

Ensure Can Do FAQs

Microsite

Q: Why can't I view the microsite on my phone?

A: You should be able to view the site on all mobile devices. Make sure that you are connected to your Wi-Fi or data signal.

Q: My internet won't load, what do I do?

A: It's possible you've lost your data connection. Check with your provider to make sure there are no issues.

Q: How do I access a Can Do story?

A: Once you register, the site will take you to the dashboard where you can find the story and view it.

Q: How do I navigate the page?

A: Scroll up or down using the arrow keys or the scroll bar and follow the instructions provided on each page.

Q: What do I click on to enter the site?

A: Click on the button or picture you see on the site home page.

Q: The site isn't loading on my computer, how do I access it?

A: Please make sure you've typed the URL correctly and that you are connected to the internet.

Q: Is your website secure?

A: Candogiveaway.com is secured by SSL (Secure Sockets Layer). The SSL protocol is the internet standard for encrypting communications between users and secure servers. Data sent via an SSL connection is protected by encryption, a mechanism that prevents eavesdropping and tampering with any transmitted data. SSL provides users with the confidence that private data sent to a Web site, such as personal information, is kept confidential.

Q: How can I be sure that no one will steal my identity?

A: Please see the above FAQ regarding our site security. Privacy and security are very important to us. We're taking all necessary steps to make sure that you and your data are safe.

Q: Can someone steal my information?

A: Please see the above FAQs about site safety and security. Rest assured, we've taken all necessary steps to secure our site and the information you provide.

Q: Why do you need my personal information?

A: It allows us to contact you to claim your prize if you are a winner.

Q: Why can't I just enter my name?

A: Your email address is the primary key for our system and will be used as your unique identifier.

Q: Can I enter the Can Do Giveaway on my phone?

A: Yes, you can enter on your phone, just visit Candogiveaway.com.

Q: Do I have to enter on my computer?

A: As long as you access the primary promotion URL, you can enter on a desktop, laptop, mobile phone, or tablet.

Q: I don't have a computer, how can I enter?

A: If you don't have a computer, you can enter on your phone or tablet's web browser.

Q: Do I have to print anything out?

A: You do not have to print anything out.

Giveaway

Q: How do I enter the giveaway?

A: Just enter your email address to access the promotion.

Q: What information do I have to enter?

A: We'll need your first and last name, address, city, state, zip code, and you'll also need to agree to the giveaway rules.

Q: What are you going to do with my information?

A: Abbott will hold on to your information for up to two years, unless otherwise required for specific business purposes.

Q: Do I have to give my information every week?

A: No, you do not have to submit your information every week. You will only need to register once.

Q: How many winners are there?

A: There will be 83 winners.

Q: How many giveaways are there?

A: There will be 83 giveaways.

Q: Who are the grand prize winners?

A: Grand prize winners will be determined after the promotion ends.

Q: How many times can you win the \$1000/month for a year grand prize?

A: You can only win the grand prize once.

Q: Who selects the winners?

A: The winners will be selected at random by a site administrator at Prizelogic.

Q: What do I get if I don't win the grand prize?

A: There are also several weekly prize packages that you could win.

Q: Do I have to make a purchase to enter the giveaway?

A: No, no purchase is necessary to enter.

Q: Why do I have to share a post, take a poll, etc.?

A: Each time you complete one of these activities, you will receive a contest entry.

Q: How do I win the grand prize?

A: Each activity you complete, like sharing via Facebook or taking a poll, counts as a contest entry. Each entry increases your chances for winning the grand prize.

Q: Where and when are the winners announced?

A: On or about each of the random drawing dates in the chart below, the Administrator will randomly select five (5) potential Weekly Winners from among all eligible entries received, for a total of eighty (80) Weekly Winners.

Phase	Random Drawing	Start Date & Time	End Date (at 11:59:59 PM)	Mail-In Entries Received By Date	Random Drawing Date (on or about)
1	1	7/10/17 at 12:00 PM	7/16/17	7/27/17	7/28/17
	2	7/17/17 at 12:00 AM	7/23/17	8/3/17	8/4/17
2	3	7/24/17 at 12:00 AM	7/30/17	8/10/17	8/11/17
	4	7/31/17 at 12:00 AM	8/6/17	8/17/17	8/18/17
3	5	8/7/17 at 12:00 AM	8/13/17	8/24/17	8/25/17
	6	8/14/17 at 12:00 AM	8/20/17	8/31/17	9/1/17
4	7	8/21/17 at 12:00 AM	8/27/17	9/7/17	9/8/17
	8	8/28/17 at 12:00 AM	9/3/17	9/14/17	9/15/17
5	9	9/4/17 at 12:00 AM	9/10/17	9/21/17	9/22/17
	10	9/11/17 at 12:00 AM	9/17/17	9/28/17	9/29/17
6	11	9/18/17 at 12:00 AM	9/24/17	10/5/17	10/6/17
	12	9/25/17 at 12:00 AM	10/1/17	10/12/17	10/13/17
7	13	10/2/17 at 12:00 AM	10/8/17	10/19/17	10/20/17
	14	10/9/17 at 12:00 AM	10/15/17	10/26/17	10/27/17
8	15	10/16/17 at 12:00 AM	10/22/17	11/2/17	11/3/17
	16	10/23/17 at 12:00 AM	10/31/17	11/10/17	11/13/17

On or about November 13, 2017, the Administrator will randomly select three (3) potential Grand Prize winners from among all eligible entries received during the entire giveaway period.

