RunSignUp.com
Instruction Manual

Within this document you will find detailed instructions on how to use www.RunSignUp.com; a website that hosts online race registrations. This manual covers topics for race directors, runners, club directors, and club members, and is intended to make your experience with RunSignUp as easy and hassle-free as possible.

If more information is needed on the topics addressed in this manual, or if you have any further questions/suggestions, please feel free to contact us at info@runsignup.com

index

This index serves as a navigational tool for the entire "RunSignUp.com: Instruction Manual". Once you have found the topic you are interested in learning more about, click on that topic and you will be brought to the desired section.

Creation Date: 3/7/2014
Updated versions of this manual will routinely be made available for download on RunSignUp.

For more information on topics that are not currently covered in this manual, please search the RunSignUp "Help" section at https://runsignup.com/How-To/

Also, for updates on the latest RunSignUp features and happenings (including releases of new versions of this manual), subscribe to our blog at http://runsignup.wordpress.com/

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getting started

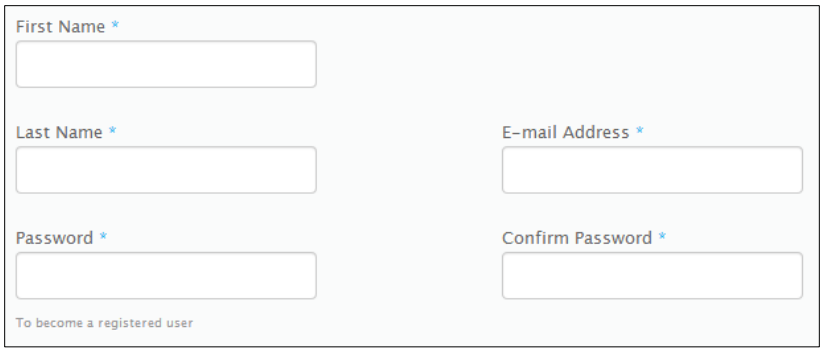
How To:
create an account

CREATING AN ACCOUNT

Whether you are a race director or a runner, a club officer or a member, the first step to using RunSignUp is creating an account. With an account, you will be able to create or sign up for races and clubs, keep track of your registrations and memberships, manage your account information and activity, and much more.

To create your account on RunSignUp, begin by either clicking on the new user's "SignUp!" in the upper right-hand corner of any RunSignUp page, or click on a "Login" link and use the "SignUp!" button next to "Not a RunSignUp user yet?"

Note: An account can also be created during the registration process, for more information on this, please refer to the section "How to Register (for New Users)".

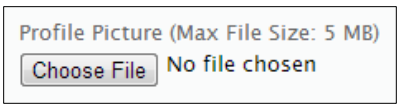


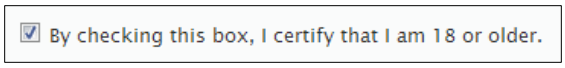
After clicking "SignUp!", you will be brought to the form for signing up as a new user. Fill out all of the required fields, starting with first name, last name, and email address. This email address will become the login email for your account.

Next, enter in a password for your account, and confirm that password in the following text box.

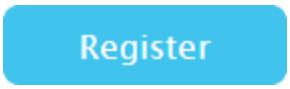
Address, city, country, state, and ZIP code are also required for creating an account. Your date of birth and phone number are optional, though some races may require you to provide this information during their registration process.

Indicate your gender by selecting one of the radio buttons. If you would like to upload a profile picture, then you can click "Choose File", and select the desired photo.





Finally, check off the box if you can certify that you are at least 18 years old or older, and then click "Register".



GENERAL INFORMATION

This section highlights locations on RunSignUp.com such as the race dashboard, personal profiles, the checkout, and other pages that will be referenced regularly throughout this instruction manual.

How To:

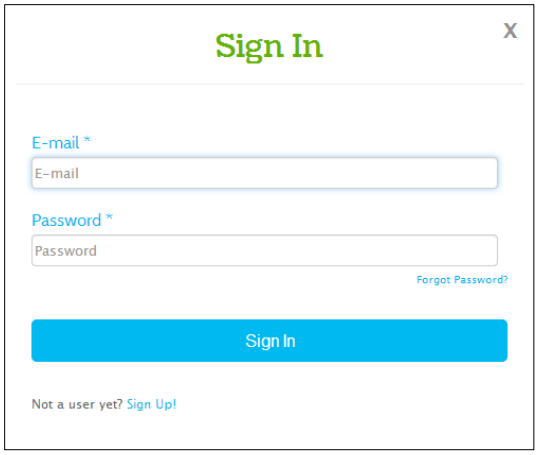
log into RunSignUp

THE LOGIN BOX

Once you have an account set up on RunSignUp.com, you will then be able to log into the site for purposes such as registering for a race, creating your own race, joining a club, and much more. To log in, simply click on the "Sign In" button for existing users, which is located in the top right section of every page on RunSignUp.com, and the login box will open up for you.

Enter in the email address you have associated with your account, and then type your password into the following text field. Click on the "Sign in to RunSignUp" button, and you will then be logged into your account.

From the login box, you are also given the option to reset your password, create a new RunSignUp account, and convert an existing Facebook login into an actual account (for people who used the Facebook login when it was supported on RunSignUp).



How To:

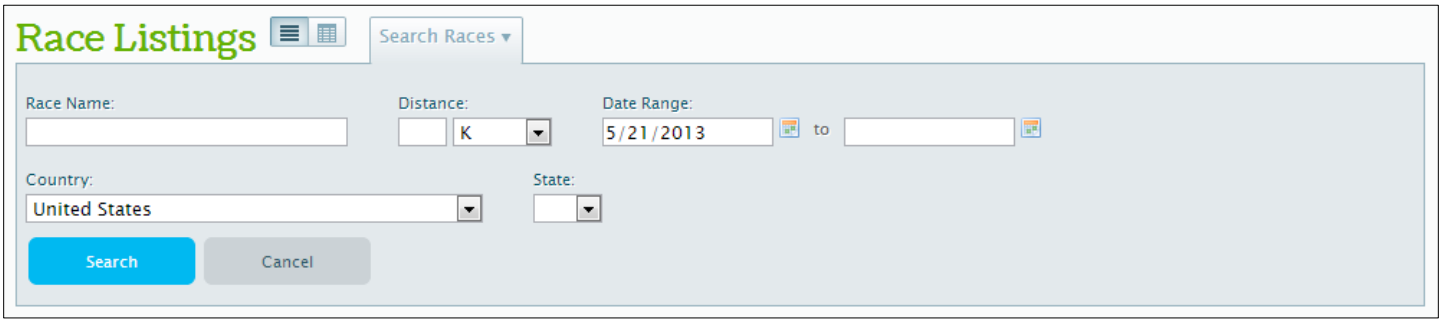
find a race

THE RACE PAGE

Each race that is listed on RunSignUp.com has its own unique "race page". This is where runners can go to learn more information about a race, sign up for that particular race, verify their registration, and much more.

In order to get to a specific race's race page, begin by clicking on the "Find a Race" link. This link is primarily found in the "Runners" box on the home page of RunSignUp.com, though it can also be found among the links along the top of the page when you are logged in.

On the "Find a Race" page, you will be able to view the race listings in either "List View" or "Table View". You can freely scroll through the listings in order to see all of the races that are set up on RunSignUp.com, or you can search for races by race name, distance, date range, and location.



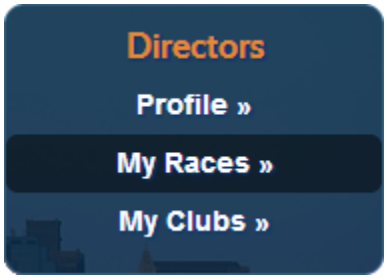
Once you have found the race that you are interested in, click on that race, and you will then be brought to its individual race page.

How To:

access your race "dashboard"

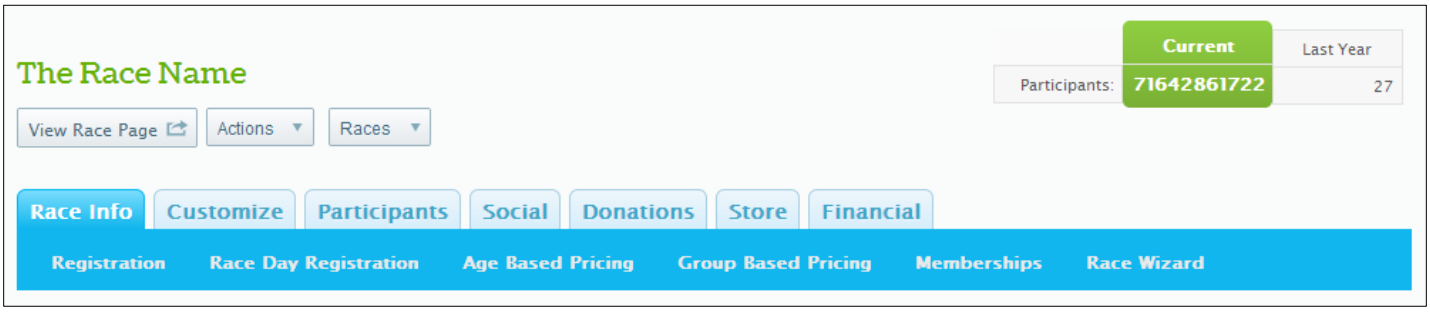
THE RACE DASHBOARD

The race dashboard is where the race director, as well as any users who were given full or limited access to the race information by the race director (*ex: additional directors, timers*), will be able to view and edit all aspects of their race.



The dashboard allows for the setup of general race information, race customization, and participant data management. Plus, it offers various social capabilities, there are separate sections for handling a race's donations and store, and the financial tab covers everything from reports to coupon setup.

To view the race dashboard for your race, begin by logging in, and then go to "My Races". On your "My Races" page, you will be able to see all of the races that you have currently created, and if you click on one of them, you will be brought to the race dashboard for that race.



Note: The race dashboard is also accessible from the race page, by using the "Go to Dashboard" link in the upper left-hand corner.

How To:

access your "profile"

THE PROFILE PAGE

Whenever any user creates an account on RunSignUp.com, a profile page is simultaneously created for that person. The profile page allows users to modify their personal information, keep track of and manage secondary users who have been signed up using that account, review and edit the races that they are registered for, and is basically the hub for all of the activity you have done on RunSignUp.com.

In order to view your profile page, you will first need to be logged in to your RunSignUp account. Once you are logged in, the home page will have links to your profile inside both the Runners' and the Directors' boxes, and on all pages, a link to your profile is available to you in the top navigation bar.

Note: There is no difference between the "Profile" link located inside the Runners' box and the "Profile" link located inside the Directors' box. They will both bring you to the same "Profile" page, regardless of whether you are a director or a runner.

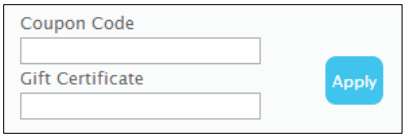
How To:

make purchases on RunSignUp

THE CHECKOUT

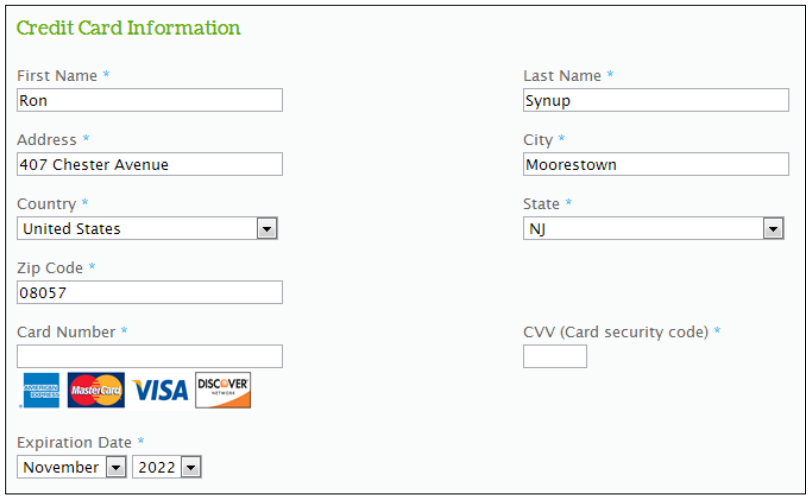
On RunSignUp.com, the checkout refers to any page where you enter in your credit card information to cover a transaction. The checkout page will give you a detailed breakdown of the entire transaction, including individual prices as well as processing fees. If there are any purchases listed here that you would like to change, the "Edit" button will bring you all the way back to the start of your transaction, so that you can go through and make

adjustments to the fields you have already filled out, or you can click on the "Back" button, and you will return to the previous step.



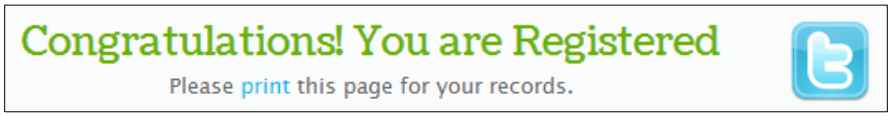
For certain transactions, you may be given fields for entering in coupon codes and/or gift certificates. In either case, you simply need to enter the code into the corresponding text box, and click "Apply". *Note: Only one coupon code can be used per transaction, however, multiple gift certificates can be entered in one at a time.*

Next there will be a section where you can fill out your credit card information. In this section, begin by entering in your first and last name. Below that, fill out the fields for your address and city. Using the drop down menus, specify your country and state. Then, enter in your zip code in the space provided.



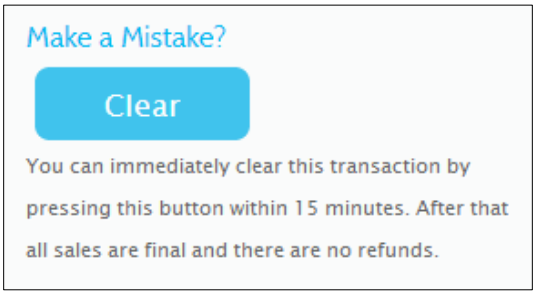
After that, type in your card number, followed by the CVV (Card Verification Value) in their designated fields, and use the drop down menus to indicate the expiration date that appears on your credit card.

Note: Acceptable credit cards, as listed below the "card number" field, are American Express, Master Card, Visa and Discover.



After you have reviewed the transaction information and your credit card data is entered in correctly, then you can click on "Confirm Payment", and the transaction will be processed. Once your registration is processed, you will be given confirmation that you are indeed registered, and you can click on the link to print off the confirmation page for your own personal records.

If you are logged into your Facebook account at the time of registration, then you will be asked if you would like to share the news of your registration as a post, and this helps to promote individual races and encourages other runners to join. Also, you can tweet out your involvement with the race by clicking on the Twitter icon.



Finally, if you feel you have made a mistake, for instance, if you go over the transaction information and realize that you purchased too many wristbands from the race store, then you can scroll down the page and click on "Clear". By clearing the transaction, you will receive a full refund back to your credit card.

This option will be available to you for up to fifteen minutes after you confirmed your payment, or until you leave the confirmation page

(whichever comes first). After this option is no longer accessible, all sales are final and control of refunds is handed over to the individual races.

ALL USERS

The following tutorials are useful for all users, regardless of whether you are a race director, a runner, a club officer, a club member, and etcetera.

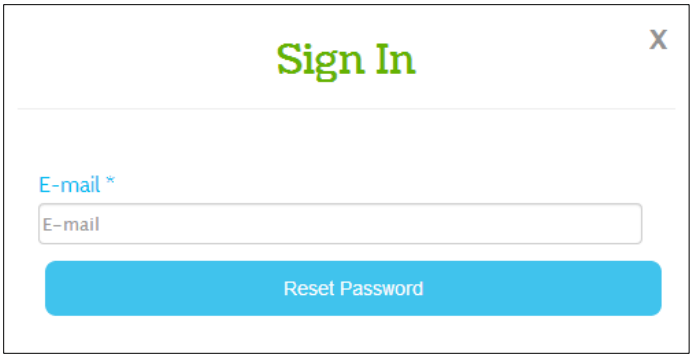
How To:

reset your password

RESETTING YOUR PASSWORD

If you ever happen to forget your password, simply open up the "Login" box, and click "Forgot Password?" At this point, you can enter in the email address you use to access your RunSignUp account, and click on the button labeled "Reset Password".

After clicking the "Reset Password" button, you will receive an email at the corresponding account that reads as follows:

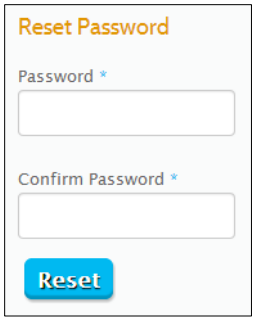


You are receiving this e-mail because you have requested a password reset. Please click the link below to reset your password:

Click the following link to reset your password: https://runsignup.com/PasswordReset/(Randomly Generated Sequence)/(UserID)

If you did not request this password reset, then please ignore this email (your password will remain unchanged).

As the email instructs, click on the link provided, and you will be brought to the "Password Reset" page. Enter in the "Password" you wish to use for your account, and then re-enter it into the "Confirm Password" field. When you click the "Reset" button, your password will be reset, and you will now be able to sign in using that password.



Note: If you have not forgotten your password, and simply would like to change it, then please refer to the section on "How to Change Your Password".

How To:

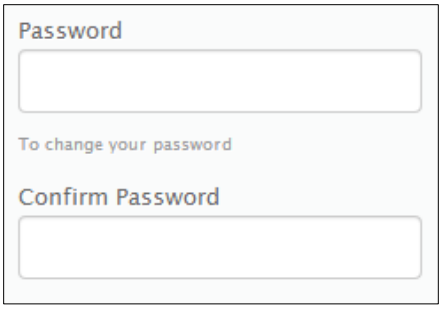
change your password

CHANGING YOUR PASSWORD

If you need to manually change your password, then begin by logging into your account. Next, go to your "Profile" page, and click on the button for "Modify Profile".

Enter your new password into the field marked "Password", and then again in the field marked "Confirm Password".

At the bottom of the page, click on the button for "Save", and you will receive a notice to let you know that the account changes have been saved.



Now, if you "Sign Out", then you will be able to log back into your account by using the newly created password.

If at any point you cannot log into your account because you have forgotten your password, please refer to the section on "How to Reset Your Password".

How To:

modify profile information

MODIFY PROFILE INFORMATION

If you need to change any of your account profile information (*ex: your name, email, address, etcetera*), then simply go to your "Profile" page, and click on the button marked "Modify Profile". *Note: This is also the same method for updating the information of a "Secondary User".*

On the "Modify Profile" page, you can edit all of the information that you entered in when you first created the account, and change your password if necessary. When you are finished making changes, click "Save", and a confirmation message will let you know that the account changes have been saved.

How To:

claim an account

CLAIMING AN ACCOUNT

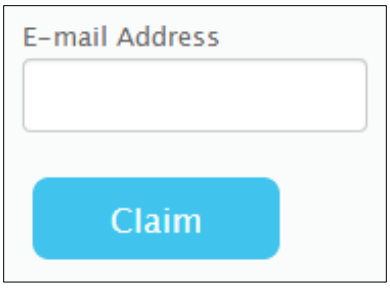
If you registered for a race without creating an account on RunSignUp, or if you were manually imported into a race by the race director, then you may have the option to claim that account.

Note: An account can only be claimed by a user if it has an email address associated with it. If a registrant signed up or was imported into a race without an email address listed, the account cannot be claimed until the race director indicates an email address associated with the account.

The three main reasons why you may want to claim an account are as follows:
1) You would like to create a new, accessible account from the existing registration information.
2) You would like to merge the information associated with the unclaimed account with your existing RunSignUp account (that way you can manage all of your registrations/memberships/etcetera with a single login).
3) You would like to incorporate a registrant's information as a secondary user on your account.

SENDING CLAIM INSTRUCTIONS

The first step in claiming an account involves sending claim instructions to the email address of the person claiming that account. There are couple different ways in which this can be done if you are a runner, as well as a way for race directors to send out claim instructions to their participants.



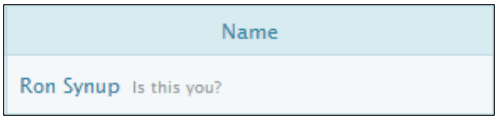
Method 1 (for Runners)

The easiest method for claiming accounts can be done by going to www.runsignup.com/ClaimAccounts, entering in your email address, and clicking "Claim". If there are any unclaimed accounts associated with that email address, you will receive the "Claim Instructions" email within a few minutes.

Note: This email will include all of the unclaimed accounts associated with the address you entered.

Method 2 (for Runners)

Another method for claiming an account can be done by using the "Find A Runner" tab of the race for which the user is a registrant. Find the user you would like to claim the account of, and if there is a claim link next to that user's name

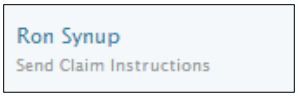


("Is this you?"), then that account can be claimed. When you click on the link beside the name, a box will pop-up to notify you that the "Claim Instructions" email is about to be sent to that user. If you are certain that you want to send "Claim Instructions" to that user, then click on the button marked "Claim", and the email will be sent.

Note: This email will only include the unclaimed account for that particular user in that particular event. In order to be sent all of the unclaimed account associated with a specific email address, you will need to use "Method 1 (for Runners)".

Method 3 (for Race Directors)

If you are a race director, you can send out "Claim Instructions" to any of your race's participants with an unclaimed account, regardless of whether or not there is currently an email address associated with the account. To begin, go to the "Race Info" tab of the race dashboard, and then open up the "Race Day Check-In" section.



If you scroll down on the "Race Day Check-In" page, you will find a table listing participants of your race. If any of these participants are unclaimed, then you will be able to click on "Send Claim Instructions". After clicking the link, a pop-up box will allow you to add or edit

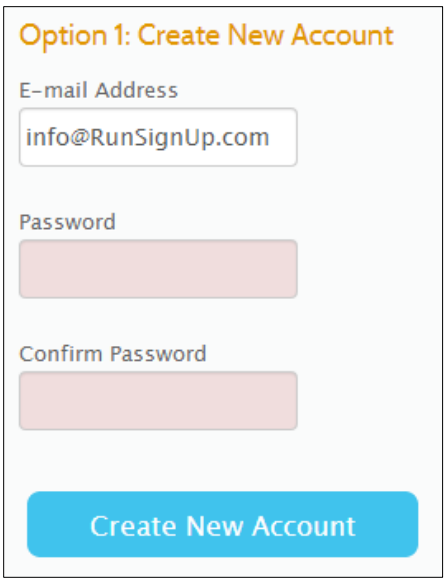
the email address of the user who will be claiming that account. Once the desired email address is written in the text field, you can click "Claim", and the "Claim Instructions" will be sent.

CLAIM INSTRUCTIONS

Regardless of which method you use to send the "Claim Instructions", the email you receive will consist of the following message:

> *"You are receiving this E-mail because you or someone else tried to claim an account on RunSignUp linked to this E-mail address. If you did not initiate this request, please ignore this E-mail. To claim your account, click on the link below."*

Below that message, you will either find a link that reads "Claim Account", or a link(s) that allows you to claim an account for a specified user. When you click on the link of the account you would like to claim, you will be given three options for claiming that account.



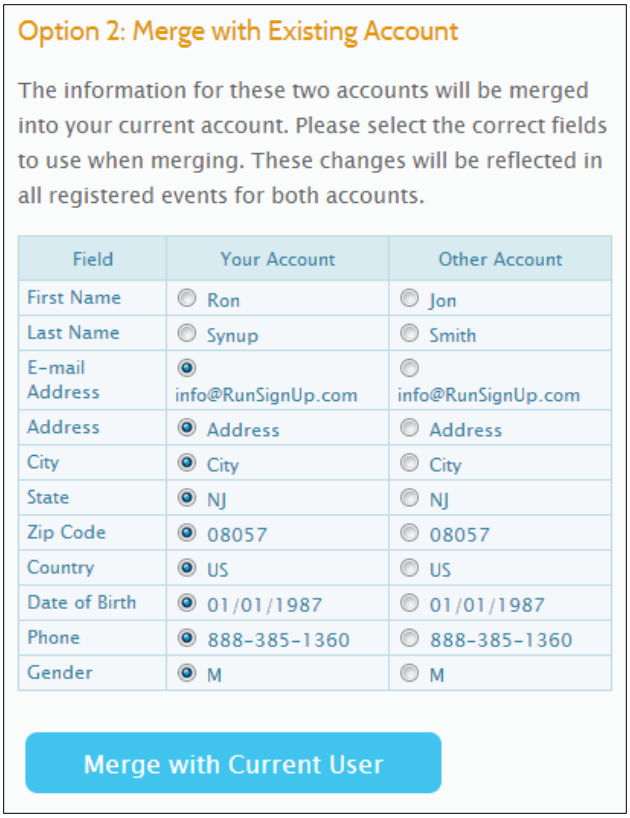
Option 1: Create New Account

Option one lets you create an entirely new account for the user you selected. To do this, first make sure that the email address you want associated with this account is correct. Then enter in a password, confirm the password, and hit the button for "Create New Account".

The new account will then be opened up to you, and if you "Sign Out", then you can log back in using the newly created account's email and password.

Option 2: Merge with Existing Account

Option two on the claim account page allows you to merge the selected unclaimed account with your existing account. To do this, begin by logging into your account, and then decide which data you want to be applied to your account after the merge.

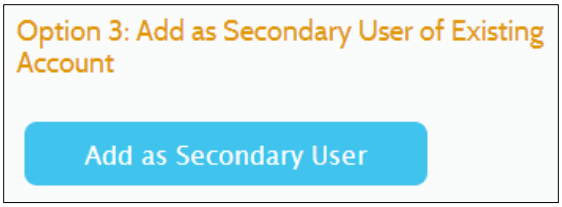


Field	Your Account	Other Account
First Name	Ron	Jon
Last Name	Synup	Smith
E-mail Address	info@RunSignUp.com	info@RunSignUp.com
Address	Address	Address
City	City	City
State	NJ	NJ
Zip Code	08057	08057
Country	US	US
Date of Birth	01/01/1987	01/01/1987
Phone	888-385-1360	888-385-1360
Gender	M	M

For instance, by selecting a radio button in the "Your Account" column of a specific row, then any spot where the information in the "Other Account" column of that row appears on the website before the merge, will be replaced by the "Your Account" selection after the merge (*ex: in participant lists, results sections, donation reports, and so on*). Similarly, by selecting a radio button in the "Other Account" column of a specific row, then any spot where the information in the "Your Account" column of that row appears on the website before the merge, will be replaced by the "Other Account" selection

after the merge.

After selecting the desired information from each account, hit “Merge with Current User”, and you will receive confirmation that the account was successfully claimed. You will also see that your account information has been updated to reflect the selections you made in the previous step (if applicable).



Option 3: Add as Secondary User of Existing Account

The third option for claiming an account lets you add that account as a secondary user on your existing account. For this option, you will need to be logged in under the account that is going to be accepting this secondary user, and then, simply click on the button marked “Add as Secondary User”.

You will then be brought to your profile page, where you will receive confirmation that the account was successfully claimed, and you can find the newly claimed account in your list of secondary users.

How To:

merge two accounts

MERGING TWO ACCOUNTS

In some cases, a user may end up with more than one account on RunSignUp under the same name, but different email addresses. These accounts may have been intentionally set up under separate email addresses at some point, or they may have been inadvertently created due to a typo in the email address field of the registration process. In either case, RunSignUp allows you to easily merge these accounts so that they are accessible under a single sign-in.

Claim Your Own Account

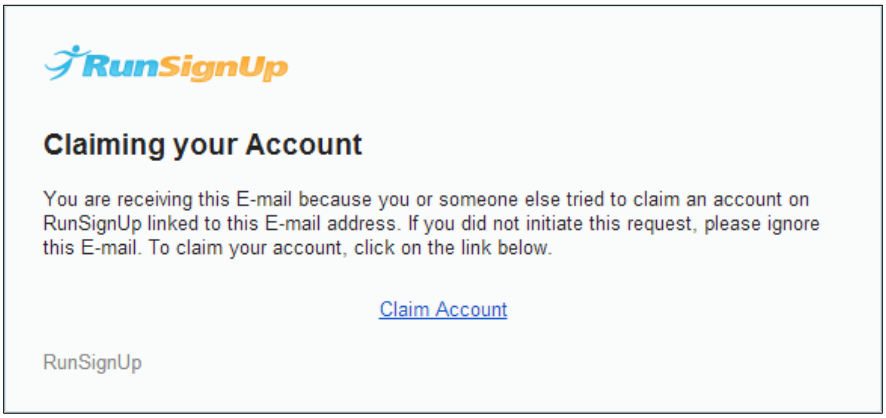
To merge two accounts, begin by logging into RunSignUp using your desired account (the one you want to log in from once the two accounts are merged). Next, go to the following link:

https://runsignup.com/Account/ClaimOwnAccount

At this point, you should automatically be given a confirmation message that reads:

Claiming instructions have been sent to your E-mail address.

Log out of your RunSignUp account, and check your email for the “Claiming your Account on RunSignUp” message. Next, log into RunSignUp with your unwanted account (the one you want to merge into your desired account). Return to your email, and open up the “Claiming your Account on RunSignUp” email that was sent previously. It will read:



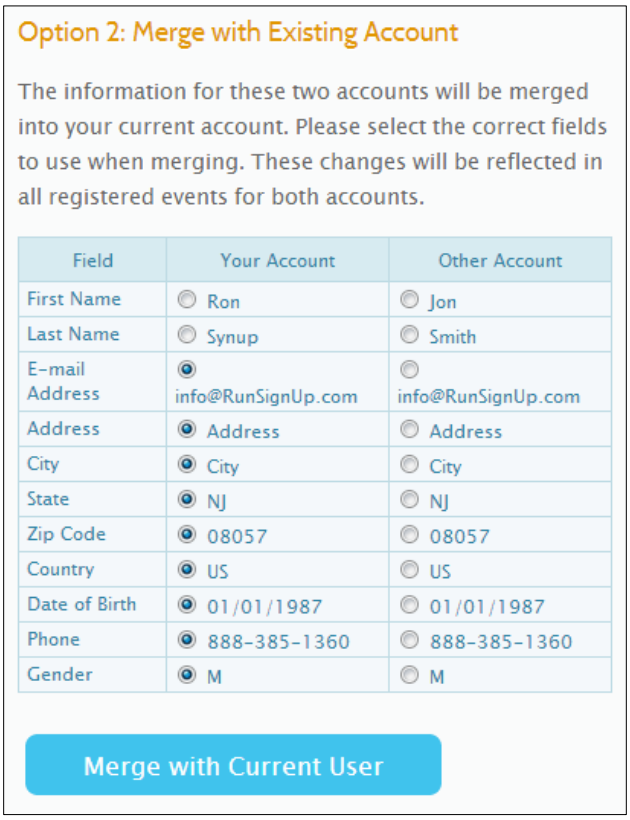
Below that message, click on the "Claim Account" link, and the "Claim Account" page will be opened up for you. To merge your two accounts into a single account, use "Option 2" on the "Claim Account" page.

Option 2: Merge with Existing Account

Option two on the claim account page allows you to merge the selected unclaimed account with your existing account. To do this, begin by logging into your account, and then decide which data you want to be applied to your account after the merge.

For instance, by selecting a radio button in the "Your Account" column of a specific row, then any spot where the information in the "Other Account" column of that row appears on the website before the merge, will be replaced by the "Your Account" selection after the merge (*ex: in participant lists, results sections, donation reports, and so on*). Similarly, by selecting a radio button in the "Other Account" column of a specific row, then any spot where the information in the "Your Account" column of that row appears on the website before the merge, will be replaced by the "Other Account" selection after the merge.

After selecting the desired information from each account, hit "Merge with Current User", and you will receive confirmation that the account was successfully claimed. You will also see that your account information has been updated to reflect the selections you made in the previous step (if applicable).



How To:

convert account to secondary

MERGING AS A SECONDARY USER

In some cases, you may want to consolidate various user accounts under one primary user. Creating secondary users out of independent accounts allow you to move groups of people's registration information into one account and are useful for families who like to register together.

Claim Your Own Account

To merge one account into another as a secondary account, begin by logging into RunSignUp using the account that is going to be the secondary user. Next, go to the following link:

https://runsignup.com/Account/ClaimOwnAccount

At this point, you should automatically be given a confirmation message that reads:

Claiming instructions have been sent to your E-mail address.

Log out of your RunSignUp account, and find the "Claiming your Account on RunSignUp" email message. Next, log into RunSignUp with the account that will be remaining a primary account (the one you want to add the secondary user to). Return to the email, and open up the "Claiming your Account on RunSignUp" message that was sent previously. It will read:

RunSignUp

Claiming your Account

You are receiving this E-mail because you or someone else tried to claim an account on RunSignUp linked to this E-mail address. If you did not initiate this request, please ignore this E-mail. To claim your account, click on the link below.

Claim Account

RunSignUp

Below that message, click on the "Claim Account" link, and the "Claim Account" page will be opened up for you. To add the original account as a secondary user on the current account, use "Option 3" on the "Claim Account" page.

Option 3: Add as Secondary User of Existing Account

Add as Secondary User

Option 3: Add as Secondary User of Existing Account

The third option for claiming an account lets you add that account as a secondary user on your existing account. For this option, you will need to be logged in under the account that is going to be accepting

this secondary user, and then, simply click on the button marked “Add as Secondary User”.

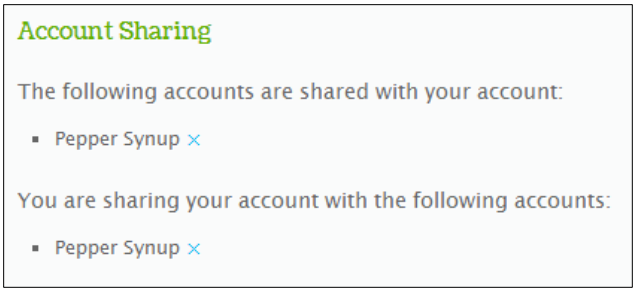
You will then be brought to your profile page, where you will receive confirmation that the account was successfully claimed, and you can find the newly claimed account in your list of secondary users.

How To:

set up account sharing

ACCOUNT SHARING

You can share your account with other users on RunSignUp in order to give them access to your profile information. By sharing accounts, independent RunSignUp users can register together in a single transaction, and instead of becoming secondary users under the main registrant’s account, users will remain with their independent accounts. The ability to share accounts is useful in redeeming group based pricing and registering for club memberships across multiple accounts.



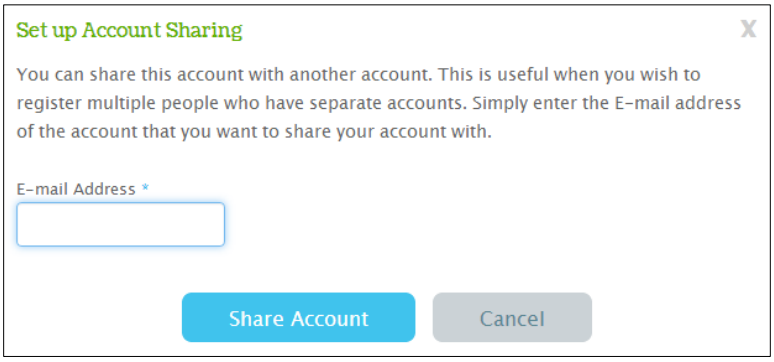
In order to modify your account sharing information, begin by logging into RunSignUp, and go to your “Profile” page. Once there, scroll down to the “Account Sharing” section.

Share Your Account

Sharing your account with another RunSignUp user is a quick and easy process. Under the “Account Sharing” section of your “Profile”, click on the button labeled “Set up Account Sharing”.

Next, a window will pop up, and in the text box provided, you can enter in the account email address of the user with whom you would like to share your account.

Click “Share Account”, and you will receive confirmation that your account has successfully been shared.



Note: If there is no account created under the email address that you are attempting to share your account with, then you will receive an alert to let you know that no account exists under that name.

After your account is shared, the user with whom your account is shared will be able to sign you up from their account.

Un-share Your Account

If at any point you would like to stop sharing your account with another user, then this can easily be done under the "Account Sharing" section of your "Profile". Simply find the account you are currently sharing your account with, located under the label for "You are sharing your account with the following accounts", and click on the "X" next to the account you want to remove.

Note: If you have shared accounts in order to sign up for a club membership with other users, then it is recommended that you do not unlink these shared accounts. If you do unlink them, then you will need to share them again later if you would like to renew the membership with the existing users.

Remove a Shared Account

In the "Account Sharing" section of your "Profile" page, you may find a label reading "The following accounts are shared with your account". If this label is visible to you, then another user has shared their account with you, and you will be able to sign them up for a race or club membership.

If you would like to remove access to their accounts from your account, then you can simply click on the "X" next to the account you would like to unlink.

Note: If you have shared accounts in order to sign up for a club membership with other users, then it is recommended that you do not unlink these shared accounts. If you do unlink them, then you will need to share them again later if you would like to renew the membership with the existing users.

How To:

access a secondary account

SECONDARY ACCOUNT ACCESS

A secondary user refers to any RunSignUp user who used another individual's primary account to complete a transaction (*ex: the registration process, donation, race store purchase*). Therefore, secondary users do not automatically have an account of their own to access.

If you are currently a secondary user on a primary account, then the most likely reasons you will need to access your information would be for modifying your account information and applying your "Running Log" data to the club tally. While secondary users can be converted into their own account, as is explained in "How to Create an Account from a Secondary", often times it is more convenient to keep the secondary user under the primary account.

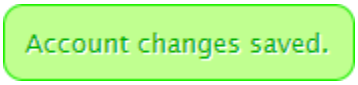
In order to set up access to a secondary account, begin by logging into RunSignUp as the primary account holder, and go to the "Profile" page.

Setting a Password

Once on the "Profile" page, find the "Secondary User" for which you would like to set up account access, and click on "Modify Profile".

Fill out the fields for "Password" and "Confirm Password", and then "Save" the changes at the bottom of the page.

After saving, you will receive a confirmation message that says the "Account changes saved", and you can then log into your secondary user account.



How To:

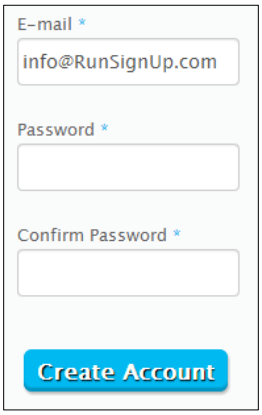
create account from secondary

CONVERTING A SECONDARY USER

A secondary user refers to any RunSignUp user who used another individual's primary account to complete a transaction (*ex: the registration process, donation, race store purchase*). Therefore, secondary users do not have an account of their own.

While secondary users on a primary account offer a convenient way to quickly sign up groups of family members and friends, there may be instances where a secondary user would like to create their own account from the existing user information. If this is the case, start by logging into the primary account, and make your way to the "Profile" page.

On this page, you will find a listing of all of the secondary users that reside on that account, and you can easily begin creating a private account for any of them by clicking on the button marked "Make Own Account". Next, enter in a unique email address that is not yet associated with a RunSignUp account, create a password for the new account, confirm it in the following text field, and hit "Create Account".



A confirmation message will let you know that a new account has been created, and that registrant information will now be removed from the secondary users section on this account.

Now, if you "Sign Out", then you will be able to log into the new account by using the email and password you provided in the previous step.

How To:
become a referrer

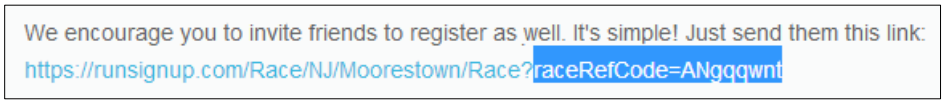
BECOMING A REFERRER

Certain race directors may hold competitions to see who the top referrers are for their race. If the referral tracking feature is enabled for your race, then you will be supplied with a unique referral code that will credit you as the referrer any time that a user visits and/or registers as a result of your referral.

Locating Your Personal Referral Code

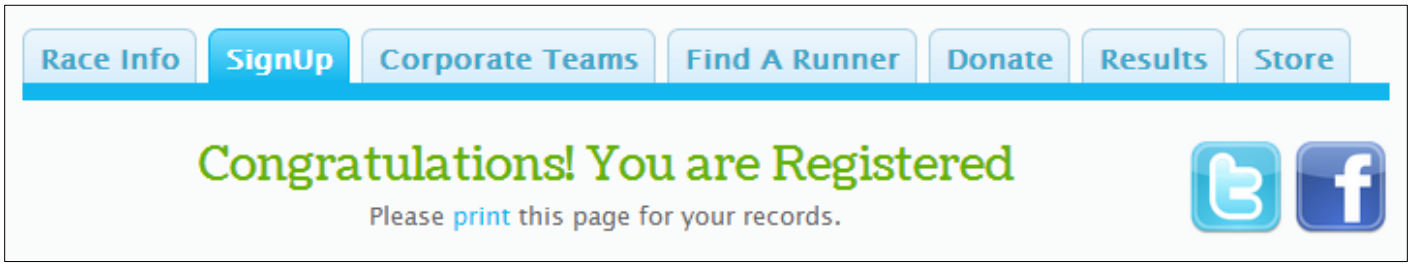
The main location where you will find your personal referral code is within your registration confirmation email. There will be a line reading the following:

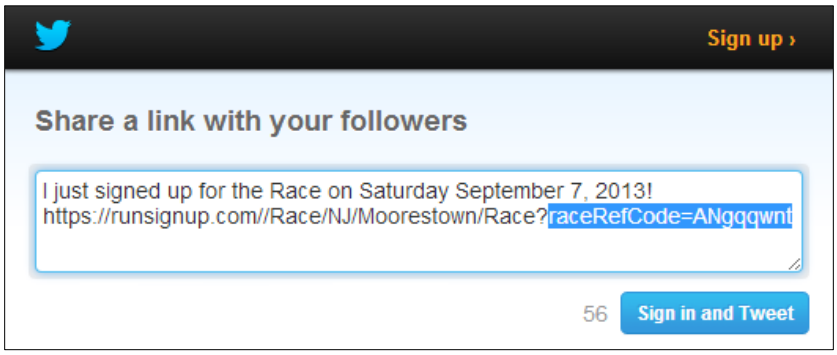
> *"We encourage you to invite friends to register as well. It's simple! Just send them this link:"*



And below that will be a link containing your race referral code ("raceRefCode=XXXXXXXX"). This is the link you will want to share with friends and family in order to receive credit as a referrer.

If you have deleted your confirmation email, then please follow the steps in the section for "How to Resend the Confirmation Email" in order to retrieve your unique referral code link.





Note: On the confirmation page, your personal referral code is also included in the messages generated when you click the Facebook and Twitter share buttons. This way, if you choose to use your social networking accounts to spread the word about a race, then you will also receive credit as the referrer of everyone who clicks that link.

Being the Top Referrer

Depending on the race, the "Top Referrer" will either be the person who earned the race the most revenue from their referrals, or the person who had the highest total number of referred users register for the race. In order to increase

your chances of becoming the “Top Referrer”, share the link with your referral code in it with family and friends who may be interested in joining you in the race (*ex: including the link in a Facebook status, a tweet on Twitter, a blog posting, a monthly newsletter, on the side of blimp, etcetera*).

RACE DIRECTORS

This section of the "RunSignUp: Instruction Manual" focuses on using RunSignUp as a race director. You will be able to learn the basics of creating a race, customizing various aspects of that race, viewing and managing both participant and financial information, and a whole lot more.

The "Race Directors" section is broken down into the following parts:

THE WIZARD: The wizard is the race director's first stop in race creation. Go there now! »

THE DASHBOARD: The dashboard allows race directors to customize their race after setup, and contains all of the participant and financial information that is pertinent to the race. Go there now! »

How To:

use the race wizard

RACE CREATION

RunSignUp's race creation wizard streamlines the process of setting up a new race by highlighting the specifics necessary to getting your registration underway. This allows you to customize your race more thoroughly at your own pace, and doesn't waste your time with features that don't pertain to your race.

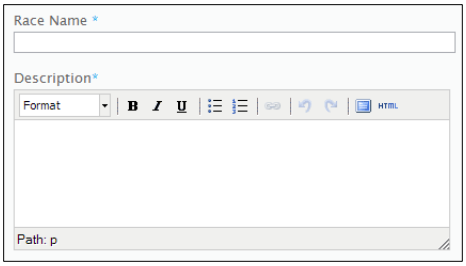
To begin creating a race, go to "My Races", and hit the button marked "Create a New Race".

CREATING A NEW RACE

The first step in creating a new race is setting up the "Basic Info". After you have completed this portion of the race wizard, then you will be able to move from step to step at random, saving changes as you go.

BASIC INFO

Once you click on the "Create a New Race" button, the wizard will open up to you in the "Basic Info" section. Here you will be asked to fill out the race details. You can start by entering in the name of your race, followed by a description of that race.

