

Frequently Asked Questions from Consumers



Do I have to submit a video or a picture with 400 words?

Yes, please submit either a two minute or less video OR a picture of the Local Hero AND a story using 400 words or less. If your story is longer than 400 words, it will not be posted. The picture should be of the person overcoming the disability and should be 5 megabytes or less. Preferably the photo should be of the hero in his/her wheelchair. If submitting a video, please upload the video to YouTube and post the YouTube link in the entry section on MobilityAwarenessMonth.com If your video is longer than two minutes, it will not be accepted.

How do I get my picture to upload?

We recommend putting your picture on your desktop, select the “Choose File” button, locate the picture on your desktop and then select it to be uploaded.

I’m attempting to submit my Local Hero, but there isn’t a “submit” button. What should I do?

If you are submitting a written story, save your copy in a Word document, shut down your browser and restart the process. If that doesn’t work, please call [407-302-4416](tel:407-302-4416) and we will try to help you.

If other people are in my video do I have to submit a consent form for them?

No, as long as you have permission from them, you are fine.

Can I post my video on YouTube, Facebook or Twitter?

In order to enter, you must provide a YouTube link. In addition to having your video on www.MobilityAwarenessMonth.com, it would be great to post it on Facebook and/or Twitter **but** always encourage people to vote for you on www.MobilityAwarenessMonth.com under the Local Hero tab. You can direct people to your story by sharing your URL. The goal of this program is to grow awareness that there are mobility solutions for people with disabilities.

I obtained confirmation that you received my entry, how long will it be before my story is posted?

Every submission must be reviewed before it can be posted on the website. Due to this process, it may take up to 48 hours before your submission is available for voting. We review them in the order they are received.

Can I edit a story that has already been submitted?

You will be able to preview your entry before it is submitted. Once a story has been submitted or approved, the entry cannot be edited.

If I nominate myself, and another person names me as a Local Hero, are the votes compiled together?

No, the Local Heroes program allows only one entry per nomination. Encourage your friends and family ahead of time to look for your story on www.MobilityAwarenessMonth.com. Duplicate entries will be denied at the time of submission.

How do I find the dealer (promo) code if my local dealer doesn't have the information?

Go to www.nmeda.com/locate-a-dealer, type in your zip/province code and find the closest NMEDA dealer to where you live. Then contact them or stop by to ask for the dealer promotional code. Dealers were sent a promotional kit on a USB drive for this program. The dealer code can be found on the letter that was included in the kit. If necessary, you may remind them of this, when speaking to them. If your local dealer cannot locate their code, you can contact your second nearest dealer.

How many times can a dealer (promo) code be used?

The code is designed to be used only once during story submission. The code is worth 10 votes at the time of submission.

How many times can I vote?

You may vote one time every 24 hours, per email address. This means one vote, per person, per day. Please note, that voting by proxy is strictly forbidden. This means that you may not vote on behalf of friends and family. They must vote on their own.

How often are the votes updated on the website?

The votes are updated once every 24-hours.

How can I gain extra points when voting?

Every day a new question will appear when voting and if you answer the question correctly, it gives your Local Hero an extra vote so they will have a total of 2 votes. If the question was answered incorrectly, the Local Hero will receive 1 vote instead of 2. Answers to these questions can be found on MobilityAwarenessMonth.com, NMEDA.com, and NMEDA's Facebook, Twitter and Pinterest pages.

What should I do if I am having problems voting?

Many people are very excited about the promotion and the website experiences a tremendous amount of traffic, try voting again later in the day.

Why do some people have so many votes?

If you visit your Local NMEDA dealer and have them fill out a Quality Needs Assessment form and fax it to 407-444-2721, a thousand points will be added to your entry one time.

Local Heroes are increasingly getting coverage in their local news outlets, sending out e-blasts to hundreds of people every day, posting thousands of fliers around their community in addition to sharing their story on social media.

What are the next steps if my Local Hero makes it in the top 10% of the votes received?

Making it into the top 10% of votes is the first step. The next step is where a panel of independent judges review all of the top 10% of stories with the most votes and from there pick the winners. The stories are judged on a number of criteria such, as is your story positive and uplifting? Are you inspirational to others? Can you travel to accept the prize?

How old do I need to be to enter?

You must be 18 years old or older to enter the contest and live in either the United States or Canada.

Is this contest open to residents of the Province of Quebec?

Due to the local laws, the program is not open to residents of Quebec.

Why do you need my email address?

Your email address will be used for contest updates, reminders to vote, deadlines, etc. By participating in this program you also give permission for your email address to be used by NMEDA members and sponsors for promotional purposes, vehicle and mobility equipment specials.

Where can I find the contest rules?

The official contest rules can be found at www.MobilityAwarenessMonth.com/about/rules.

When does voting begin and end?

Voting begins on May 3, 2016 and ends on May 31, 2016.

When will you announce the winners?

Winners will be announced by June 17, 2016