Activities/Entries

Q: How many receipts can I upload?

A: You can enter one receipt per day.

Q: How do I upload my receipt?

A: You can upload your receipt through the website after you have entered the giveaway.

Q: Can I mail in my receipt?

A: No, per the giveaway rules, entrants must upload a scanned or photographed receipt to the website.

Q: Are SNAP customers also eligible to earn additional entries when they upload receipts showing an Ensure® purchase?

A: We are not aware of any exclusions for SNAP customers.

Q: How many times can I enter the giveaway?

A: You can enter once per day.

Q: Do I have to sign up separately for the weekly and grand prize?

A: No, you only have to sign up once.

Q: How will you select the winners?

A: Winners will be selected in a random drawing conducted by Prizelogic.

Q: Is my entry automatically entered, or when is it official?

A: Yes, your entry is automatically entered.

Q: My entry isn't showing up, what do I do?

A: Please reach out to the Prizelogic help desk by using the link below:

<https://prizelogic.zendesk.com/hc/en-us?id=9381>

Q: What if I don't want to complete an activity?

A: If you don't want to do an activity, you can participate the next day with a different activity.

Q: How many activities can I do?

A: You can do six activities per phase. There are a total of eight phases.

Q: Can I do the same activity as last week?

A: It depends on the activity. The activities will change based on the phase you are in.

Q: Will there be a new activity every week?

A: Please see scheduled phase dates below.

Phase Dates

Phase #1	07/10/2017 12:00:00 EDT
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Phase #2	07/24/2017 00:00:01 EDT
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Phase #3	08/07/2017 00:00:01 EDT
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Phase #4	08/21/2017 00:00:01 EDT
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Phase #5	09/04/2017 00:00:01 EDT
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Phase #6	09/18/2017 00:00:01 EDT
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Phase #7	10/02/2017 00:00:01 EDT
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Phase #8	10/06/2017 00:00:01 EDT
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Q: Can I do a new activity every day?

A: Yes! You can participate once per day.

Facebook Post Activity

Q: How do I share a post with someone?

A: Complete the activity by following the instructions on the Giveaway site to submit a post to your Facebook page.

Q: How can I get people to help me earn contest entries?

A: Share the sweepstakes post on your Facebook page via the Giveaway site and ask your friends to enter the contest from your post.

Q: No one is signing up through my link, what do I do?

A: Try re-posting your link, along with an invitation to your friends to enter.

Q: How do I know when someone signs up through my post?

A: The entry should populate in your dashboard.

Q: Are you going to inform me when my post becomes an entry?

A: There will be monitoring in your dashboard that will keep track of your number of entries.

Q: How do you know when you have earned entries from Facebook friends sharing your Giveaway post? Is it trackable to a specific friend?

A: From a user perspective you won't know which friend helped you gain additional entries. You'll just be able to see that your total number of entries increased.

Q: If two of my friends share the sweeps with me and I register, who gets the credit?

A: The friend whose link you registered through will get the credit.

Weekly Prizes

Q: What are the weekly prizes?

- a. Week 1: 1 month of prepared meal delivery
- b. Week 2: 1 month of prepared meal delivery
- c. Week 3: Vitamix® Blender and a month supply of Ensure®
- d. Week 4: Vitamix® Blender and a month supply of Ensure®
- e. Week 5: \$250 towards lessons/classes (golf, dance, cooking, etc.)
- f. Week 6: \$250 towards lessons/classes (golf, dance, cooking, etc.)
- g. Week 7: \$200 to help fund your own fall activity outing
- h. Week 8: 1 year supply of Ensure® (one case per month for 12 months)

Q: How many weekly winners are there?

A: There will be 10 weekly winners.

Q: Do I get to choose my prize?

A: No, you can't choose your prize.

Q: How are you counting my entries?

A: Your dashboard will track your entries earned based on how many activities you complete.

Q: Do my entries roll over to the next week?

A: Yes, your entries will roll over to the next week.

Can Do People

Q: How did you select the Ensure Can Do People?

A: Ensure Can Do people were nominated by their friends or family. They were selected based on certain criteria including Ensure usage and ability to communicate how Ensure helped them maintain strength and energy in their lives.

Q: How can I be featured as an Ensure Can Do Person?

A: You may post your Can Do story on our Facebook page. If the Ensure team is interested in hearing more about your story, you will be contacted. There is no guarantee if you submit your story that it will be selected or featured by the Ensure brand.