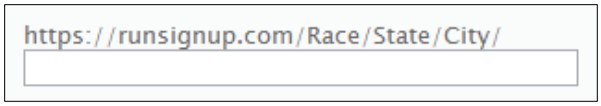


Race URL

Race URLs on RunSignUp will be generated as follows:

"http://runsignup.com/Race/State/City/YourRaceName"

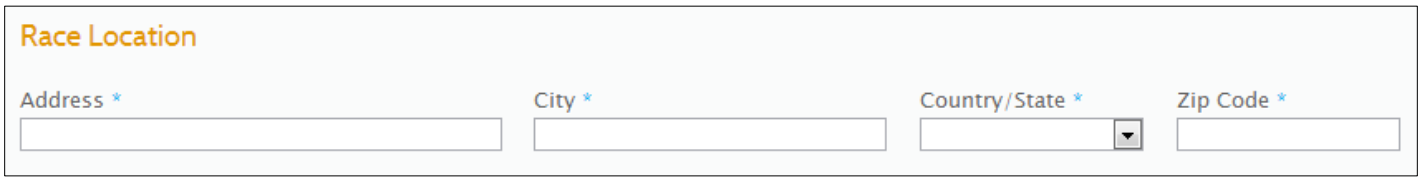
Unless otherwise edited, the "YourRaceName" portion of the race URL will be defaulted to read the same as the previously entered "Race Name" (without the spaces). However, this portion of the URL can be changed to read whatever you would like, provided that it does not match an existing race.



IMPORTANT: This URL cannot be changed after completing this step. Avoid using years and other such specifications in your race name because the URL will remain unchanged throughout all renewals of your race (ex: You don't want your URL to read 2013 for a race in 2014). Also, make sure that all of your spelling is correct.

Race Location

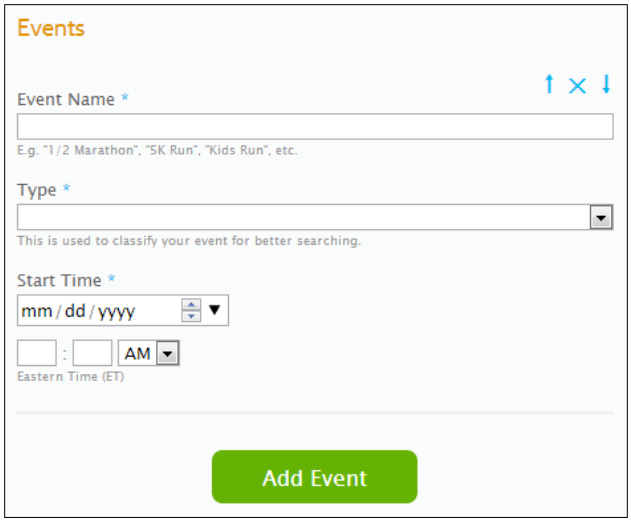
In the "Race Location" section, specify the location where the race will be taking place. *Note: This is not necessarily a contact mailing address. The mailing address RunSignUp will use for sending your race payments will be set in the "Payment Details" step.*



IMPORTANT: Make sure to check spelling, because the city name will be used in the race's permanent URL.

Race Contact

In the "Race Contact" section, provide an email address that can be used for runners in need of contacting your race.



Events

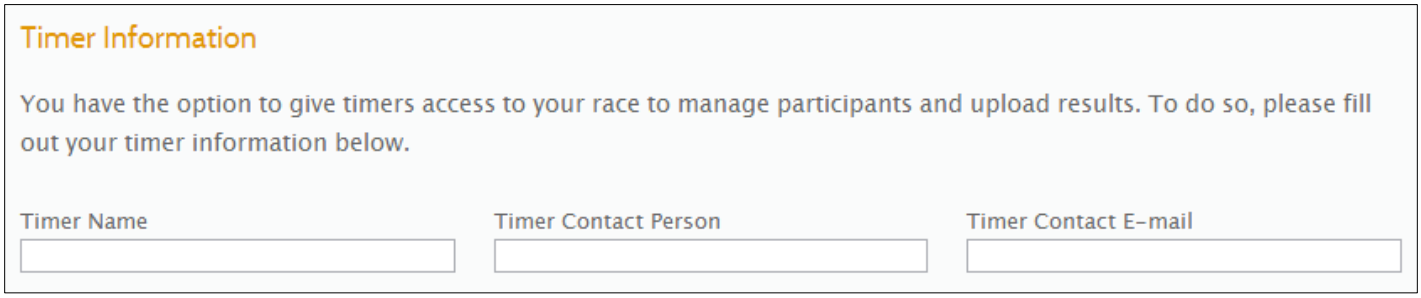
Event creation begins in the "Basic Info" section, under the heading for "Events". Start off by entering in the "Event Name". Then, let RunSignUp know what "Type" of event you are creating so that runners can easily find it using our search options. Finally, indicate the start date and time of this particular event.

You can create as many events as you need for your race by using the button labeled "Add Event", and if you would like to delete an event from your race, this can be done by clicking the "X" next to that event. *Note: Empty event fields must be deleted before saving.*

To arrange the events in the order that you would like them to be listed on your race page, use the up and down arrows next to each event.

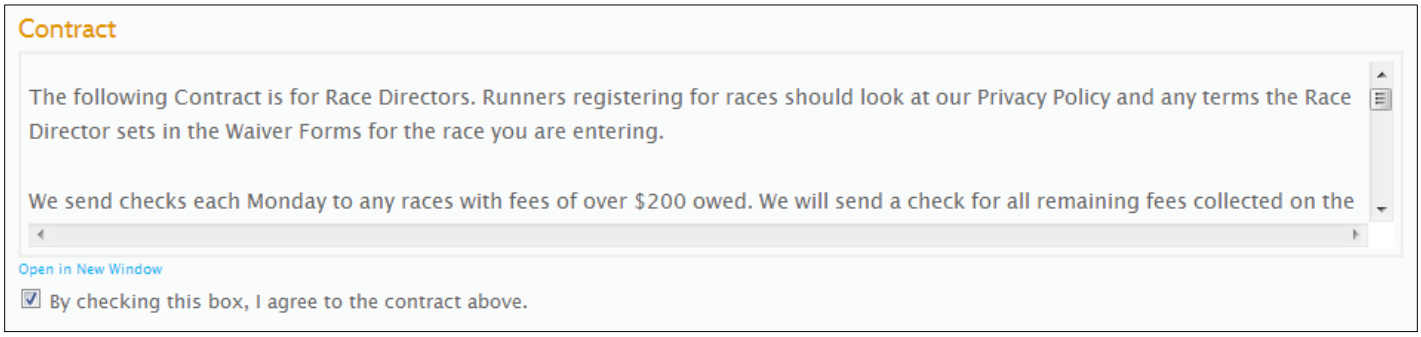
Timer Information

If you would like to allow your timer to have access to your race, so that they can manage participants and upload results, then fill out the "Timer Name", the "Timer Contact Person", and the "Timer Contact Email" in the spaces provided, and the timer will be notified by email about how to access the account.



Contract

In the final portion of the "Basic Info" step, scroll through and read the contract provided, and if you agree to its terms, signify this by marking off the check box.



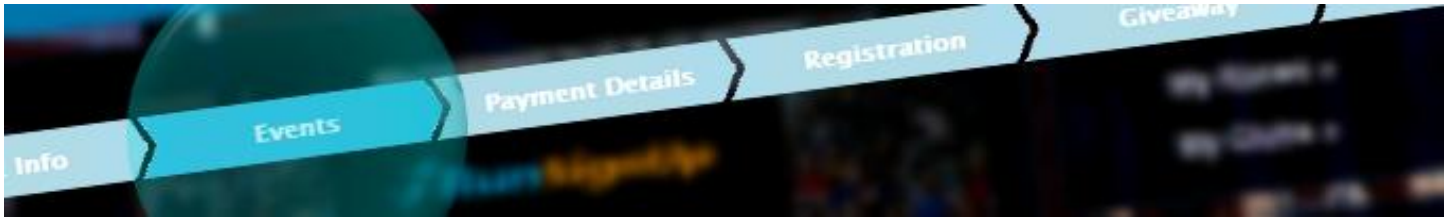
Saving

Once you have completed entering in the minimum information needed for creating a race page, you can either choose to publish the race immediately, or save it as a draft to be published later.

To publish the race immediately and continue working on it, click on the "Create Race & Continue" button. To save the race and not publish it for the public at the moment, check off the box for "Save as Draft", and then click on the "Create Race & Continue" button.

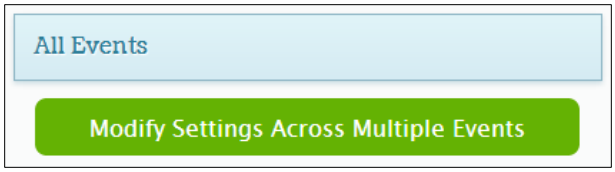
IMPORTANT: Although you can publish a race immediately, registration will not be enabled for the race until after certain elements in the "Events", "Payment Details", and "Registration" sections of the race wizard are completed.

After publishing/saving the race, all of other steps of the race wizard will be accessible for you to update and edit in the order that you choose. *Note: "Payment Details" will need to be specified before setting up "Registration".*



EVENTS

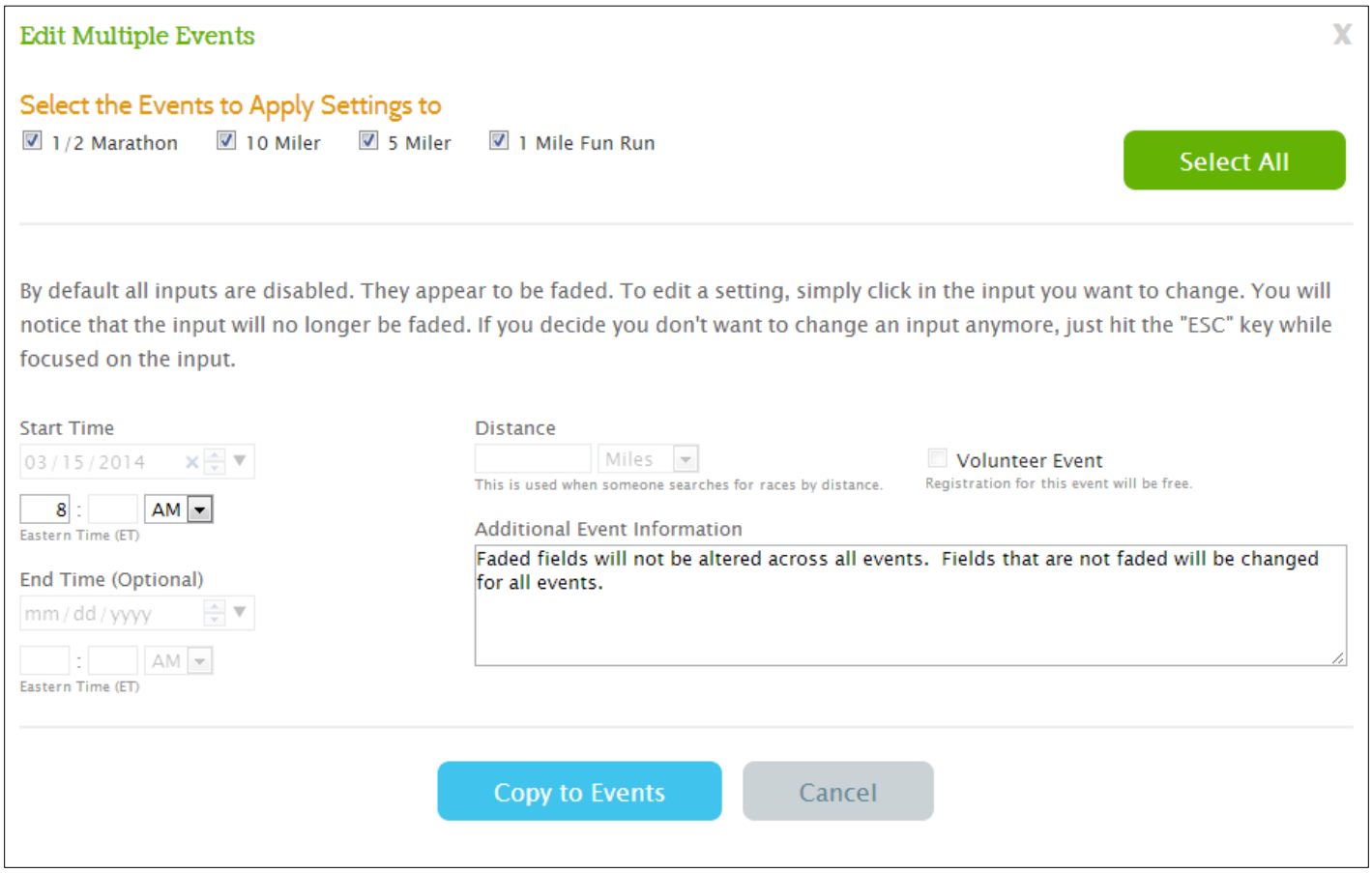
The "Events" section will allow you to go into further detail about the events you created in the "Basic Info" section. These settings can be modified across several events at the same time if necessary, or by individual event.



Edit Multiple Events

To change the settings across multiple events simultaneously, you can click on "Modify Settings Across Multiple Events", and the "Edit Multiple Events" window will pop-up for you. Within this window, you can use the check boxes to select only the events that you want to apply similar settings to, or you can hit the "Select All" button to check off all events.

By default, all of the fields are disabled, and they will appear as slightly faded. When you click on a field, you will notice that it no longer remains faded. Therefore, that field is enabled, and any change made to that field will apply to all events selected above. If you decide that you do not want to change a field anymore, then simply hit the "ESC" key while on that field, and it will become faded out once more.

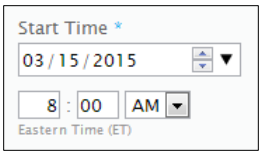


Note: Faded fields will not be altered across all events. Any information existing in those fields, unique or identical, will remain unchanged.

In this pop-up window, the fields can be edited in the same manner as they would be for individual events. When you are finished editing the necessary fields, click on the button for "Copy to Events".

Edit Individual Events

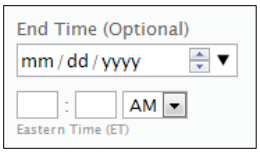
Individual events can be edited underneath their specific event bar. Events can be found manually by scrolling through the page, or you can use the "Select an Event" guide in the lower right-hand corner. By clicking on an event in the "Select an Event" guide, you will be brought directly to that event's editable details.



Start and End Date/Time

The start date and time for each event will have already been filled in with the information from the "Basic Info" section of the race wizard, however, you will be able to edit this information in the "Events" section if needed, and the changes will be reflected in the "Basic

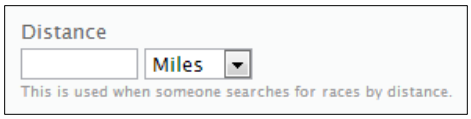
Info" section (and vice versa).

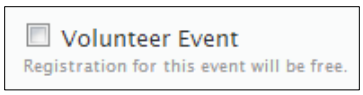


You are also given the option to set an end date and time, in order to designate when an event will come to a close. *Note: This is often used for virtual races and other such events without a formal commencement.*

Distance Specification

In the first text field of the "Distance" section, specify the numerical distance of your race. Then, using the drop-down menu, indicate whether this is in "Miles", "Kilometers", "Yards", or "Meters".



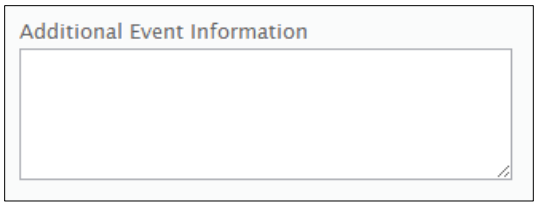


Volunteer Events

If an event you are creating is a "Volunteer Event", and you would like to make it free to register for, then check off the box to indicate it as such.

Additional Event Information

The "Additional Event Information" text box can be used to provide a description of the event and/or give any details specific to that event.



Saving

When you are finished making changes to the "Events" section, be sure to scroll down to the bottom of the page and click "Save & Continue".

PAYMENT DETAILS

The required portions of the "Payment Details" section deal with where payments to the race should be made and how processing fees should be handled in race related transactions.

Payment Information

In the "Payment Information" section, you are required to select one of two possible "Payment Methods". You can either choose "Direct Payments", which is the preferred option, or you can choose "Manual Payments". For either of these choices, normal processing fees will apply.

Payment Method	Description
Direct Payments	This is RunSignUp's preferred payment option, and is also the preferred payment method suggested by the IRS, VISA, and Mastercard. Payments are sent directly to your bank account from the credit card system, while holding back only that which is necessary for the race's refund reserve (if the refund reserve is enabled due to certain refund/transfer/etcetera settings). Normal Processing Fees apply.
Manual Payments	This is our old method of payments which has holdback requirements and may have issues with VISA and Mastercard acceptance in the future. Normal Processing Fees apply.

DIRECT PAYMENTS

The "Direct Payments" method is RunSignUp's preferred payment option, and is also the preferred method suggested by the IRS, VISA, and Mastercard. This method sends payments directly to your bank account from the credit card

system, while holding back only that which is necessary for the race's refund reserve (if enabled due to refund/transfer/etcetera settings).

Payment Address

While "Direct Payments" do send payments directly to your bank account, certain fees due to your race, such as the remaining refund reserve money, will need to be sent to you in the form of a check. Begin by entering in the information pertaining to where RunSignUp should send the checks due to your race. If this is the same address as another race, then you can click on the button for "Same as Another Race" and select the correct race merchant from the list. If this is the same address that you entered in during the "Basic Info" step, then you can click on the button for "Same as Race Address" and it will fill out the fields for you.

Note: If you use the "Same as Race Address" button, do not forget to enter a name into the "Pay to Order of" field.

In the "Payment Information" section, you will also be given the option to fill out the field for "Name on Mailing Address". This can be used if the "Pay to Order of" box is not a name that the postal service will recognize.

Bank Account Information (US Only)

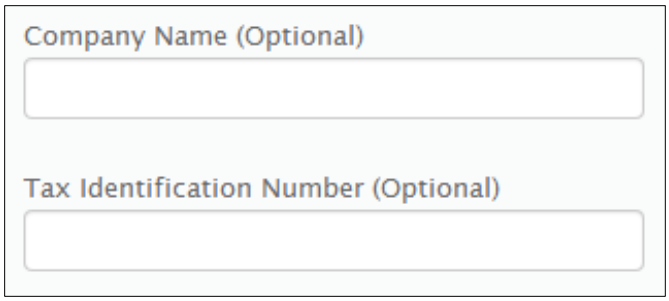
After filling out your "Payment Address", move on to the section for "Bank Account Information (US Only)", and enter a short identifier for your new merchant account into the "Merchant Identifier" field.

IMPORTANT: This identifier must be between 8 and 32 characters.

If you would like to use the same merchant account as an existing race, then type that "Merchant Identifier" into the space provided, and check off the box for "Existing Merchant Identifier". This indicates that you are aware of your "Merchant Identifier" as an existing merchant account on RunSignUp, and approve for its use on this race as well.

Note: If you leave this box unchecked, and your "Merchant Identifier" exists already, then RunSignUp will alert you of this, and you can create a new "Merchant Identifier". Your funds will not be merged into an existing merchant account unless you check off the box to allow it.

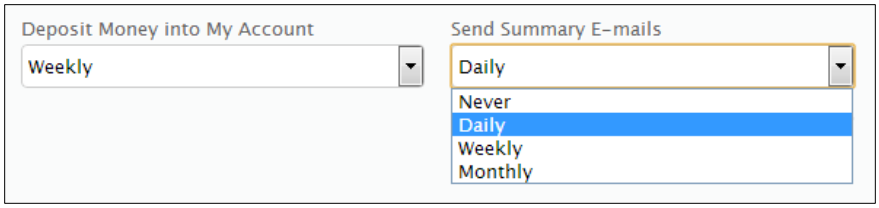
Next, fill out the fields for "Company Name" and "Tax Identification Number" if necessary, and then continue to enter in your bank account information. The required fields include "First Name", "Last Name", "Date of Birth", "Email Address", and "Phone", followed by your address information ("Address", "City", "State", and "Zip").



Finally, enter your information into the fields for "Account Routing Number", "Account Number", and the "Last Four Digits of Social Security Number".

Distribution of Funds

Once set up, transactions will be recorded directly to your sub-merchant account. You can control how frequently the funds are deposited into your bank account, as well as when you will receive summary emails, by using the drop down menus that appear in this section.



You can decide whether your money is deposited into your account "Daily", "Weekly", or "Monthly", and you can also have summary emails sent "Daily", "Weekly", "Monthly", or "Never".

MANUAL PAYMENTS

The "Manual Payments" method is RunSignUp's previous method of making payments. Part of the reason why "Direct Payments" is preferred much more strongly as your "Payment Method" is because "Manual Payments" have holdback requirements and also may have issues with VISA and Mastercard acceptance in the future. For the time being however, this option is still available for race directors, though we do recommend that you look into setting up "Direct Payments" if at all possible.

Payment Address

Begin by entering in the information pertaining to where RunSignUp should send the checks due to your race. If this is the same address as another race, then you can click on the button for "Same as Another Race" and select the correct race merchant from the list. If this is the same address that you entered in during the "Basic Info" step, then you can click on the button for "Same as Race Address" and it will fill out the fields for you.

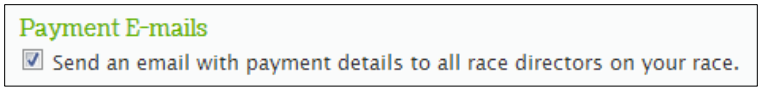
Note: If you use the "Same as Race Address" button, do not forget to enter a name into the "Pay to Order of" field.

In the "Payment Information" section, you will also be given the option to fill out the field for "Name on Mailing Address". This can be used if the "Pay to Order of" box is not a name that the postal service will recognize.

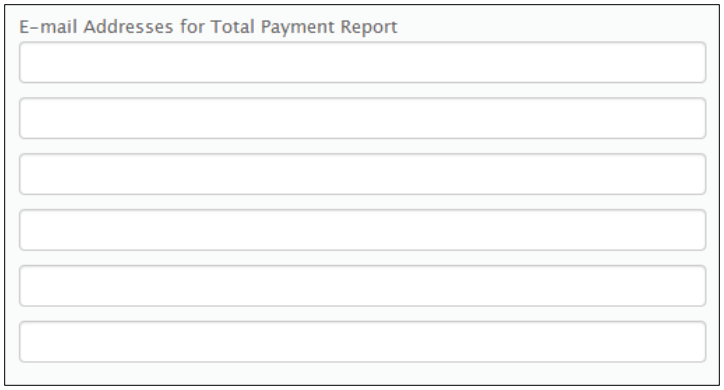
OTHER PAYMENT DETAILS

After setting up either the "Direct Payments" or "Manual Payments", the remaining settings are similar for both payment methods.

Payment Emails



As the default, RunSignUp will send an email with payment details to all race directors on your race. If you would like to turn off this default, simply uncheck the check box under "Payment Emails".

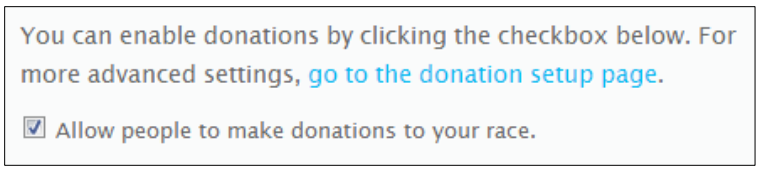


You can also allow for additional email addresses to receive the total payment details email by adding them to the section labeled "Email Addresses for Total Payment Report". This lets you have the email sent out to members of your race staff who are not designated as race directors.

Note: If you have multiple races with the same payment address, a single payment will be made, and the report that is sent out will be for all of the races that go into this payment.

Donations

If you do not yet have donations set up for your race, then you will find a brief section for enabling donations. You can enable donations by checking off the box labeled "Allow people to make donations to you race". For more information on customizing the advanced settings of donations, please refer to the section on "How to Set up Donations".



Note: The donations option will not appear in the wizard after donations are set up, and all editing of donations must be done under the "Donations" tab of the race dashboard.

Registration Processing Fees	Store Processing Fees	Donation Processing Fees
Processing fee paid by race registrant.	Processing fee paid by customer.	Processing fee paid by donor.
Processing fee comes out of the charge.	Processing fee comes out of the charge.	Processing fee comes out of the charge.
Half of processing fee is paid by race registrant and half is taken out of the charge.	Half of processing fee is paid by customer and half is taken out of the charge.	Half of processing fee is paid by donor and half is taken out of the charge.

Processing Fees

Using the radio buttons, select the manner in which the processing fees will be handled for registration, store purchases, and donations. Processing fees can either be paid in full by the participant, paid in full by the race, or half paid by participant and half paid by the race.

Note: If you have all or a portion of the processing fee being paid by the race, then the processing fee will be taken out of the event fee. For instance a $20.00 race would allot the race $20.00 minus the processing fee.

Tax ID

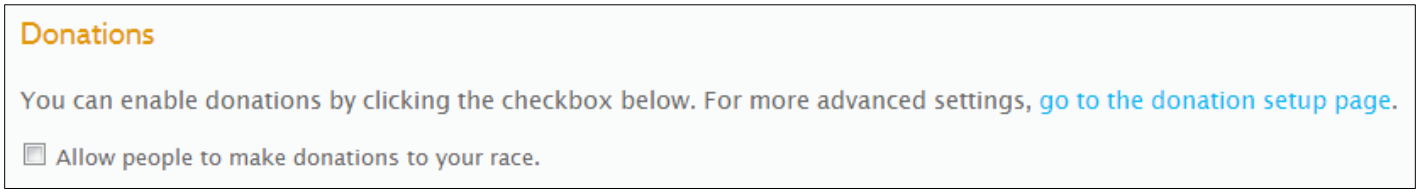
The "Tax ID" field is only required for certain races. Your "Tax ID" is the nine-digit number used as a tracking number by the IRS for tax purposes. For an individual this would be your Social Security Number. A business or non-profit organization would provide their Federal Employer ID (EIN) or 501C3 Number.

Internal Revenue Code Section 6050W requires that we report certain payments to Customers based on a combination of Gross Payments and Volume. Currently the law requires we report once transactions exceed $20,000.00 (provided that there are at least 200 transactions). You are not required to provide this information if you do not expect to exceed these limits.

For your security, your Tax ID is encrypted using AES encryption.

Saving

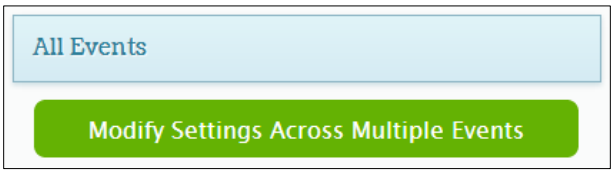
When you are finished making changes to the "Payment Details" section, be sure to scroll down to the bottom of the page and click "Save & Continue".



REGISTRATION

In the "Registration" section, you will be able to customize the registration information for the events you created in the "Basic Info" step. *Note: You will need to complete the required fields of the "Payment Information" section in order to begin the "Registration" section.*

The "Registration" settings can be modified across several events at the same time if necessary, or by individual event.



Edit Multiple Events

To change registration settings across multiple events simultaneously, you can click on "Modify Settings Across Multiple Events", and the "Edit Multiple Events" window will pop-up for you. Within this window, you can use the check boxes to select only the events that you want to apply similar settings to, or you can hit the "Select All" button to check off all events.

By default, all of the fields are disabled, and they will appear as slightly faded. When you click on a field, you will notice that it no longer remains faded. Therefore, that field is enabled, and any change made to that field will apply to

all events selected above. If you decide that you do not want to change a field anymore, then simply hit the "ESC" key while on that field, and it will become faded out once more.

Note: Faded fields will not be altered across all events. Any information existing in those fields, unique or identical, will remain unchanged.

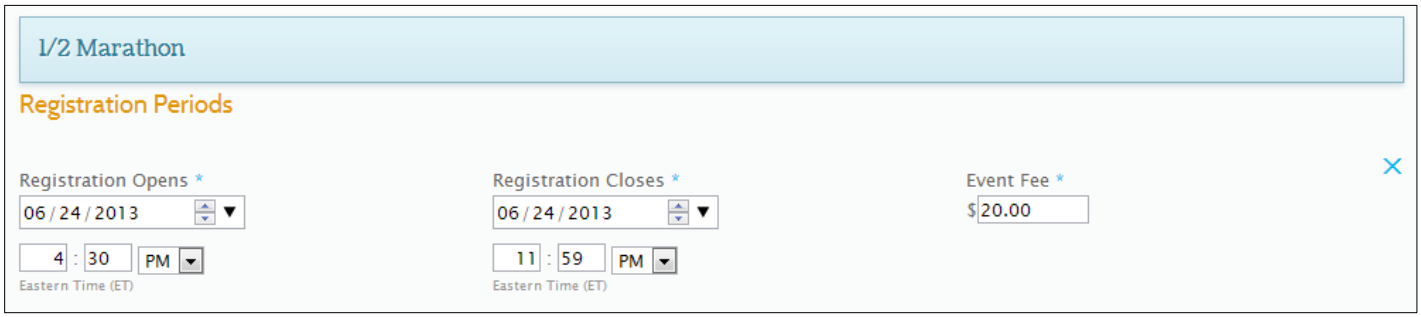
In this pop-up window, the fields can be edited in the same manner as they would be for individual events. When you are finished editing the necessary fields, click on the button for "Copy to Events".

Edit Individual Events

Individual events can be edited underneath their specific event bar. Events can be found manually by scrolling through the page, or you can use the "Select an Event" guide in the lower right-hand corner. By clicking on an event in the "Select an Event" guide, you will be brought directly to that event's editable details.

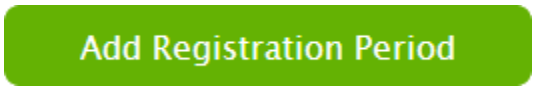
Registration Periods

In order for users to register for an event, the event needs to have at least one registration period. To set up a registration period, begin by entering in the date and time when the first registration period will open. Next, enter in the date and time when the first registration period will close. Then, fill out the field for "Event Fee" to indicate what the event pricing is for that particular registration period.

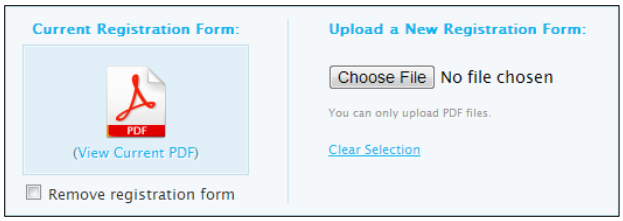


Note: "Age Based Pricing" and "Group Based Pricing" can be set up after completing the wizard. If age or group based pricing is set up for an event, then a notice of these pricing units will be written in that event's section (ex: "This event also has age based pricing and group based pricing set up").

You can add as many registration periods as you would like by clicking "Add Registration Period", and if you need to remove a registration period, then simply click on the "X" next to the corresponding "Registration Period".



IMPORTANT: Registration periods cannot overlap other registration periods.

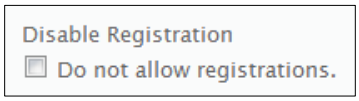


Paper Entry Form

In the "Registration Options" section, you can click on "Choose File" to import a "Paper Registration Form". This will allow runners to register for the race offline if you would like to offer that alternative.

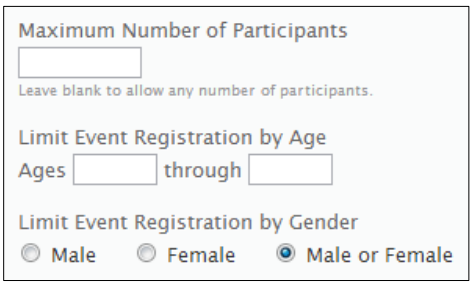
Disable Registration

In the "Registration Options" section, you can disable registration by checking off the box for "Do not allow registrations". *Note: This check box will override all registration windows.*



Setting Limitations

In the "Registration Options" section, limitations can be set for registrations.



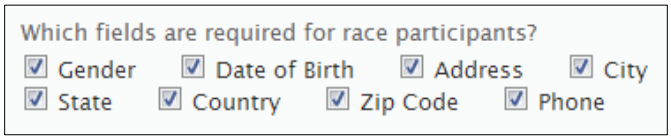
The maximum number of participants can be set in the field provided. However, if you would like to allow any number of registrants, then you can leave that field blank.

By setting a specific age through another specific age, restrictions can be set on the age that a registrant must be in order to participate. *Note: Age restrictions are based on race day age.*

Lastly, restrictions can be placed on the gender of that event's participants.

Setting Required Information

In the "Registration Options" section, you can use the check boxes to select which fields are required to be filled out by race participants. These include "Gender", "Date of Birth", "Address", "City", "State", "Country", "Zip Code", and "Phone".



Note: If you have age or gender restrictions set for your race, then their respective check boxes will remain checked off.

Race Waiver

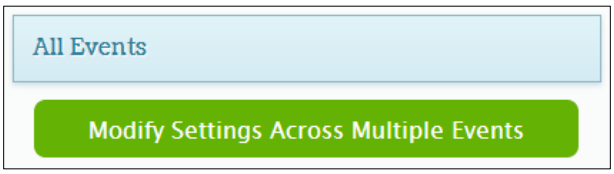
The final section of the "Registration" section allows you to read and edit the race waiver to suit your race's needs.

Saving

When you are finished making changes to the "Registration" section, be sure to scroll down to the bottom of the page and click "Save & Continue".

GIVEAWAY

For several races, runners will receive a free giveaway as a perk for registering into an event. If you would like to set up a giveaway, free or otherwise, then the "Giveaway" section will allow you to do so for each of the events you created in the "Basic Info" step. The "Giveaway" settings can be modified across several events at the same time, or by individual event.



Edit Multiple Events

To change giveaway settings across multiple events simultaneously, you can click on "Modify Settings Across Multiple Events", and the "Edit Multiple Events" window will pop-up for you. Within this window, you can use the check boxes to select only the events that you want to apply similar settings to, or you can hit the "Select All" button to check off all events. By default, all of the fields are disabled, and they will appear as slightly faded. When you click on a field, you will notice that it no longer remains faded. Therefore, that field is enabled, and any change made to that field will apply to all events selected above. If you decide that you do not want to change a field anymore, then simply hit the "ESC" key while on that field, and it will become faded out once more.

Note: Faded fields will not be altered across all events. Any information existing in those fields, unique or identical, will remain unchanged.

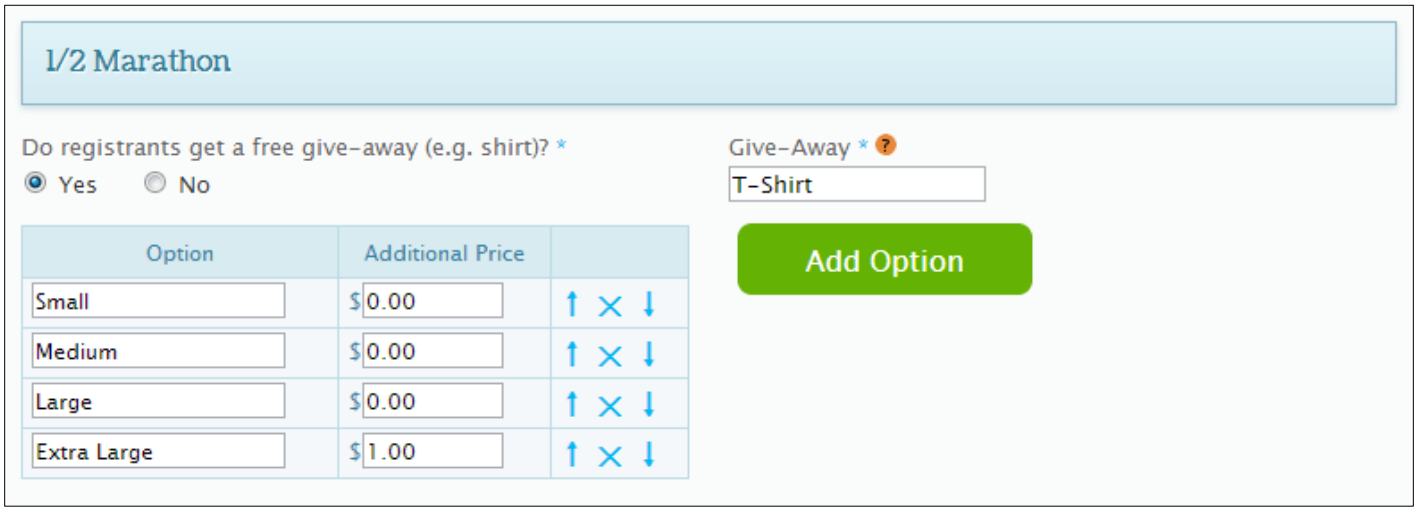
In this pop-up window, the fields can be edited in the same manner as they would be for individual events. When you are finished editing the necessary fields, click on the button for "Copy to Events".

Edit Individual Events

Individual events can be edited underneath their specific event bar. Events can be found manually by scrolling through the page, or you can use the "Select an Event" guide in the lower right-hand corner. By clicking on an event in the "Select an Event" guide, you will be brought directly to that event's editable details.

Enabling Giveaways

For each event, you will be asked the question "Do registrants get a free give-away (e.g. shirt)?" If you click "Yes", then you can move on to customizing the giveaway settings.



Setting the Giveaway

First, type in what the "Giveaway" item is, for instance, a "T-Shirt".

Then, use the "Options" section for inputting sizes, or, in the case an item that does not vary in size (*ex: water bottle*), use the "Options" section for another variable such as "color", "logo", etcetera.

Note: If your giveaway item is something that does not have multiple options (ex: "Commemorative Race Glass"), you will still need to enter in the item as the only option. This way, RunSignUp will know whether or not the giveaway has an additional price.

Additional Price

If you wish to charge an "Additional Price" for certain giveaway options, you can do so in the spaces provided.

Option Maintenance

The order of the options can be easily edited by using the up and down arrows. Options can be added by clicking "Add Option", or deleted by clicking "Remove Option".

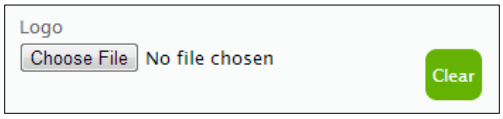
Saving

When you are finished making changes to the "Giveaway" section, be sure to scroll down to the bottom of the page and click "Save & Continue".

Note: You can always return to this step of the race wizard to edit and/or update the giveaway information for each event. You can also go to the "Customize" tab of the race dashboard, and edit/update the information under the "Giveaway" sub-heading. In either case, changes made in one section will be reflected in the other.

RACE PAGE

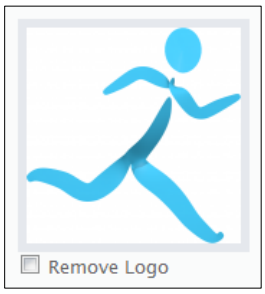
The "Race Page" section of the race wizard will allow you to edit your race page as it is seen on RunSignUp.



Race Logo Upload

You can add your race logo to your race page by clicking on "Choose File", and selecting the correct image. If you need to remove the image entirely, then click on the link for "Clear", and the file will no longer be uploaded as your race logo.

Note: If you are re-entering the race wizard, and would like to remove the logo altogether, then simply check off the box for "Remove Logo", and click "Save & Continue". If you just need to change the logo, then all you need to do is upload the new image and the old file will be overwritten when you click "Save & Continue".



Custom Sections

You can create as many custom sections for your race page as you would like by clicking on the "Add Section" button.

Enter in the heading you would like to use for that section, and if you would like that heading to link to another page, then include the URL in the "Optional URL" field. Finally, add the content for that section in the box provided.

To remove a custom section from your race page, click on the button for "Remove Section".

Note: After being set up in the wizard, custom sections and all other sections of the race page can be re-ordered by going to the "Customize" tab of the race dashboard, opening up the "Race Page" section, and clicking "Race Page Ordering".

Saving

When you are finished making changes to the "Race Page" section, be sure to scroll down to the bottom of the page and click "Save & Continue".

MORE CUSTOMIZATION

While the race wizard walks users through only the essentials of race creation on RunSignUp, race customization doesn't need to stop there. Within the "More Customization" section, you will be given instructions on how to enter the race dashboard. The race dashboard can be used to create a race store, set up a waiting list, manage participants, and much more.

Also on the "More Customization" step, you will be provided with the link to set up donations, race page sharing information (race URL, registration widget, buttons, QR code), as well as an optional field for you to tell us "How did you find out about RunSignUp?"

Note: More race page sharing information, such as customizable race widgets, is available through the race dashboard.

How To:

re-enter the race wizard

RE-ENTERING THE RACE WIZARD

The race wizard can always be reentered through the "Race Info" tab of the race dashboard.

the dashboard

NAVIGATING THE RACE DASHBOARD

The race dashboard, as explained in the "How to Access Your Race Dashboard" section, is where the race director, as well as any users who were given full or limited access to the race information by the race director (*ex: additional directors, timers*), will be able to view and edit all aspects of their race.

The dashboard allows for the setup of general race information, race customization, and participant data management. Plus, it offers various social capabilities, there are separate sections for handling a race's donations and store, and the financial tab covers everything from reports to coupon setup.

The following links will allow you to jump to the section of this manual that explains the highlighted tab.

THE RACE INFO TAB

The "Race Info" tab is where you will find all of the information pertaining to the race details, including all of the content entered in during the race wizard stage of race creation, as well as pricing details and registration specific settings and solutions.

How To:

create registration periods

REGISTRATION PERIODS

Registration periods can be used to create standard pricing windows for early registrants, general registrants, late registrants, and other such all encompassing categories that vary depending on the date.

In order to set up or modify the "Registration Periods" for your race, please refer to the "Registration" portion of the "Race Wizard" section.

How To:

add age based pricing

AGE BASED PRICING

As a race director, you can create "Age Based Pricing" so that specified age groups can register at a special fee. To enable and edit "Age Based Pricing", go to the "Race Info" tab of your race dashboard, and open up the sub-heading for "Age Based Pricing".

Creating Age Ranges

In the "Age Based Pricing" section, you can choose to edit age based pricing across all events (updating only the information that is similar and leaving unique information untouched), or, you can apply age based pricing to events individually.

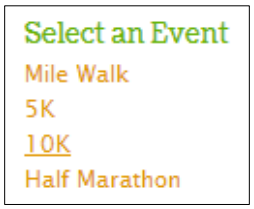
Edit Multiple Events

To change the settings across multiple events simultaneously, you can click on "Modify Settings Across Multiple Events", and the "Edit Multiple Events" window will pop-up for you. Within this window, you can use the check boxes to select only the events that you want to apply identical settings to, or you can hit the "Select All" button to check off all events.

By default, all of the fields are disabled, and they will appear as slightly faded. When you click on a field, you will notice that it no longer remains faded. Therefore, that field is enabled, and any change made to that field will apply to all events selected above. If you decide that you do not want to change a field anymore, then simply hit the "ESC" key while on that field, and it will become faded out once more.

Note: Faded fields will not be altered across all events. Any information existing in those fields, unique or identical, will remain unchanged.

In this pop-up window, the fields can be edited in the same manner as they would be for individual events. When you are finished editing the necessary fields, click on the button for "Copy to Events".



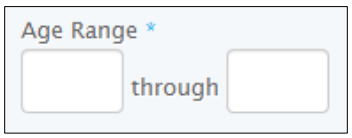
Edit Individual Events

Individual events can be edited underneath their specific event bar. Events can be found manually by scrolling through the page, or you can use the "Select an Event" guide in the lower right-hand corner. By clicking on an event in the "Select an Event" guide, you will be brought directly to that event's editable details.

Pricing Window

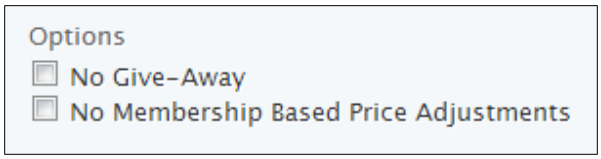
The first step in creating age based pricing for an event or events is clicking on the "Add Another Date Range" button and setting up a pricing window. Several different age ranges can be listed under a single pricing window, and multiple pricing windows can be set up if necessary.

To set up a pricing window, simply enter in the date and time when the age based pricing will be made available for registrants, and then, enter in the date and time when the age based pricing will no longer be available for registrants.



Setting up Age Ranges

After creating a new "Date Range" for pricing, you will need to create at least one "Age Range" within that window. An "Age Range" must be set from a minimum age through to a maximum age, and you will need to specify a price for that particular "Age Range".



For each "Age Range", you can also decide whether runners registering within that discounted age group will be eligible for the "Giveaway" and/or "Membership Based Price Adjustments". If you leave one or both of these boxes unchecked, then registrants using this "Age Based Pricing" will have the corresponding options available during registration. If you check off one or both of these boxes, then registrants using this "Age Based Pricing" will have the corresponding options disabled during registration.

Note: Coupons and gift certificates can still be used with age based pricing.

Adding/Deleting Age Ranges

If you would like to set up multiple "Age Ranges" for the same "Date Range", simply click on the "Add Another Age Range" button, and fill out the new age range details in the same manner.

If you need to delete any unnecessary "Age Ranges", then you can do so by clicking on the "X" in the upper right hand corner of that "Age Range" box.

Adding/Deleting Date Ranges

To create an entirely new "Date Range" for age based pricing, click on "Add Another Date Range", and repeat the process explained above.

To get rid of any unwanted "Date Ranges", click on the "X" located in the upper right hand corner of that "Date Range" box.

Saving

When you are finished creating/editing your date/age ranges, be sure to click "Save Age Based Pricing", and now, if you go to the race page, you will find that "Age Based Pricing" has been added/updated for the specified events.

How To:

add group based pricing

GROUP BASED PRICING

As a race director, you can create "Group Based Pricing" so that groups (*ex: families or friends*) can save money when registering together. To enable and edit "Group Based Pricing", go to the "Race Info" tab of your race dashboard, and open up the sub-heading for "Group Based Pricing".

