attending you will also find some useful information here.

1. The computer won't let me register an event

We are working to fix any errors and issues with our system as fast as we can. Your help is highly appreciated. First please check again here - the problem might have been solved already:

http://www.avaaz.org/en/sept21_hosts/

If it's still not working, you can email wakeupcall@avaaz.org with REGISTRATION PROBLEM in the subject title. Please specify the browser (Internet Explorer, Firefox etc.) and system (PC, Mac, Linux) you're using and the error message you're getting, so we can better investigate the problem. (It's also worth checking that javascript is enabled on your computer.)

Please send us as much information as possible. Thanks!

NB: Before registering a new event it is worth checking to see if there is already one to join in your area: http://avaaz.org/en/tcktcktck_map

2. The map has listed my event wrongly

The good news is that you can access the map tool on your own event edit page (the link to that page was sent to you in the confirmation email). Simply drag the pointer on the map to manually edit the location.

If it still doesn't work then please email wakeupcall@avaaz.org with HOST MAP PROBLEM in the subject line and the details of your event. We'll aim to get it sorted as soon as possible.

3. Can I email my guests directly?

Yes. Via your own event edit page: from this page, you click "view attendees info". This will display email addresses, phone numbers and other contact details. You can also see how many people are coming.

4. Can I contact other hosts in my location?

Yes. You can request to be put in contact with individual hosts through Avaaz. Please email wakeupcall@avaaz.org with HOST CONTACT REQUEST in the subject title and we'll email them on your behalf.

5. Can I change the time/location?

Yes. This can be done through your own event edit page. If you change the time/location of your event then your guests will be emailed automatically to let them know that the event has been updated.

6. Which leaders should I phone? Can you find me their numbers?

Here is the link (http://www.avaaz.org/en/call_leaders/) to the leaders' phone numbers - remember to enter the numbers in your phone or write down the numbers and bring them along on the day. You may want to bring copies of the numbers so participants can use them. Please check the final list of numbers on Monday first thing in the morning so that you get the best possible numbers!

7. How do I send in the photographs and video afterwards?

This is super important. The images from your event will be compiled with others from around the world and delivered to world leaders and the media immediately following the event. You should send the best photos and video to photos@avaaz.org

Some tips for taking a good image are at http://www.avaaz.org/en/sept21_photographers

8. Do you have any signs/banners for me to use?

Three printable banners are available to download here.

<http://avaazimages.s3.amazonaws.com/Sept%2021%20Banner%201%20English.pdf>

<http://avaazimages.s3.amazonaws.com/Sept%2021%20Banner%202%20English.pdf>

<http://avaazimages.s3.amazonaws.com/Sept%2021%20Banner%203%20English.pdf>

9. How do I deal with the media?

We've put together a media guide for you to read here:

http://avaaz.org/en/media_guide/.

In section 2 you will find a press release that you can edit and send to your local press.

Feel free to email wakeupcall@avaaz.org with MEDIA in the subject title if you have any other questions.

10. Can I cancel my event?

Yes. If you need to cancel, this is one of the options on your event edit page. Your guests will be sent an email to let them know that the event has been cancelled and you will have the option of adding a personal message as well (for example, if you have decided to combine forces with another event).

NB: Do let us know if there's anything we can help with prior to cancellation. Feel free to email an SOS to wakeupcall@avaaz.org if you're having problems. And check out the host tool kit as well: http://www.avaaz.org/en/sept21_toolkit/

11. What if my event is private

If your event is listed as private, then Avaaz will not send other members to your event. The event will appear on the map but all your details will be kept private.

Other General FAQs

1. How to attend a flashmob?

Avaaz is sending out emails with a link to the map of all events near you, so that you can sign up to attend one. The plan is for thousands of us to register an event, and for many more to attend! If you want to check whether an event has already been registered in your area, look at the country list above the map :

http://avaaz.org/en/tcktcktck_map/

Then, choose an event and click on "Join this event". If not you can host one your self.

2. What about 350.org day of action?

Don't worry, we are all working together on this! 350.org are supporting the Avaaz-led Sept 21 action, like many other organisations, and we will be supporting their day on the 350.org action on 24 October.

3. What about the UN International Day of Peace (21 Sept)?

We haven't forgotten about this! Avaaz supports the United Nations International Day of Peace and won't let the date pass without a mention. International action on the climate threat is by no means incompatible with the aims of the peace movement.