Creating Date Ranges

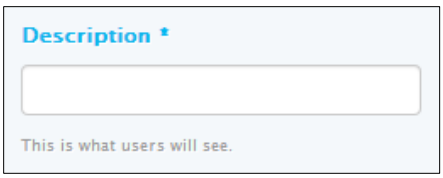
In the "Group Based Pricing" section, groups can be set up according to a "Date Range". To begin, click on the button for "Add Another Date Range".

Pricing Window

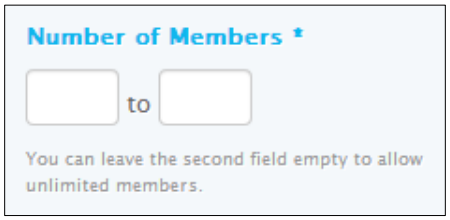
Within each "Date Range", you will first need to set up a pricing window for when this particular set of group based pricing discounts will apply. Enter in the date and time when this particular set of group based pricing options will be made available for registrants, and then, enter in the date and time when this particular set of group based pricing options will no longer be available for registrants.

Group Setup

Group pricing can be designated for any type of group you would like by using the "Description" field located under the "Set up the Groups" section (*ex: "Family Rate", "Best Friends Discount", "Coworkers", etcetera*).



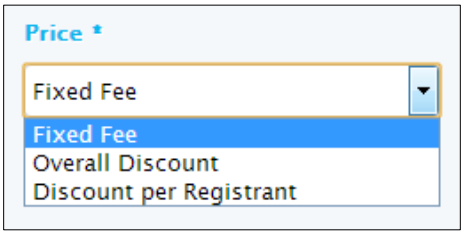
Next, specify the minimum number of participants necessary for this "Group Based Pricing" to be redeemed. If you would like to set a cap on the maximum number of participants allowed to receive this "Group Based Pricing", then enter that number in as well.



Note: If you leave the maximum number of participants field blank, then there will be no limit to the amount of registrants that can receive this "Group Based Pricing" at one time.

Price

Using the drop down menu, choose which fee type the group based pricing will be employing. The three choices are "Fixed Fee", "Overall Discount", and "Discount per Registrant".



If you choose to make it a "Fixed Fee", then the entire group will be registered at a single set price.

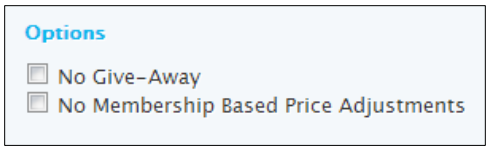
If you choose to make it an "Overall Discount", then you can specify a certain amount of money that will deducted from the overall price of the entire group's registration.

If you choose to make the fee type "Discount per Registrant", then a set amount of money will be deducted from the registration fee of each individual in the group.

Once you have decided which "fee type" you will be using, enter in the fee amount.

Options

For each "Group", you can also decide whether runners registering at that discounted rate will be eligible for the "Giveaway" and/or "Membership Based Price Adjustments". If you leave one or both of these boxes unchecked, then registrants using this "Group Based Pricing" will have the corresponding options available during registration. If you check off one or both of these boxes, then registrants using this "Group Based Pricing" will have the corresponding options disabled during registration.



Note: Coupons and gift certificates can still be used with age based pricing.

Valid Events

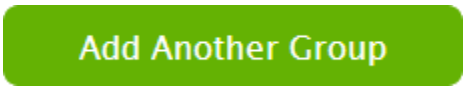
To complete group setup, decide which event or events this group based pricing will be valid for by either using the check boxes provided or clicking on the "All Events" button.

By selecting multiple events, you will allow users to take advantage of this group based pricing option even if everyone in the group is not signing up for the same event.

Note: If a registrant is signing up for an event that is not covered by the selected "Group Based Pricing", then they will need to register separately in order for the eligible registrants to receive the discount.

Adding/Deleting Groups

Several different group types can be listed under a single pricing window. If you would like to set up multiple "Groups" for the same "Date Range", simply click on the "Add Another Group" button, and continue to fill out the new group details in the same manner.

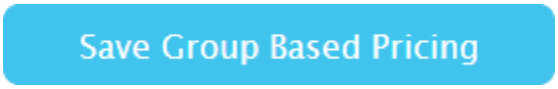


If you need to delete any unnecessary "Groups", then you can do so by clicking on the "X" in the upper right hand corner of that "Group" box.

Adding/Deleting Date Ranges

Multiple pricing windows can be set up if necessary. To create an entirely new "Date Range" for group based pricing, click on "Add Another Date Range", and repeat the process explained above.

To get rid of any unwanted "Date Ranges", click on the "X" located in the upper right hand corner of that "Date Range" box.



Saving

When you are finished creating/editing your date ranges and groups, be sure to click "Save Group Based Pricing", and now, if you go to the race page, you will find that "Group Pricing" has been added/updated for the specified events.

How To:

set up memberships

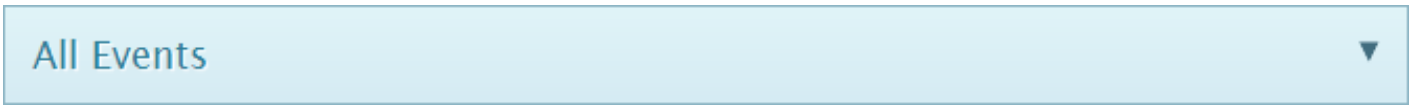
MEMBERSHIPS

Under the "Race Info" tab of the race dashboard, you will find the subheading for "Memberships"; the most prominent uses of this feature are for USATF and USAT memberships.

The “Memberships” option can be used to create your own types of membership discounts as well. However, there are other features on RunSignUp that may be more suitable for your needs instead of creating a custom membership setting. Before setting up “Memberships” for anything other than the USATF or the USAT, please check out “Club Membership Discounts”, “Corporate Teams”, “Coupons”, and/or “Registration Add-ons”, as these may be geared more towards your desired outcome.

Setting Up Memberships

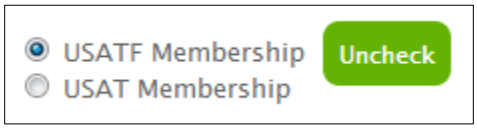
Membership settings can be enabled for “All Events”, individual events, or both. If you click on the “All Events” heading to set up a membership, then any user who registers for your race will be asked about this membership option regardless of which event or events they selected. Also, if they are registering for multiple events, then they will also only be asked once for this membership information, and any price adjustments will be applied once per event.



You can also set up event specific memberships separately by clicking on the individual event headers located below “All Events”.

Adding a Membership Setting

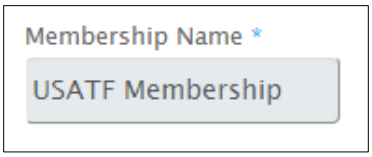
Regardless of whether you have selected the “All Events” heading, or an individual event’s heading, adding a membership setting follows the same procedure. To begin, click on the button marked “Add Membership Setting”.

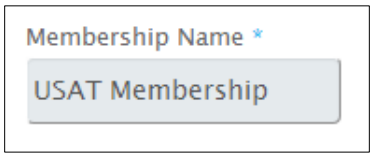


At this point, you can decide whether you would like to create a “USATF Membership”, a “USAT Membership”, or perhaps a separate custom membership. Keep in mind though, before setting up “Memberships” for anything other than the USATF or the USAT, please check out “Club Membership Discounts”, “Corporate Teams”, “Coupons”, and/or “Registration Add-ons”, as these may be geared more towards your desired outcome.

USATF Membership

By selecting the "USATF Membership" option, the fields will be populated with the information for a standard USATF membership discount. Any of these settings can be adjusted if necessary, and when you are ready to create this membership setting, click on the button for "Save Changes".

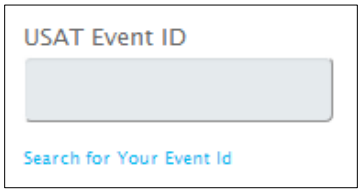




USAT Membership

By selecting the "USAT Membership" option, the fields will be populated with the information for a standard USAT membership discount.

Additional fields will also be made available under the "Advanced Options" section when you select "USAT Membership". The first of these fields is the "USAT Event ID". By entering in your "USAT Event ID" here, this will link your race directly with the USAT event, and all of the users who enter in their membership number will be allowed to register for your race using that membership.

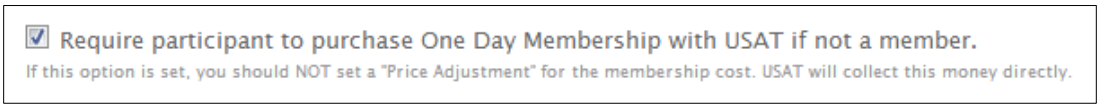


"USAT Event IDs" can be looked up by using the "Search for Your Event ID" link, and searching by name, location, etcetera.

The other two additional fields are check boxes. The first check box can be marked off if you would like RunSignUp to "Validate Membership/One Day Membership with USAT". This will compare the information that the user inputted into the RunSignUp fields with the information stored by USAT, and if the names and numbers match up, then the user will be able to continue on with registration. If you leave this check box blank, then entering in a valid membership number would not be mandatory.

IMPORTANT: In order for the "Validate Membership/One Day Membership with USAT" option to be activated, you will need to mark off the check box for "Require participant to purchase One Day Membership with USAT if not a member".

You can mark off "Require participant to purchase One Day Membership with USAT if not a member" in order to stipulate that all participants of your race had a valid membership with USAT before completing registration.



IMPORTANT: Do not set a "Price Adjustment" for non-members if you have "Validate Membership/One Day Membership with USAT" checked off. This would result in the runners being double-charged for the membership if they select the "No" option.

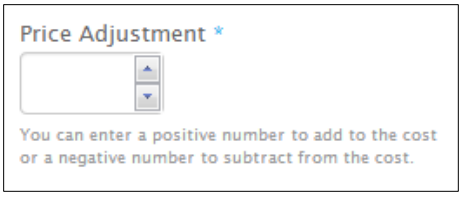
Any of the settings within this membership can be adjusted if necessary, and when you are finished, click on the button for "Save Changes".

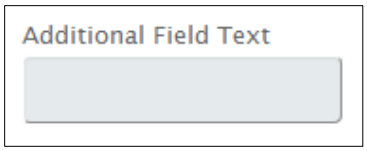
Creating Custom Memberships

You can create a custom membership setting for your registrants to choose from, however, before setting up "Memberships" for anything other than the USATF or the USAT, please check out "Club Membership Discounts", "Corporate Teams", "Coupons", and/or "Registration Add-ons", as these may be geared more towards your desired outcome.

To begin creating a custom membership, make sure that both the "USATF Membership" and the "USAT Membership" fields are left blank, and enter in the "Membership Name".

Decide upon a "Price Adjustment", and keep in mind that you can enter in a positive number to add to the cost or a negative number to subtract from the cost. As the default, the "Price Adjustment" is applied to users who select "Yes" to indicate that they are a member, however, you can switch this by checking the box for "Apply Price Adjustments if User is NOT a Member".

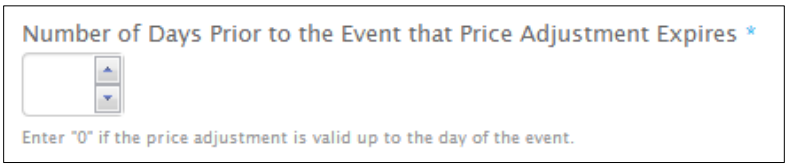




An additional field can be enabled to have users input information such as a membership ID number. If you would like to activate this field, then use the "Additional Field Text" box to write in what you want users to input into the field. If you want to make this field mandatory to fill out, then check off the box next to "Require Additional Text Field Response".

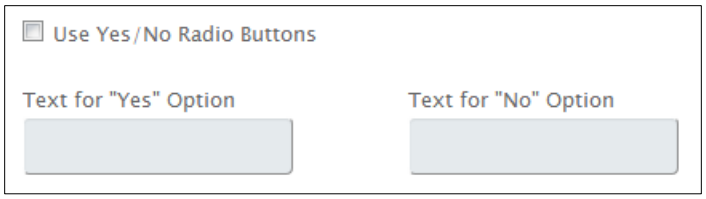
The "Optional User Notice" box allows you to enter in text that will be seen by the user when they sign up. This can be used to supply any additional information needed regarding the price adjustments that members or non-members will encounter.

The final requirement for creating a custom membership is setting the field labeled "Number of Days Prior to the Event that Price Adjustment Expires". If you would like the price adjustment to be available up to the day of the event enter in a "0", up to the day before the event enter in a "1", up to two days before the event enter in a "2", and so on.

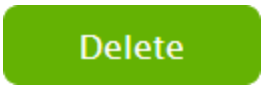


Advanced Options

By clicking on the plus sign next to "Advanced Options", a few more fields will be made available to you regarding "Yes" and "No" radio buttons. You can choose to "Use Yes/No Radio Buttons" by checking off the box, and the "Text for "Yes" Option" as well as the "Text for "No" Option" can be customized to say whatever you would like (*ex: "Member" and "Non-Member"*).



If you choose not to use yes/no radio buttons, then users will simply be given a check box to indicate their membership status.



Deleting a Membership Setting

You can remove a membership setting by clicking on the "Delete" button in the corresponding membership settings box.

Saving

When you have finished modifying the necessary settings, click the button for "Save Changes", and you will receive confirmation that "Your changes have been saved".

How To:

set up club membership discounts

CLUB MEMBERSHIP DISCOUNTS

Club membership discounts allow you to offer special pricing options to registrants who are also members of a club on RunSignUp. Club membership discounts can be customized to be made available to members of any club you have created on RunSignUp, as well as any or all other clubs that exist on RunSignUp. You can set up these discounts by going to the "Race Info" tab of the race dashboard, and opening up the subheading for "Club Membership Discounts".

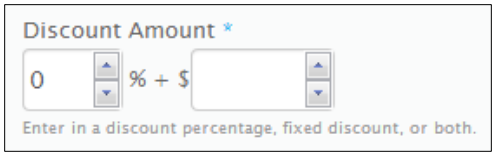
Adding a Discount

Once under the "Club Membership Discount" subheading, you can begin by clicking the button marked "Add a Discount". At this point, multiple fields will be made available for you to customize the settings of your club membership discount.

Discount Information

Using the calendar and clock provided, enter in the "Effective From" date and time, which will dictate when this discount can start being redeemed. Then, using the following calendar and clock, set the "Effective Until" date and time, in order to specify when this discount will no longer be redeemable.

Next, decide upon the "Discount Amount". Club membership discounts can be set up to offer a fixed discount, a discount percentage, or both. If you would like to offer a fixed discount, such as $5.00 or $10.00 off, then use the dollar amount field to set your desired fixed discount amount. If you would like to set up a discount percentage, such as 25% or 50% off, then use the percentage field to indicate the specific discount percentage you would like that club membership to offer. If you would like to offer both a fixed discount and a discount percentage, for instance $10.00 off and a 50% discount, then enter in each field accordingly.

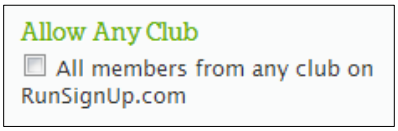


Note: In cases where both a fixed discount and a discount percentage are enabled, the fixed discount will be applied first, and the discount percentage will be calculated after. For instance, if a $10.00 fixed discount coupled with a 50%

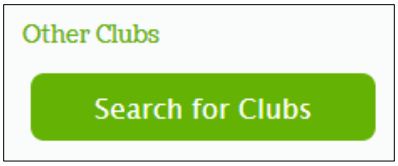
discount percentage were applied to a $100.00 transaction, then the coupon code would make the transaction $45.00, because 50% of $90.00 is $45.00.

Applicable Clubs

In the "Applicable Clubs" section, you are given the ability to select which club's or clubs' members can accept this discount. The first option you have is to check off the box under "Allow Any Club", which will let "All members from any club on RunSignUp.com" redeem the discount.

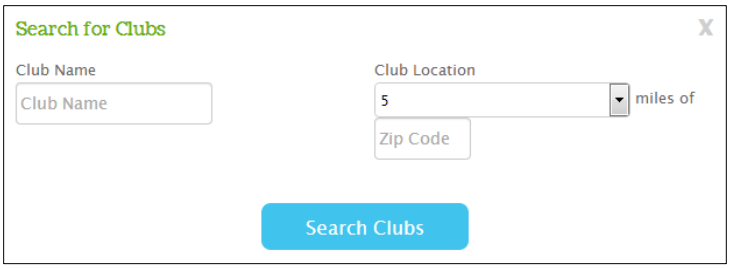


Alternatively, you could also go under the "Select One of Your Clubs" heading and check off any or all of the clubs on your account that you would like to open up the discount to.



In addition to, or instead of, offering your own club members the "Club Membership Discount", you are also given the option to select "Other Clubs".

To allow other clubs' members to receive the discounted pricing, click on the button labeled "Search for Clubs". A pop-up box will give you the option to search by "Club Name" or "Club Location", and when you have entered in the appropriate parameters, you can hit "Search Clubs". A list of clubs matching the search terms will be made available to you, at which point you can check off the clubs you would like to give discount pricing to, and hit "Select Clubs".

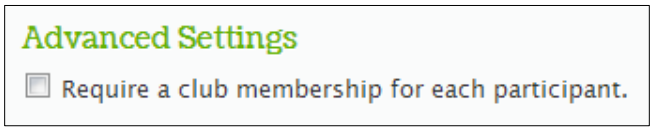


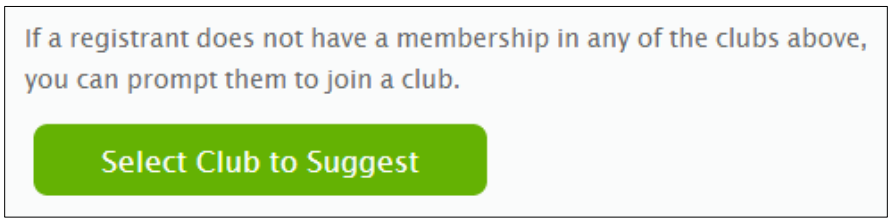
Saving

You can use the "Add a Discount" button to create as many "Club Membership Discounts" as you would like, and when you are finished, click on the button for "Save Discounts".

Advanced Settings

In the advanced settings section, you can check off "Require a club membership for each participant" if you would like for participants of your race to only be club members.





If a registrant does not have a membership in any of the clubs that are being offered discounts, then you can prompt them to join a club by hitting "Select Club to Suggest". A pop-up box will give you the option to search by "Club Name" or "Club Location", and when you have entered in the appropriate parameters, you can hit "Search Clubs". A

list of clubs matching the search terms will be made available to you, at which point you can click on the radio button next to the club you would like to suggest, and hit “Select Club”.

When you are finished, make sure you select “Save Discounts”.

How To:

re-enter the race wizard

RE-ENTERING THE RACE WIZARD

After you have finished creating your race using the race wizard, you can always return to the wizard, and make edits if necessary, by going to the “Race Info” tab of the race dashboard, and clicking on the sub-heading for the “Race Wizard”. Once inside the “Race Wizard” once more, the process will be the same as explained in the section for “How to Use the Race Wizard”.

THE CUSTOMIZE TAB

The "Customize" tab is the destination on the dashboard that will allow you to further personalize your race and registration process. Here you will be able to set up various types of questions, modify the race page, add sponsor links, and much more.

How To:

set up giveaways

GIVEAWAYS

For several races, race directors will offer runners a free giveaway as a perk for registering into an event. If you would like to set up a giveaway, free or otherwise, you can do so for each of the events you created in your race. Please refer to the "Giveaway" portion of the "Race Wizard" section to learn more about this topic.

How To:

add registration/setup questions

ADDING REGISTRATION/SETUP QUESTIONS

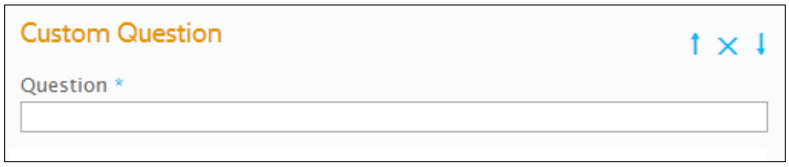
After you have completed setting up your race using the wizard, you can customize your registration process by adding questions if necessary. Questions can also be customized to be asked during corporate team creation, and are similarly available for use with corporate team registration.

To add questions to your race registration process, or corporate team setup, go to the "Customize" tab of that race's dashboard, click on the subheading for "Questions", and then hit "Add Question".

To add questions to your corporate team registration process, follow the steps for arriving at the "Set Up Member Questions" section of corporate teams, as is outlined in either the section for "How to Manage a Corporate Team (for Race Directors)" or "How to Manage a Corporate Team (for Captains)", and then continue as usual.

Question Entry

Begin by entering in your first question, and then, depending on what type of question it is, indicate the best answer format from those provided. Question types include “free form”, “check box”, “radio button”, “select menu”, and “yes or no”.



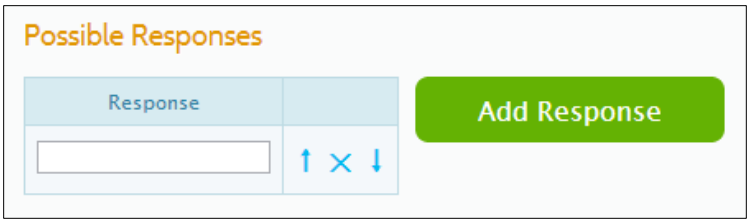
Free Form

By selecting “free form”, registrants will simply be given a text field underneath the question, and in it they can enter in an answer using their own words.

Check Box

If you select, “check box”, a field will appear in which you add a possible response to the question. By clicking “Add Another Response”, you can continue creating response fields until you have all of the possible responses that you need set up for that question.

The responses can be rearranged by using the up and down arrows, and you can delete any of them by clicking on the corresponding “X”.



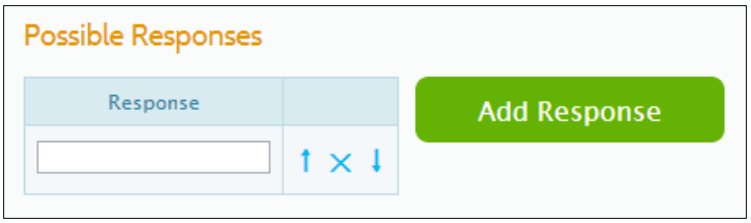
By creating a question with check boxes, you allow registrants to select any number of responses to your question.

IMPORTANT: Be sure to only use check boxes when you have questions for which more than one answer can apply.

Radio Button and Select Menu

If you would like to create a question with preset responses similar to the check boxes, however you want the registrants to choose only one response, then make your question type either “radio button” or “select menu”.

When you select either “radio button” or “select menu” as your question type, a field will appear in which you add a possible response to the question. By clicking “Add Another Response”, you can continue creating response fields until you have all of the possible responses that you need set up for that question.



The responses can be rearranged by using the up and down arrows, and you can delete any of them by clicking on the corresponding “X”.

The only difference between “radio button” and “select menu” questions is that “radio button”

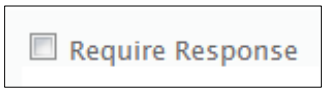
questions will display their responses in a similar format as the "check boxes", and the "select menu" questions will list all of the responses in the form of a drop down menu. Again, they will both only allow for one selection to be made.

Yes or No

The final question type is "Yes or No". For these types of questions, the registrant will be given the option to answer either "yes" or "no".

Required Questions

After you have your question type selected, the next step is to decide whether or not this question is essential to the registration process. If you leave the "Require Response" box unchecked, then the registrant will have the option to either answer or skip the question. If you check off the "Require Response" box, then the registrant must answer this question before moving on with the registration.



Ask Each Member

The next check box refers to how questions will be handled in instances where more than one member is registering during a single transaction. By leaving the "Ask Each Member" box checked, the question will be asked of each of the members who are registering. If the "Ask Each Member" box is unchecked, then the question will only be asked once for the entire group.

Note: In instances where the "Ask Each Member" box is checked off, members can still choose to skip the question unless it is marked as a required question.

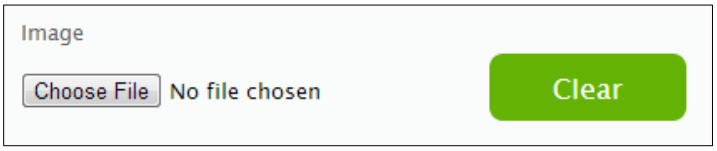


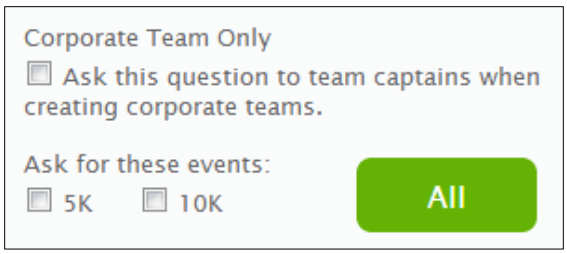
Image Upload

If you have an image that you would like associated with your question, then you can upload it by clicking the "choose file" button. You can hit "clear" to remove the image prior to saving your changes.

If you have already saved an image in association with a question, and you would like to remove that image, then simply check the box marked "remove image", and "save" the changes.

Question Specifications

Using the check boxes provided, questions can be assigned to either corporate team captains or specific event registrants.



Underneath the label for "Corporate Team Only", you can check off the box to ask this question to team captains when creating corporate teams.

Underneath the label for "Ask for these events", you can decide which event or events will have questions asked of its/their

registrants.

IMPORTANT: If a question is not assigned to any particular event's registrants or the corporate team captain, then the question will not appear anywhere.

Question Control

The order in which the questions will appear can be rearranged by using the up and down arrows. You can also delete any question by clicking on the "X".

Any amount of questions as can be created by clicking on the button marked "Add Question".

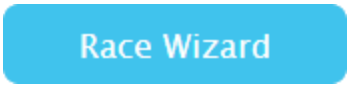
When you are finished making changes, be sure to click "Save".

How To:

customize the race page

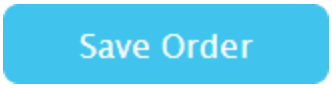
RACE PAGE CUSTOMIZATION

The race page can easily be customized to display the additional information you need to show runners, in the order that you want it to be seen. To customize your race page, begin by going to the "Customize" tab of the race dashboard, and then open up the subheading for the "Race Page".



To edit page content, click on the button labeled "Race Wizard". This will bring you directly to the "Race Page" step of the race wizard, where you will be able to create custom sections and upload a race logo as explained in the "Race Page" portion of the "Race Wizard" section.

From the "Race Page" section of the "Customize" tab you can also edit the layout of the race page by clicking on the button labeled "Race Page Ordering".



Using the up and down arrows, you can rearrange the order of the custom sections as well as most of the standard race sections, and when you are finished, click "Save Order".

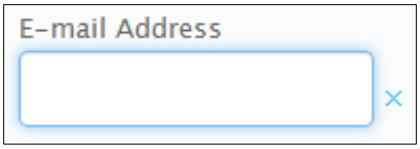
How To:

share participant viewing/editing

"EDITING PARTICIPANTS" SHARE OPTION

As a race director, you have the ability to share participant viewing and editing privileges with other members of your race's staff and/or timers. To assign accounts access to participant information, go to the "Customize" tab of the race

dashboard and open up the subheading for "Info Sharing". Find the section for "Editing Participants", and in the "E-mail Address" field, enter in the email address of the person with whom you would like to share participant information.



To grant multiple accounts access at one time, click on the "+ Add More" link and another "E-mail Address" field will be made available.

Once you are finished assigning new accounts access to "Editing Participants", scroll down to the bottom of the page and click on the "Save Settings" button.

What Is Shared?

By adding a user to the "Editing Participants" section of the "Race Information Sharing" page, you allow that user to handle "Race Day Check-In", customize "Race Divisions", view, search, import, and manage participants, control the waiting list and reserved entries, assign bibs, chips, and race divisions, and "Upload Results".

Deleting Accounts from the Editing Participants List

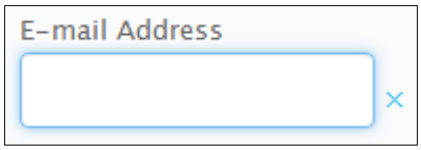
To remove an accounts access privileges, simply click on the "X" to the right of their "E-mail Address" box and click "Save Settings" at the bottom of the page.

How To:

share full control (except financials)

"FULL CONTROL (EXCEPT FINANCIALS)" SHARE OPTION

As a race director, you have the ability to share full control of the race (excluding the ability to view the financial summary) with other members of your race's staff. To give other accounts these privileges, go to the "Customize" tab of the race dashboard and open up the subheading for "Info Sharing". Find the section for "Full Control Except Financial Summary", and in the "E-mail Address" field, enter in the email address of the person with whom you would like to share full control of your race (with the exception of viewing the financial summary).



Note: In order to give an account access equal to that of the race director, please refer to the section on "How to Add a Race Director".

To grant multiple accounts access at one time, click on the "+ Add More" link and another "E-mail Address" field will be made available.

Once you are finished assigning new accounts to have full control of you race (with the exception of viewing the financial summary), scroll down to the bottom of the page and click on the "Save Settings" button.

Full Control Except Financial Summary

What Is Shared?

By adding a user to the "Full Control Except Financial Summary" section of the "Race Information Sharing" page, you allow that user to have all the privileges of the race director, but the main financial summary is left hidden from them.

Save Settings

Deleting Accounts from the Full Control Except Financial Summary List

To remove an accounts access privileges, simply click on the "X" to the right of their "E-mail Address" box and click "Save Settings" at the bottom of the page.

How To:

share store order management

"MANAGE STORE ORDERS" SHARE OPTION

As a race director, you have the ability to share store order responsibilities with other members of your race's staff. To assign accounts access to store order management, go to the "Customize" tab of the race dashboard and open up the subheading for "Info Sharing". Find the section for "Manage Store Order", and in the "E-mail Address" field, enter in the email address of the person with whom you would like to share store order management responsibilities.

E-mail Address

+ Add More

To grant multiple accounts access at one time, click on the "+ Add More" link and another "E-mail Address" field will be made available.

Once you are finished assigning new accounts access to the store order management sections, scroll down to the bottom of the page and click on the "Save Settings" button.

Manage Store Orders

What Is Shared?

By adding a user to the "Manage Store Orders" section of the "Race Information Sharing" page, you allow that user to the store summary, and the store order management page.

Save Settings

Deleting Accounts from the Manage Store Orders List

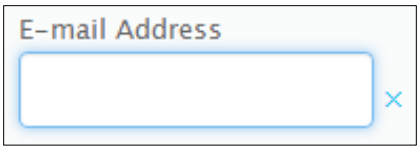
To remove an accounts access privileges, simply click on the "X" to the right of their "E-mail Address" box and click "Save Settings" at the bottom of the page.

How To:

share results uploading capabilities

"UPLOADING RESULTS" SHARE OPTION

As a race director, you have the ability to allow other members of your race's staff or outside parties, such as timers, to upload results on your RunSignUp race page. To assign an account or accounts access to results uploading, go to the "Customize" tab of the race dashboard and open up the subheading for "Info Sharing". Find the section for "Uploading Results", and in the "E-mail Address" field, enter in the email address of the person with whom you would like to share results uploading privileges.



To grant multiple accounts access at one time, click on the "+ Add More" link and another "E-mail Address" field will be made available.

Once you are finished assigning new accounts access to the results uploading settings, scroll down to the bottom of the page and click on the "Save Settings" button.

What Is Shared?

By adding a user to the "Uploading Results" section of the "Race Information Sharing" page, you allow that user to upload, edit, and delete results listed on your race page.

Deleting Accounts from the Share Results List

To remove an accounts access privileges, simply click on the "X" to the right of their "E-mail Address" box and click "Save Settings" at the bottom of the page.

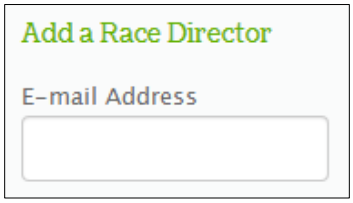
How To:

add/remove race directors

ADDING/REMOVING RACE DIRECTORS

Since some races may have more than one race director, and because reoccurring races may switch race directors from race to race, RunSignUp allows you to add and delete race directors very easily.

Begin by going to the "Customize" tab of the race dashboard, and open up the sub-heading for "Info Sharing". Next, scroll down to the bottom of the page, where you will find the section for "Race Directors".



Adding Directors

In the "Race Directors" section, you can input additional directors for your race. Make sure that the user you would like to make a race director has previously set up an account on RunSignUp, and enter in the email address that they created their account under in the box provided.

You can set as many race directors as you would like for your race, though keep in mind that they can only be added one at a time.

Once you hit "Save Settings", and return to the bottom of the page, you will see that the new race director is now included in the table, and another race director can be added if necessary.

Primary Directors and Deleting Directors

The primary race director can be set using the radio buttons, and by using the check box, you can remove any of the race directors from that list. If you do change the radio button that indicates the primary race director, or if you decide to check any of the boxes to delete a race director, then remember to hit "Save Settings".

Name	E-mail	Phone	Primary	Delete
Ron Synup	info@RunSignUp.com	888-385-1360	◉	☐
Captain Ron Synup	info+Captain@RunSignUp.com	888-385-1360	○	☑

Note: If you decide to delete the primary race director without setting a new primary, a new primary race director will be selected from those remaining.

THE PARTICIPANTS TAB

The "Participants" tab gives you access to various participant reports, allows for the importing of paper entries, and lets you enable and manage both competitive and corporate teams. Additionally, you can set up and view the waiting list, reserve entries for specific users, upload results, and much more.

How To:

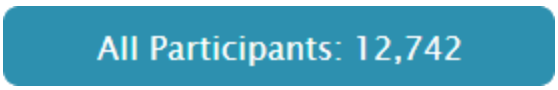
view participant reports

PARTICIPANT REPORTS

RunSignUp provides race directors, and those with race director permissions, with the ability to view, search, customize, edit, save and download the participant report. The participant report section also includes summaries on registration information, and a completely customizable bib label builder.

VIEWING PARTICIPANT REPORT

To view the participant report, begin by going to the "Participants" tab of the race dashboard, and click on the subheading for "Participant Reports". Here you will be able to view the participant reports for the entire lifetime of your race.



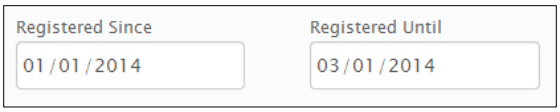
Reports can be viewed for each specific race date either collectively or by event. To view all participants for a particular race day, simply click the button labeled "All Participants". To view all participants by event, click on the link for "Participants" located underneath the desired event.

SEARCHING PARTICIPANTS

Once you have selected a participant report to view, you will have the ability to "Search Participants" in that list. You can search by "Event" or "All Events", and the "Order" in which the search results are displayed can be set to "Registration Date", "First Name, Last Name", "Last Name, First Name", or "Bib Number".

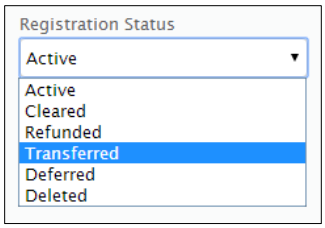
Note: If you selected to view the report for "All Participants", then the "Event" field will be set to "(Multiple Events)", and is unchangeable in this report.

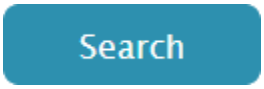
You can narrow down the search results by filling out the fields for "First Name", "Last Name", "E-mail Address", "Bib Number", "Gender", "Country/State", and/or "Date of Birth".



The "Registered Since" field allows you to enter in a date to search for only registrants who signed up after a certain date, and the "Registered Until" field allows you to enter in a date to search for only registrants who signed up before a certain date.

The current "Registration Status" can also be used to filter search results. Using this dropdown menu, you can search participants who are "Active" (currently registered), "Cleared" (cleared transaction within 15 minutes of registering), "Refunded", "Transferred", "Deferred", or "Deleted".





When you have the search parameters set as you would like, click on the button for "Search", and the report information will all be updated to reflect the designated terms.

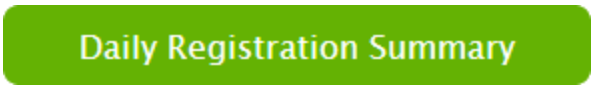
PARTICIPANT SUMMARIES

In addition to the list of participant information, which will be discussed further in the upcoming sections, you can also view summaries regarding the participants.

The "Summary Info" button allows you to view certain financial totals related to the specified report.

"View Imports" lets you see which registrants were imported, and if you click on the blue date, then you can view that date's imports exclusively.

Note: The "Summary Info" and "View Imports" summaries will display information based on the results of your search terms.



The "Daily Registration Summary" button will allow you to download the entire history of your race's registration counts by date.

EDITING PARTICIPANT INFORMATION

The participant list will show all of the registrants who meet the requirements of your search parameters. To modify any of the personal information and/or race information provided by a participant, begin by clicking on the "Edit" button.

Personal Information

If the user you selected has a registered account, then you will see an overlay on their personal information that lets you know that any changes you make to their personal information will be reflected in all other races the user is

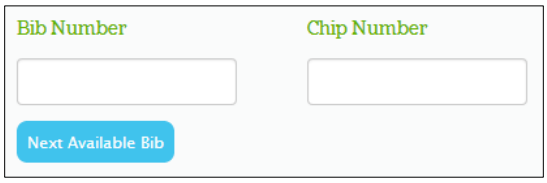
registered for. If you are sure it is necessary to edit any of this information, then click on the button labeled "Edit User's Profile" and begin.

Note: Users with unclaimed accounts will not have this notice.

This section will allow you to update the user's name, email, password, address, date of birth, and gender. You can also check off the box for "Show as anonymous in public participant lists and race results."

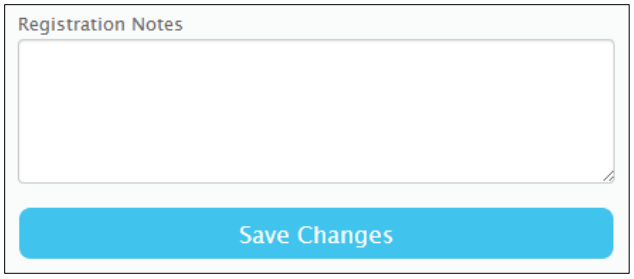
Race Information

In the "Race Information" section, you can update the "Giveaway" by checking off "Change Option", and selecting the new option from the drop down menu.



Here you can also enter in a "Bib Number" for the runner, and you can do this manually, by typing it in the space provided, or, automatically by clicking the "Next Available Bib" button (automatic bib assignments need to be set up in order for the "Next Available Bib" option to work). Additionally, a "Chip Number" can be inputted in this section.

Finally, there is a section for "Registration Notes", which you can use to write in any additional information you need to know about a certain participant.



Saving Changes

In order for the edits made to go into effect, scroll down to the bottom of the page and click "Save Changes"

PARTICIPANT MANAGEMENT

If you need to edit a participant's information, remove them from an event (with or without a refund), transfer them into a different event, defer their registration, or edit their add-ons, then you will want to click on the "Manage" button.

For more information on participant management, please refer to the "How to" section on "Participant Management".

CUSTOMIZING YOUR REPORT

By default, your participant report will show you the fields for "Name", "Event", "Registration Date", "Age", "Email", "Address", "Race Fee", "Amount Paid", "Offline Payment", and "Paid Later". However, you can edit your participant list to include all participant information or just select portions of information. These lists can also be saved, for easy access at a later date.

View Full Report

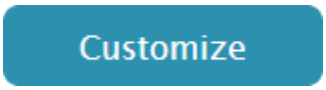
By clicking on the "View All Columns" button, your participant list will be updated to show all participant information.

View Customized Report

The "Customize Report" button allows you to select which columns you would like to show up in your participant list. Simply check off the boxes next to the information that you would like to include in your participant report, and leave the boxes next to fields you would like to omit blank.

You click "Check All" to select every piece of information available, or you can click "Uncheck All" to clear out all check boxes.

When you have selected/deselected all of the information necessary for your report, then you can click "Customize", and you participant list will be updated to reflect your settings.



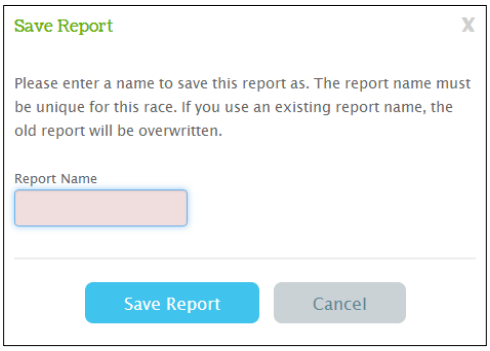
Saving a Custom Report

In order to easily access customized reports at a later date, they can be saved by clicking on the button labeled "Save this Report".

Note: A saved report will remember the terms of your "Search Participant" section and your "Customize Report" settings.

A box will pop up, in which you can enter in the name you would like to save your report as, and when you are finished, click "Save Report".

Note: If you enter in the name of a report that already exists for your race, then the old report will be overwritten.



Viewing a Saved Report

The "View Saved Reports" button will allow you to easily open up any of the custom reports that you have saved for your race. Once clicked, a box will pop up, in which you can click on any of the saved reports you have created.

You can delete a saved report by clicking on the "X" next to its button, and then confirming that you would like to "Delete" this report.

DOWNLOADING REPORTS

Your participant report can be downloaded as a CSV, either in full, or as a customized version.

Download Full Report

To download your full participant report, including any information that may not be displayed on your current participant report page, click on the button labeled "Download All as CSV".

Download Customized Report

To download the customized version of the participant list that you currently see on the "Participant Reports" page, click on the button labeled "Download Report as CSV".

HY-TEK IMPORTS

Hy-Tek has a very specific format for importing participants. Race managers who use Hy-Tek typically have to jump thru some hoops to import participants from an online registration system, however, RunSignUp has simplified this process.

When viewing your desired participant list, click on the button for "Hy-Tek Import", and you can download a specialized version of the report. This file is compatible with the import function of Hy-Tek 3.0 and later.

BUILD BIB LABELS

If you are using Avery 5160 labels for your race bibs, or a label of a similar size, then RunSignUp has a convenient way for you to create bib labels from your participant list. For more information on this topic, please refer to the section on "How to Build Bib Labels".

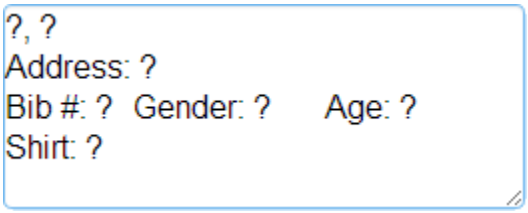
How To:

build bib labels

BUILDING BIB LABELS

If you are using Avery 5160 labels for your race bibs, or a label of a similar size, then RunSignUp has a convenient way for you to create bib labels from your participant list.

To begin building bib labels for your race, start by going to the "Participants" tab of the race dashboard and click on the sub-heading for "Participant Reports". Select the list of participants you would like to create bib labels for, then, scroll down the page slightly, and click on the button for "Build Bib Labels".

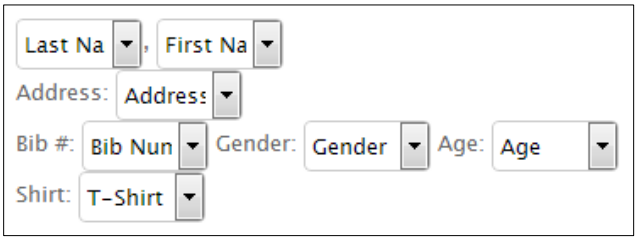


Label Content

The text box on the left hand side of the pop-up window will show you the basic setup for each of the bib labels. You can modify any of the information in the text box so that the label appears as you would like, and be sure to use question marks (?) to represent the varying fields (such as "first name", "last name", "gender", etcetera).

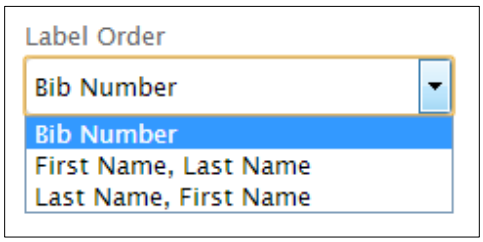
Setting Runner Data

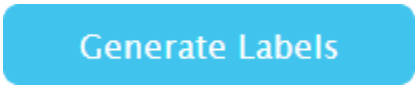
On the right hand side of the pop-up window, there is a second representation of the bib labels that will update in real time. In this version, any of the question marks (?) that you entered in will appear as drop-down menus, and you can then use to specify which type of runner data should be inputted there. The first drop-down menu corresponds to the first question mark, the second to the second, and so on.



Label Order

Once you have finished setting up your basic label structure, select the order in which you want the bib labels to be arranged from the dropdown menu. Labels can be listed according to bib number, or alphabetically by first or last name.





Generate Labels

When you click on "Generate Labels", a PDF will be created for all of the participants of your race. You can then save or print out the labels in the PDF.

Specific Labels

If you only need to print out a specific label, for instance, if a label ended up getting smudged or torn, then go back to the "Participant Reports" page and select the participant list again, enter that participant's information into the "Search Participants" section, and click on the "Search" button.

The table found under the "Participants" section at the button of that page will show you the results of your search. And now, when you repeat the process for building bib labels, only the participant(s) who was searched for will have a bib label created for her/him.

How To:

view graphical reports

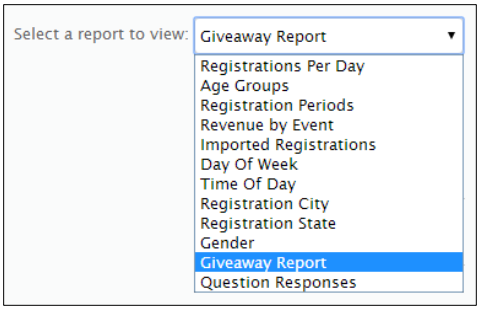
GRAPHICAL REPORTS

RunSignUp provides numerous "Graphical Reports" to help you better visualize the progress of your race. These include bar graphs, pie charts, and tables; some of which can be customized to suit your needs. The information found in these reports can also be downloaded in their corresponding sections of the race dashboard.

VIEWING GRAPHICAL REPORTS

To begin viewing "Graphical Reports", go to the "Participants" tab of the race dashboard, then click on the subheading for "Participant Reports".

Here you will have the option to view "Graphical Reports" across all events, by clicking on the large "Graphical Reports" button, or you can view "Graphical Reports" by event, by clicking on the link provided under each event.



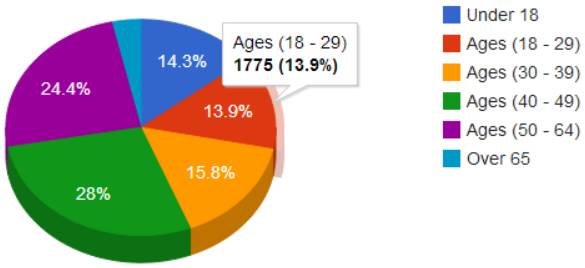
In either case, "Graphical Reports" can be navigated in the same way. Simply "Select a report to view" from the drop-down menu and the report will be updated for you.

Types of Graphical Reports

There are several different graphical reports available for viewing in association with your race. Graphical reports include the following:

Registrations Per Day: View a bar graph of your race's registrations broken up by customizable dates. This graph is a quick way to review the successfulness of a marketing campaign, Facebook post, tweet on Twitter, etcetera.

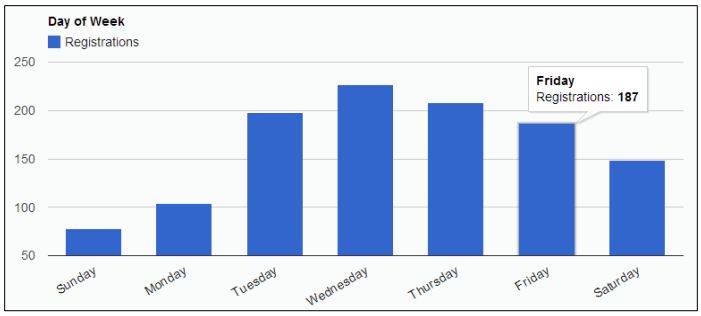
Age Groups: View a pie chart and table of the standard age groups your registrants fall into.



Registration Periods: View a pie chart and table depicting the total number of registrations in each registration window.

Revenue by Event: A pie chart and table break down the total revenue collected from each event.

Imported Registrations: The total number of imported registrants versus online registrants can be seen here as a pie chart, or in table form.



Day of the Week: This bar graph and table allows you to see which day of the week has seen the most registrations for your race. Locating trends in registration could be useful in deciding when to advertise during the week.

Time of Day: View a bar graph and table that illustrates the most common times of days for registering into your race. Locating trends in registration could be useful in deciding what time to advertise during the day.

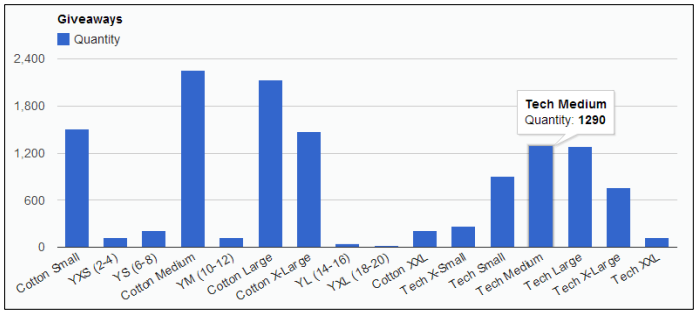
Registration City: This bar graph and table provides race directors with information regarding the top cities where registrants reside.

Registration State: This bar graph and table provides race directors with information regarding the top states where registrants reside.

Gender: The "Gender" pie chart and table show you the breakdown of male and female runners in your race.

Giveaway Report: A bar graph and table will illustrate the overall quantity of each giveaway option, as well as the amount collected with each option if applicable.

Question Responses: This report will break down the responses to registration questions in the form of a table and pie chart.



How To:
view duplicate participants

DUPLICATE PARTICIPANTS

The "Duplicate Participants" report tries to identify registrants who may have accidentally registered multiple times. This report lists registrants that have signed up for a specific event multiple times and have the exact same name and date of birth.

VIEWING DUPLICATE PARTICIPANTS

To begin viewing "Duplicate Participants", go to the "Participants" tab of the race dashboard, and then open up the "Participant Reports" section. Below each event listed here, you will find a link for "Duplicate Participants". After clicking this link, you will often receive the notice of "No Duplicate Registrations Found". However, if you do have a possible duplicate registrant, then the registrants "Name", "Date of Birth", "Email", and "Location" will be displayed to you, along with links to both registrations' participant management pages.

If the registration is a duplicate, then you will be able to refund, remove, etcetera, the registration, as is explained in the "How to" section on "Participant Management".

How To:
set up race groups

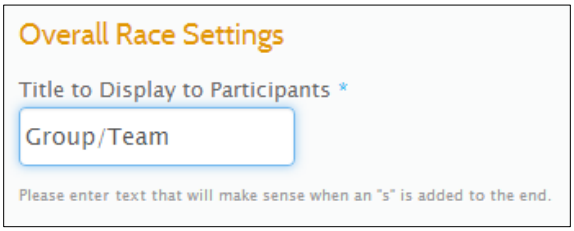
RACE GROUPS

RunSignUp's "Group" feature allows participants to self-manage their own group, which means there is no hassle on the race director when it comes to editing the group. Our system aims to offer the flexibility to meet the needs of any type of group, team, relay, etcetera, and ramp up the social aspect of groups and teams, since they end up driving a lot of the "viral marketing" on a race. RunSignUp's "Group" feature is also geared towards incentivizing teams, with competitions such as reaching the largest group size, and are both easy to create and join.

SET UP RACE GROUPS

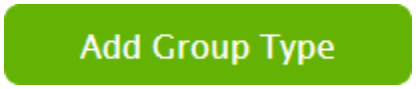
To begin setting up the "Group" feature for your race, go to the "Participants" tab of the race dashboard.

Once there, click on the subheading for "Groups/Teams", and open up the section labeled "Set up Race Groups". Here you will find the "Race Group Setup".



In the "Overall Race Settings", you can use the "Title to Display to Participants" box to modify how this feature will be presented to your runner. This title can be "Group", "Team", "Competitive Team", "Relay Team", or anything else imaginable.

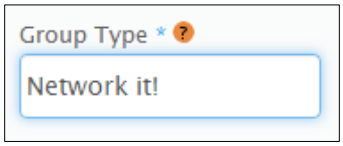
IMPORTANT: Make sure to enter text that will make sense when an "s" is added to the end. For instance, "Group", not "Groups".



ADD GROUP TYPE

"Group Types" allow the race director to make different types of groups for runners to create. The ability to customize these various group types gives you the opportunity to set whether group creators will need to create age or gender specific groups, events restricted groups, and/or groups with size requirements.

To create a "Group Type", start by clicking on the button for "Add Group Type".



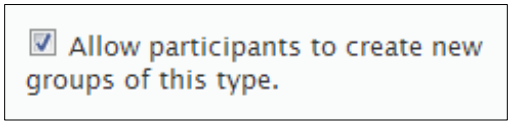
Next, enter in the name of your "Group Type", followed by a description of that group type. The name of your group type can range from anything such as an all-encompassing group, simply called "Group" or "Team", or it can be very narrow, like "Gender Specific Age Groups". After you have accurately filled in a name and a "Group Type Description", you can then move on to customizing the group type's settings.

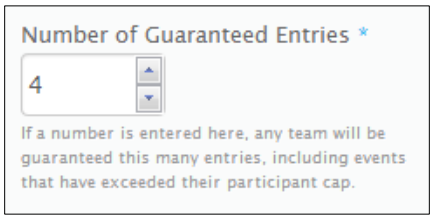
Events

Under the "Events" section, you can select which of your race's registrants will be eligible for creating this group type by event.

Advanced Settings

In order to customize your group type even further, click on the plus sign next to the "Advanced Settings" header, and more options will be made available to you. The first of these is a check box for "Allow Participants to create new teams of this type". By default this box is already checked, but if you would like to make this group type's creation reserved only for the race director, then you can uncheck the box.

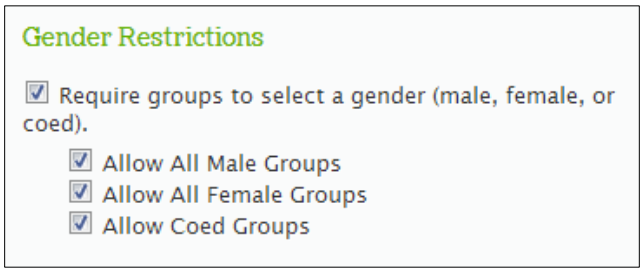




Here you can also set the "Number of Guaranteed Entries" that this group type ensures. If a number is entered here, then any team created using this team type will be guaranteed this many entries, including events that have exceeded their participant cap.

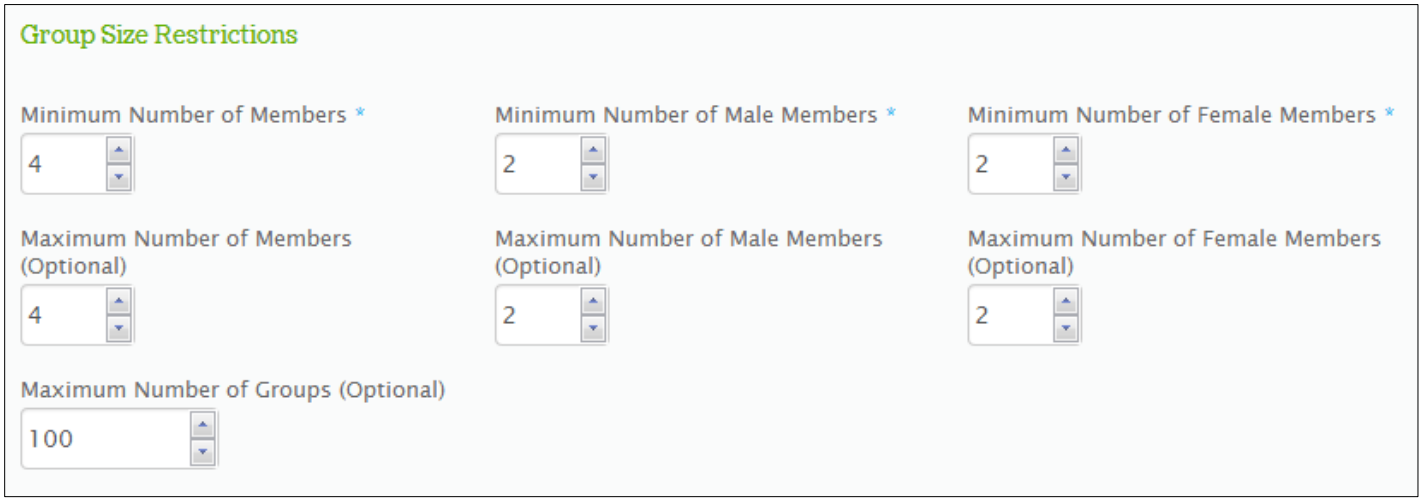
Gender Restrictions

The next section allows you to set "Gender Restrictions". By checking the box for "Require groups to select a gender (male, female, or coed)", options for "Allow All Male Teams", "Allow All Female Teams", and "Allow Coed Teams" will appear. The default setting is to give registrants the option to choose male, female, or coed, but you can modify this in the variation that best suits your race needs.



Group Size Restrictions

"Group Size Restrictions" can also be set under the "Advanced Settings" section. To begin, enter in the "Minimum Number of Members" needed in order to be considered a team. By default, this number is set at zero, but the minimum number of group members can be set to any number of your choosing. Depending on your "Gender Restrictions", you may also be given the options to set the "Minimum Number of Male Members" and the "Minimum Number of Female Members".



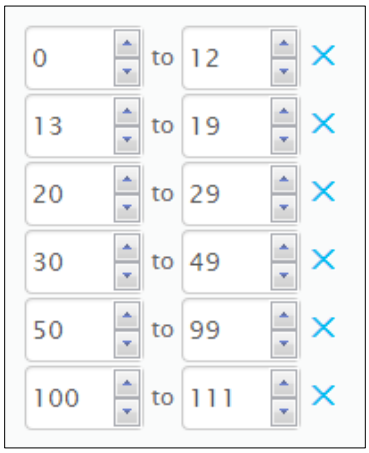
Next you can set the "Maximum Number of Members" if necessary. Once a group of this type reaches the maximum number indicated, no more members will be allowed to join unless a member leaves or is removed from the group. Depending on your "Gender Restrictions", you may also be given the options to set the "Maximum Number of Male Members" and the "Maximum Number of Female Members".

Under the "Group Size Restrictions" heading, you can also set the limit for the "Maximum Number of Groups" that can be created using this group type.

Age Ranges

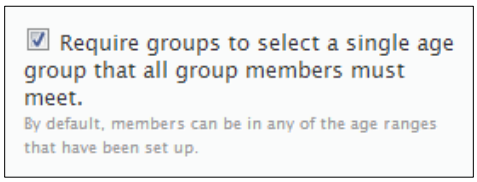
The final portion of the "Advanced Settings" section is for designating "Age Ranges". Group types can require that members fall into specified age ranges if necessary, or if you leave this section blank, then members of all ages can join. To begin setting up age ranges, click on the button labeled "Add Age Range".

Next, enter in your age ranges in the format of "youngest age to oldest age". These age ranges will dictate who is eligible for joining these group types, and ages are determined by the age of the registrant on the race day. An age range from "0 to 12" will allow participants 12 and under to join, while an age range of "13 to 19" would only allow teenagers, and so on.

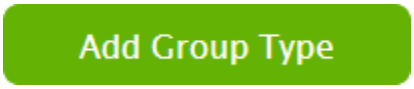


An age range can be set to include any range of ages that you would like, and multiple age ranges can be accepted under a single "Group Type" by continuing to click on the "Add Age Range" button.

To remove an age range, click on the "X" next to that range.



By default, group types are set up to allow anyone within the designated age ranges to join. For instance, if you had the age ranges of "0 to 12" and "20 to 29" set up, then anyone from 0 to 29 who was not a teenager would be able to join the group. However, if you check off "Require groups to select a single age group that all group members must meet", then groups will need to be created so they are either exclusively for registrants "0 to 12" or "20 to 29".

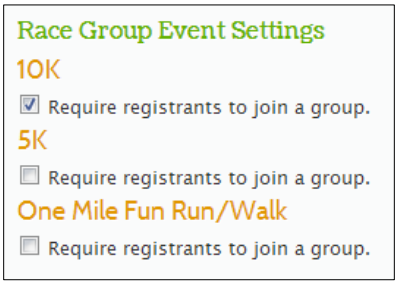


Multiple Group Types

You can create as many "Group Types" as you need by clicking on the "Add Group Type" button and filling out the settings as explained above.

Deleting Group Types

"Group Types" can be removed by clicking on the "X" located to the right of the "Group Type".



RACE GROUP EVENT SETTINGS

In the "Race Group Event Settings" section, you will find each event of your race listed separately. Using the check box underneath each event, you can set whether you want to "Require registrants to join a group".

SAVING GROUP SET UP

Once you have finished setting up or modifying your group settings, click on the button for "Save Settings" at the bottom of the page.

How To:

set up race group pricing

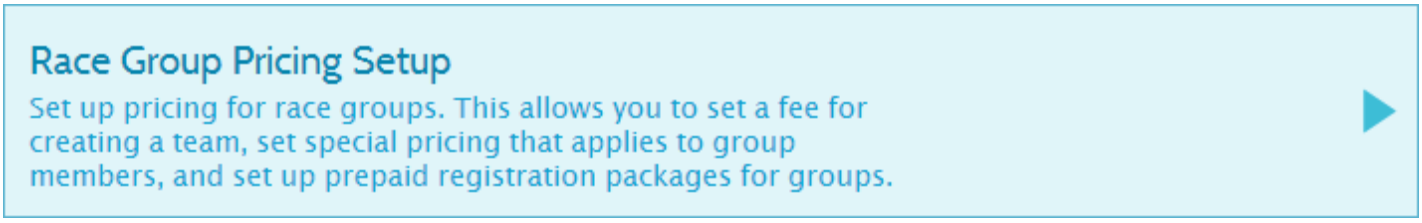
RACE GROUP PRICING

Once a race group type is created, as is explained in "How to Set up Race Groups", then you will be able to set up special pricing rates for each particular group type. Group pricing can be set up as "Member Registration Fees", "Group Setup Fees", and/or "Prepaid Registration Packages".

IMPORTANT: "Multi-Person SignUp Pricing" cannot be used on a registration for a group/team if the group/team has special event pricing or pre-paid registration packages.

SET UP RACE GROUP PRICING

To begin setting up "Race Group Pricing" for your race, go to the "Participants" tab of the race dashboard.

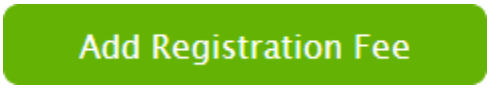


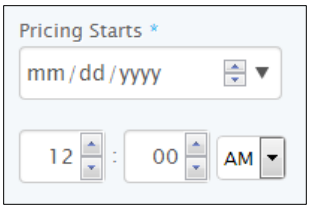
Once there, click on the subheading for "Groups/Teams", and open up the section labeled "Race Group Pricing Setup". Here you will find the "Race Group Pricing Setup" options broken down by group type, and within each section you will have the option to set up "Member Registration Fees", "Group Setup Fees", and/or "Prepaid Registration Packages".

In the lower right corner, you will find a "Select a Group Type" box, and you can use this to easily navigate through the group types associated with your race.

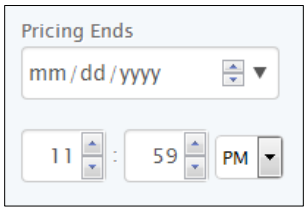
Member Registration Fees

By default, all group members will be charged according to the overall pricing settings of your race, however, you can set up "Member Registration Fees", and this will override the default fees for group members when applicable. To begin setting up "Member Registration Fees", click on the button for "Add Registration Fee".

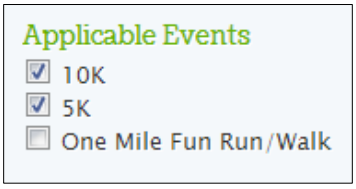




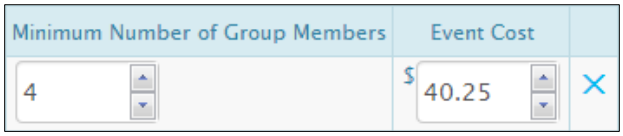
"Member Registration Fees" allow you to set up multiple pricing windows by date, event, and group size. First, enter in the "Pricing Starts" date and time into the fields provided. These fields are required in order to set up a membership registration fee.



Next, you have the option to enter in a "Pricing Ends" date and time. If you will not be creating any other registration windows, then you can leave these fields blank in order to allow this pricing up until the close of registration. However, if you are making more than one registration window for group pricing, then you will need to set these fields, as pricing windows are not allowed to overlap.



Once the pricing window is set, use the check boxes to indicate the "Applicable Events". These checked events here will indicate which event's members will be eligible for the group based pricing discount.

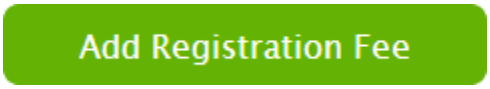


Finally, use the "Event Pricing" section to specify the cost of the group according to group size. To do this, first enter in the "Minimum Number of Group Members" required in order for this group based pricing discount to go into effect. Then, enter in the corresponding "Event Cost" for that minimum.

Example A: By setting the "Minimum Number of Group Members" to "0", all group members will be registered at the discounted price.

Example B: By setting the "Minimum Number of Group Members" to "5", the 6th group member and all those following will be registered at the discounted price. Group members 1 through 5 will pay the normal registration fee.

If you would like to add special pricing for another group size within the same registration window, then click on the button for "Add Another Price", and repeat the "Event Pricing" process.

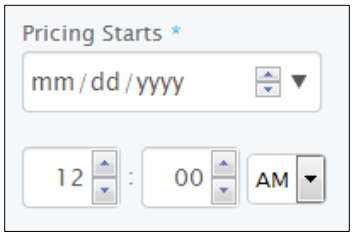


To add another registration period entirely, click on the button for "Add Registration Fee" once more, and follow the aforementioned steps for setting up a "Member Registration Fee".

"Member Registration Fees" can be removed by clicking on the "X" located in the top right corner of each box.

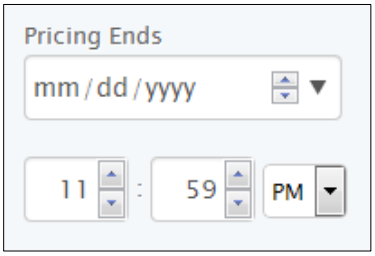
Group Setup Fee

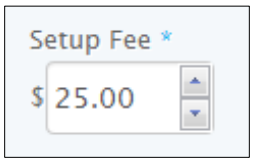
In addition to the normal registration fees, or the "Member Registration Fees" if applicable, you can set up a fee for creating a group as well. To create a "Group Setup Fee", click on the button for "Add Setup Fee".



The "Group Setup Fee" allows you to create multiple pricing windows for setup fees. First, enter in the "Pricing Starts" date and time into the fields provided. These fields are required in order to set up a group setup fee.

Next, you have the option to enter in a "Pricing Ends" date and time. If you will not be creating any other pricing windows, then you can leave these fields blank in order to allow this pricing up until the close of registration. However, if you are making more than one registration window for group setup fees, then you will need to set these fields, as pricing windows are not allowed to overlap.





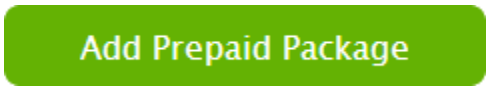
To finish creating a "Group Setup Fee" pricing window, enter in the "Setup Fee" in the space provided.

To add another registration period, click on the button for "Add Setup Fee" once more, and follow the aforementioned steps for setting up a "Group Setup Fee".

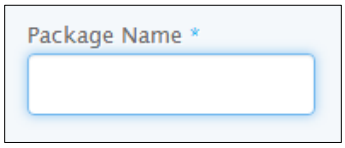
A "Group Setup Fee" can be removed by clicking on the "X" located in the top right corner of each box.

Prepaid Registration Packages

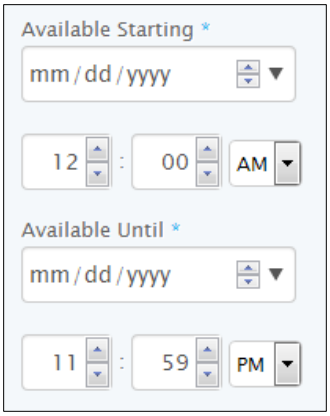
By default, all group members will be charged according to the overall pricing settings of your race, however, you can set up "Prepaid Registration Packages", and these will override the default fees for group members when applicable. To begin setting up "Prepaid Registration Packages", click on the button for "Add Prepaid Package".



Note: Changes made to existing packages will be reflected in existing groups, but changes in the cost or number of members will not cause existing groups to owe more or less. Deleted packages will still apply to groups that have already purchased them.



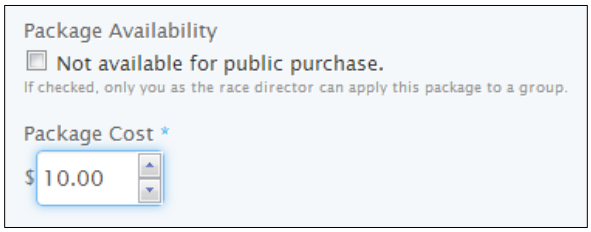
Begin by entering in a "Package Name" for your "Prepaid Registration Package" into the text box provided.

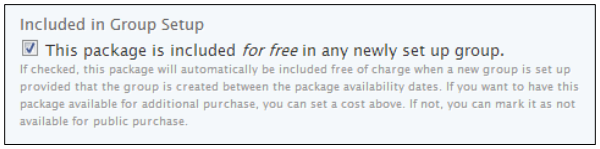


Next, since "Prepaid Registration Packages" allow you to create multiple pricing windows for package eligibility, enter in the "Pricing Starts" date and time into the appropriate fields, followed by the "Pricing Ends" date and time. These fields are all required in order to set up a prepaid package.

In the "Package Availability" section, you can check off "Not available for public purchase", if you would like to restrict the purchase of this package to you, as the race director. Of course, if you will be allowing this package to be purchased publically, then you will need to enter in the "Package Cost".

IMPORTANT: In order to purchase a "Prepaid Package", one registrant will need to register at the designated registration cost first. This means that if a "Package Cost" is set to $50, then the $50 will be in addition to whatever fee was paid in order for the group administrator to be registered.



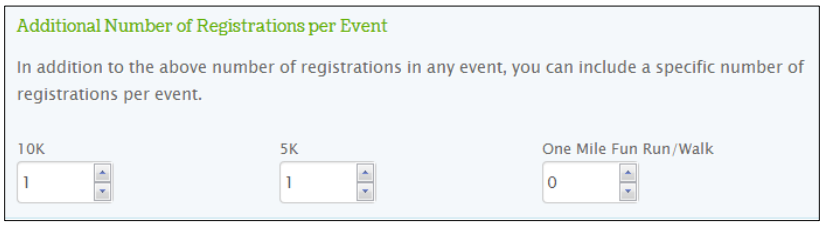


In the "Included in Group Setup" section, you can check off the box to say that "This package is included for free in any newly set up group." If checked, then this package will automatically be included free of charge when a new group is set up, provided that the group is created between the package availability dates.

Note: After checking off "This package is included for free in any newly set up group", "Group Setup Fees" will still apply if applicable.

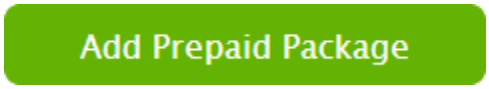
The "Number of Registrations in Any Event" box allows you to set the total number of registrations you want this "Prepaid Package" to cover, regardless of which event the registrants are entered into.

IMPORTANT: In order to purchase a "Prepaid Package", one registrant will need to register at the designated registration cost first. This means that if the "Number of Registrations in Any Event" is set to "3", then there will actually be a total of "4" members paid for in the group.



If you would like to stipulate the "Additional Number of Registrations per Event" instead of or in addition to the "Number of Registrations in Any Event", then you can do so in the boxes provided.

To add another "Prepaid Package", click on the button for "Add Prepaid Package" once more, and follow the aforementioned steps for setting up a "Prepaid Registration Package".



"Prepaid Registration Packages" can be removed by clicking on the "X" located in the top right corner of each box.

SAVING GROUP PRICING

To save any changes made to the group pricing section, simply scroll down to the bottom of the page and click "Save Pricing".

How To:

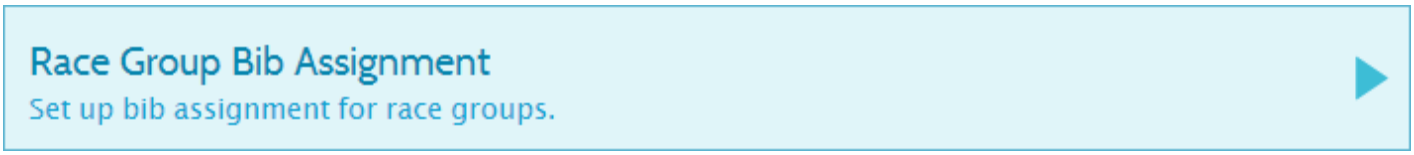
assign race group bibs

RACE GROUP BIB ASSIGNMENT

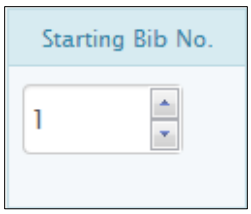
After a race "Group Type" is created, as is explained in "How to Set up Race Groups", you will be able to set up automatic bib assignments for each particular group type. This bib number will be in addition to the "per registrant" bib number, and you can have, at most, two (2) bib ranges per group type.

Bib Auto-Assignments

To begin viewing and editing a particular race groups bib assignments, go to the "Participants" tab of the race dashboard, click on the subheading for "Groups/Teams", and open up the section labeled "Race Group Bib Assignments".

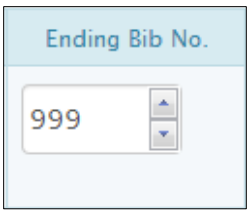


On the "Race Group Bib Assignments" page, you will find a table that varies in size depending on your number of "Group Types". You will be given two rows for each "Group Type", however, since "Group Types" can share bib ranges and may only require one bib range, all of these rows do not need to be used.

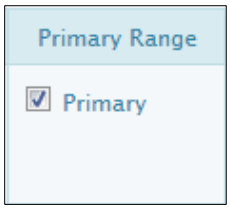


Set Up Bib Ranges

In the first column of the bib range table, enter in the "Starting Bib Number" of your bib range. Then, in the following column, enter in the "Ending Bib Number".



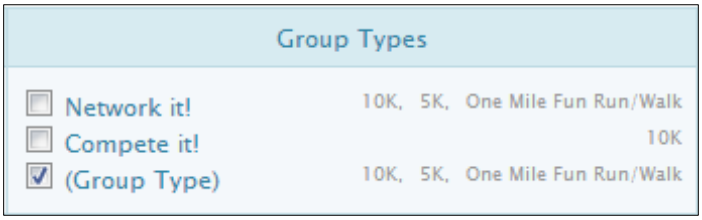
IMPORTANT: A single group type cannot have overlapping bib ranges.



Next, decide whether this bib range is going to be the "Primary Range", using the check box provided. The bib numbers in this range will be assigned first, and once all of the bib numbers in this range are assigned, then assignments will begin from the secondary range, if applicable.

IMPORTANT: One of the ranges for a "Group Type" must be the "Primary Range" and the other must not be marked as the primary.

In the "Group Types" column, check off all of the "Group Types" that will be utilizing the designated range of bib numbers. "Group Types" can only be assigned to two bib ranges.



IMPORTANT: If a pool of bib numbers is shared by multiple "Group Types", then be sure to set a single range and check the box for each "Group Type".

Below the table, you can check the box to "Set bib number on existing groups that do not have a bib number" if necessary.

SAVING BIB RANGES

Once you have finished creating or editing your group bib assignments, click on the button for "Save Settings" in order for them to go into effect.

How To:

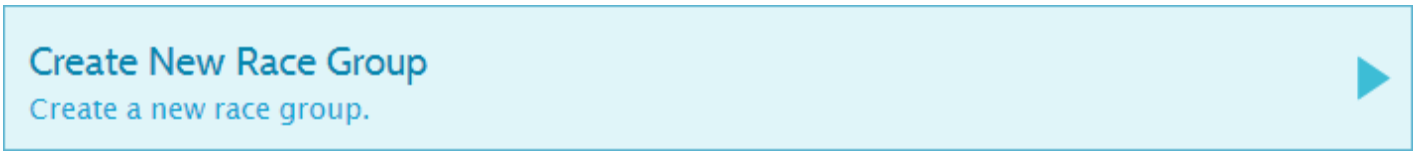
create a new race group

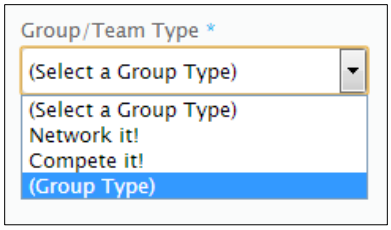
CREATING RACE GROUPS

Once you have set up race groups for your race, as is explained in "How to Set up Race Groups", you can then begin creating new race groups as the race director. Typically, registrants will have the ability to create race groups as well, however, depending on your race group settings, race group creation may be the sole responsibility of the race director.

CREATE NEW RACE GROUP

To start creating new race groups, go to the "Participants" tab of the race dashboard, click on the subheading for "Groups/Teams", and open up the section labeled "Create New Race Group".

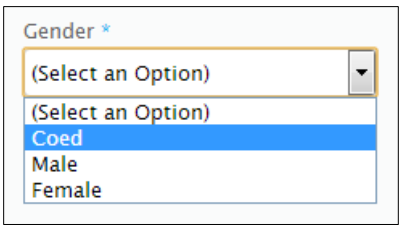


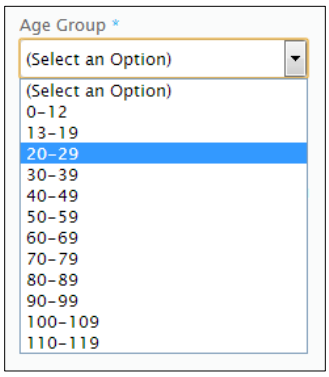


First, decide upon the "Group/Team Type" by selecting one from the drop down menu. As you select each "Group/Team Type", you will find a description of that group, as well as any limitations and settings that it may have. When you have selected the group type that you would like to create, enter in the "Group/Team Name".

Gender Groups

Certain group types will require you to create either an all male group, an all female group, or a coed group; all, some, or none of these options may be available to you depending on the race. If the "Gender" section is required for your group, then simply select the available option that best suits your group's needs from the drop down menu.



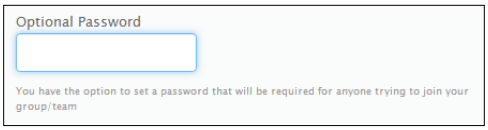


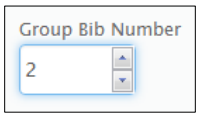
Age Groups

Certain group types will dictate that their members meet specific age requirements in order to join. Sometimes the age requirements will be the same across all groups of this type, and other times, the group's creator will need to select an "Age Group" option from the drop down list provided.

Optional Password

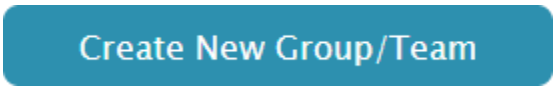
When creating a group, you have the option to set a password that will be required for anyone trying to join your group/team. If you would like to create a password for the group, then enter it into the text box provided.





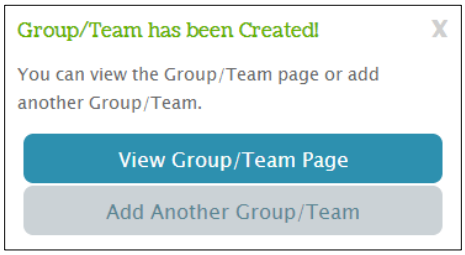
Group Bib Number

When creating a group, you have the option to set a "Group Bib Number" for that group/team. If you would like to apply a group bib number, then enter it into the text box provided.



SAVING YOUR GROUP

After you are finished customizing your group settings, and you are ready to create it, click on the button for "Create New Group/Team". At this point, you will receive confirmation that the group has been created, and you will be given the following options: "View Group/Team Page" and "Add Another Group/Team".



The "View Group/Team Page" button will bring you to the group management page, which is explained with more detail in the section for "How to View Groups".

The "Add Another Group/Team" button will bring you back to the group creation page, and will allow you to create another group.

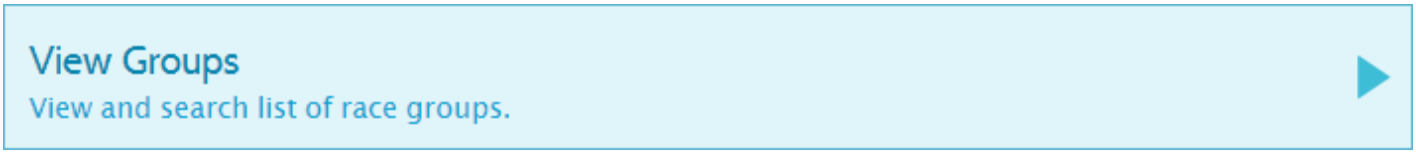
How To:
view groups

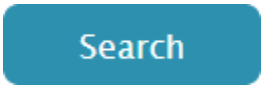
VIEWING RACE GROUPS

Once race groups have been created for your race, by either registrants or yourself ("How to Create a New Race Group"), then you will be able to go in and manage those race groups as the race director.

SEARCHING RACE GROUPS

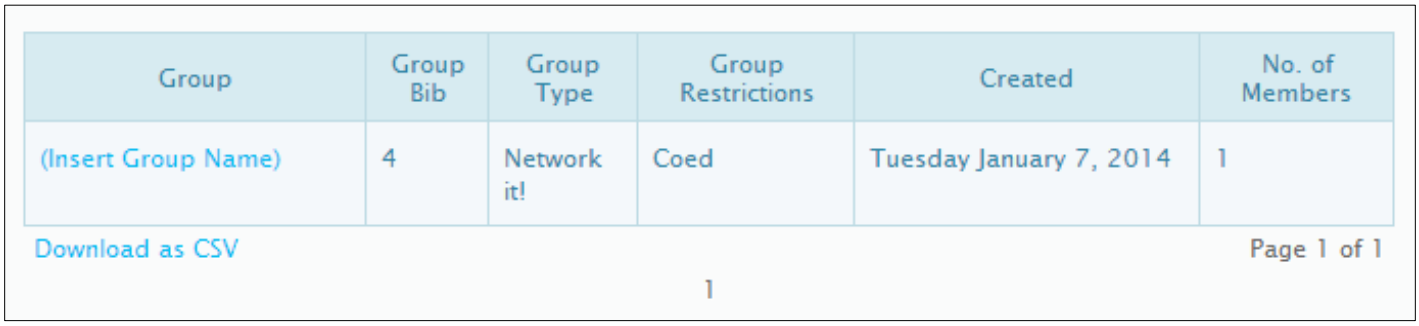
To begin viewing and editing a particular race group, go to the "Participants" tab of the race dashboard, click on the subheading for "Groups/Teams", and open up the section labeled "View Groups".





On this page, you will be able to search "Race Groups" by "Event Date", "Group Type", and/or "Group Name". Once you have the desired fields set correctly, click on the button for "Search", and the matching results will appear below.

The results table will show you the "Group", the "Group Type", "Group Restrictions", the date it was "Created", and the "Number of Members" in that group. The table information can be downloaded by clicking on the link for "Download as CSV".



Group	Group Bib	Group Type	Group Restrictions	Created	No. of Members
(Insert Group Name)	4	Network it!	Coed	Tuesday January 7, 2014	1

Download as CSV

Page 1 of 1

1

When you have located the group you would like to view and/or edit, click on that group's name in the "Group" column, and you will be brought to the group management page.

Registration URL	https://runsignup.com/Race/Register/RaceGroup-15324?raceId=5930 Send E-mail
Facebook	Share 0
Twitter	Tweet 0
Share	
Embed	Get Embed Code

Join and Share

The section for "Join & Share" houses the networking resources group members will need to spread the word about their group and encourage others to join.

The "Registration URL" row includes the link to a specialized "SignUp" page that is preset to add the registrants to that particular group, and the "Send Email" button allows you to send it out to potential members via email.

The "Facebook" and "Twitter" rows each include their corresponding share button in order to easily post or tweet about your group to your friends.

Join Group/Team

The green "Join Group/Team" button will take users directly to the specialized "SignUp" page for that group.

Group Details

The "Group Details" section will list the current settings of your group. This table will include the "Race Date", the date the group was created, the "Group Type", and the "Number of Members" in the group, and if applicable, the "Group Size", "Gender Restriction", and "Age Restriction".

Race Date	Sunday June 1, 2014
Created Date	Tuesday January 7, 2014
Group Bib Number	4
Group Type	Network it!
Group Size	No Limit
Gender Restriction	Coed
No. of Members	1 1 Male; 0 Female

If you would like to modify any of these settings, simply click on the button for "Update Information", and you will be able to update the group as is explained in "How to Create a New Race Group (Race Directors)".

Update Information

To delete a group entirely, simply click on the red "Delete" button, and then "Delete Group/Team".

Delete

Add Administrator

Race Group Administrators

Aside from the race director, and those with race director permission, "Race Group Administrators" are the only other users with the ability to modify the group information. You can add as many "Race Group Administrators" as you would like by clicking on the button for "Add Administrator".

"Race Group Administrators" can be removed by clicking on the "X" next to their name.

IMPORTANT: Setting a user as a "Race Group Administrator" does not automatically add them to the group.

Add Member

Group Members

Under the "Group Members" heading, you will find a listing of all the members in that particular group. Members can be added by clicking on the button for "Add Member".

Members can be deleted by clicking on the "X" in line with their row of the table, and then hitting the button for "Yes, Remove Member".

How To:

view group reports

VIEW GROUP REPORTS

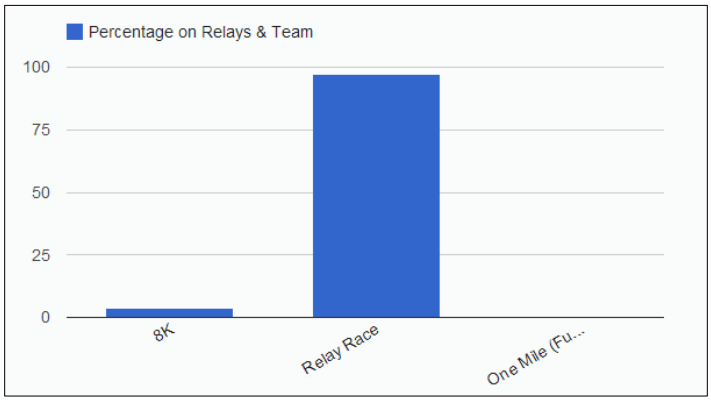
Once race groups have been created for your race, by either registrants or yourself ("How to Create a New Race Group"), then you will be able to go in and view reports on race groups as the race director.

Group Reports

To begin viewing race group reports, go to the "Participants" tab of the race dashboard, click on the subheading for "Groups/Teams", and open up the section labeled "View Group Reports".

View Group Reports

View reports on race groups.



On the "View Group Reports" page, you will find a bar graph for the "Group/Team Registration Percentage". This graph will show you how many registrants of each event joined a group in the form of a percentage, and if you place the cursor over the blue portion of the bar graph, then you can view the total number of people "On Group/Team" and "Not on Group/Team".

In the "Group/Team Administrator Report" section, you can decide which "Details" and "Event Date" you would like to view for the group administrators, and hit the button labeled "Download Report" to download a CSV of the information.

In the "Group/Team Member Report" section, you can decide which "Details" and "Event Date" you would like to view for the group members, and hit the button labeled "Download Report" to download a CSV of the information.

Download Report

Corporate Teams

Corporate teams are typically geared towards large events, and have the ability for companies and other associations to pay for their employees or members. This setup makes corporate teams a great way for organizations to encourage their employees and family members to

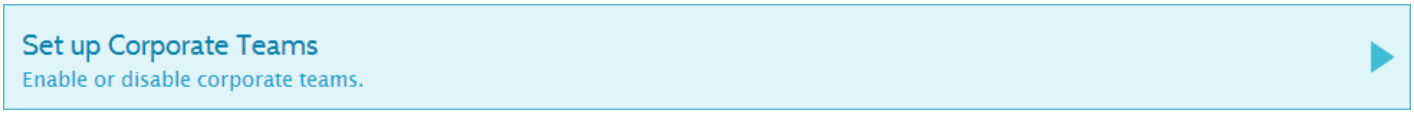
participate in various race events, and is why they often coincide with health and wellness campaigns. If you are a race director interested in setting up corporate teams for your race, begin by going to your race's dashboard.

How To:

set up corporate teams (race dir.)

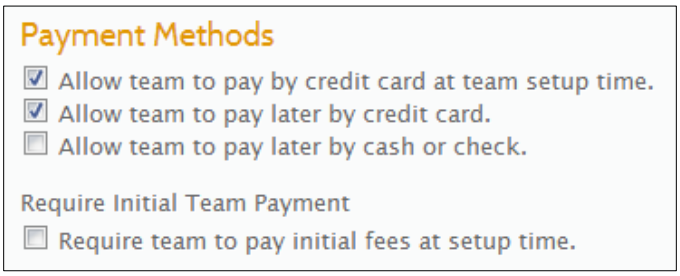
SETTING UP CORPORATE TEAMS

Under the "Participants" tab of the race dashboard, go to the sub-heading for "Corporate Teams", and open up the section labeled "Set up Corporate Teams". From here you can enable and customize the corporate teams that will be created for your race.



Custom Wording

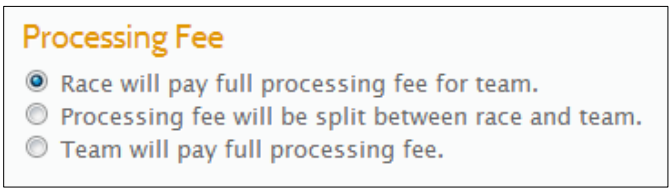
Since all uses of the "Corporate Teams" feature may not always fall into the category of "Corporate Teams", the first option that is given to you is to edit the way in which this feature will appear in wording. For instance, instead of it reading as "Corporate Team", you can change it so it reads something like "Family Group" or perhaps "Friend Squadron". Just be sure that whatever you enter in as the name makes sense when an "s" is added to the end of it to make it plural. For example "Team of Friends" would not work because it would then be given two s's in plural situations (*ex: "Team of Friend**ss**"*). For the purpose of this how-to however, we will continue to refer to this function as a "Corporate Team".



Payment Methods

Next, select the "Payment Methods" that will be permitted for all "Corporate Teams". You can allow the team to pay by use of a credit card at the time of team setup, allow the team to pay for their team later by using a credit card, and/or allow the team to pay later by cash or check. If you are allowing teams to pay later by cash or check, use the "Offline Payment Instruction" box to indicate how teams should go about making offline payments (*ex: include the mailing address where all cash and check payments should be sent, and specify who or what checks should be made out to*). Also, keep in mind that at least one "later" payment method must be selected.

Below the "Payment Methods", you can require that team pay for the initial fees of their corporate team at the time of setup. For this requirement to be enabled, you must allow the team to pay by credit card at the time of team setup.



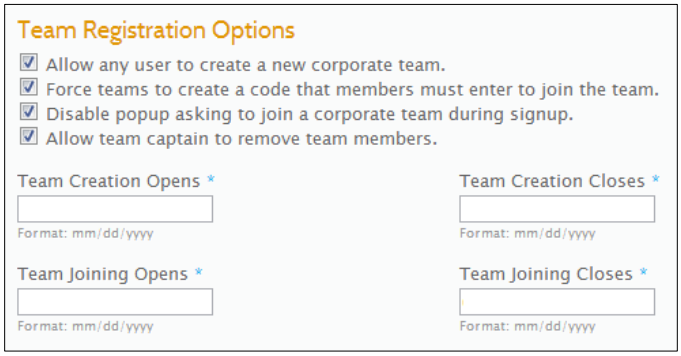
Processing Fee

After that, decide how the processing fee will be handled for corporate teams. Indicate whether it will be paid in full by the race, split between the race and the team, or be paid in full by the team.

Team Registration Options

In the section for Team Registration Options, you can:

1) Allow any user to create a new corporate team
2) Require that all teams create a code that registrants must enter before joining a team
3) Disable the pop-up box that asks users about joining a corporate team during the sign up process
4) Decide whether captains will be allowed to remove team members



Next, specify the dates when "Team Creation" will open, as well as the date when "Team Creation" will close. And then, specify the dates when "Team Joining" will open, followed by the date when "Team Joining" will close.

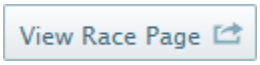
Team Types

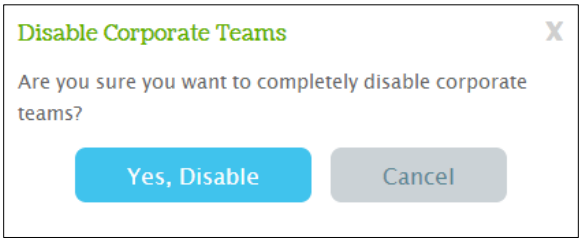
The final step in setting up corporate teams involves creating the "Team Types" for your corporate teams. This process is explained with more detail in the section for "How to Create Corporate Team Types".

Remember to "Save the Settings" when you are done making changes to your corporate team set up.

VIEWING CORPORATE TEAMS

After enabling/setting up corporate teams, you can click on the "View Race Page" button near the top of the page, and you will see that a tab for "Corporate Teams" has now been set up on your race page.





DISABLING CORPORATE TEAMS

By default, corporate teams are not enabled until you set them up. If you have corporate teams set up for your race, and then decide that you do not want to allow corporate teams anymore, you can go back into "Set Up Corporate Teams", and click "Disable corporate teams".

IMPORTANT: By clicking "Disable Corporate Teams", all corporate team information will be wiped out (ex: corporate team settings, team types, teams that have been created, etcetera).

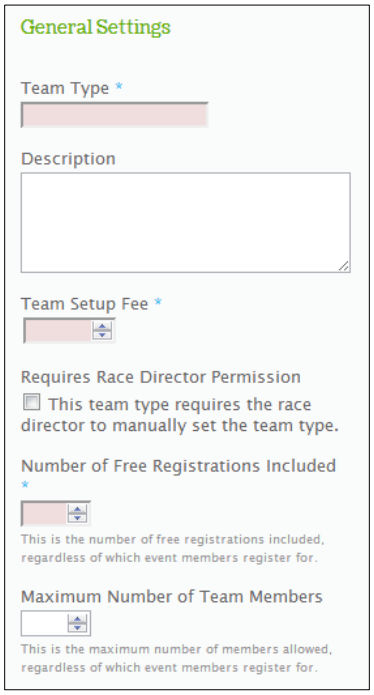
How To:

create corporate team types

CREATING TEAM TYPES

Corporate Team Types allow race directors to create several different types of teams for team creators to choose from. The ability to customize these various team types is ideal for creating different levels of corporate sponsorship.

Note: This section focuses on a specific aspect of corporate team setup for race directors. If you are a race director who needs to learn the basics of corporate team set up, please refer to the section for "How to Set Up Corporate Teams".



General Settings

To begin corporate team type creation, enter in the name of your first team type, and give a description of that team type if necessary.

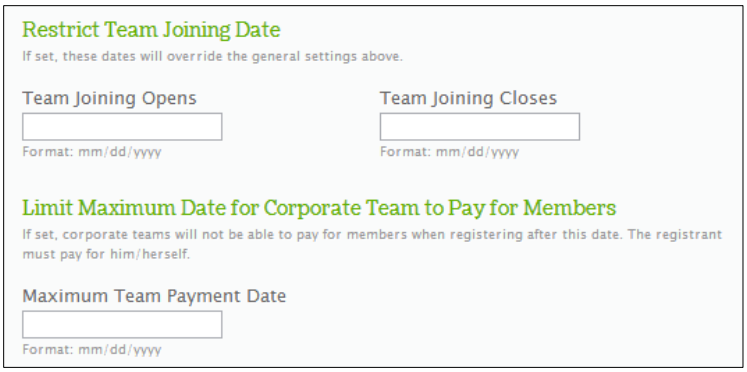
Input the "Team Setup Fee", and indicate whether this team type requires you, as the race director, to manually set up this type of team.

Set the number of "free registrations included" that is not dependent on event.
Note: These "free registrations" can be used for any event that makes up your race, and will be in addition to the event specific "free registrations" you can set later. If you want to specify "free registrations" strictly by event, leave these set to zero ("0").

Next, you can set a cap on the maximum number of team members allowed in this group overall, if necessary.
Note: Regardless of the event specific maximums that can be set later, this team type will not allow for the registration of members after the "maximum number of team members" indicated here is reached.

Team Joining Date Restrictions

For any team type, you can enter in specific open and close dates for "Team Joining", and these dates will override those set previously in the section for "Team Registration Options".

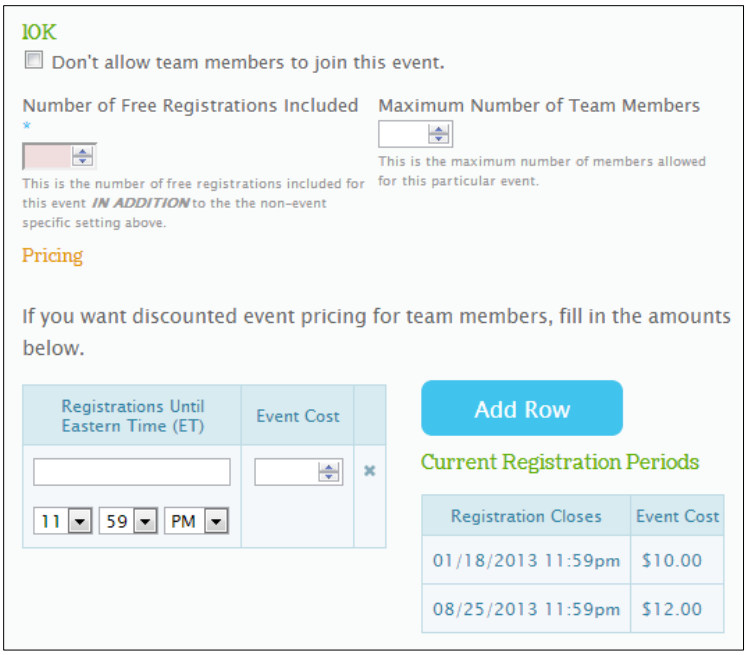


Member Payment Cutoff Date

If you enter in a "Maximum Team Payment Date", then corporate teams will not be able to pay for any members who join after this date has passed. Instead, that member will need to pay the registration fee him/herself.

Event Customization

For each event in your race, you can decide whether or not team members will be allowed to join that particular event. To allow members to join, leave the box unchecked.
Set the number of "free registrations included" for registrants of each individual event, and keep in mind that this is in addition to the non-event-specific "free registrations included" that was set prior. This means that if you set the non-event-specific "free registrations" to 100, and the event specific "free registrations" to zero, then 100 people can use the "free registrations" towards this event, or any other



available event. However, if you leave the non-event-specific “free registrations” to 100, and set the event specific “free registrations” to 50, then 150 people can use the “free registration” towards this event, but of that 150, 100 of them could also choose to use the “free registration” towards another available event. To strictly control the number of “free registrations” allowed per event, set the non-event-specific “free registrations” to zero, and enter in the event specific “free registrations” accordingly.

Next to that, you can enter in the maximum number of team members allowed per individual event. Unlike the “free registrations”, this number will not be in addition to the overall maximum that was an option earlier. The purpose of this is to allow you to say, for example, that of the 200 possible members of this team, no more than 110 of them can be in the 5K, and no more than 130 can be in the 10K; this would be useful for giving people interested in either event an opportunity to join this team.

To have the individual event maximums be observed as the actual maximums, simply leave the overall maximum space blank, and fill out the event maximums accordingly.

Pricing

After all of the available “free registrations” are spoken for, or if all “free registrations” are set to zero and therefore are not an option, you can still allow members to join the group and register at a discounted price.

To do this, simply enter in the date and time when a discounted event pricing will end, and then indicate the discounted price.

Note: In the table provided, the current registration periods and the prices associated with them are available as a reference to you while setting up a team type’s discounted pricing.

You can set up as many discounted pricing windows as needed by clicking “Add Row”, and you can delete any of the pricing windows by clicking on the “X”.

Continue to customize any remaining events within the team type. Create as many team types as you would like by clicking “Add New Team Type”, and remove any unwanted team types by clicking “Delete Team Type”. When you are finished, be sure to click “Save Settings” at the bottom of the page.

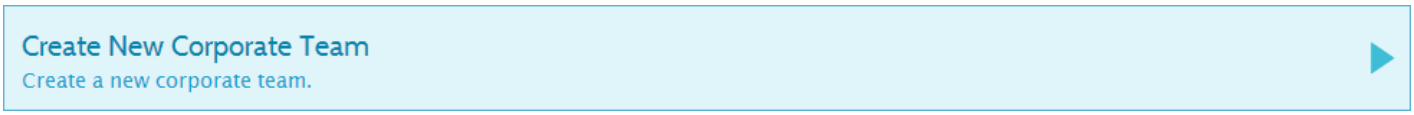
How To:

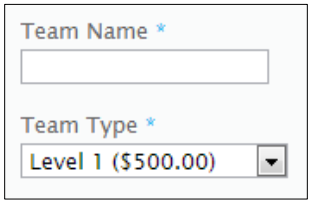
create a corporate team (race dir.)

CREATING A NEW TEAM

If you are a race director who needs to set up a corporate team for your race, start by going to the “Participants” tab of the race dashboard, go to the “Corporate Teams” subheading, and open up the section labeled “Create New Corporate Team”.

Note: You will need to have gone through the “set up corporate teams” process in order to enable corporate team creation.

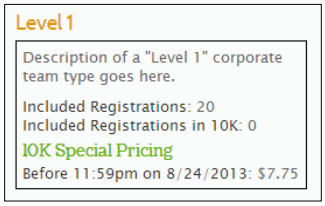




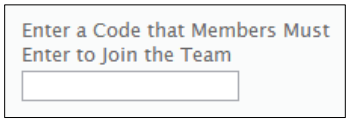
Initial Team Creation

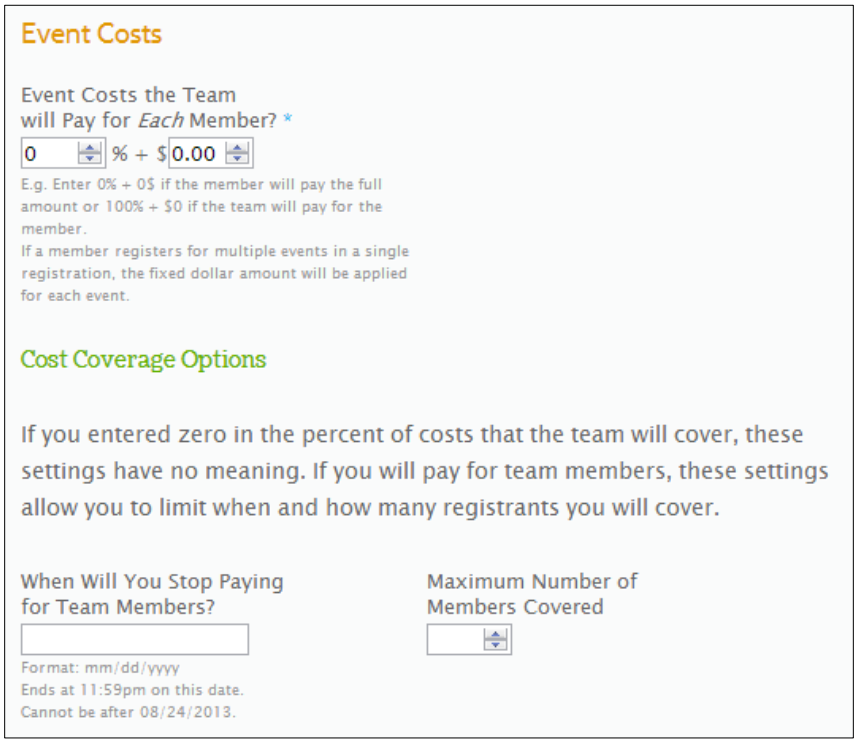
Begin by entering in the team's unique name, and select one of the team types from those available to create.

Note: You can learn more about what each team type includes by referring to the description box provided.



If you would like, or if you made it a requirement when you set up corporate teams, you can also enter in a code that all registrants must enter in order to join this corporate team.





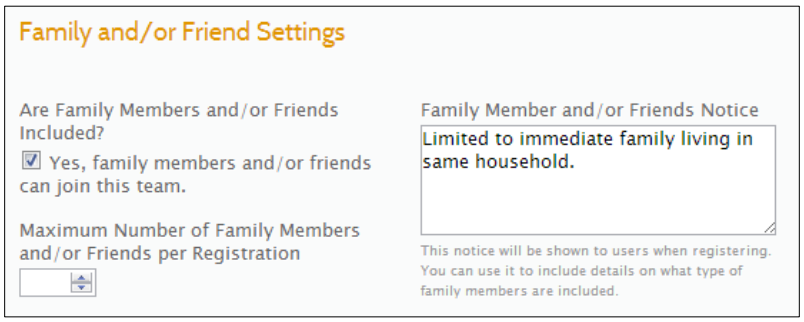
Event Costs

In the "Event Costs" section, you can enter in the percentage of the event costs that the team will pay for members. Enter in a zero ("0") if the member will be paying the entire amount needed for registration, enter in one hundred ("100") if the team will be covering the entire cost of the member's registration, or enter in any other number to cover that percentage of the member's registration.

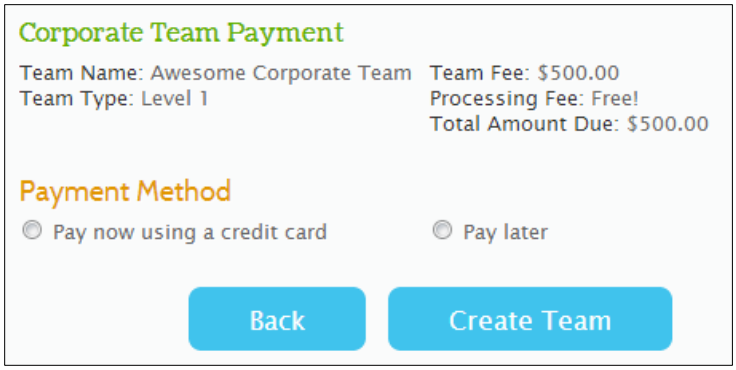
If you set up the team to pay for a percentage of the member's event costs, you can use the calendar to designate when that team will stop paying for additional team members, or you can enter in the maximum number of members that team is going to cover. If you enter in both an end date and a maximum number, then the cost coverage will cut off with whichever parameter is reached first. If you leave both of these fields blank, no limits will be placed on that team's percentage payments.

Family/Friends Settings

Use the check box to set whether or not family members and/or friends are allowed to join this team.



If you check the box (which means you allow for family and/or friends to join), then you can set the maximum number of additional registrants an employee can register for that team, and the text box can be edited to give any further details related to registering family members and/or friends.

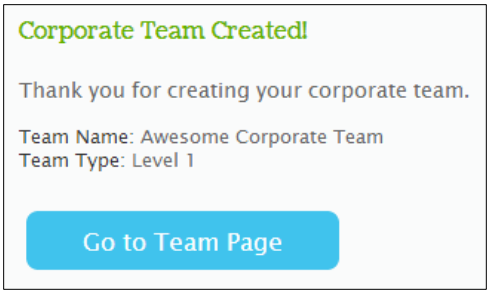


Corporate Team Setup Payment

When you click "Continue", you will be brought to the payment information for that corporate team. At this point you can choose to either "Pay Now Using a Credit Card", or you can choose to let the team "Pay Later". Once you have a payment method selected, hit "Create Team".

Note: If you customized corporate teams so that the teams must pay for the initial fees at the time of setup, then you will only be shown the option to "Pay Now Using a Credit Card".

After hitting the "Create Team" button, you will be given confirmation that your team has now been created.



Corporate Team Management

If you click on "Go to Team Page", you will be brought to the newly created team's page. Here you can manage all aspects of that particular corporate team. For a detailed run-through of what you can do on the corporate team's page, please refer to the section for "How to Manage a Corporate Team (for Race Directors)".

How To:

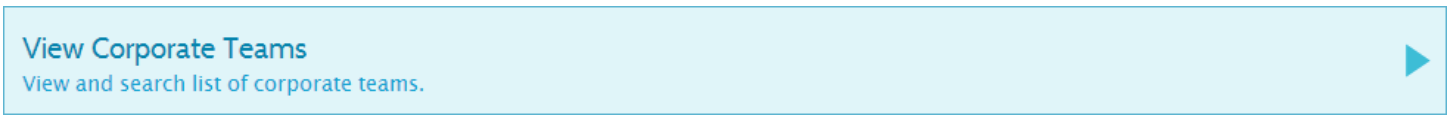
manage a corporate team (race dir.)

This section focuses on managing a corporate team as a race director, if your race does not currently have any corporate teams created, you can make one by following the steps outlined in the section "How to Create a Corporate Team (for Race Directors)".

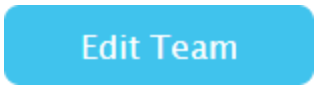
MANAGING CORPORATE TEAMS

Once there is a corporate team created for your race, you can then go in and manage that corporate team. To begin, go to the "Participants" tab of your race dashboard.

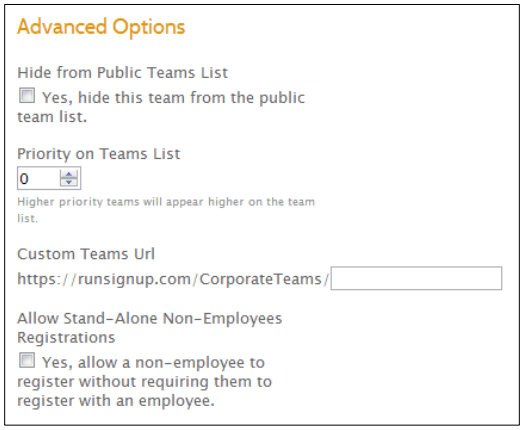
Next, click on the sub-heading for "Corporate Teams", open up the section for "View Corporate Teams", and when you find the corporate team you would like to manage, click on the team link in the left-hand column.



Edit Original Set Up and Advanced Options



By hitting the button for "Edit Team", you will bring up all of the fields that were filled in when the corporate team was first created ("team name", "team type", "team code", "event costs" information, and "family and/or friend settings"). Also within this pop-up window, you will find a few additional fields, located under the "Advanced Options" section.



You can hide the team from the public list so that only users with the link to that team page can join the corporate team.

You are given the ability to set the priority level for displaying that team on the public teams list.
Note: Teams with higher priority numbers will be displayed first, and then arranged alphabetically (ex: a team with "8" as its priority number will appear higher on the list than a team with "7" as its priority number).

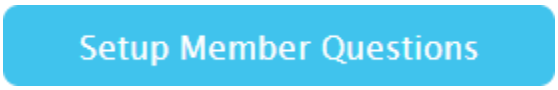
A custom URL can be created for a corporate team so that it is easy to remember and share.

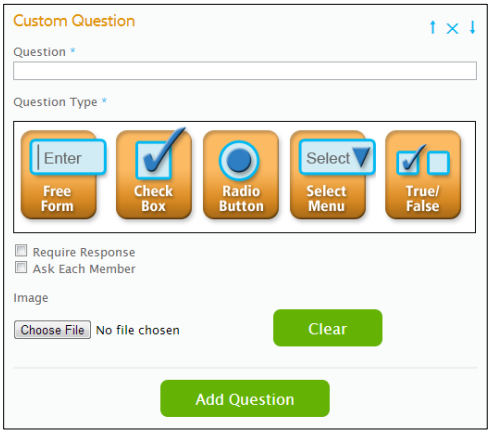
You can also allow non-employees to register without an employee if necessary.

If you make any changes in this section, be sure to click "Save" at the bottom of the pop-up window. If you want to close the pop-up window without saving your changes, click on either the "X" in the upper right-hand corner, or on the button marked "Cancel" at the bottom of the pop-up.

Set Up Member Questions

Next, you can "Setup Member Questions". These questions will be asked in addition to any existing registration questions, and will only be asked to members registering within this corporate team.



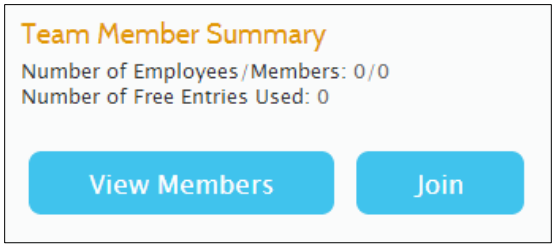


After clicking "Add Question", member questions can be setup in the same manner as normal registration questions, and you can learn more about this process in the section labeled "How to Add Registration/Setup Questions".

When you are finished with the question setup, remember to hit "Save Questions", or, if you do not want to save the changes, you can click "Discard Changes and go to Team Page".

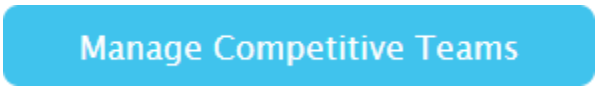
Team Members

You can view a brief team member summary, which includes a ratio of the number of employee members to the number of total members, as well as the number of free entries used.



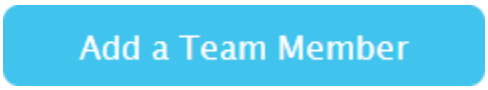
The "Join" button will take you to the registration page for that corporate team.

If you click on the button for "View Members", you can do a search of all of the members that make up that team. By clicking "Remove", you can remove any members that do not belong on that team. And the "Download All as CSV" link will allow you to download the full list of members on that team as a CSV.



On the "View Members" page you can also "Manage Competitive Teams". To learn more about this option, please refer to the section "How to Manage Groups (for Race Directors)".

Lastly on the "View Members" page, previously registered members can be added to your team by clicking on the button for "Add a Team Member". A pop-up will appear where you can search for the registrant by first name, last name, or email. After clicking "Add", filling out their team joining information, and hitting "Add Member". You will then see that their name has been added to the list of members on this team.

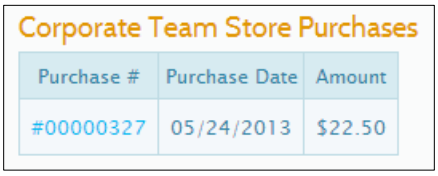


Setting the Logo

On to the team page, you can upload a team logo by clicking "Change Logo", choosing the correct file, and clicking "Upload Logo".

Payment Summary

A "Payment Summary" is available to you, and you are given the option to "View Invoices and Payments". For more information on viewing invoices and payments, please refer to the section titled "How to View Invoices and Payments (for Race Directors)".

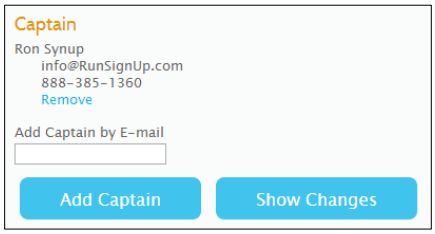


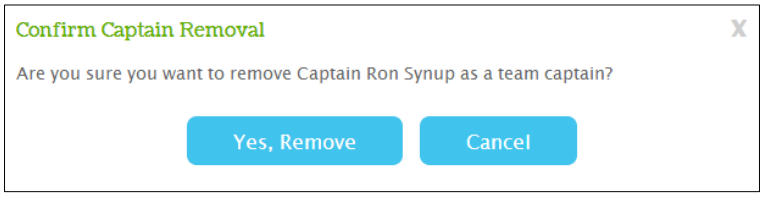
Corporate Team Store Purchases

Listed separately from the invoices and payments are the corporate team store purchase orders. On the team page, these can be viewed by clicking on the links in the section for "Corporate Team Store Purchases".

Adding/Removing Captains

To input additional captains for a team, make sure that the user you would like to make a captain has previously set up an account on RunSignUp, and enter in the email address that they created their account under in the box provided.





You can remove any captain from the team by clicking "remove" followed by "Yes, Remove". And if you click on the button for "Show Changes", you will be able to see a summary of all the team captain changes pertaining to that team.

Questions Responses

If you had any questions set up for captains to answer while creating a corporate team, you can view the responses to them in the section labeled "Question Responses".

Note: This section will not show up if the team did not answer any registration questions.

How To:

view invoices & payments (race dir.)

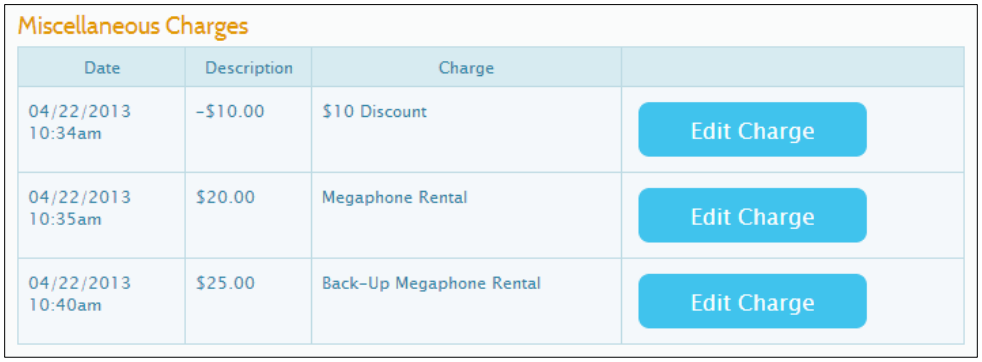
VIEWING INVOICES AND PAYMENTS

As a race director whose race employs corporate teams, you can go to the "Participants" tab of your race dashboard, click on the sub-heading for "Corporate Teams", open up the section for "View Corporate Teams", and when you select a team link in the left-hand column, then you can go in and "View Invoices and Payments" associated with that team.

View Invoices & Payments

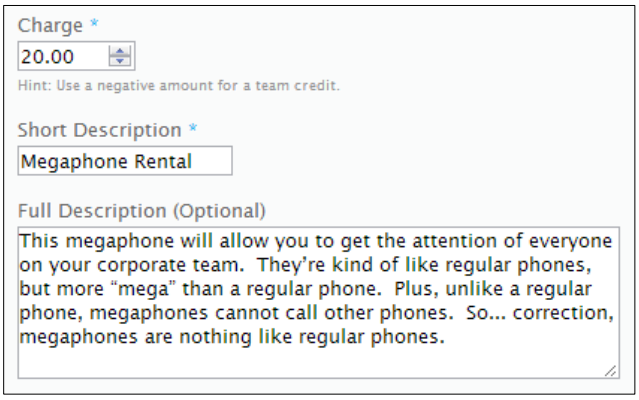
Miscellaneous Charges

The first section on the "View Invoices and Payments" page deals with miscellaneous charges. These miscellaneous charges are set forth only by the race director, and they give you the ability to include both additional fees and/or discount fees.



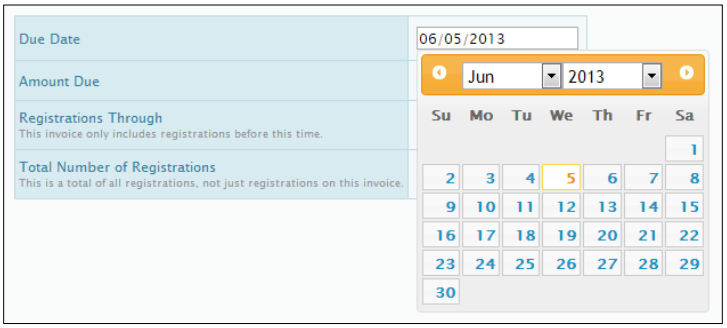
Miscellaneous Charges

Date	Description	Charge	
04/22/2013 10:34am	-$10.00	$10 Discount	Edit Charge
04/22/2013 10:35am	$20.00	Megaphone Rental	Edit Charge
04/22/2013 10:40am	$25.00	Back-Up Megaphone Rental	Edit Charge



If you would like to create a miscellaneous charge, begin by hitting the button for "Add Miscellaneous Charge". In the "Charge" box, enter in the amount of the charge, and keep in mind that negative amounts can be entered in order to represent a discounted amount for that team.

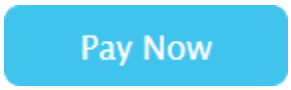
Next, give a brief description of the charge, and if necessary, you can fill out the full description in the box that follows. Finally, create the miscellaneous charge by clicking "Save Miscellaneous Charge". *Note: You can always go back and make changes to existing miscellaneous charges by hitting "Edit Charge".*



Unpaid Invoices

In the "Unpaid Invoices" section, you can hit "Generate Invoice" and review the main details pertaining to that invoice. Then, by clicking on the field for "Due Date", a calendar will allow you to select the date when that invoice should be paid by the team's captain. At this point, if you would like to create an invoice from the information listed here, click once again on the button for "Generate Invoice".

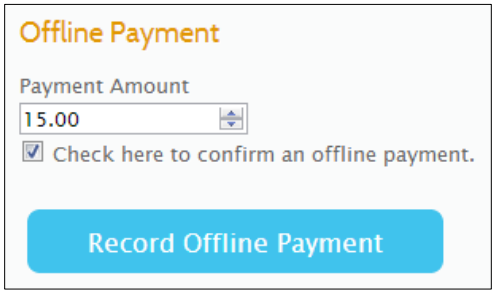
Once you hit "Back to Team Payments Page", the newly generated invoice will appear among your unpaid invoices, and in a case where there are more than one unpaid invoices, you can click on "Merge Invoices" to create a single invoice made up of all of the unpaid invoices.



By clicking on "Pay Now", you can view the details related to a selected invoice. This will include the actual invoice amount, were it to be paid offline, as well as the invoice amount with the processing fee, if the invoice were to be paid online.

If the payment for the invoice was covered offline, you can enter in the amount paid, check off the box to confirm that this payment was made offline, and then hit "Record Offline Payment".

If you would like to make the payment for this team's invoice by credit card, you can enter in the credit card information near the bottom of the page, and pay the designated amount.



Thank you for your payment!

You will then receive confirmation that your payment was made, and when you hit "Back to Payments", the newly paid invoice will be listed among that team's "Payments" section.

Payments

In the "Payments" section, you can click on "View Payment" in order to see the details regarding each payment that was made, and by clicking on the "Back to Payments" button, you will return to the "View Invoices and Payments" main page.

View Payment

Back to Team Page

If you click on "Back to Team Page", then you can manage all other aspects of that corporate team.

For more information on corporate team management, please refer to the section for "How to Manage Corporate Teams (for Race Directors)".

How To:

embed widgets

WIDGETS

The section for "How to Embed Widgets" exists elsewhere in this manual. Please click here to be brought to that section.

How To:

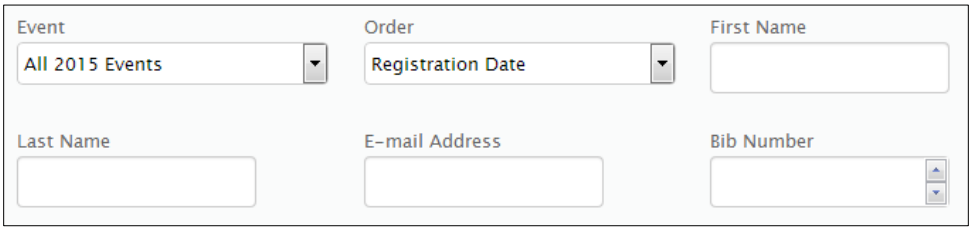
manage participants

PARTICIPANT MANAGEMENT

If you need to edit a participant's information, remove them from an event (with or without a refund), transfer them into a different event, or edit their add-ons, then you can do so by going to the "Participants" tab of the race dashboard, and clicking on the subheading for "Participant Management".

Finding the Participant

You will first need to locate the runner whose registration you need to manage, and this can be done by simply going through the list of participants at the bottom of the page, or by using the "Search Participants" section to narrow down the results.



By using the "Event" drop-down menu, participants can be searched for by either individual events or across all of the events

for a given year. After that, the "Order" drop-down menu will allow you to sort the list of participants. With this field, you will be able list participants according to registration date, first name, last name, or bib number.

You can further limit the results of your search by typing in a registrant's first name, last name, email address, and/or bib number. When you have all of the desired fields filled in, press "Search", and the table below will be populated with only the participants matching those search terms.

In any case, once you have found the participant you are looking for, press the button marked "Manage".

Managing Participants

When you click on the "Manage" button, you will be able to view that user's registration information for that particular event. In addition to this, you will also be given the options to edit that participant's information, transfer that participant into a different event (if applicable), edit the participant's add-ons, refund that registrant, and/or remove that user's registration.

The corresponding how-to sections for "Participant Management" are as follows:

How to Edit Participant Info
How to Resend a Participant's Confirmation Email
How to Switch a Participant's Event
How to Edit a Participant's Add-Ons
How to Manage a Participant's Group/Team
How to Issue a Refund
How to Remove a Registrant

VIEWING PARTICIPANT MANAGEMENT HISTORY

You are able to view the history of participant management changes underneath the "Financial" tab. From there you can view either the "Refund Report" or the "Transfer Report", or you can view them both simultaneously by using the "Dropout Report".

How To:
resend the confirmation email

RESENDING A PARTICIPANT'S CONFIRMATION EMAIL

In some cases, a registrant of your race may ask you to resend their confirmation email. While all users have the option to resend their confirmation email on their own, you, as the race director, can also have the confirmation email resent to them. In order to do this, go to the "Participants" tab, and open up the "Participant Management" section. When you find the participant whose confirmation email you need to resend (as explained in "How to Manage Participants"), click on the button marked "Manage".

On the "Manage" page, you will find a link that reads "Resend Confirmation E-mail", located underneath the "Registration ID Number". By clicking on this link, the confirmation email will be resent to the email address associated with that registration.

One of the main reasons why participants will need to have their registration confirmation email resent is because they included a typo in the email address field of their initial registration. While all users have the option to log in and correct this typo on their own, you, as the race director, can also edit this field for them. For more information on how to do this, please refer to "How to Edit Participant Info".

How To:

edit participant info

EDITING PARTICIPANT INFORMATION

As a race director, you have the ability to edit both a user's personal and race information. In order to do this, go to the "Participants" tab, open up the "Participant Management" section, and when you find the participant whose information you need to update (as explained in "How to Manage Participants"), click on the button marked "Manage".

On the "Manage" page, there will be a button labeled "Edit Participant Info". By clicking this button, you will be able to change both the "Personal Information" and the "Race Information" related to that registrant.

If the user currently has a registered account on RunSignUp, then an overlay covering the section for "Personal Information" will state the following:

> *"This user has a registered account. Any changes you make to their personal information will be reflected in all other races the user is registered for."*

If you are certain that you need to make changes to this information, and the registrant has given you permission to do so, then click on the button for "Edit (User's Name)'s Account", and make the appropriate corrections.

If the user does not currently have a registered account on RunSignUp, then the overlay will not appear at this point, and the data can be edited without disrupting any other information.

Within the "Race Information" section, details pertaining to the registrant's t-shirt size, bib number, USATF membership number, etcetera, can be edited for your race specifically.

Once you have finished making the necessary edits to the participant's information, click on the button for "Save Changes".

How To:
switch a participant's event

SWITCHING EVENTS

If your race is made up of multiple events, then you will be able to manually switch participants into different events. While your registrants may be able to perform this action on their own (depending on your "Participant Management" settings), an event switch performed by a race director will not charge the participant any transfer fees. In order to do this, go to the "Participants" tab, open up the "Participant Management" section, and when you find the participant whose event you need to switch (as explained in "How to Manage Participants"), click on the button marked "Manage".

Once on the "Manage" page, click the "Switch Event" button, and you will be shown a table that lists the registrant as well as the event for which they are currently registered. Beneath that, the events available for switching into will appear in the form of buttons.

Registrant	Ron Synup
Current Event	10K

Select the button for the event you would like to transfer that registrant into, and you will then be shown two tables. The first will again list the registrant and their current event, and the second will list the pending new event, and the registrant's giveaway information (if applicable). In the case of a giveaway, make sure that the correct option is selected from the drop down menu.

Once you are ready to transfer the registrant into the new event, click on "Transfer Registration", and a confirmation message will let you know that the transfer was successful.

IMPORTANT: Even if the event they are transferring into is more expensive, event to event transfers performed by the race director will transfer the registrant at no cost to them. In order to collect the difference in costs between these events, you will either need to have them pay you in person, or have them perform their own event transfer.

How To:

edit a participant's add-ons

MANAGING ADD-ONS

If your race has add-ons set up, then a participant may ask you to edit their add-on information after they register. While users may be able to perform this action on their own (depending on your "Participant Management" settings), you, as the race director, can also update this information. In order to do this, go to the "Participants" tab, open up the "Participant Management" section, and when you find the participant whose add-on you need to update (as explained in "How to Manage Participants"), click on the button marked "Manage".

Manage Add-Ons

On the "Manage" page, you will be able to click on the "Manage Add-Ons" button, which will allow you to edit the user's add-on information. Once the details are changed, then you can simply click "Update Add-Ons", and a confirmation message will let you know that the add-ons have been updated.

Update Add-Ons

How To:

manage a participant's group

MANAGE A PARTICIPANT'S GROUP

If your race has "Groups" set up, then a participant may ask you to edit their group information after they register. While users may be able to perform this action on their own (depending on your "Participant Management" settings), you, as the race director, can also update this information. In order to do this, go to the "Participants" tab, open up the "Participant Management" section, and when you find the participant whose group you need to update (as explained in "How to Manage Participants"), click on the button marked "Manage".

Manage Group/Team

On the "Manage" page, you will be able to click on the "Manage Group/Team" button, which will allow you to edit the user's group information, as is explained in "How to Join an Existing Group" and "How to Create/Join a New Group".

How To:

issue a refund

ISSUING REFUNDS

The "Issue Refund" option can be used to give a registrant a refund that is equal to, less than, or greater than the user's original registration fee. In order to locate this option, go to the "Participants" tab, open up the "Participant Management" section, and when you find the participant who needs to be refunded (as explained in "How to Manage Participants"), click on the button marked "Manage". The "Issue Refund" button will be available to you on this page.

Issue Refund

Note: The "Issue Refund" option can only be used once per user per event.
When you click on the button for "Issue Refund", you will be shown two tables of information. The first table simply provides the name of the registrant and the event for which they are registered. The second table will give you breakdown of the refund calculations (including the original registration fee, processing fees, and the race refund fee).

The "Total Refund Amount" is preset to the amount that would allot the race with its desired "Race Refund Fee". This amount can be changed to any number that is no less than zero, and below that, the "Race Net Profits" row will update automatically.

Refund Calculation	Amount
Runner Paid	$0.00
Initial RunSignUp Processing Fee Paid By User	-$0.00
Initial RunSignUp Processing Fee Paid By Race	-$0.00
RunSignUp Refund Processing Fee	-$2.00
Total Refund Amount	$ 0.00
Race Net Profits (Including race refund fee)	-$2.00

Beneath the table is a check box labeled "Remove registrant from event". If left checked, then after the refund is issued, the registrant will be removed from the specified event. If the box is unchecked however, then after the refund is issued, the recipient of the refund will still remain registered for the specified event.

☑ Remove registrant from event.

Note: Leaving the box unchecked is useful in cases where you need to discount a runner's registration fee, though not remove them from the race.

Issue Refund

When you have everything filled out correctly, click on the button for "Issue Refund", and a confirmation message will let you know that the transaction has been completed.

Note: All refunds are sent out to the designated users in the form of a check.

Race Refund Reserve
In some cases, when you hit the "Issue Refund" button, you will receive an error message reading "You don't have enough money in your refund reserve to make this refund." To correct this error, you will need to add money to your race refund reserve. For more information on the "Race Refund Reserve", please refer to the section on "How to Customize Refund/Transfer Settings".

How To:

remove a registrant

REMOVING REGISTRATIONS

When managing a participant, race directors have the option to remove the participant's registration completely. To locate this option, first go to the "Participants" tab and open up the "Participant Management" section. When you find the participant whose registration you need to remove (as explained in "How to Manage Participants"), hit the button marked "Manage", and click on the button for "Remove Registration". In doing this, you will be alerted that this method will remove the registrant without giving them a refund.

Remove Registration

Note: Refunds given through the "Issue Refund" process will still apply.

Registrant	Ron Synup
Current Event	10K

At this point you will also be shown a table indicating the registrant whose registration is about to be removed, as well as the event they are being removed from. When you have reviewed the information to make sure it is correct, you can click once more on the button for "Remove Registration", and you will receive confirmation that the runner has been removed from the specified event.

How To:

upload individual results

UPLOAD INDIVIDUAL RESULTS

RunSignUp offers race directors a way to easily display their race results on a platform that allows for advanced searching and easy readability. RunSignUp's solution to results provides runners with a much more modernized presentation of information than the old standard of simple text, and is visually easier to comprehend.

Place	Bib	Name	Gender	City	State	Country	Clock Time	Chip Time	Pace	Age
1	916	SARAH	M	MEDFORD	PA	US	28:08	29:08	5:15	37
2	7	BRANDON	M	BURLINGTON	NJ	US	26:26	26:26	5:19	22
3	944	JACK	M	WILMINGTON	DE	US	26:28	26:28	5:19	34

CSV FILE

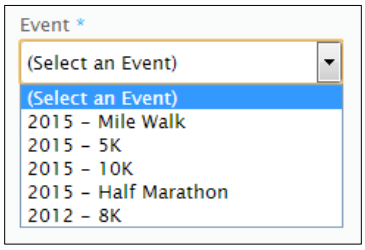
To create a modernized results table on RunSignUp, all you need to prepare is a CSV file with the results of your race. The CSV file should contain the results of only a single event, and can include fields such as first name, last name, time, age, etcetera, and the fields do not need to be in any particular order. If your race is made up of multiple events, then you will need to create a separate CSV for each event's results.

	A	B	C	D	E	F	G	H	I	J
1	Place	Bib#	First Name	Gender	City	State	Clock	Chip	Age	PACE
2	1	916	SARAH	M	MEDFORD	PA	28:08.0	29:08.0	37	05:15.5
3	2	7	BRANDON	M	BURLINGTON	NJ	26:26:00	26:26:00	22	05:19.0
4	3	944	JACK	M	WILMINGTON	DE	26:28:00	26:28:00	34	05:19.5
5	4	826	MARK	M	DOYLESTOWN	NJ	26:29:00	26:29:00	35	05:19.6
6	5	697	TOM	M	GLASSBORO	PA	26:55:00	26:55:00	45	05:24.8
7	6	205	KEVIN	M	RUNNEMEDE	PA	27:01:00	27:01:00	26	05:26.2
8	7	912	BRENDAN	M	BERLIN	PA	27:52:00	27:52:00	22	05:36.3
9		630	EVERETT		[illegible]EMINGTON	MD	27:53:00	27:53:00	18	[illegible]
10			[illegible]IAN		[illegible]	N[illegible]	28:06:00	28:[illegible]	39	[illegible]

Tip: Make sure that the first row of your CSV contains all of the column headers (ex: "First Name", "Last Name", "Chip Time", "Bib Number", etcetera).

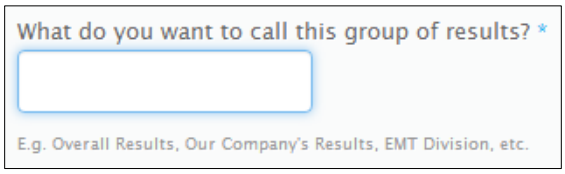
UPLOADING RESULTS

Once you have your CSV file with the results ready for uploading, go to the "Participants" tab of the race dashboard, click on the sub-heading for "Upload Results", and choose the option for "Upload Individual Results".

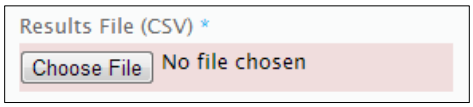


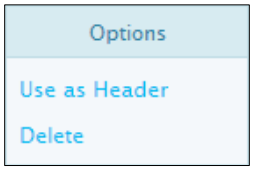
Pick the "Event" that your results pertain to from the drop down menu provided. If the event that you are trying to upload results for is a past event that is not listed on the site, then click on the link below the drop down menu that reads: "Create the Event Here". For more information on this topic, please refer to the upcoming subsection titled "Create a Past Event".

In the "What do you want to call this group of results?" field, enter in a name for the selected event's group of results that you are creating (*ex: "Overall Results", "Our Company's Results", "EMT Division", etcetera*), and then hit "Continue".



Next, click on “Choose File” and upload the CSV with the results in it.

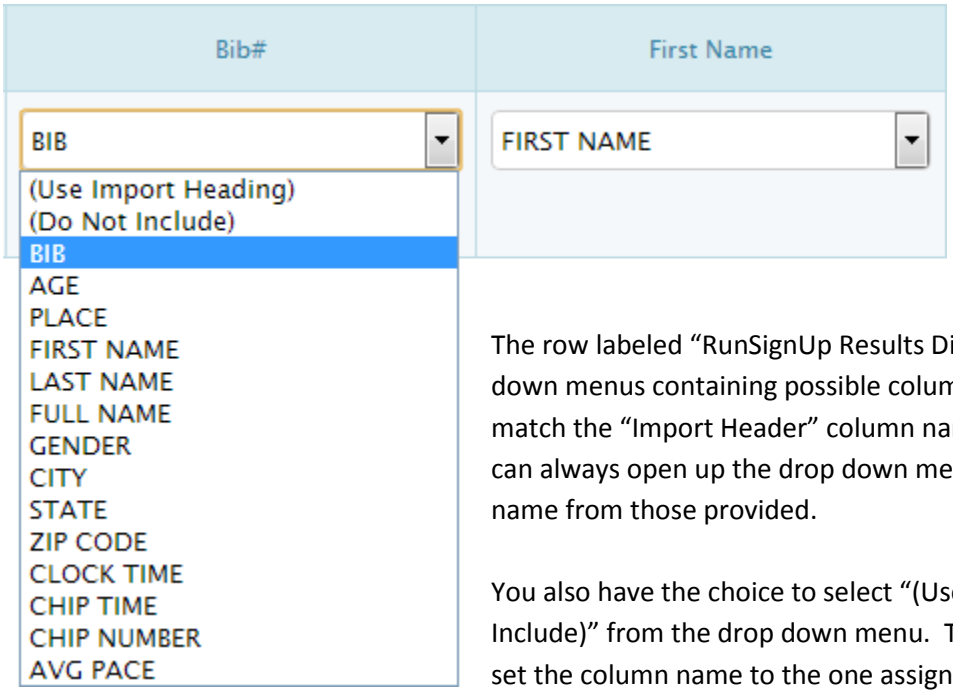




Verifying the Header Row

In the “Headers” section, begin by making sure that the correct row from your CSV is being used as the “Import Header”. If the “Import Header” is not using the correct row from your CSV, then find the row that should be used as the “Import Header” row, and click “Use as Header”.

Note: Using a row other than the top row for a header will create a “Data Before Header” section. Anything that appears in the “Data Before Header” section will not be included in the posted results.



Matching the Headers

After checking that the correct row from your CSV is selected as the “Import Header”, you can then verify that all of the “RunSignUp Results Display Headers” correspond to the headers in your CSV file.

The row labeled “RunSignUp Results Display Header” is made up of drop down menus containing possible column names. Most of these will be set to match the “Import Header” column names, however, if they do not, then you can always open up the drop down menu, and select the correct column name from those provided.

You also have the choice to select “(Use Import Heading)” and/or “(Do Not Include)” from the drop down menu. The “(Use Import Heading)” option will set the column name to the one assigned in your CSV, and the “(Do Not Include)” option will omit this column from the final results list entirely.

Note: A unique column name, such as “BIB” or “FIRST NAME” can only be used once per results list. The “(Use Import Heading)” and “(Do Not Include)” options can be used multiple times.

Header Options

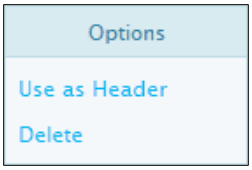
If you have not included a column for finishing places in your CSV, then RunSignUp can automatically generate this column based on the order of your CSV. To create this column, check off the box for “Automatically Set Finishing Places”.

Note: Do not check off the box for “Automatically Set Finishing Places” if you already have a column designated for finishing places.

Also, if you are uploading a CSV that only contains finishing times along with their corresponding Bibs or Chips, then you can check off "Match Users By Bib or Chip", and RunSignUp will automatically fill in the remaining fields based on the participant information, provided that you have previously assigned bib and chip numbers to each participant on RunSignUp.

Removing a Result Row

You can remove any row from the final results table by clicking on the "Delete" option, but be aware that this option is only available to you before setting the header, so make sure you delete any unwanted rows before clicking "Set Header".

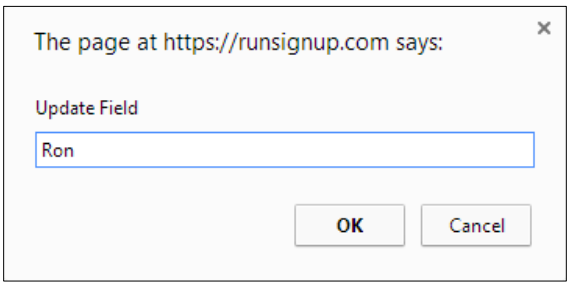


Setting the Header

When you have finished customizing the header and deleting any unnecessary rows, click on the button marked "Set Header". At this point, you will be able to review and edit the results before saving them.

Editing Results Before Saving

Provided that you have clicked the "Set Header" button, you will be able to edit each individual's results prior to saving. If you happen to find a mistake in your CSV entry while reviewing the results, then simply click on the cell that needs to be updated. A pop-up box will appear, allowing you to edit that particular field, and once the field contains the correct information, click on the button marked "OK".



Saving Results

Once everything has been reviewed, and you are ready to post the results for the public, then click on the "Save Results" button, which is accessible at either the top or bottom of the "Review Results" table. You will receive confirmation that your results have been uploaded, and they will then be viewable on your race page.

CREATE A PAST EVENT

If you would like to upload results for a race that is not listed on RunSignUp, then you can click on the "Create the Event Here" link. This link can be found under the "Event" field, immediately after you select "Upload Individual Results".

To "Create a Past Event", simply enter in the "Event Name" and "Event Date", select the "Type" of event it was from the drop down menu, and indicate the "Distance" of the event in miles, kilometers, yards, or meters. When you are finished, click "Add Event", and you will receive confirmation that your past event has been created.

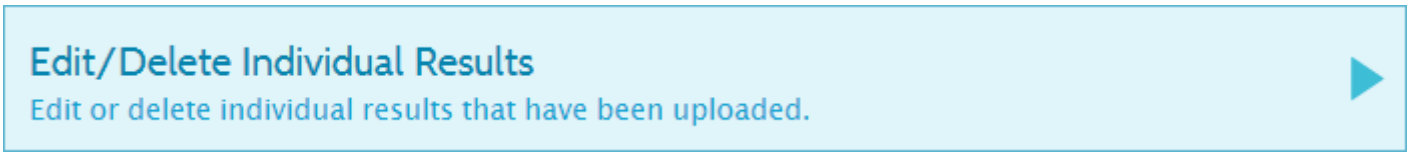
After creating a past event, you will be able to select it from the "Event" drop down on the "Upload Individual Results" page, and continue along with uploading results as explained in the previous subsection labeled "Uploading Results".

VIEWING YOUR RESULTS

To view your race's results, go to your race page, and open up the "Results" tab. From here you will be able to open up any of the available results sections that were previously uploaded.

MANAGING EXISTING RESULTS

To manage existing results, return to the "Participants" tab of the race dashboard, open up the "Upload Results" section, and click on the option for "Edit/Delete Individual Results". This page will allow you to download the results as a CSV, edit the existing results, or delete that particular results list. For more information on editing the results, please refer to the section on "How to Edit Existing Results".



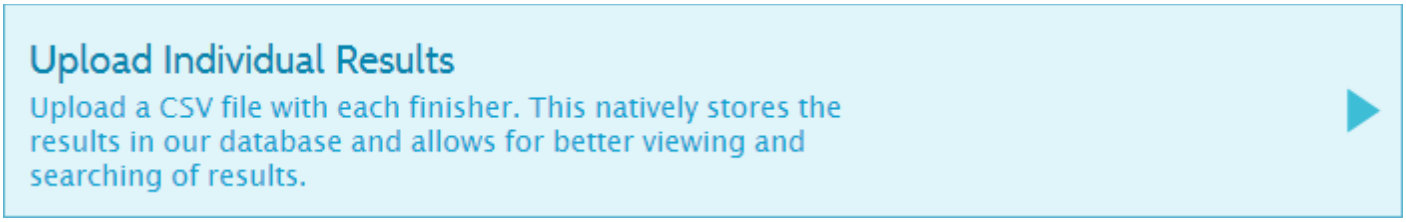
OTHER OPTIONS

In addition to being able to upload your results in the form of a CSV, you do have the option to "Upload a Preformatted Results List" from either a website, PDF, HTML or text file. You can learn more about this topic, by referring to the section "How to Upload Preformatted Results". Keep in mind though, that preformatted lists are not viewable via RunSignUp's specialized results table, so for the purpose of functionality and the convenience of your runners, it is strongly recommended that you upload your results in the form of a CSV.

How To:
upload preformatted results

UPLOADING RESULTS

RunSignUp gives you the option to upload results either from a CSV file, which will offer the highest level of convenience and functionality for users, or from a preformatted results list, such as one that is posted on a separate website, or one that exists in an HTML, PDF, or text file.



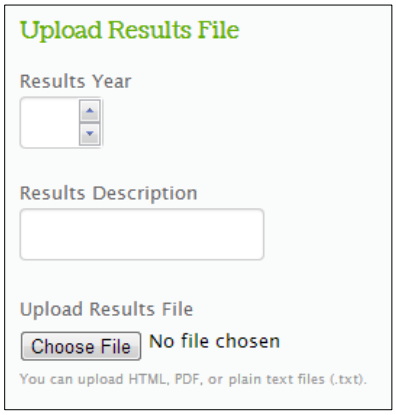
While it is recommended that you use the "Upload Individual Results" option and import a CSV ("How to Upload Individual Results"), if you must upload a preformatted list, then start by going to the "Participants" tab of your race dashboard and click on the sub-heading for "Upload Results".

UPLOADING PREFORMATTED RESULTS

Under the "Upload Results" sub-heading, open up the section labeled "Preformatted Results File or External Results Link".

Preformatted Results File or External Results Link

Use this option to upload plain text, HTML, or PDF versions of your results. You can also add links to results on other websites. If you have already added some, you can re-order or delete them.



Enter in the year that the results are from, and give a brief description of those results.

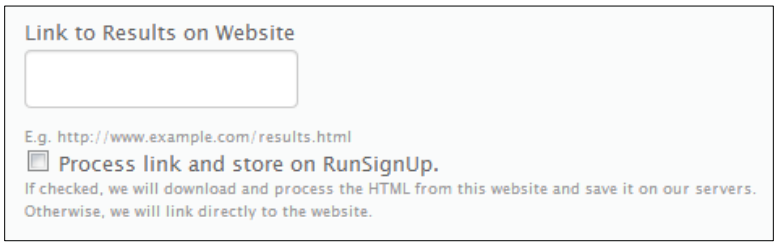
Results from a File

If you are going to be uploading a PDF, HTML, or plain text file with the results, then click on "Choose File", and find the results you wish to add.

Note: Uploading a plain text file or a PDF is recommended over using HTML for gathering results, because both of these methods are more likely to preserve the correct formatting when uploading.

Results from a Website

If the results are posted on a separate website, then enter in the web address where the results are located. Below that, a check box will allow you to indicate whether you want RunSignUp to process the link and store it on our site. If checked, we will download and process the HTML from the website provided, and save it on our servers for viewing on RunSignUp. If left unchecked, we will link directly to the results website provided.



To upload more preformatted results from that year, simply click on "Add Another File or Link", and repeat the process.

File Conversion

Below the upload section, you can find information and options for how the files will be converted. For the most part, the output file format is limited to the default option, but in the case of HTML conversions, users have a choice between viewing the results as "Sanitized HTML" or a "PDF".

Upload File Format	Output File Format
Plain Text (.txt)	◉ Plain Text (.txt)
HTML	○ Sanitized HTML ◉ PDF
PDF	◉ PDF

Note: Converting HTML to a "PDF" is the default selection, because this option is typically quicker and more closely resembles your original formatting.

When you are finished, remember to click "Save Results".

VIEWING RESULTS

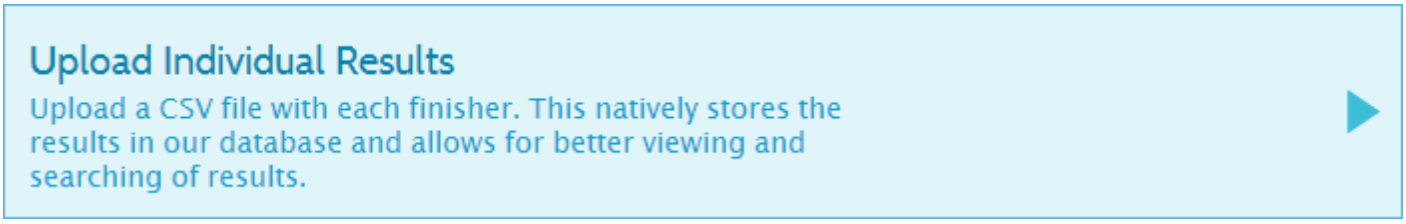
To view the newly created results, hit the button for “view race page”, and you will find that under the “results” tab, you can open up the lists you just saved.

ARRANGING/REMOVING CURRENT LISTS

If you return to the “Preformatted Results File or External Results Link” section, you will notice that you can rearrange the current lists of results by using the up and down arrows. You can also delete any unnecessary lists by using the red “X”. If you do make changes, make sure to click “save results” at the bottom of the page.

RUNSIGNUP RECOMMENDATION

For the purpose of functionality, and the convenience of your runners, it is recommended that you upload your results in the form of a CSV, rather than a preformatted list. To find out how to upload results via a CSV file, please refer to the section for “How to Upload Individual Results”.



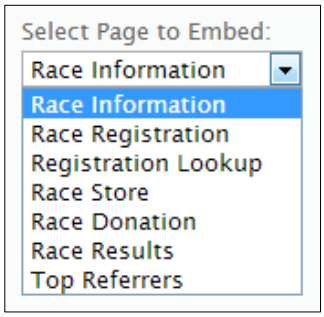
THE SOCIAL TAB

The "Social" tab is all about spreading the word about your race. From here you can create widgets and links, integrate with Facebook, customize email notifications, and even communicate with your race community through iContact.

How To:
embed widgets

WIDGETS

Widgets allow you to take certain aspects of RunSignUp and embed them directly into your personal race website (*ex: the registration, the race store, the donation page, etcetera*). RunSignUp provides this feature because we do not want to become a central site that all running sites point to, but instead, we want to keep runners focused on your race and what your independent race website has to offer.



EMBEDDING WIDGETS

If you go to either the "Social" tab, the "Donations" tab, or the "Store" tab of the race dashboard, then you will find the "Widget" sub-heading. Regardless of how you arrive at the "Widget" sub-heading, from there you will have access to all of the widgets available for your race.

Begin by choosing the widget you would like to embed from the "Select Page to Embed" drop-down menu. Your choices will be "Race Information", "Race Registration", "Registration Lookup", "Race Store", "Race Donation", "Race Results", and "Top Referrers".

IMPORTANT: The "Top Referrers" widget will not display any information unless "Referral Tracking" is enabled and the "Top Referrers" widget is enabled. To learn more about how to do these two steps, please refer to both "How to Set Up Referral Tracking" and "How to Set Up the "Top Referrers" Widget".

Widget Options

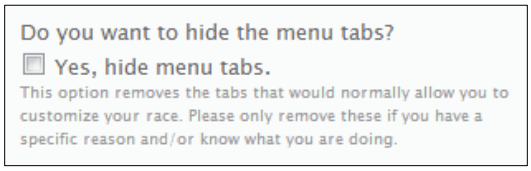
Depending on the widget you select, it may have its own set of "Widget Options" that allow you to customize certain aspects of that widget.

General Options

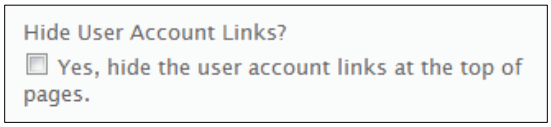
The "General Options" section of the widget setup page is similar across all widgets. The first option you can set is the "Width" in which you would like the widget to be housed.

Note: Certain widgets have a minimum width of 600px.

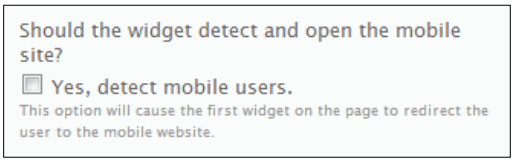
Next, you can type in the names of the fonts that you would like to be used for the "Main Font" and the "Header Font" of your widget.
Note: Make sure that you enter in the exact font names to use, because these names will be entered into the code used for embedding the widget.

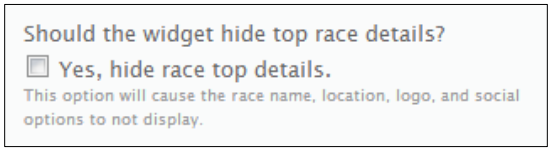


After that, you will have a series of check boxes that you can use to customize your widget further. The first check box will ask you "Do you want to hide the menu tabs?" and you can check the box next to "Yes, hide menu tabs" if necessary. This option allows you to remove the menu tabs that would normally allow users to jump from race page sections such as "SignUp" or "Race Info", so unless you have a specific reason for hiding these, it is best to leave this box unchecked.

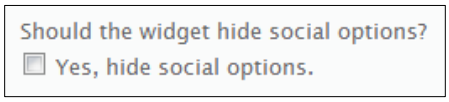


You can choose to either show or hide user account links (*ex: Profile, Running Log, Find a Race, etcetera*) by checking off "Yes, hide the user account links at the top of pages", and then you can decide whether you want the widget to detect and open the mobile site. By checking "Yes, detect mobile users", this option will cause the first widget on the page to redirect the user to the mobile website.

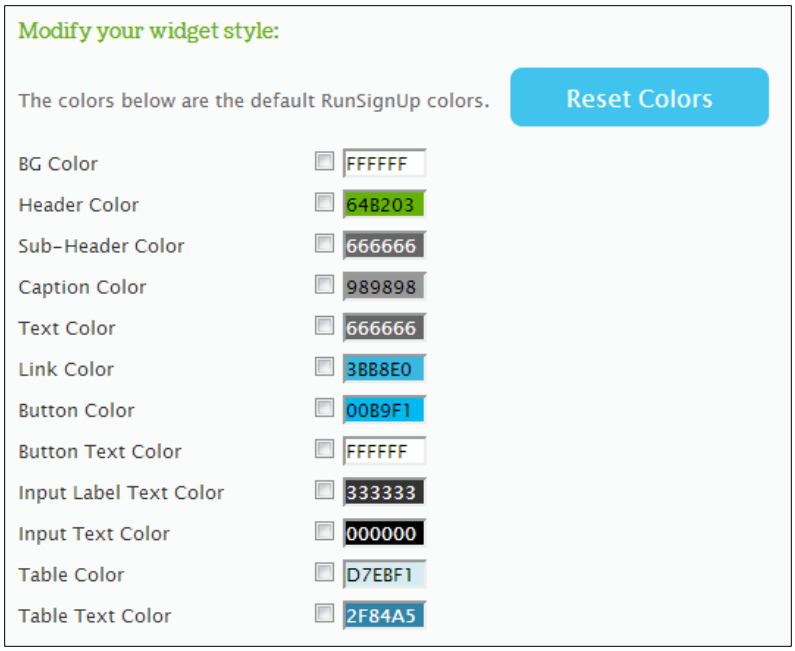




In some cases, in order to make the widget look seamless within your race's independent website, you may want to hide the details that would be redundant, such as the race name, location, logo, and social options. To do this, simply check off the box next to "Yes, hide race top details". If you would like to just eliminate the social options from the widget, then click on the following check box labeled "Yes, hide social options".



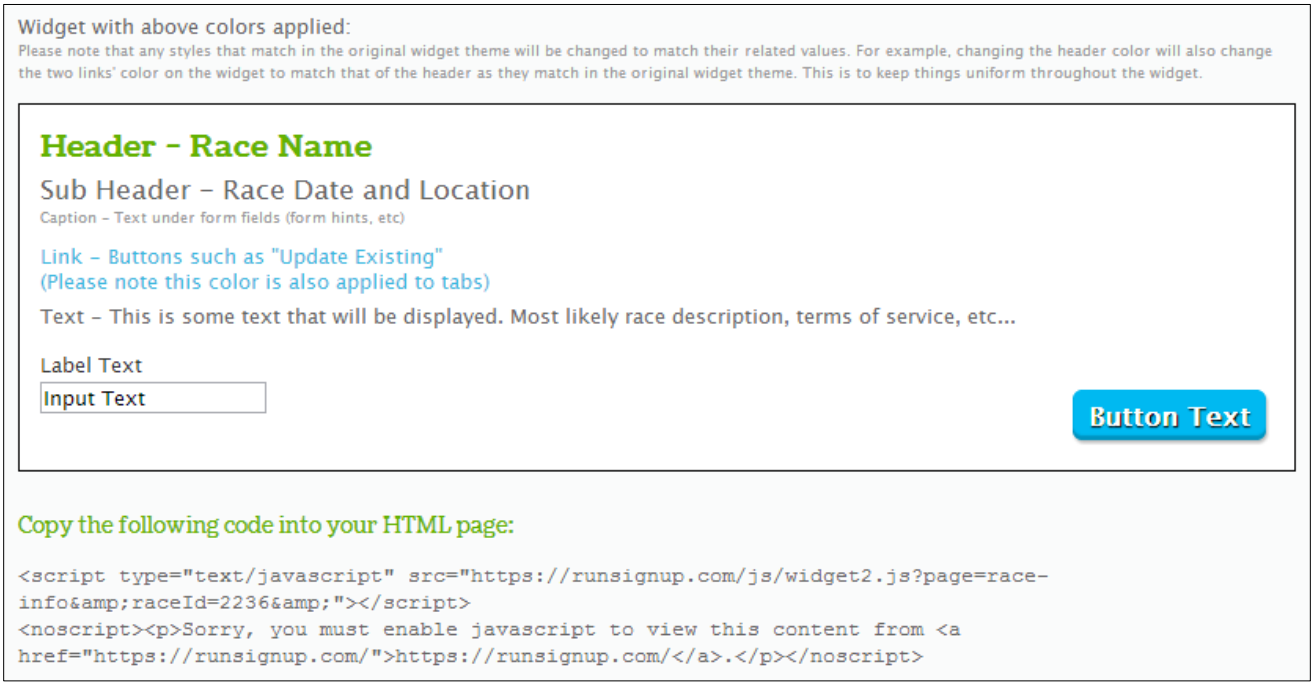
Click on "Update Options" when you are finished, and if you are done customizing the widget at this point, then you can click on "Jump to Embed Code", copy the generated HTML, and paste it into the code for your website. However, before copying the HTML code for your site, you may also want to modify the widget style in the section below the widget options.



Colors can be edited for each component of the widget by first clicking on the check box next to that color, and then either editing the hexadecimal value manually, or choosing a color from the pop-up color palette. Below the color options will be a preview of what the widget style will look like. If, at any point, you want to return to the default RunSignUp colors, then click on the button for "Reset Colors".

Note: The widget preview will only show a preview of the style elements; fonts and other settings will not be reflected in the preview.

When you are finished customizing your widget, copy the generated HTML at the bottom of the page and paste it into the code for your website.



How To:

set up referral tracking

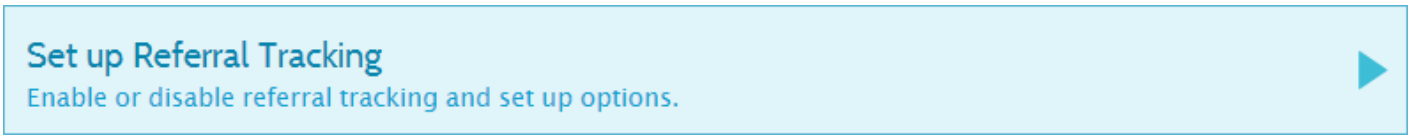
REFERRALS

One of the key factors that play into increasing race participation is referrals. With registrants convincing friends to sign up with them, running stores or clubs spotlighting your race in newsletters, or other organizations featuring your race on their website, referrals help to spread the word about your race day, and help drive up participation.

To encourage race promotion even more, RunSignUp allows you to enable referral tracking, which you can use to create friendly competitions between race referrers.

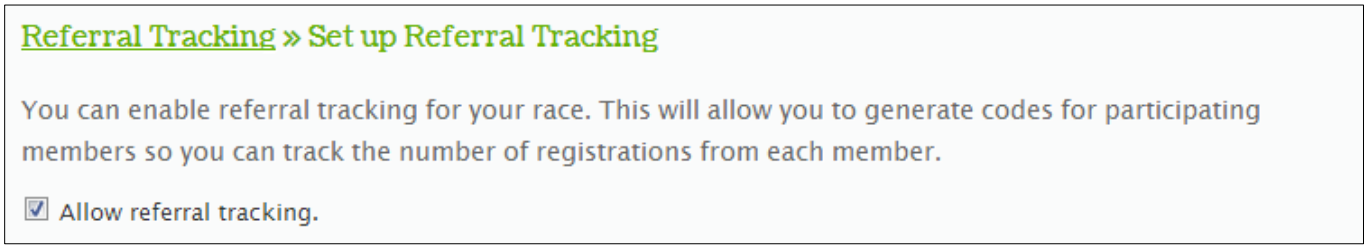
REFERRAL TRACKING

Under the "Social" tab of the race dashboard, you will find a section labeled "Referral Tracking". In this section, you will be given two options; you can either select "Set up Referral Tracking" or "Manage Referral Codes". In order to enable or disable referral tracking, you will want to click on the header for "Set up Referral Tracking".



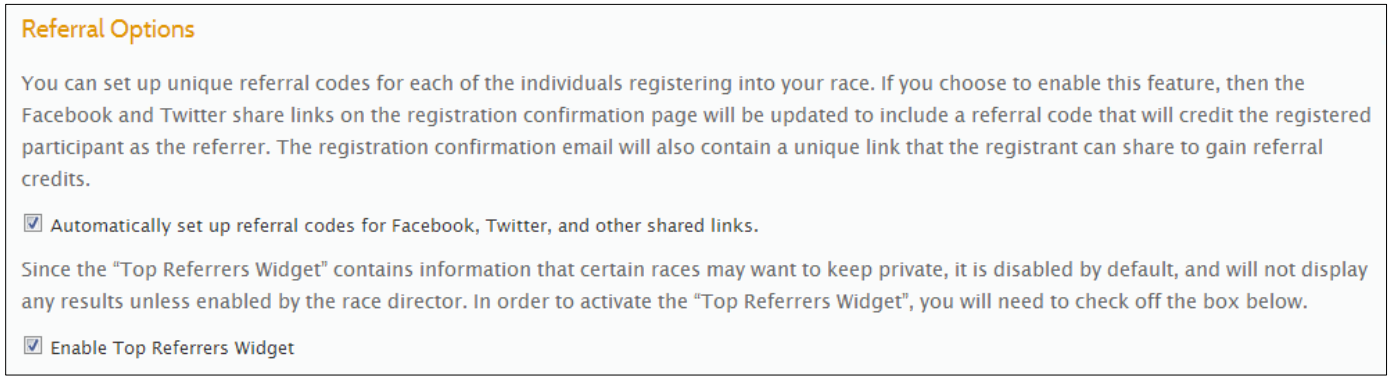
SET UP REFERRAL TRACKING

In the "Set up Referral Tracking" section, you will be able to enable referral tracking for your race by checking off the box next to "Allow Referral Tracking". This will allow you to generate codes for participating members either manually, automatically, or both, and you can track the number of registrations from each member (as is explained in the section labeled "How to Manage Referral Codes").



Below that, in the "Referral Options" section, you can set up your race so that a unique referral code is automatically created for each of the individuals registering into your race. If you check off the box next to "Automatically set up referral codes for Facebook, Twitter, and other shared links", then all Facebook and Twitter share links on the registration confirmation page will also be updated to include the registered participant's referral code.

Note: In instances where two or more registrants are signing up together, the referral code will be made in the name of the registrant listed first. Also, users who registered before this box was checked will not have a unique referral code created for them automatically. However, as the race director, you can create referral codes for anyone (as is explained in the section labeled "How to Manage Referral Codes").



Also in the "Referral Options" section, if at any point you would like to embed the RunSignUp "Top Referrers" widget, then you will need to check off the "Enable Top Referrers Widget". More information on the "Top Referrers" widget can be found in the section "How to Set Up the "Top Referrers" Widget".

If you have made any changes to the options on this page, then make sure you click "Save Settings" in order for them to go into effect.

Disabling Referral Codes

If, for any reason, you need to disable referral codes entirely, simple remove the check from the "Allow Referral Tracking" box.

How To:

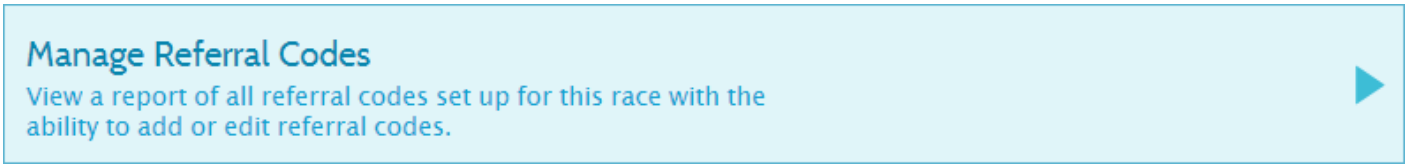
manage referral codes

REFERRAL CODE MANAGEMENT

Once referral codes are set up, you will be able to track how well each referrer is doing, create new referral codes, edit or delete existing referral codes, and download all referral code information as a CSV. If you have not yet set up referral tracking, then you can do so by following the steps outlined in the section "How to Set Up Referral Tracking".

MANAGE REFERRAL CODES

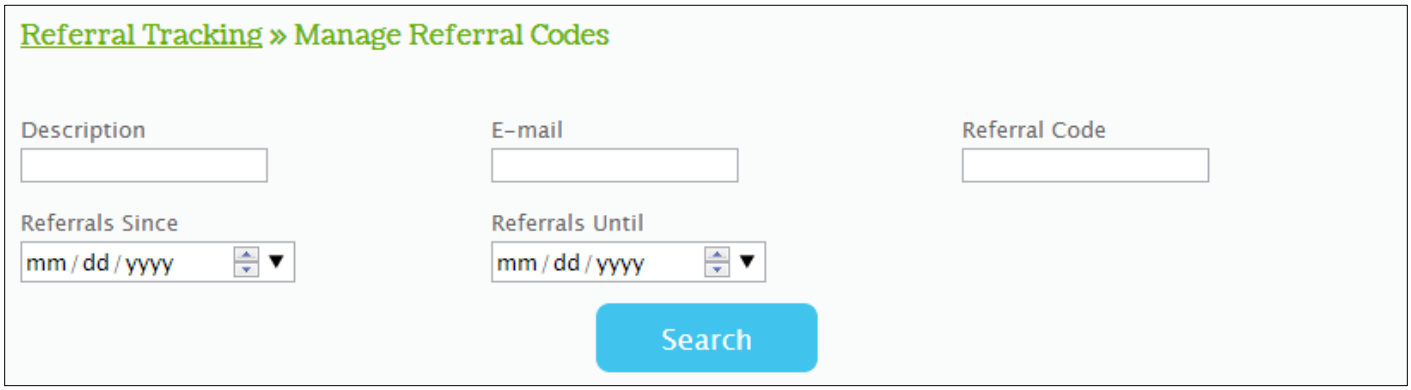
Under the "Social" tab of the race dashboard, you will find a section labeled "Referral Tracking". In this section, you will be given two options; you can either select "Set up Referral Tracking" or "Manage Referral Codes". In order to view, edit, and update your referral codes, you will want to click on the header for "Manage Referral Codes".



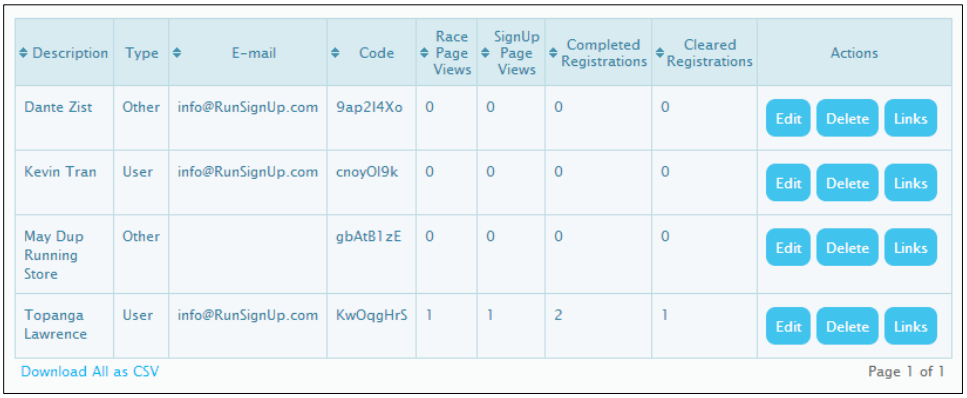
Locating Referral Codes

At the top of the "Manage Referral Codes" section, you will be able to search for specific referral codes by "Description", "E-mail", the "Referral Code" itself, referral codes "since" a certain date, and/or referral codes "until" a certain date. After clicking "Search", the table below will be updated to show you the referral codes relevant to your search terms.

Note: If you use either the "Referrals Since" or the "Referrals Until" parameters, the results will show only the referral codes that have been used at least once. If you are searching for an unused referral code, then do not use either of these two parameters.



Also, if a registrant is in need of figuring out what their own personal referral code is, then instead of using the search, you could direct them to their registration confirmation email, which will contain this information. If they have deleted the confirmation email, they can always have it resent, as is explained in the section "How to Resend the Confirmation Email".



Description	Type	E-mail	Code	Race Page Views	SignUp Page Views	Completed Registrations	Cleared Registrations	Actions
Dante Zist	Other	info@RunSignUp.com	9ap2l4Xo	0	0	0	0	Edit Delete Links
Kevin Tran	User	info@RunSignUp.com	cnoyOl9k	0	0	0	0	Edit Delete Links
May Dup Running Store	Other		gbAtB1zE	0	0	0	0	Edit Delete Links
Topanga Lawrence	User	info@RunSignUp.com	KwOqgHrS	1	1	2	1	Edit Delete Links

Download All as CSV

Page 1 of 1

Viewing Referral Codes

The table in the "Manage Referral Codes" section will first show you the "Description" of the referral code, followed by the "Type" of code it is; "User" codes indicate an automatically generated registrant's code, while "Other" codes indicate manually generated codes. The email address associated with that code will be listed in the table as well (if applicable), and the "Code" column will contain all of the unique referral codes.

The next four columns of the table will give you the usage information for each individual referral code. You will be able to view the totals for "Race Page Views", "Sign Up Page Views", "Completed Registrations", and "Cleared Registrations". Also, by clicking on any of the columns within the table, you can sort the information in either ascending or descending order.

In the "Actions" column of the table, you will find buttons for editing, deleting, and viewing the links for each referral code. If you click on the "Links" button in line with any one of the referral codes, you will find the "Race Page" and "Race SignUp Page" links with their corresponding referral code included. These links can be used by the referrer to increase their referral totals.

Downloading Referral Codes

The entire table of referral code information, along with monetary information linked to each referral code, is available for download as a CSV. This can be done by clicking "Download All as CSV".

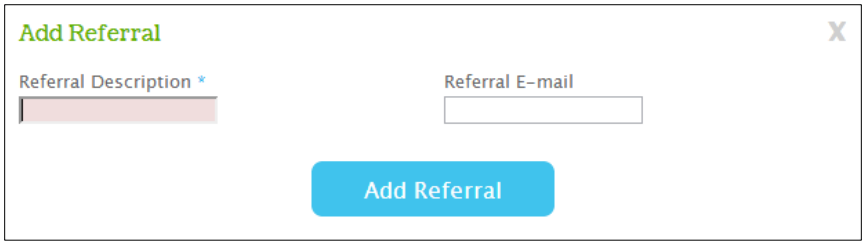
Note: This information will be downloaded in its entirety even if search parameters are set.

Creating Referral Codes

In some cases, you may need to manually create a referral code for non-registrants or registrants who signed up with a group. This can be done from the "Manage Referral Codes" section.

Note: When registrants sign up as a group, only the first registrant listed will have a referral code created for them.

In order to create a new referral code, begin by clicking on the button labeled "Add a Referral Code". At that point, a box will pop up in which you will need to enter in a "Referral Description" (*ex: a registrant's name such as "Dante Zist" or an organization such as "May Dup Running Store")*. You will also have the option to include an email address associated with that referral code.



When you are finished, click on the button marked "Add Referral", and you will receive confirmation that the code was added, as well as the code itself. You can then hit "Close", and you will find that the new referral code is now listed among those in the table.

Editing Referral Codes

If you click on the "Edit" button in line with any of the referral codes listed in the table, a pop up box will allow you to modify the "Referral Description" and/or the email address associated with that referral code.

Once you are finished making the necessary changes, click on the button marked "Update Referral", and you will receive confirmation that the code was updated. You can then hit "Close", and you will find that the updates on that referral code are now reflected in the table.

Deleting Referral Codes

If you click on the "Delete" button in line with any of the referral codes listed in the table, a pop up box will allow you to delete that referral code. Once you are sure that this is the referral code you need to delete, then click on the button marked "Delete Referral Code", and you will receive confirmation that the code was deleted. You can then hit "Close", and you will find that the referral code no longer appears in the table.

How To:

set up the "top referrers" widget

THE TOP REFERRERS WIDGET

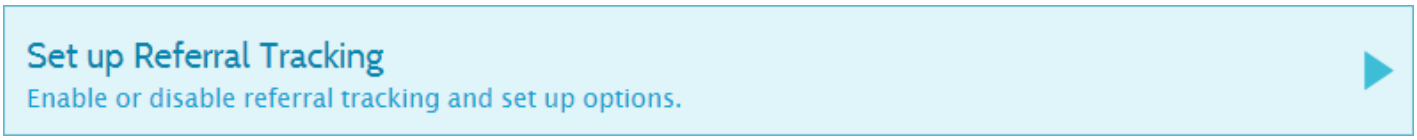
RunSignUp's "Top Referrers" widget is a feature that you can add to your personal website in order to display the "Top

Referrers" for your race. This widget can be customized to display "Top Referrers" in terms of specific dollar amounts or simply referral totals, and can be found under the "Social" tab of the race dashboard.

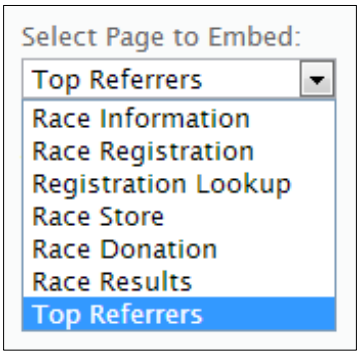
IMPORTANT: This section explains how to set up the "Top Referrers" widget on a race that is already set up for referral tracking. The "Top Referrers" widget will not work on a race that is not set up for referral tracking. To learn the basics of enabling referral tracking, please refer to the section titled "How to Set Up Referral Tracking".

Enabling the Referrer Widget

Since the "Top Referrers" widget contains information that certain races may want to keep private, you, as the race director, will first need to enable the widget before it will display any results. To do this, make your way to the sub-heading for "Referral Tracking", and then, open up the section labeled "Set up Referral Tracking".



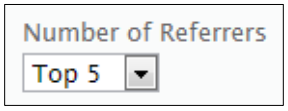
Find the section for "Referral Options", check off the box next to "Enable Top Referrers" widget, and click on the button for "Save Settings".

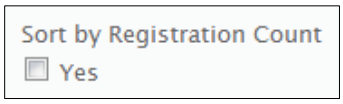


Embedding the Referrer Widget

After you have enabled the "Top Referrers" widget, you can go to the "Widget" sub-heading, and choose "Top Referrers" from the drop down menu labeled "Select Page to Embed".

Next, you will find that the "Top Referrers" widget has a few customizable options specific to it, the first of which allows you to set the "Number of Referrals" listed. The choices are "Top 5", "Top 10", "Top 25", or "Top 50".





By default, the "Top Referrers" widget will sort the top referrers by the total monetary amount they brought to the race through referred users. However, if you would like to sort the top referrers list by the number of referred registrations regardless of race profits, then you can click on the check box for "Sort by Registration Count" to indicate "Yes".

The final customization specific to the "Top Referrers" widget allows you to set the widget so it displays only "Referrals Since" a certain date, "Referrals Until" a certain date, or both.

The general options can be edited in the same manner as with all widgets, and to learn more about these options, you can refer to the section on "How to Embed Widgets".

Disabling the Referrer Widget

Since the “Top Referrers Widget” contains information that certain races may want to keep private, you, as the race director, may find it necessary to disable this feature. To do this, make your way to the sub-heading for “Referral Tracking”, and then, open up the section labeled “Set up Referral Tracking”.

Find the section for “Referral Options”, and remove the check from the box labeled “Enable Top Referrers Widget”.

THE DONATIONS TAB

The "Donations" tab gives you the opportunity to set up your race's donation page as well as view reports. You can also manage fundraisers and fundraising teams, list charities, and upload offsite donations manually.

How To:

embed widgets

WIDGETS

The section for "How to Embed Widgets" exists elsewhere in this manual. Please click here to be brought to that section.

THE STORE TAB

The "Store" tab is where race directors can set up a race store and manage store orders.

How To:
set up a store

STORE SETUP

If you have merchandise related to your race, such as hoodies, wristbands, or even cowbells, then you may want to consider setting up a store on RunSignUp. This way, all of the elements related to your race can be found in one spot.

To begin creating an online store for your race, go to "Store" tab of the race dashboard, and click on the subheading for "Setup".

ADDING ITEMS

Under the "Setup" subheading, you can begin adding items to your store. Start by entering in the name of an item, and then add a description of that item.

Availability Dates

You can set the date when that item will start to be available for purchase, as well as the date when you will no longer be selling that item. If you leave the start date blank, then your item will be available for purchase immediately. If you leave the end date blank, then your item will be available for purchase indefinitely.

Pricing and Quantity

In the field for "Cost", enter in the price of the item. *Note: You can enter a negative amount into the "Cost" field in order to subtract from the total transaction.*

Next, specify the maximum quantity a single user can purchase of that item, and if necessary, the total quantity of that item in stock.

Store Placement

Items can be placed in the main store, specific event stores, or the corporate team store. Items in the main store will be available for purchase across all events, though not in the corporate team store. Items in the event specific stores will only be available for purchase by registrants of that event. Items in the corporate team store will only be available for purchase by the captains of corporate teams.

To place an item in the main store, make sure that the check boxes for “Corporate Team Store Only” and “Event Specific Item” are left unchecked (this is the default setup).

To assign an item to the corporate team store, check off the box indicating to “only list this item to team captains in the corporate team store”.

To make an item purchasable only to registrants of a certain event or events, check off the box indicating to “only list this item when registering for a specific event or events”. After checking the box, additional check boxes will appear below it, allowing you to select which event or events you would like this item listed for.

Adding Options

If your item requires an option to be selected (such as size, color, etcetera), then click on the check box next to “requires option”. By checking this box, a table will open up to you, and in the first column, you can enter in the various options for that item. In the following column, you can enter in the total quantity in stock for each individual item if necessary.

To create additional option fields, click on “Add New Option”, located beneath the table. To rearrange the options, use the up and down arrows. To delete any unwanted options, click on the red “X”.

Image Upload

You can upload a picture of your item by clicking on “choose file”, and selecting the desired image file. You can hit “Clear” to remove the image prior to saving your changes.

If you have already saved an image in association with an item, and you would like to remove that image, simply check the box marked “remove image”, and “save” the changes.

Item Location

You can add as many different items as you please to your store by clicking on “Add Another Item”. Also, items can either be rearranged, by using the up and down arrows, or they can be deleted, by using the “X”.

Once you are finished creating or updating your store items, be sure to click “Save”.

VIEWING YOUR RACE STORE

To view your main race store, click on “View Race Page”, and go to the tab marked “Store”.

How To:

embed widgets

WIDGETS

The section for “How to Embed Widgets” exists elsewhere in this manual. Please click here to be brought to that section.

THE FINANCIAL TAB

The "Financial" tab contains reports on all of the financial transactions related to your race. Here you can go through the full financial summary, review individual payment details, and set up coupon codes and gift certificates.

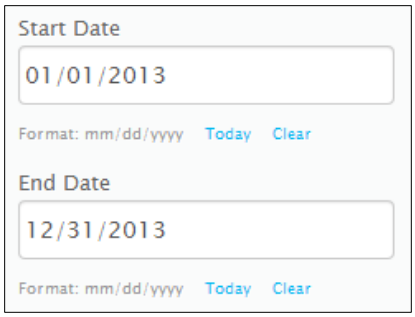
How To:

view the financial summary

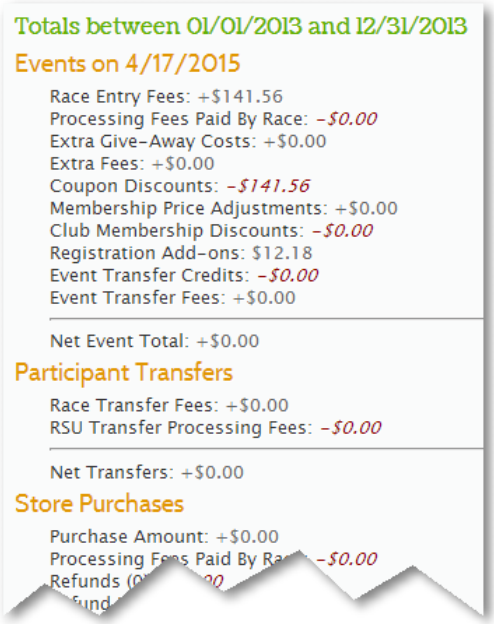
VIEWING THE FINANCIAL SUMMARY

RunSignUp gives race directors a way to easily view a breakdown of all the financial information regarding their race. To view the financial summary for your race, start by going to the "Financial" tab, and click on the subheading for "Summary".

The default view will show you all of the financial information for the current year. However, by adjusting the "Start Date" and/or the "End Date", you can view the financial summary for whichever window of time you choose.



You can manually enter in your own date. Click "today" to make the current date appear. Or, if you click "clear" on both of the dates, you can view the financial summary for the entire history of that race, including events from the past years.



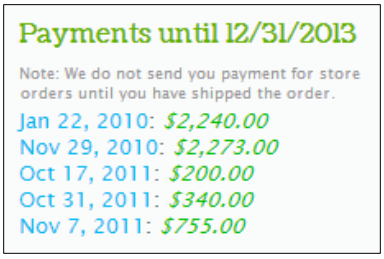
Information Breakdown

The information provided in the financial summary is broken down by individual events, participant transfers, refunds, store purchases, donations, gift certificates, and corporate team payments.

Note: Manually entered donations are not included in the summary.

You can also view the totals of all of the transactions made within the specified dates.

Note: You will not be paid for store purchases until after you have marked them as shipped.



Payment History

In the financial summary, you will also be able to view information pertaining to previously made payments. Each payment RunSignUp made to your race is separated according to the date when the payment occurred, and if you click on any of the dates, you will be able to view that particular date's payment details.

Payment Information

After clicking on a specific date's payment, you can view a breakdown of all of the transactions that made up that payment.

Using the respective links, you can also go so far as to view the payments made by each individual participant ("Participants" link), the payments made to the race store ("Store Orders" link), and the payments made towards the donation page ("Donations" link). For more information on these topics, please refer to either "How to View the Participant List", "How to Manage Store Orders", or "How to View Donation Reports".

Partner Payment History

If you are a partner with the race, you will also be able to view information pertaining to your previously made payments. Each payment RunSignUp made to you is separated according to the date when the payment occurred, and if you click on any of the dates, you will be able to view that particular date's payment details.

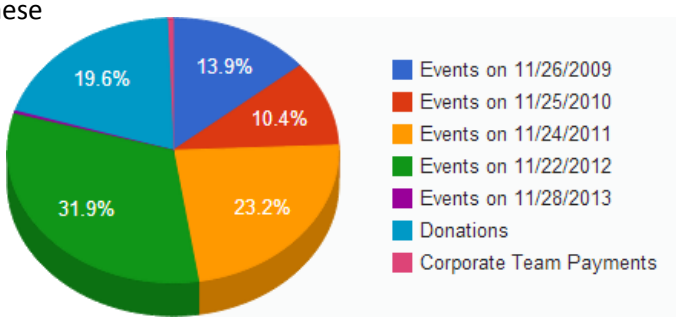
Partner Payment Information

After clicking on a specific date's payment, you can view a breakdown of all of the transactions that made up that payment.

Using the respective links, you can also go so far as to view the payments made by each individual participant ("Participants" link), the payments made to the race store ("Store Orders" link), and the payments made towards the donation page ("Donations" link). For more information on these topics, please refer to either "How to View the Participant List", "How to Manage Store Orders", or "How to View Donation Reports".

Pie Chart

At the bottom of the page, you can also view a brief synopsis of your financial summary in the form of a pie chart.



How To:

add a coupon code

COUPON CODES

Coupon codes allow you to offer discounted pricing on transactions pertaining to registration, add-ons and store purchases, or all of these at once. They can be set up to cover certain amounts (*ex: $10.00*) or percentages (*ex: 25%*)

of a transaction, and restrictions can be placed upon their usage options. In order to set up coupon codes, make your way to the "Financial" tab of the race dashboard, and open up the sub-heading for "Coupons".

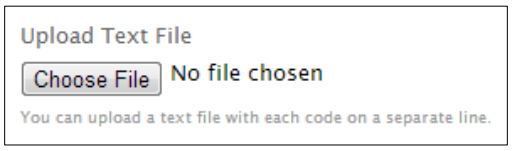
ADDING NEW COUPON CODES

Once under the "Coupons" subheading, you will find a button for "Add Coupon". By clicking here, the coupon code creation box will be opened up for you.

Manually Entering Coupon Codes

First, create the actual "Coupon Code" code. This can be something as simple as "FreeRace" or "HalfOffEverything", or something more secure, such as a random grouping of letters, numbers, underscores, and hyphens. To manually add multiple coupon codes that will be eligible for the same discount, then separate each new coupon code with a comma, and do not include spaces.

Note: Characters other than letters, numbers, underscores, and hyphens will not be accepted for coupon codes.



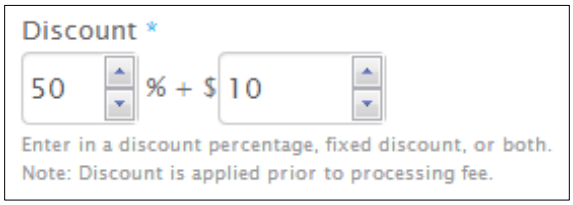
Uploading Coupon Codes

In addition to, or as an alternative to manually entering in the coupon codes, they can also be uploaded from a text file as well. In order to do this, go to the "Upload Text File" section, click on the "Choose File" button, and select the text file of coupon codes that you would like to upload.

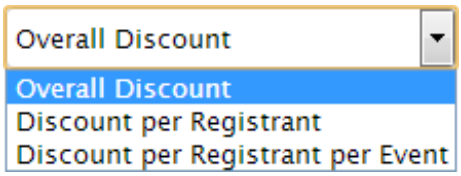
IMPORTANT: Text files are the only type of files that are acceptable for uploading coupon codes. These text files should only include coupon codes (no headers or excess information), and each coupon code should be listed on a separate line.

Coupon Discount Settings

Coupon codes can be set up to offer a fixed discount, a discount percentage, or both. If you would like to offer a fixed discount, such as $5.00 or $10.00 off, then use the dollar amount field to set your desired fixed discount amount. If you would like to set up a discount percentage, such as 25% or 50% off, then use the percentage field to indicate the specific discount percentage you would like that coupon to offer. If you would like to offer both a fixed discount and a discount percentage, for instance $10.00 off and a 50% discount, then enter in each field accordingly.



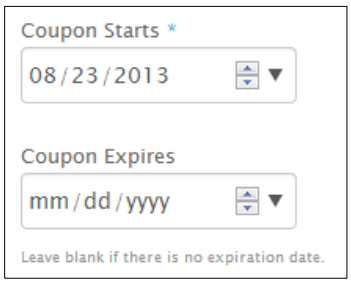
Note: In cases where both a fixed discount and a discount percentage are enabled, the fixed discount will be applied first, and the discount percentage will be calculated after. For instance, if a $10.00 fixed discount coupled with a 50% discount percentage were applied to a $100.00 transaction, then the coupon code would make the transaction $45.00, because 50% of $90.00 is $45.00.

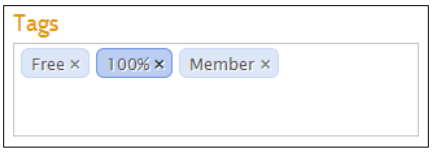


After you have the discount amount entered in, decide on what type of discount this coupon will offer. You can make it an "Overall Discount", which will be applied to the entire transaction. You can make it a "Discount per Registrant", which will be applied to each registrant's fee separately. Or you can make it a "Discount per Registrant per Event", which will be applied to each event's registration fee separately, for each registrant who signs up.

Coupon Eligibility Dates

The "Coupon Starts" date is automatically defaulted to the date on which you are creating the coupon code; however, this field can be edited to have the coupon start on a specific date if necessary. You are also given the option to set an expiration date for coupon codes by entering it into the "Coupon Expires" field. If your coupon code does not have an expiration date, then you can leave this field blank.





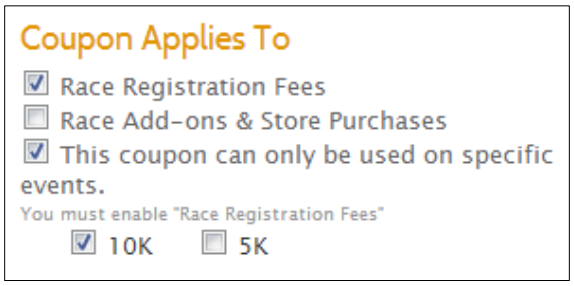
Coupon Tags

The coupon "Tags" are for your own personal convenience as the race director, and will help assist you in searching for specific coupons later, if necessary. "Tags" can be created for search terms such as "half", "25%", "dolphin", etcetera, and pressing the spacebar or entering a comma will allow you to create a new "Tag". "Tags" can be also be deleted at any time by clicking on the corresponding "X".

After "Tags" are created, they can also be edited across the entire list of coupon codes. To learn more about this feature, please refer to the "Managing Tags" subsection of "How to Search Coupon Codes".

Coupon Usage Settings

In the "Coupon Applies To" section, you will need to check off which transactions on RunSignUp you would like your code or codes to be valid for. By checking off only "Race Registration Fees", you allow all users with that code to have its discount applied solely to their registration costs. By checking off only "Race Add-ons & Store Purchases", you allow all users with that code to have its discount applied solely to the cost of their add-ons and store purchases. If you select both "Race Registration Fees" and "Race Add-ons & Store Purchases", then the entirety of the user's transaction will be covered by the coupon code.

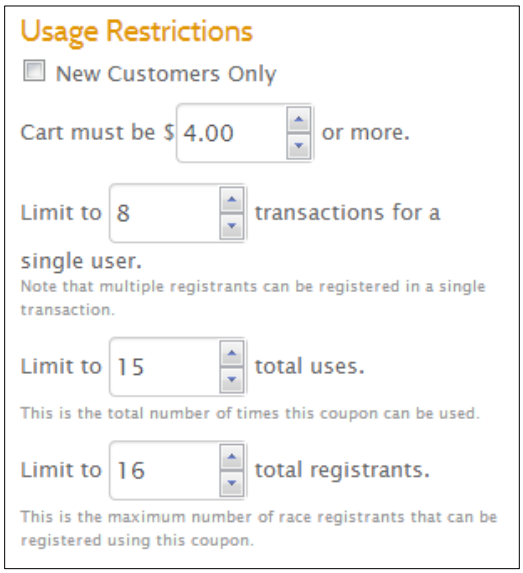


Coupon codes can also be customized so that they are only valid for a specific event or events. When you turn on this setting, you will be able to select which event or events you would like the code to apply to.

IMPORTANT: In order for this setting to work, the "Race Registration Fees" box will need to be checked as well.

Coupon Restrictions

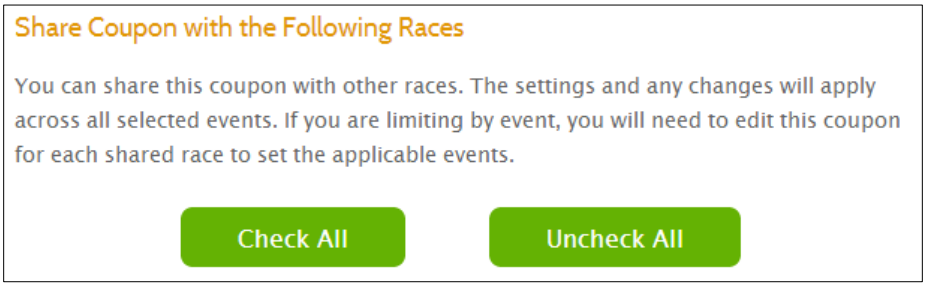
Restrictions can also be set up on coupon codes to limit their usage. You can set up coupon codes that are specifically for use by new users to RunSignUp by checking off "New Customers Only". You can create coupon codes that stipulate a minimum balance needed in order to redeem a discount by entering in the field for "Cart must be $__.__ or more". You can limit the number of times a single user can use a coupon code, while not limiting the number of registrants involved with their transaction, by entering in the field for "Limit to __ transactions for a single user". You can limit the number of times a coupon code can be used by any variation of customers, whether they are reoccurring or otherwise, by setting the "Limit to __ total uses" field. And for coupon codes applied to the "Race Registration Fees", you can set a limit for the maximum number of registrants who can be registered using that coupon code by filling out the "Limit to __ total registrants" field.



Sharing Coupons across Multiple Races

Coupon codes can be shared with other races that you have created by checking off the desired races from the list provided. The "Check All" button will automatically select all available races for you, and the "Uncheck All" button will deselect any selected races if necessary.

IMPORTANT: If you are limiting coupon codes by event, then you will need to edit this coupon for each shared race to set the applicable events.



The settings and any changes made to a shared coupon will apply across all of the selected races, and if a race is unchecked from the list, then the coupon code or codes will be removed from that race.

Note: If you are limiting coupon codes by event, and have already gone through and selected the applicable events for each race, then these settings will not be overwritten if you go back into the coupon code and make changes.

Saving

Once you are ready to create/edit your coupon code, click on "Save Coupon", and a pop up box will let you know that your coupon was successfully saved. When you "Close" this box, you will find that your newly saved coupon code is listed in the table provided. At this point, you will be able to search for specific coupon codes, manage coupon codes, view individual

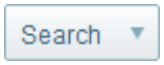
coupon code usage details, and view coupon code reports. For more information on these topics, please refer to either "How to Search Coupon Codes", "How to Manage Coupon Codes", "How to View Coupon Code Usage Details", or "How to View Coupon Code Reports".

How To:

search coupon codes

SEARCHING COUPON CODES

For some races, you may find that you need to create hundreds if not thousands of coupon codes. If this describes your current coupon code situation, then you most likely will not want to manually go through and read each coupon code's details until you find the one you are looking for. This is why RunSignUp allows you to easily narrow down your coupon code list by going to the "Financial" tab of the race dashboard, clicking on the sub-heading for "Coupons", and opening up the "Search" option.



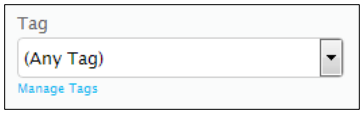
Search Parameters

Upon opening the "Search" option, the first field you will be able to search by in the "Coupon" itself. This will be very useful to you if a registrant would like to find out information on their specific coupon code, such as whether it is past its expiration date, or if it has any usage restrictions.

The following two check boxes allow you to search for coupon codes by showing only "Available" or "Non-Expired" codes. By checking off "Show only Available Coupons", you can limit the search to coupon codes that are currently within the eligibility dates. This will include all used and unused coupons that have currently passed their start date, but have not yet reached their end date. By checking off "Show only Non-Expired Coupons", you can limit the search to coupon codes that are currently not past their expiration date. This will include all coupons that have not yet expired, regardless of whether they have passed their start date yet.

You can also search for coupon codes by their creation date, start date, or expiration date. Creation dates can be searched by "Coupon Created Since" and/or "Coupon Created Until", and the start and end dates can be search by "On or After" and/or "On or Before".

Search results can also be narrowed down by "Tag". Tags can be searched one at a time from the drop down menu, and more information on tag creation can be found in the "Coupon Tags" subsection of "How to Add a Coupon Code".



Once you have all of the parameters entered in that you would like to search by, click on the "Search" button, and the table below will show only the results that match those terms.

Managing Tags

Under the "Tag" search field, you will be able to "Manage Tags" by clicking on the link. Here you can either "Edit" the name of the tag across all coupon codes using it, or you can "Delete" a tag from all coupon codes using it.

Note: Deleting tags will not delete the coupon code itself. The coupon code will remain without that tag.

How To:

manage coupon codes

COUPON CODE MANAGEMENT

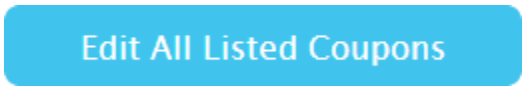
After creating coupon codes, as is explained in the section for "How to Add Coupon Codes", you have the ability to manage these coupon codes by returning to the "Financial" tab of the race dashboard, and opening up the "Coupons" subheading.

Edit a Coupon Code

To edit an existing coupon code, you simply need to click on the "Edit" button in the same row as the code, and all of the original coupon code settings will be made available for editing in the same way as is explained in the "How to Add Coupon Codes" section.

Edit All Listed Coupons

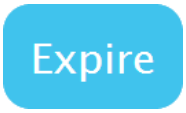
If you need to edit multiple coupon codes at the same time, then you can click "Edit All Listed Coupons", and all of the coupon codes visible on that page can be modified to have the same settings. Within the "Edit All Visible Coupons" pop-up box, you will be able to set all fields as explained in "How to Add Coupon Codes".



Note: The "Edit All Visible Coupons" box will not allow you to change the "Coupon Code" names.

Download Coupon Code Information

Below the coupon code table, you can click on "Download All as CSV" in order to download a list consisting of all coupon code information and usage details.



Expire a Coupon Code

By clicking on the "Expire" button in the same row as a coupon code, you will then be given a pop-up window that allows you to hit "Expire Coupon". Using the "Expire" button is the equivalent to setting the coupon code's "Coupon Expires" field to today.

In order to make an expired coupon redeemable once more, then edit the coupon code's "Coupon Expires" field to a date in the future, or leave it blank, and save the changes.

Remove a Coupon Code

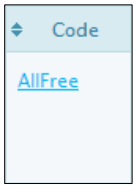
If you click on the "Remove" button in the same row as a coupon code, then a pop-up window will allow you to hit "Remove Coupon". By removing a coupon code from a race, you will no longer be able to see the summary information for that coupon.

Note: If this coupon code is shared with other races, then it will still remain active for those races.

How To: view coupon code usage details

INDIVIDUAL COUPON CODE INFORMATION

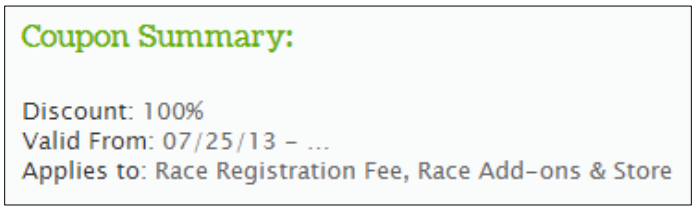
Whether you need to look up coupon code information for a runner, or you are just interested in viewing the usage information for your own knowledge, you can easily access this data by going to the "Financial" tab of the race dashboard, opening up the "Coupons" subheading.



Individual Coupon Summary

Once under the "Coupons" subheading, begin by locating the coupon code whose summary you would like to view. This can either be done manually, by scrolling through the entire list of codes, or you can use the "Search" option, as is explained in the section "How to Search Coupon Codes".

Next, click on the specific coupon code link in the "Code" column of the table, and you will be taken to the "Coupon Summary" for that code.



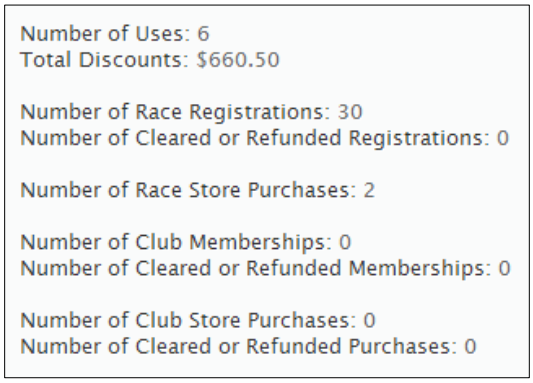
Basic Coupon Information

The "Coupon Summary" will first show you the basic coupon setup information. This includes the discount redeemable from this coupon, the dates in which the coupon is valid, and the transactions that this coupon can be applied to. To edit any of this information, please refer to the "Edit a Coupon Code" subsection of "How to Manage Coupon Codes".

Coupon Usage Information

Also in the "Coupon Summary", you can view various details pertaining to usage information. This begins with the "Number of Uses" for that particular coupon code, as well as the monetary equivalent to the "Total Discounts" redeemed by that coupon code.

The "Number of Race Registrations" and the "Number of Refunded Registrations" in association with that coupon code will be listed for you, as will be the "Number of Race Store Purchases".



The “Number of Club Memberships”, the “Number of Refunded Memberships”, the “Number of Club Store Purchases”, and the “Number of Refunded Purchases” can also be found here.

Below that, you will find a table listing information on when the coupon was used, who used the coupon, what the total discount amount redeemed was from the coupon, and where the coupon code was used (Race Registration, Race Store, Club Registration, Club Store).

Date	User	Total Discount	Race Registration	Race Store	Club Registration	Club Store
08/21/2013 3:00PM	Ron Synup info@RunSignUp.com	$350.00	Test Race #1 (Marathon) Number of Registants: 10 Discount: $310.00	Discount: $40.00	-	-

All of this information can be downloaded in the form of a CSV by clicking on the “Download All as CSV” link underneath the table.

Registrations Using this Coupon

In the final section of the “Coupon Summary”, you will find a table that breaks down all of the registrations that this coupon code has been applied to. You can learn when the coupon was used, which registrant had the coupon applied to their registration, which event that registrant signed up for, the current status of their registration (Active or Not Active), the event cost, what the total discount amount redeemed was from the coupon, the user’s processing fee, and the amount paid by the user.

Date	Registrant	Event	Registration Status	Event Cost	Total Discount	User Processing Fee	Amount Paid
07/25/2013 11:30AM	Ron Synup info@RunSignUp.com	Coupon Code Tutorial - 5K	Active	$14.72	$14.72	$0.00	$0.00

Grouped Reporting

In addition to allowing you to view the usage information for individual coupon codes, you can also view statistics on various grouping of coupon codes. For more information on this topic, please refer to “How to View Coupon Code Reports”.

How To:

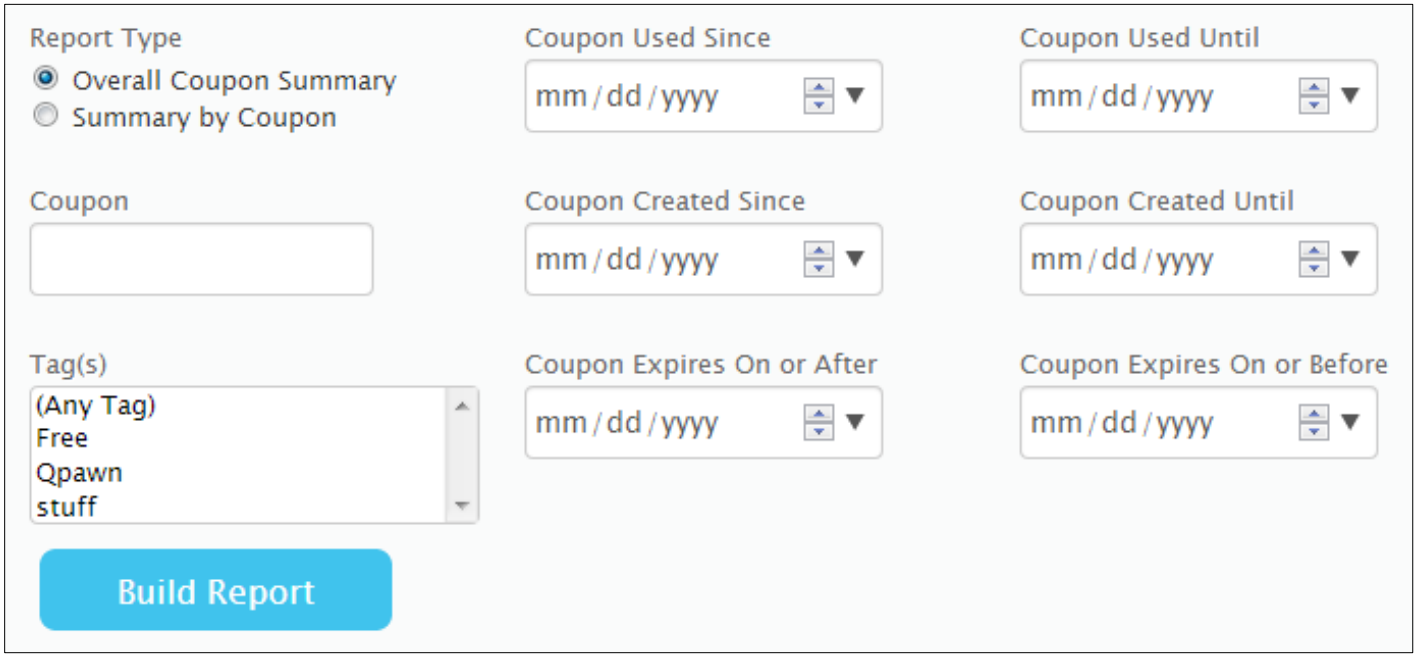
view coupon code reports

COUPON CODE REPORTS

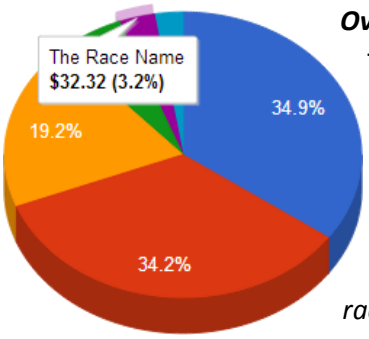
In addition to allowing you to view the usage information for individual coupon codes (as is explained in “How to View Coupon Code Usage Details”), you can also view statistics on various groupings of coupon codes by going to the “Financial” tab of the race dashboard, and then opening up the subheading for “Coupons”.

Reports

Once you are under the "Coupons" subheading, click on the button for "Reports". Here you will be able to enter in specific parameters for your report, and then click "Build Report". There are two "Report Types" that you are able to view, and they are the "Overall Coupon Summary" and the "Summary by Coupon".



Note: Coupon code reports include registrations and purchases that have been refunded.



Overall Coupon Summary

The default report will show you the "Overall Coupon Summary" for all coupons. This will include a table for "Total Coupon Usage", "Registration Details", and "Store Details", as well as a pie chart and table displaying the "Discount Amount for Top Coupons" and the "Discount Amount for Top Races".

Note: The "Discount Amount for Top Races" is for coupons that span across multiple races.

Summary by Coupon

The "Summary by Coupon" will show you a table that breaks down each coupon in the report. This option will allow you to see each coupon's "Tags", "Number of Uses", and "Total Discount", the "Total Before Discount" and the "% off List Price", and finally the total "Number of Registrations" and the "% Who Used Coupons".

Individual Coupon Code Reports

In addition to allowing you to view statistics on various groupings of coupon codes, you can also view the usage information for individual coupon codes. For more information on this topic, please refer to "How to View Coupon Code Usage Details".

RUNNERS ON RUNSIGNUP

This section of the "RunSignUp: Instruction Manual" focuses on using RunSignUp as a runner. You will be able to learn about the basics of signing up for a race, how to manage your registration, as well as other advantages of your RunSignUp account.

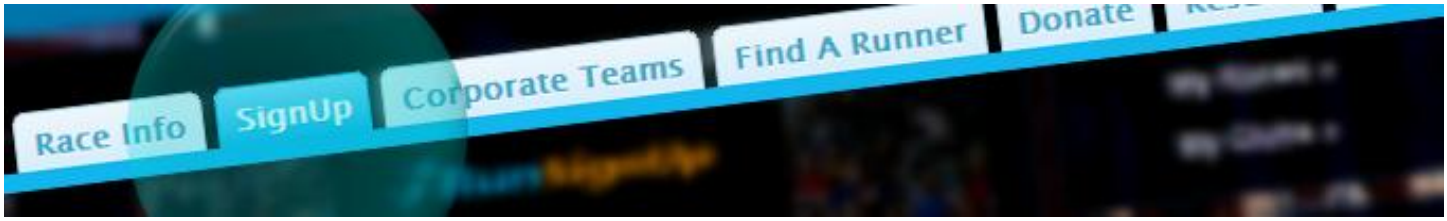
The "Runners" section is broken down into the following parts:

THE RACE PAGE: The race page is unique for each race hosted on RunSignUp, and is where you will go to find the race information, sign up, donation page, and store. Go there now! »

THE PROFILE: Your profile allows you to view and manage all of your activity on RunSignUp, such as registrations, teams, fundraisers, etcetera. Go there now! »

THE RACE PAGE

The race page is unique for each race hosted on RunSignUp, and is where you will go to find the race information, sign up, donation page, and store.



SIGN UP

The "SignUp" tab of the race page will allow you to register for races on RunSignUp. If you do not already have an account set up on RunSignUp, then you can follow the steps explained in "How to Register (for New Users)". If you do have an account set up on RunSignUp, then you can follow the steps explained in "How to Register (for Existing Users)".

IMPORTANT: If you are registering for a corporate team, then please refer to the section "How to Join a Corporate Team".

How To:

register (for new users)

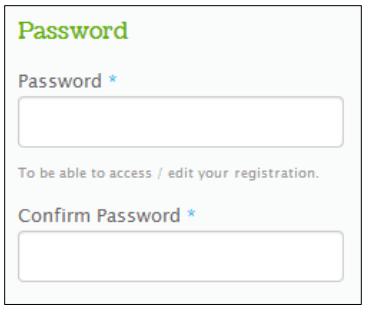
REGISTERING FOR NEW USERS

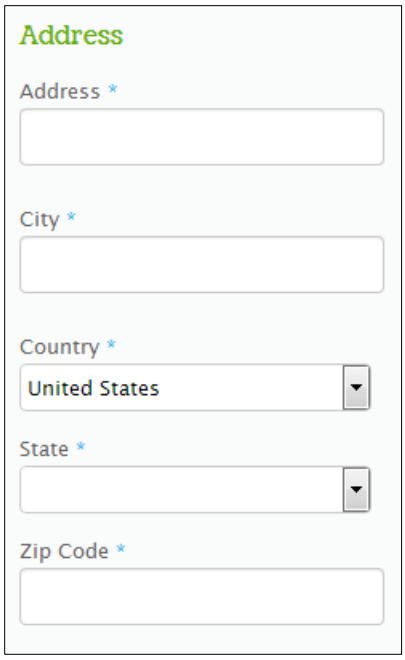
If you are a new user, registering for a race with RunSignUp is a very simple process. To begin, go to "Race Page" for the race you would like to sign up for. Then, click on either the button marked "Sign Up" under the event you are interested in, or click on the tab marked "Sign Up". They will both bring you to the start of registration.

Registrant Information

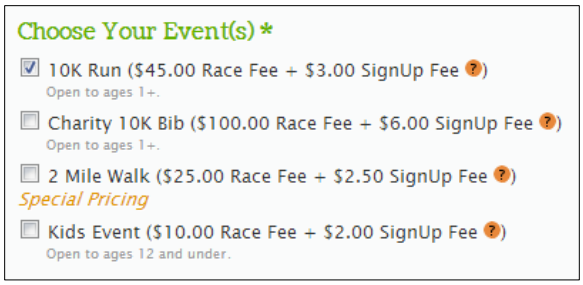
Start by filling out the fields for first name, last name, and email address. Then, create and confirm a password for your account.

Note: This email address and password will allow you to log into your account, which will be created when you finish registering.





Next, enter in your address information, along with any additional information this race requires, and make sure that the correct event or events you will be participating in are checked off.

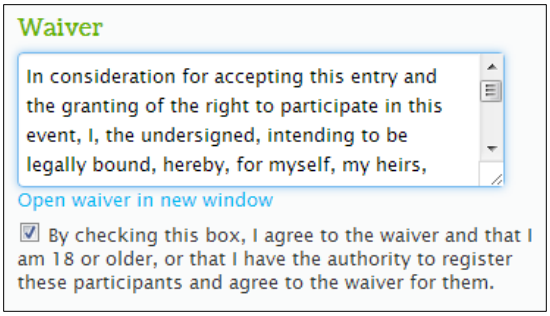


Next, you can "Add Another Registrant". This can be done either manually as before, or by using an existing user. If you decide to click on "Use Existing User", then you will need to log into an existing account, and select the runner you would like to register from those provided.

IMPORTANT: By logging into an existing account during the registration process, all other users registering at that time will be made "Secondary Users" of this account. Even the user who created a password will be made a "Secondary User", and no account will be created for them at this time. Once the registration process is complete, you will be able to create individual accounts from the "Secondary Users" information if necessary. For more information on this topic, please refer to the section "How to Create an Account from a Secondary User".

You can also delete any entrant by clicking on the "X" located at the top right corner of each registrant box.

Once you have finished filling out all of the registrant information, scroll through and read the race waiver, and then check off the box below it if you and everyone registering agree to its terms.



The Following Steps

After clicking "Continue", the next few steps may vary depending on whether the race is set up for t-shirt giveaways, donations, teams, or other options. In all cases however, you will eventually arrive at the final step in the registration process, the checkout. For more information on this step, please refer to "How to Make Purchases on RunSignUp".

How To:

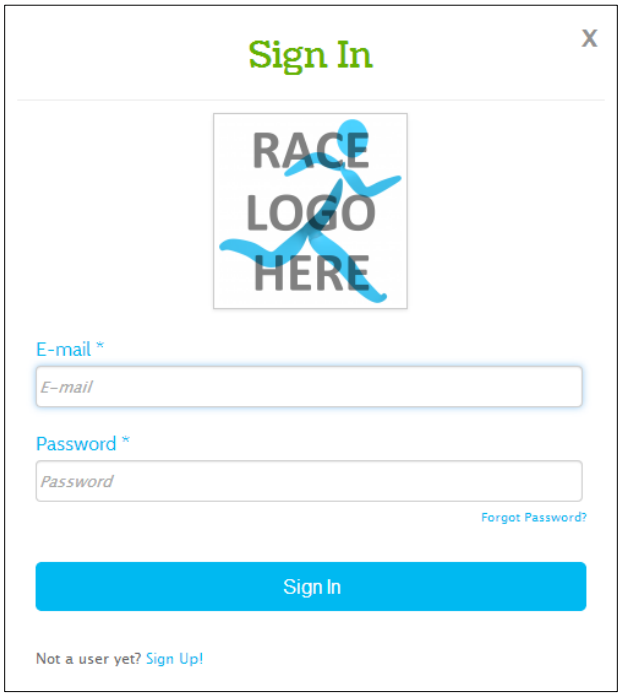
register (for existing users)

REGISTERING FOR EXISTING USERS

If you are an existing user, then registering for a race with RunSignUp is a very simple process. To begin, go to "Race Page" for the race you would like to sign up for. Then, click on either the button marked "Sign Up" under the event you are interested in, or click on the tab marked "Sign Up". They will both bring you to the start of registration.

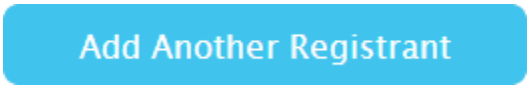
Registrant Information

If you are logged in at this time, a box will pop-up allowing you to register yourself ("Register Me"), or anyone else who is a secondary user on your account.

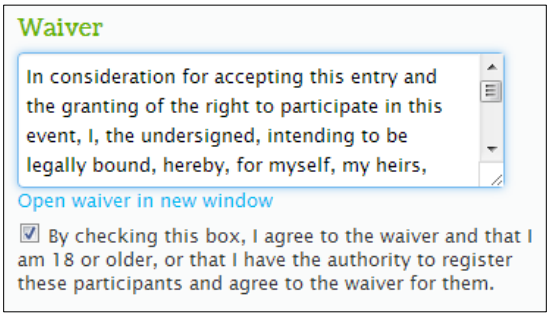


If you are not logged in at this time, simply scroll down and click on "use existing user", log into your RunSignUp account, and you will then be given the option to click "Register Me", or any of the secondary users on your account.

Check to make sure that all of the information is correct and up to date. If changes need to be made, click on "Update User Information", and make the necessary edits. After that, be sure that the correct event or events you will be participating in are checked off.



Next, you can click "Add Another Registrant", and you will be given the option to register an existing user on your account or "Register Someone Else". Also, you can delete any entrant by clicking on the "X" located at the top right corner of each registrant box.



Once you have finished filling out all of the registrant information, scroll through and read the race waiver, and then check off the box below it if you and everyone registering agree to its terms.

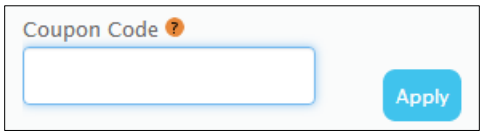
The Following Steps

After clicking "Continue", the next few steps may vary depending on whether the race is set up for t-shirt giveaways, donations, teams, or other options. In all cases however, you will eventually arrive at the final step in the registration process, the checkout. For more information on this step, please refer to "How to Make Purchases on RunSignUp".

How To:
redeem coupon codes

COUPON CODES

Certain races may offer you a coupon code for discounted pricing on transactions pertaining to registration, add-ons and store purchases, or all of these at once. They may be set up to cover certain amounts (*ex: $10.00*) or percentages (*ex: 25%*) of a transaction, and restrictions may be placed upon their usage options.



Coupon Code Redemption

Redeeming the discount from your coupon code is a very simple process, and takes place on the "Checkout" step, after you have filled out the registration information for your race and/or selected items for purchasing. When you arrive at the "Checkout", enter your code into the field labeled "Coupon Code" and then hit "Apply".

If the coupon code is valid, then you will find that the order information section now includes your added discount.

At this point, you can enter in your credit card information to pay any of the remaining balance if necessary, and then click "Confirm Payment".

Once you have confirmed the payment, you will have fifteen minutes to clear the transaction and receive a full refund. After that, all sales are final, and nonrefundable.

IMPORTANT: Only one coupon code can be applied per transaction. To use multiple coupon codes, you need to do separate transactions.

Also, restrictions may limit your coupon code so that it can only be used when registering one person. For more information on the topic, please refer to the upcoming subsection "Restrictions".

Invalid Coupon Codes

If you attempt to "Apply" a coupon code, and instead receive a message that states "Failed to apply discount: Code is invalid", then please check to make sure that you have entered the code into the field correctly. If the problem persists, then you will need to contact the race directly by using the information listed under the "Race Contact Info" section (found on both the race page and within the confirmation email). The race will be able to look up the current status of your coupon code, and from there they can either edit the code or issue you a new one.

Restrictions

Some coupon codes are created with restrictions to limit their usage.

Certain coupon codes may:

1) Be specifically for use by new RunSignUp users
2) Stipulate a minimum balance needed in order to be redeemable
3) Be limited to a maximum number of times it can be used by a single user (while not limiting the number of registrants involved with the user's transaction)

4) Be limited to a maximum number of times it can be used by any variation of customers (whether they are reoccurring or otherwise)
5) Be limited to a maximum number of registrants who can be registered using it

IMPORTANT: If you are registering multiple runners on the same transaction, and try to use a coupon code designated for a single registrant, then you will be alerted that the code cannot be applied. For coupon codes such as this, you will need to register as an individual.

How To:
join an existing group

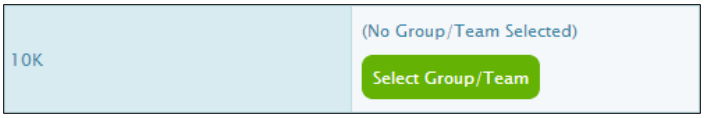
GROUPS

RunSignUp's "Group" feature allows you, as the participant, to self-manage your own group information, which means you don't need to contact the race director for issues regarding group joining and editing.

EXISTING GROUPS

Group's are set up by a "Group Administrator", and then can be joined by any registrant who meets the criteria for that group. If you would like to join an existing group, then you can do so either during or after registration.

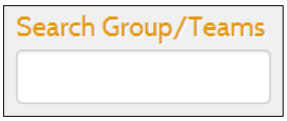
Note: The registrant that creates a group, as is explained in "How to Create/Join a New Group", is set as the "Group Administrator" by default. Group administrator's can be added or removed, as is explained in "How to View/Manage a Group".



Join Existing Group During Registration

Provided that groups are enabled for the event you are signing up for, then during the registration process, you will be given the option to join a group. To join a group, go to the "Group/Team" section, and click on "Select Group/Team".

Once clicked, the "Group/Team" window will pop up, and with the "Existing Group/Team" view selected, you will have two options for locating the team you want to join. You can either scroll through the "Select Existing Group/Team" drop down menu, or you can start typing in the name of the team you would like to join in the "Search Group/Teams" section, and select the correct team from those that appear below the text field.



When you have a group selected, you will be given the "Group/Team Details", and if you meet the requirements of that group, then you can click "Continue". If you do not meet the requirements of the group, then you will be given an error message explaining which terms you did not satisfy.

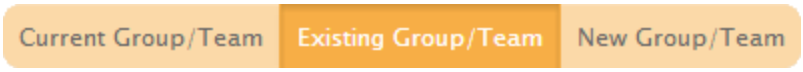
IMPORTANT: Some team types are restricted to allow only "All Male" or "All Female" teams. This decision is made by the director of each individual race, and is commonly set up this way for scoring purposes. For more information on

whether a team can be set as "Coed", please contact the race directly by using the email listed in the "Race Contact Info" section of the race page.

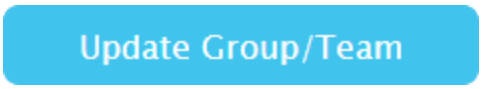
After your group is selected, you can continue on with registration as usual, and you will be added to the team once you have completed the registration process.

Join Existing Group After Registration

Provided that groups are enabled for the event you have signed up for, then after the registration process, you can join a group by going to your "Profile" page, selecting "My Registered Races", and then choosing to "View/Edit" the registration. Next, open up the tab labeled "Group/Team".



Once on the "Group/Team" tab, the default view allows you to see your "Current Group/Team" information. By clicking on the "Existing Group/Team" button, you will have two options for locating the team you want to join. You can either scroll through the "Select Existing Group/Team" drop down menu, or you can start typing in the name of the team you would like to join in the "Search Group/Teams" section, and select the correct team from those that appear below the text field.



When you have a group selected, you will be given the "Group/Team Details", and if you meet the requirements of that group, then you can click "Update Group/Team". If you do not meet the requirements of the group, then you will be given an error message explaining which terms you did not satisfy.

IMPORTANT: Some team types are restricted to allow only "All Male" or "All Female" teams. This decision is made by the director of each individual race, and is commonly set up this way for scoring purposes. For more information on whether a team can be set as "Coed", please contact the race directly by using the email listed in the "Race Contact Info" section of the race page.

TRANSFER TO ANOTHER GROUP

To transfer to another group, follow the instructions in the preceding section for "Join Existing Group After Registration". Joining a different existing group, or creating a new group to join ("How to Join/Create a New Group"), will automatically overwrite your existing group information.

REMOVE YOURSELF FROM A GROUP

To remove yourself from a group, follow the instructions in the preceding section for "Join Existing Group After Registration", and select the "(No Group)" option from the "Select Existing Group/Team" drop down menu. Click "Update Group/Team" to confirm your removal from the group.

IMPORTANT: A registrant can be both a "Group Member" and a "Group Administrator" (or one or the other). Removing a group member is not the same as removing a group administrator. Removing a member from a group will

not remove them as an administrator, and removing a registrant from administrator status will not remove them from a group. Group administrators can be removed as is explained in the section for "How to View/Manage a Group".

How To:

create/join a new group

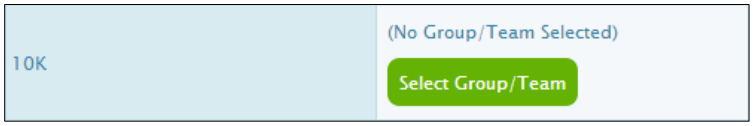
GROUPS

RunSignUp's "Group" feature allows you, as the participant, to self-manage your own group information, which means you don't need to contact the race director for issues regarding group creation, joining and editing.

NEW GROUPS

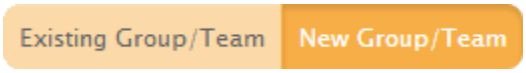
If groups are enabled for the event you are participating in, then you may have the option to create a new group for joining. If the option is available, then you will be able to do so either during or after registration.

Note: Certain race directors may not allow participants to create their own groups. If groups are enabled, but the option to create a new group has been disabled, then you may still be able to join a group, as is explained in "How to Join an Existing Group".



Create/Join Group During Registration

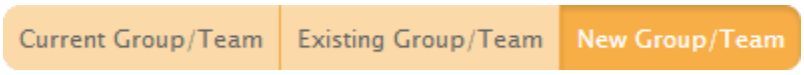
Provided that groups are enabled for the event you are signing up for, then during the registration process, you will be given the option to create a new group. To begin creating a group, go to the "Group/Team" section, and click on "Select Group/Team".



Once the "Group/Team" window pops up, click on the button for "New Group/Team", and then you will be given the fields needed to create and join your own group.

Create/Join Group After Registration

Provided that groups are enabled for the event you have signed up for, then after the registration process, you can create/join a group by going to your "Profile" page, selecting "My Registered Races", and then choosing to "View/Edit" the registration. Next, open up the tab labeled "Group/Team".



Once on the "Group/Team" tab, the default view allows you to see your "Current Group/Team" information. Click on the button for "New Group/Team", and then you will be given the fields needed to create and join your own group.

CREATING A GROUP

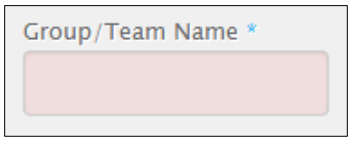
Once you have arrived at the "New Group/Team" section, whether during or after registration, the steps you will go through to create a group are similar.

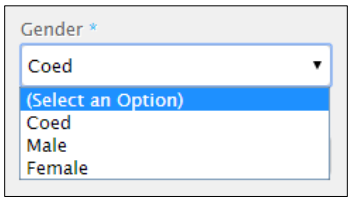
Group Type

First select a "Group/Team Type" from the drop down menu. A "group type" designates a specific type of group that the race director allows registrants to create, and the details pertaining to each group type will appear as you select each one from the list. Group types may be very basic and all-inclusive or specific to age, gender, and/or size.

Group Name

Next, enter your "Group/Team Name" into the text box provided. This name can be anything you would like, though it will be displayed on all group/team pages, so please make sure it is appropriate for all race participants.





Gender Restrictions

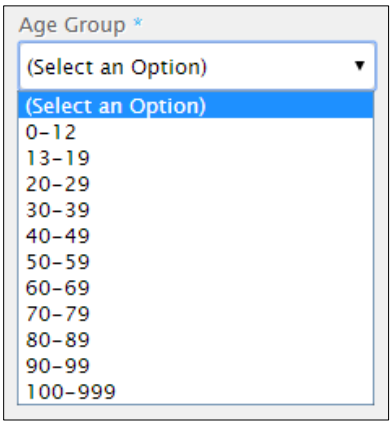
If there is a "Gender" requirement associated with this team type, then you can select one of the options available to you. The possible options are "Coed", "Male", and "Female", though you may not see all of these listed, as the race director decides which type of groups can be created with this team type.

IMPORTANT: The "Gender" selection menu is not asking whether you are a male, female, or coed. This section is to designate which gender or genders will be eligible for joining your team. If you have made a mistake in filling out the "Gender" field, then please contact the race directly, by using the email listed in the "Race Contact Info" section of the race page, in order to have your team changed to "Coed". Keep in mind though, some team types are restricted to allow only "All Male" or "All Female" teams. This decision is made by the director of each individual race, and is commonly set up this way for scoring purposes.

Age Group Selection

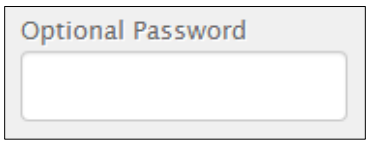
If there is an "Age Group" option associated with this team type, then you can select the one that suits you from the drop-down menu. If there is no age group set up that includes your age, then you cannot create a group of this type, and you will need to select a different "Group Type".

Note: Please contact the race directly for questions regarding their "Age Group" set up. Their email can be found in the "Race Contact Info" section of the race page.



Optional Password

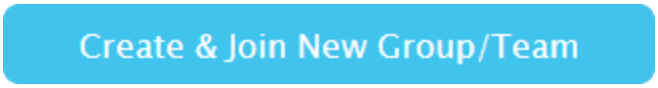
When creating a group, you also have the option to set up a password needed for joining that group. If you would like to set the "Optional Password" for your group, then click on "Set Password" and enter it into the text box provided. Also, make sure that you write down or memorize your password. In the case of a forgotten team password, please refer to the section for "How to Edit a Group Password".



Saving your Group

If you are creating your group during the registration process, then make sure all of your group settings are correct, and click "Continue" to move on with registration. Once you have completed the registration process, your group will be created. If you leave the registration process before completing your transaction at the checkout, then the group will not be created.

If you are creating your group after the registration process, then make sure all of your group settings are correct, and click on "Create & Join New Group/Team".



IMPORTANT: Some races may require you to pay in order to create a group. In these cases, fill out your "Credit Card Payment" information, and then click on "Create & Join New Group/Team". If you have questions about the group setup fee, please contact the race directly. Their email can be found in the "Race Contact Info" section of the race page.

GROUP ADMINISTRATORS

The "Group Administrator" can be any registrant of the race, and they have the ability to edit certain group settings, as well as add and delete group members and administrators. More information can be found on this topic in the section for "How to View/Manage a Group".

Note: By default, the group's creator is automatically set as the group administrator; therefore they are also a member. However, it is not a requirement that a group administrator needs to be a group member.

TRANSFER TO ANOTHER GROUP

To transfer to another new group, follow the instructions in the preceding section for "Create/Join Group After Registration". Creating/joining a new group, or joining a different existing group ("How to Join an Existing Group"), will automatically overwrite your existing group information.

REMOVE YOURSELF FROM A GROUP

To remove yourself from a group, go to your "Profile" page, select "My Registered Races", and then choose to "View/Edit" the registration. Next, open up the tab labeled "Group/Team", click on the "Existing Group/Team"

button, and in the "Select Existing Group/Team" drop down menu, select the "(No Group)" option. Click "Update Group/Team" to confirm your removal from the group.

IMPORTANT: A registrant can be both a "Group Member" and a "Group Administrator" (or one or the other). Removing a group member is not the same as removing a group administrator. Removing a member from a group will not remove them as an administrator, and removing a registrant from administrator status will not remove them from a group. Group administrators can be removed as is explained in the section for "How to View/Manage a Group".

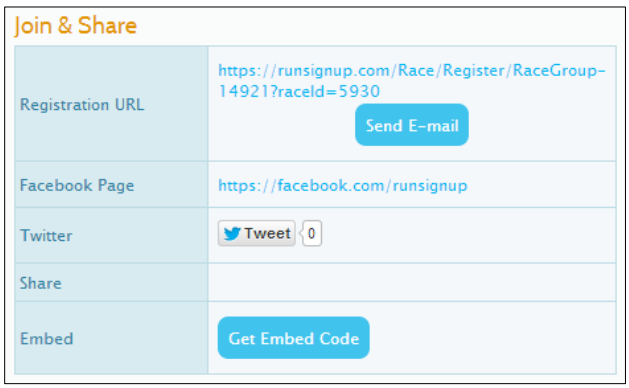
How To:
view/manage a group

GROUP MANAGEMENT

If you are an administrator for a group (as is explained in "How to Create/Join a Group"), then you will be able to log in and edit certain details pertaining to the group setup and members. If you are not an administrator for a group, then you can ask the current administrator or race director to make you an administrator as well, and they can do so, as is explained in this sections upcoming subsection for "Race Group Administrators".

MANAGING YOUR GROUP

To begin managing your group, log into RunSignUp, go to your "Profile" page, and click on the button for "My Running Teams". Click on the name of the running group you would like to edit, and you will be brought to that group's management page.

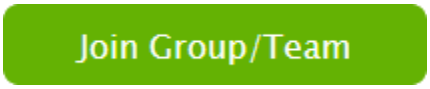


JOIN & SHARE

The section for "Join & Share" houses the networking resources group members will need to spread the word about their group and encourage others to join.

The "Registration URL" row includes the link to a specialized "SignUp" page that is preset to add the registrants to that particular group, and the "Send Email" button allows you to send this link out to potential members via email. Also included, in the "Twitter" row, is a Twitter share button that will let you easily tweet about your group to your friends.

The "Get Embed Code" button allows you to embed the entire team page into your own website.



The green "Join Group/Team" button will take users directly to the specialized "SignUp" page for that group.

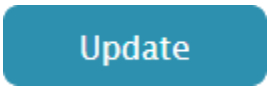
GROUP DETAILS

The "Group Details" section will list the current settings of your group. This table will include the "Race Date", the date the group was created, the "Group Type", and the "Number of Members" in the group, and if applicable, the "Group Size", "Gender Restriction", and "Age Restriction".

Note: These settings are not open for editing after the initial group creation process. If you would like to modify any of these settings, you will need to contact the race directly, and they will be able to make the changes for you. Their email is listed in the "Race Contact Info" section of the race page and confirmation email.

Group Details

Race Date	Thursday December 31, 2015
Created Date	Sunday December 22, 2013
Group Bib Number	5
Group Type	Network it!
Group Size	No Limit
Gender Restriction	Coed
No. of Members	4 4 Male; 0 Female



Team Name and Password

If you click on the "Update" button, you will be able to edit both the "Group/Team Name" and the "Optional Password".

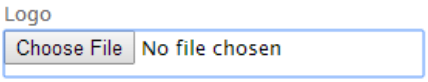
Note: If you have forgotten your password, then the "Update" section is where you need to go in order to change it to something new.

Delete a Group

To delete a group entirely, you will need to contact the race directly. Their email is listed in the "Race Contact Info" section of the race page and confirmation email.

Social Settings

The "Social Settings" button allows you to customize your group page by adding a logo and social networking links.



To add your group's logo, click on the button for "Choose File", and select the logo image that you would like to use.

You can use the corresponding text fields to enter in your "Facebook Page URL" and "Twitter Username". Once entered, these links will appear in the "Join & Share" section of your group page.

Race Group Administrators

Name	Gender	E-mail	Phone	
Ron Synup	M	info@RunSignUp.com Disable Notifications	888-385-1360	×

RACE GROUP ADMINISTRATORS

Aside from the race director, and those with race director permission, "Race Group Administrators" are the only other users with the ability to modify the group information. You can add as many "Race Group Administrators" as you would like by clicking on the button for "Add Administrator".

"Race Group Administrators" can be removed by clicking on the "X" next to their name.

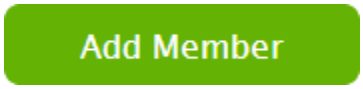
IMPORTANT: Setting a user as a "Race Group Administrator" does not automatically add them to the group.

Notifications

Underneath each "Race Group Administrators" email address, you have the ability to either "Enable" or "Disable" the notifications sent to that user pertaining to the group.

GROUP MEMBERS

Under the "Group Members" heading, you will find a listing of all the members in your group. Members can be added by clicking on the button for "Add Member".



Members can be deleted by clicking on the "X" in line with their row of the table, and then hitting the button for "Yes, Remove Member".

How To:

edit a group password

GROUP PASSWORDS

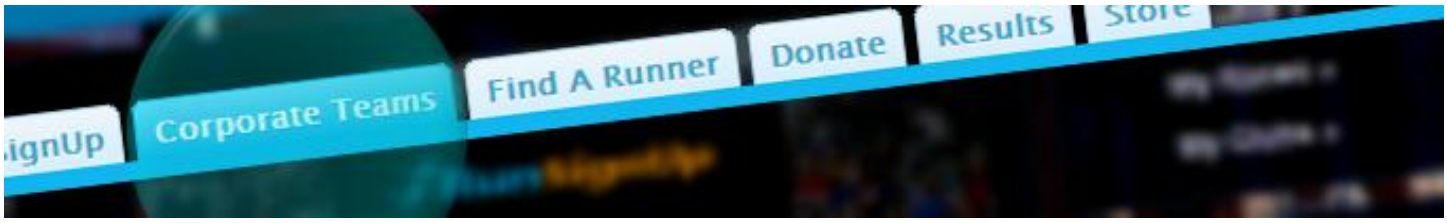
Group passwords allow you to limit the members of your group to only those who know the password. In some cases, you may forget your password or enter it in incorrectly during the time of group setup. If you need to update your group password, then you can easily do so as the group administrator.

RESETTING A GROUP PASSWORD

To change or set a group password, log into the account of the group administrator, and go to the "Profile" page. From here, click on "My Running Teams", and then the name of your running team.

This will bring you to the group management page, where you can click on the "Update" button, and set/change the password.

Once the changes have been made, be sure to click "Update Group/Team".



CORPORATE TEAMS

The "Corporate Teams" tab will allow you to view and sign up for corporate teams associated with that race. Not all races will have corporate teams enabled, and in some cases corporate teams may have been customized to be shown under a different label (*ex: "Sponsor Teams" or "Friend Brigades"*).

How To:

join a corporate team

JOINING A CORPORATE TEAM

The process of joining a corporate team is very similar to registering for a race, though there are a few extra steps. First off, instead of clicking on the "Sign Up" button or on the "Sign Up" tab, you will instead want to go to the "Corporate Teams" tab.

Search for the team name that you would like to join, or find it manually in the table below. If you click on the team name, then you will be brought to the individual listing for that corporate team, and if you click on the button marked "Join", then you can begin the registration process for that corporate team.

Corporate Team	Team Type	Captain(s)	
Corporate Team 1	Type A	Captain Ron Synup	Join

Corporate Team Pricing

Registration

As you go through the first step of registration for a corporate team, the only noticeable difference will be across from the event selection check boxes. Here you will be able to click on "Corporate Team Pricing" and view the details about joining this corporate team.

This team requires you to enter a code to join. Please enter the code in the box below.

Code *

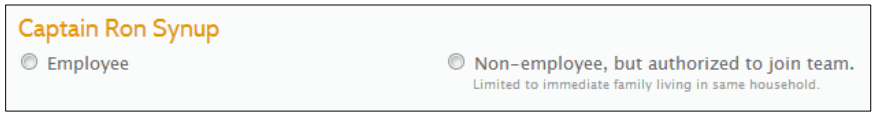
Code Entry

If you continue along to the next step of registration, you may be asked to enter in a code that allows you to join this corporate team. If you do not have this code, you will not be able to register for this corporate team.

Note: Code entry is an option that can be enabled or disabled by the race director or team captain, so it may not always be asked of you.

Member Status

Next, you will be asked to indicate whether you are an employee, or a non-employee who is authorized to join this team.



Note: In some cases, "non-employees" will not be allowed to register for a corporate team without registering at the same time as an employee.

IMPORTANT: Since "Corporate Teams" are not always limited to use by corporations, and may exist under other names (ex: "Family Teams", "Friend Squadrons", etcetera), the term "employee" may be used loosely to simply mean someone who is permitted to join the team.

Registration Questions

Also on this step, if any registration questions are associated with this corporate team, then they will be listed below. If you are required to answer any of these questions, they will be marked with an asterisk (*), and you will not be able to continue on with registration until after providing a response.

Checkout

As you continue on, registration will proceed as usual, and the only remaining addition to the process appears on the checkout page, where you will find that the information pertaining to your corporate team has been included.

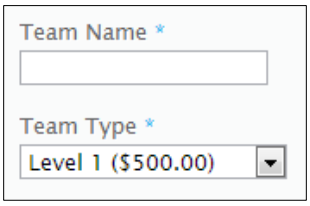
How To:

create a corporate team (capt.)

CREATING A NEW TEAM FOR CAPTAINS

If you are a looking to set up a corporate team as a captain, begin by opening up the tab for "Corporate Teams" on the desired race page, and click on the button for "Create a New Team".

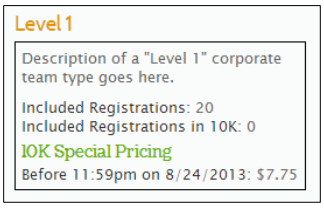
Note: If the "Corporate Teams" tab is not available to you, then corporate teams are not enabled for this race.



Initial Team Creation

Begin by entering in your unique team name, and select one of the team types from those available to create.

Note: You can learn more about what each team type includes by referring to the description box provided.



If you would like, you can also enter in a code that all registrants must enter in order to join your corporate team.

Enter a Code that Members Must Enter to Join the Team

Note: While code setup is often optional, there are some races where the race director will insist that all captains create an entry code for their team. For these instances, you will be notified before moving on if you need to create a code.

Event Costs

In the "Event Costs" section, you can enter in the percentage of the event costs that the team will pay for members. Enter in a zero ("0") if the member will be paying the entire amount needed for registration, enter in one hundred ("100") if the team will be covering the entire cost of the member's registration, or enter in any other number to cover that percentage of the member's registration.

Event Costs

Event Costs the Team will Pay for *Each* Member? *

0 % + $ 0.00

E.g. Enter 0% + 0$ if the member will pay the full amount or 100% + $0 if the team will pay for the member.
If a member registers for multiple events in a single registration, the fixed dollar amount will be applied for each event.

Cost Coverage Options

If you entered zero in the percent of costs that the team will cover, these settings have no meaning. If you will pay for team members, these settings allow you to limit when and how many registrants you will cover.

When Will You Stop Paying for Team Members?

Format: mm/dd/yyyy
Ends at 11:59pm on this date.
Cannot be after 08/24/2013.

Maximum Number of Members Covered

If you offered to pay a percentage of the member's event costs, you can use the calendar to designate when you will stop paying for additional team members, or you can enter in the maximum number of members you are going to cover. If you enter in both an end date and a maximum number, then the cost coverage will cut off with whichever parameter is reached first. If you leave both of these fields blank, no limits will be placed on your percentage payments.

Family and/or Friend Settings

Are Family Members and/or Friends Included?

☑ Yes, family members and/or friends can join this team.

Maximum Number of Family Members and/or Friends per Registration

Family Member and/or Friends Notice

Limited to immediate family living in same household.

This notice will be shown to users when registering. You can use it to include details on what type of family members are included.

Family/Friends Settings

Use the check box to set whether family members and/or friends are allowed to join this team or not. If you check the box, allowing for family and/or friends to join, you can set the maximum number of additional registrants an employee can register for the team, and you can use the text box to write in any further details related to registering family members and/or friends.

Corporate Team Payment

Team Name: Awesome Corporate Team
Team Type: Level 1

Team Fee: $500.00
Processing Fee: Free!
Total Amount Due: $500.00

Payment Method

○ Pay now using a credit card ○ Pay later

Back Create Team

Corporate Team Setup Payment

When you click "Continue", you will be brought to the payment information for your corporate team. At this point you can choose to either "Pay Now Using a Credit Card", or you can choose to "Pay Later". Once you have a payment method selected, hit "Create Team".

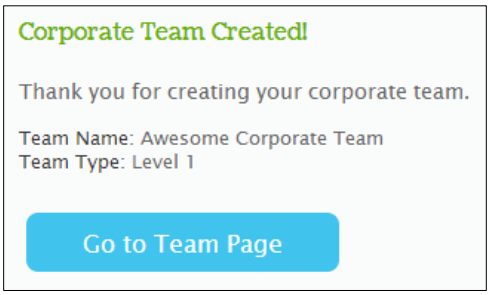
Note: The race director does have the ability to

customize corporate teams so that the teams must pay for the initial fees at the time of setup. If this is the case, you will only be shown the option to "Pay Now Using a Credit Card".

After hitting the "Create Team" button, you will be given confirmation that your team has now been created.

Corporate Team Management

If you click on "Go to Team Page", you will be brought to your newly created team's page. Here you can manage all aspects of your personal corporate team. For a detailed run-through of what you can do on your corporate team's page, please refer to the section for "How to Manage a Corporate Team (for Captains)".

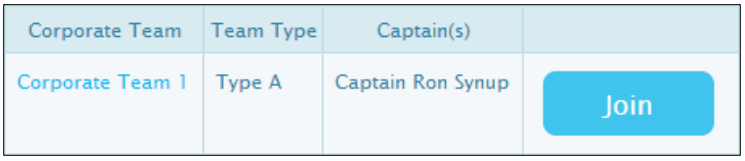


How To:

manage a corporate team (capt.)

CORPORATE TEAM MANAGEMENT

This section focuses on managing a corporate team as a captain. If you need to learn how to create a corporate team for which to become the captain of, please refer to the section for "How to Create a Corporate Team (for Captains)".

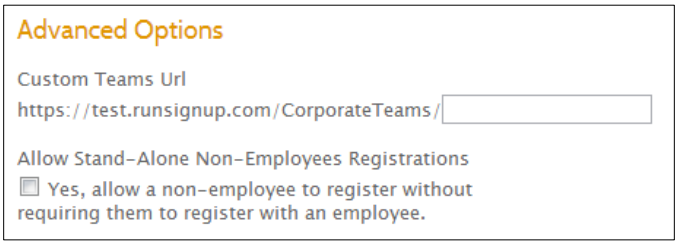


MANAGING CORPORATE TEAMS

Once you are the captain of a corporate team, you can then go in and manage that team. To begin, go to the race page that your corporate team is set up for, and click on the tab marked "Corporate Teams". Find your corporate team from the list provided, and click on the team link in the left-hand column.

Edit Original Set Up and Advanced Options

By hitting the button for "Edit Team", you will bring up all of the fields that were filled in when the corporate team was first created ("team name", "team type", "team code", "event costs" information, and "family and/or friend settings"). Also within this pop-up window, you will find a few additional fields, located under the "Advanced Options" section.

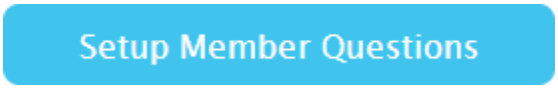


A custom URL can be created for a corporate team so that it is easy to remember and share.

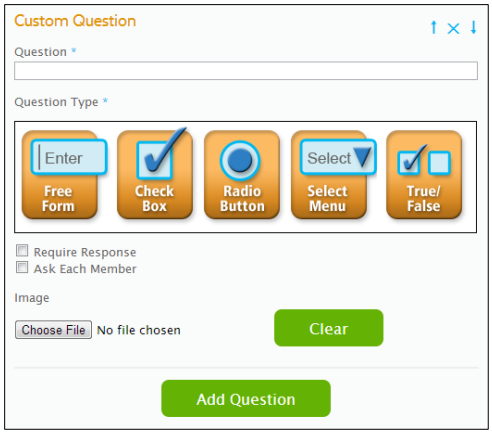
You can also allow non-employees to register without an employee if necessary.

If you make any changes in this section, be sure to click "Save" at the bottom of the pop-up window. If you want to close the pop-up window without saving your changes, click on either the "X" in the upper right-hand corner, or on the button marked "Cancel" at the bottom of the pop-up.

Set Up Member Questions



Next, you can "Setup Member Questions". These questions will be asked in addition to any existing registration questions, and will only be asked to members registering within this corporate team.



After clicking "Add Question", member questions can be setup in the same manner as normal registration questions, and you can learn more about this process in the section labeled "How to Add Registration/Setup Questions".

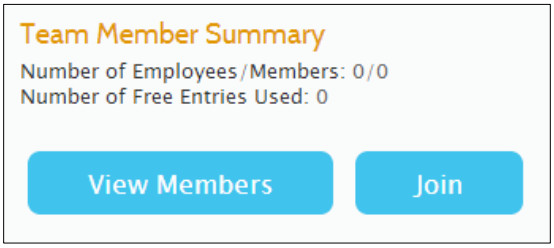
When you are finished with the question setup, remember to hit "Save Questions", or, if you do not want to save the changes, you can click "Discard Changes and go to Team Page".

Captain Store

Within the "Captain Store", you can view items that are available for purchase exclusively for team captains (such as tents, services, and other items), and making store purchases is explained in the video "How to Use the Race Store". Back on the team page, all corporate team store purchases can be viewed by clicking on the links at the bottom of the page.

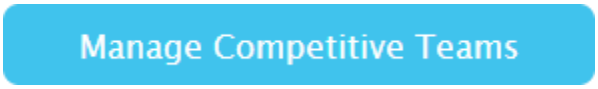
Team Members

You can view a brief team member summary, which includes a ratio of the number of employee members to the number of total members, as well as the number of free entries used.

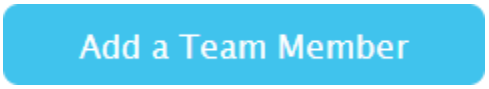


The "Join" button will take you to the registration page for that corporate team.

If you click on the button for "View Members", you can do a search of all of the members that make up that team. By clicking "Remove", you can remove any members that do not belong on that team. And the "Download All as CSV" link will allow you to download the full list of members on that team as a CSV.



On the "View Members" page you can also "Manage Competitive Teams", to learn more about this option, please refer to the section "How to Manage Competitive Teams (for Captains)".

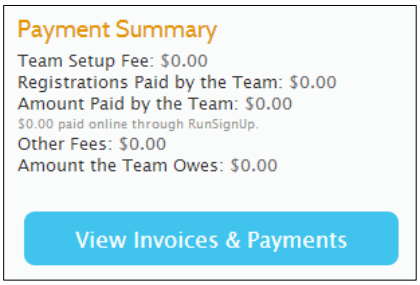


Lastly on the "View Members" page, previously registered members can be added to your team by clicking on the button for "Add a Team Member".

A pop-up will appear where you can search for the registrant by first name, last name, or email. After clicking "Add", filling out their team joining information, and hitting "Add Member". You will then see that their name has been added to the list of members on this team.

Setting the Logo

On to the team page, you can upload a team logo by clicking "Change Logo", choosing the correct file, and clicking "Upload Logo".

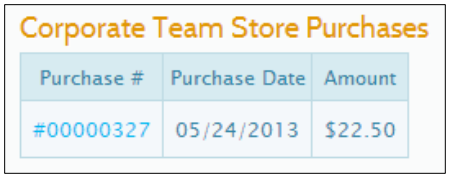


Payment Summary

A "Payment Summary" is available to you, and you are given the option to "View Invoices and Payments". For more information on viewing invoices and payments, please refer to the section titled "How to View Invoices and Payments (for Captains)".

Corporate Team Store Purchases

Listed separately from the invoices and payments are the corporate team store purchase orders. On the team page, these can be viewed by clicking on the links in the section for "Corporate Team Store Purchases".



Adding Captains

To input additional captains for a team, make sure that the user you would like to make a captain has previously set up an account on RunSignUp, and enter in the email address that they created their account under in the box provided.

If you click on the button for "Show Changes", you will be able to see a summary of all the team captain changes pertaining to that team.

Questions Responses

If there were any questions set up for you to answer while creating a corporate team, you can view the responses to them in the section labeled "Question Responses".

Note: This section will not show up if your team did not answer any registration questions.

How To:
view invoices & payments (capt.)

VIEWING INVOICES AND PAYMENTS

As the captain of a corporate team, you can view invoices, as well as, the payment information associated with your corporate team, by going to the "Corporate Teams" tab, clicking on your team link, and then hitting the button marked "View Invoices and Payments".

View Invoices & Payments

Miscellaneous Charges

On the "View Invoices and Payments" page, the first thing you will see is a list of all of the miscellaneous charges applied to your team. Miscellaneous charges are set forth by the race director, and can consist of either additional fees or discounted fees.

Miscellaneous Charges

Date	Description	Charge	
04/22/2013 10:34am	-$10.00	$10 Discount	Edit Charge
04/22/2013 10:35am	$20.00	Megaphone Rental	Edit Charge
04/22/2013 10:40am	$25.00	Back-Up Megaphone Rental	Edit Charge

Generate Invoice

Unpaid Invoices

In the "Unpaid Invoices" section, you can hit "Generate Invoice" and review the main details pertaining to that invoice. If you would then like to create an invoice from the information listed there, simply click, once again, on the button for "Generate Invoice".

Back to Team Payments Page

Merge Invoices

Once you hit "Back to Team Payments Page", the newly generated invoice will appear among your unpaid invoices. At this point, if you have more than one unpaid invoice, you can click "Merge Invoices" to create a single invoice made up of all of your unpaid invoices.

Pay Now

By clicking on "Pay Now", you can view the details related to a selected invoice, enter in your credit card information, and pay the designated amount.

Thank you for your payment!

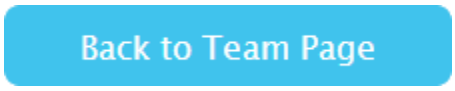
You will then receive confirmation that your payment was made, and when you hit "Back to Payments", the newly paid invoice will be listed within your team's "Payments" section.

Payments

In the "Payments" section, you can click on "View Payment" in order to see the details regarding each payment that was made, and by clicking on the "Back to Payments" button, you will return to the "View Invoices and Payments" main page.

View Payment

By clicking on “Back to Team Page”, you can manage all other aspects of your corporate team. For more information on corporate team management, please refer to “How to Manage Corporate Teams (for Captains)”.



THE PROFILE

Your "Profile" page is the central area for all of your activity on RunSignUp.

MY REGISTERED RACES

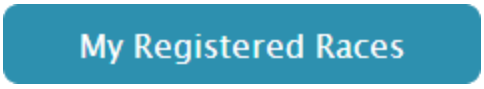
The "My Registered Races" section of your "Profile" will allow you to view your registration history on RunSignUp, as well as edit any registrations that have not yet passed. The "My Registered Races" section will also allow you to resend the confirmation email for a particular registration.

How To:

view/edit a registration

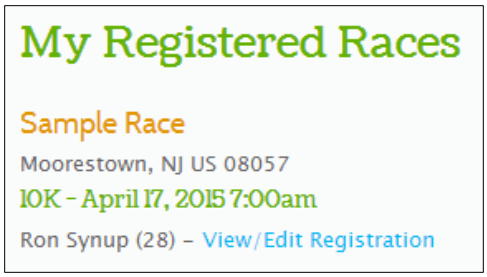
VIEWING AND EDITING REGISTRATION

Once you register for a race, you will always have the opportunity to log into RunSignUp and view your registration. Also, before the race takes place, some races even allow you to edit certain aspects of your registration.



To view and/or edit your registration, begin by logging into your account, and go to your "Profile" page. On the "Profile" page, click the button for "My Registered Races", and you will be brought to a listing of your race registration history. From here, you can find all of the registrations done through your account, and they will be separated by race, event, event date, and registrant. Next to each registrant, you will be able to click "View/Edit Registration".

Note: If the race has past, then you will only be able to click "View Registration".



The "View/Edit Registration" page is where you need to go in order to resend the confirmation email, request a refund, transfer into another event, transfer your registration to another participant, edit registration

information, create a fundraiser, and create/join a competitive running team. In order to learn more about any one of these topics, please refer to the corresponding sections listed below:

IMPORTANT: The functionalities explained here are on a race by race basis. Certain races may not offer refunds, transfers, teams, or fundraising.

How To:
resend the confirmation email

RESENDING THE CONFIRMATION EMAIL

In some cases, it may be necessary for you to resend the confirmation email for a certain registration. The most common instances of this involve an accidental deletion of the original confirmation email, or a typo in the email field of the registration process.

If you find yourself in need of resending the registration confirmation email, then simply go to your "Profile" page, click the button for "My Registered Races", and then go to "View Registration". Under the "Registration" tab, click on the link for "Resend Confirmation E-mail", and the confirmation email will be sent to the email address associated with that registration.

Confirmation Sent to Wrong Email Address

The confirmation email will be sent to the email address associated with that registration. In order to change that email address, please refer to the section on "How to Modify Profile Information" before resending the confirmation email.

Imported into Race

If you were imported into the race, then you will need to claim your account, as explained in "How to Claim an Account", before following the steps for resending the confirmation email.

How To:

request a refund

REFUNDING YOUR REGISTRATION

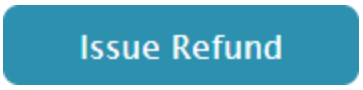
On certain races, the race director may give you, as the runner, the ability to refund your registration. If this option is available to you, then it can be found by going to your "Profile" page, clicking on "My Registered Races", and then selecting "View/Edit Registration".

REQUEST REFUND

On the "View/Edit Registration" page, go to the tab labeled "Request Refund".

Note: If this tab is not available to you, then the race director has not enabled refund requesting for participants, and you will need to contact the race directly to find out more about their refund policy. The race director's email address can be found in the "Race Contact Info" section of the race page.

Once under the "Request Refund" tab, you will be able to make sure that you have selected the correct registrant and event for this refund, and a breakdown of the refund, including the deducted fees, can be found below.

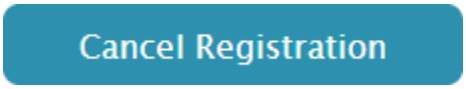


When you have reviewed all of the information, and you are ready to remove yourself from the event, click on the button for "Issue Refund". At this point, a confirmation message will let you know that you have been removed from the event, and that a refund check will be sent to you within a few days.

IMPORTANT: While the refund check will be sent in a few days, ***the rate at which it will arrive to you is dependent on the speed of the postal service.***

REFUNDS FOR PAPER REGISTRANTS

If you registered offline, and paid your registration fee in person, then the race director may import your registration into their online race records. Any runners who are imported into the race will not have the option for "Issue Refund".



Instead, they will be given a button allowing them to "Cancel Registration". This will remove you from the participant list without a refund, and open up your spot for another runner.

If you registered for the race offline (*ex: a paper registration*) and you would like to receive a refund, then you will need to contact the race directly to find out more about their offline refund policy. The race director's email address can be found in the "Race Contact Info" section of the race page.

Note: Runners who registered online at no cost to them will also be ineligible for a refund, and will be given the "Cancel Registration" option.

How To:
transfer to another event

TRANSFERRING EVENTS

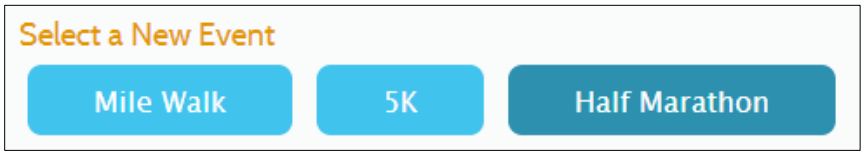
On certain races, the race director may give you, as the runner, the ability to transfer to another event. If this option is available to you, then it can be found by going to your "Profile" page, clicking on "My Registered Races", and then selecting "View/Edit Registration".

TRANSFER EVENT

On the "View/Edit Registration" page, go to the tab labeled "Transfer Event".

Note: If this tab is not available to you, then the race director has not enabled event transfers for participants, and you will need to contact the race directly to find out more about their event transfer policy. The race director's email address can be found in the "Race Contact Info" section of the race page.

Once under the "Transfer Event" tab, you will be able to make sure that you have selected the correct registrant and event for this transfer.

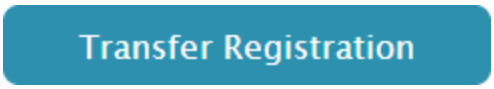


Beneath that, in the section for "Select a New Event", you will find buttons for transferring into any of the other eligible events. Decide which event you want to transfer into, and click on that button.

Next, review the transfer information. If applicable, make sure that your giveaway information is correct. Then, hit "Transfer Registration".

A breakdown of the transfer transaction will be made available to you, and if you owe the race money in order to complete the transfer, then enter in your credit card information below.

Note: You will need to pay for event transfers if the event you are transferring into costs more than the event you are transferring out of, or if the race charges an event transfer fee.



Finally, hit "Transfer Registration" once again, and you will be brought to your transaction's confirmation page, where it can be printed out for your own records.

TRANSFERS FOR PAPER REGISTRANTS

If you registered offline, and paid your registration fee in person, then the race director may import your registration into their online race records. While any runner who is imported into the race will still have the option to "Transfer Event" online, their original registration fee will not be calculated into the transaction, and therefore they will be asked to pay full price for the event they are transferring into.

*IMPORTANT: Imported runners **should not** use the "Transfer Event" option.*

If you registered for the race offline (*ex: a paper registration*), and you would like to transfer to another event, then you will need to contact the race directly to find out more about their offline event transfer policy. The race director's email address can be found in the "Race Contact Info" section of the race page.

How To:

transfer to another runner

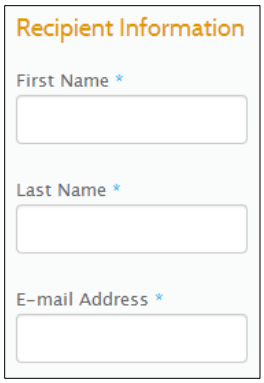
TRANSFERRING RUNNERS

On certain races, the race director may give you, as the runner, the ability to transfer your registration to another runner. If this option is available to you, then it can be found by going to your "Profile" page, clicking on "My Registered Races", and then selecting "View/Edit Registration".

TRANSFER TO ANOTHER RUNNER

On the "View/Edit Registration" page, go to the tab labeled "Transfer to Another Runner".

Note: If this tab is not available to you, then the race director has not enabled participant transfers for registrants, and you will need to contact the race directly to find out more about their participant transfer policy. The race director's email address can be found in the "Race Contact Info" section of the race page.



Once under the "Transfer to Another Runner" tab, you will be able to make sure that you have selected the correct registrant and event for this transfer.

Using the fields for first name, last name and email address, indicate the user that you will be transferring your registration to.

Note: The recipient will be guaranteed a spot in the race, regardless of whether or not the event has filled up already. However, they will be required to register prior to when the event registration closes.

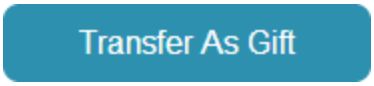
TRANSFER TYPES

There are two different types of transfers. Transfers can be done as a "Registration Gift" or a "Registration Transfer".

Registration Gift

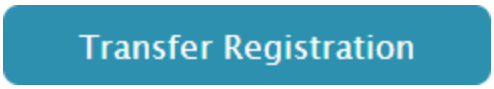
When transferring a registration as a gift, you will not receive a refund of your original registration fee, though instead, your recipient is allowed to register free of charge.

Note: There is no charge for variations in event cost, even if the original entrant registered during a lower priced registration period. Also, in some cases the giver of the gift registration may need to pay a processing fee for gifted transfers if the race director has applied a fee.



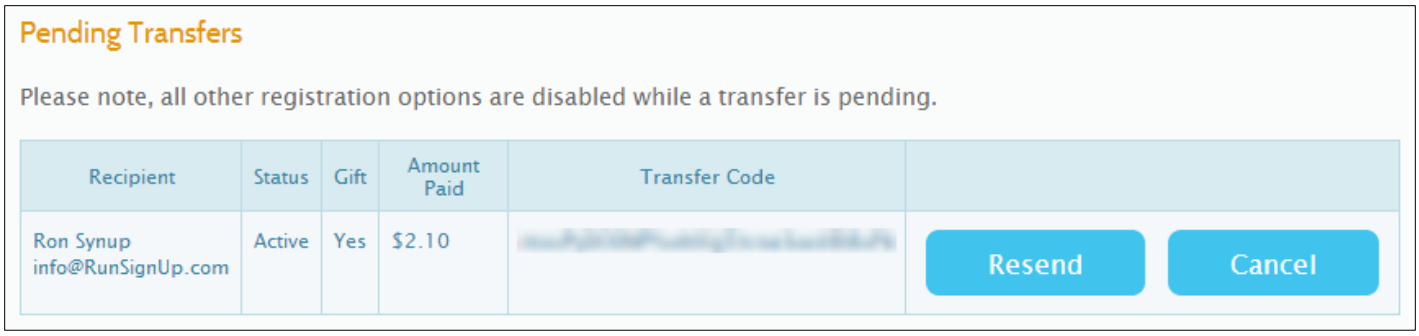
If you click on "Transfer as Gift", then a breakdown of the transfer transaction will be made available to you. If the race charges a fee for gift transfers, then enter in your credit card information in the fields provided.

Finally, hit "Transfer Registration", and you will be brought to your transaction's confirmation page, where it can be printed out for your own records.



*IMPORTANT: If the recipient of a "Registration Gift" **does not** register for the race, then you are still eligible to use your registration on race day.*

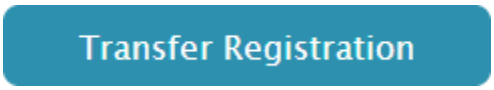
After doing a "Registration Gift", you can view your "Pending Transfer" under the "Registration" tab. From here you will have the option to "Resend" the transfer notification email to your desired recipient. You can also "Cancel" the transfer if it has not yet been accepted.



Registration Transfer

If you would like to transfer your registration and receive a partial refund, then click on the button labeled "Transfer for Refund".

A breakdown of the transfer transaction will be available for reviewing, and if everything is correct, then hit "Transfer Registration". You will be brought to your transaction's confirmation page, where it can be printed out for your own records.



*IMPORTANT: If the registrant **does not** accept the transfer, then you **will not** receive a refund. You will, however, still be eligible to use your registration on race day.*

After doing a "Registration Transfer", you can view your "Pending Transfer" under the "Registration" tab. From here you will have the option to "Resend" the transfer notification email to your desired recipient. You can also "Cancel" the transfer if it has not yet been accepted.

TRANSFERS FOR PAPER REGISTRANTS

If you registered offline, and paid your registration fee in person, then the race director may import your registration into their online race records. While any runner who is imported into the race will still have the option to "Transfer to Another Runner" online, they will only be allowed to choose "Registration Gift".

Note: Since the original registration fee of an imported registrant would not be calculated into the transaction, the "Registration Transfer" would be equivalent to registering.

How To:

defer a registration

DEFERRING A REGISTRATION

On certain races, the race director may give you, as the runner, the ability to defer your registration until next year. If this option is available to you, then it can be found by going to your "Profile" page, clicking on "My Registered Races", and then selecting "View/Edit Registration".

DEFER

On the "View/Edit Registration" page, go to the tab labeled "Defer".

Note: If this tab is not available to you, then the race director has not enabled deferrals, and you will need to contact the race directly to find out more about their deferral policy. The race director's email address can be found in the "Race Contact Info" section of the race page.

Total Payment

Deferral Fee	$2.30
Processing Fee	$2.00
Total Amount Due	**$4.30**

Once under the "Defer" tab, you will be able to make sure that you have selected the correct registrant and event for this deferral, and the "Total Payment" section will display the "Deferral Fee" and the "Processing Fee", if any.

If you owe the race money in order to complete the deferral, then fill out the "Credit Card Information" section below, and hit the "Confirm Payment & Deferral" button.

At this point, you will receive confirmation that "Your registration has been deferred", and your registration information will be placed on a list of "Deferred Registrations" that the race director can import into the next race.

Your registration has been deferred.

You will also receive an email confirmation message that verifies the deferral transaction. Please save this message as proof of registration for the following year.

IMPORTANT: After deferring, you will not be able to receive a refund online for this registration. In order to find out more about receiving a refund for a deferred registration, you will need to contact the race directly and ask about their refund policy. The race director's email address can be found in the "Race Contact Info" section of the race page.

How To:

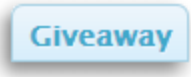
edit giveaway information

MODIFYING A GIVEAWAY

On certain races, the race director may give you, as the runner, the ability to change your giveaway selection. If this option is available to you, then it can be found by going to your "Profile" page, clicking on "My Registered Races", and then selecting "View/Edit Registration".

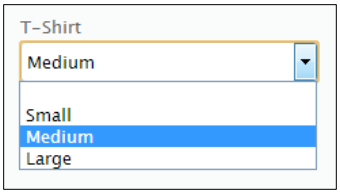
GIVEAWAY

On the "View/Edit Registration" page, go to the tab labeled "Giveaway".



Note: If this tab is not available to you, then the race director has not enabled giveaway editing, and you will need to contact the race directly to find out more about their giveaway changing policy. The race director's email address can be found in the "Race Contact Info" section of the race page.

Once under the "Giveaway" tab, you will be able to make sure that you have selected the correct registrant and event for this modification.



Using the drop down menu, select the giveaway option you would like to receive, and click "Continue".

The "Total Payment" section will let you know whether there are any fees that apply to this change in giveaway options. If there is an "Additional Cost for Giveaway" listed, then enter in your "Credit Card Information".

When you are ready to modify your giveaway selection, click on the button marked "Confirm Changes", and a confirmation message will let you know that "Your giveaway has been updated".

How To:

edit add-on information

MANAGING ADD-ONS

On certain races, the race director may give you, as the runner, the ability to edit your add-on information after registration. If this option is available to you, then it can be found by going to your "Profile" page, clicking on "My Registered Races", and then selecting "View/Edit Registration".

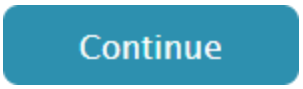
ADD-ONS

On the "View/Edit Registration" page, go to the tab labeled "Add-Ons".

Note: If this tab is not available to you, then the race director has not enabled add-on editing, and you will need to contact the race directly to find out more about their post-registration add-on policy. The race director's email address can be found in the "Race Contact Info" section of the race page.

Once under the "Add-Ons" tab, you will be able to make sure that you have selected the correct registrant and event for this modification. Below that, the add-on option will be made available to you, and if you already have an add-on purchased, then the fields will be pre-filled with your current information.

Fill in or adjust the add-on information as needed, and then click "Continue".



The "Add-on Information" section will detail the transaction, and the "Total Payment" section will let you know whether there are any fees that apply to this add-on modification. If there is a fee listed, then enter in your "Credit Card Information".

When you are ready to modify your add-on information, click on the button marked "Confirm Changes", and a confirmation message will let you know that "Your add-ons have been updated".

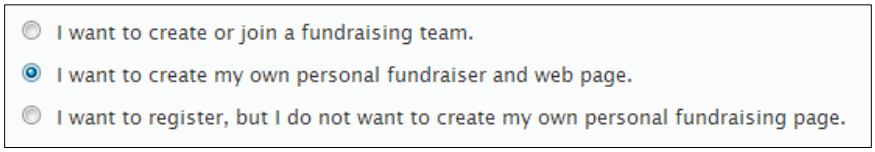
How To:

set up a fundraiser

FUNDRAISERS

Certain races collect donations to support a specific charity or charities. If you would like to become a fundraiser for that race's charity, then the first place you will have an opportunity to do so will be during the registration process, though you can always set up a fundraiser after registration as well.

Become a Fundraiser during Registration



Provided that the race you are registering for allows users to become fundraisers, at some point during the registration process, you will be able to click "I want to create my own personal fundraiser and webpage." By clicking this radio button, the "Personal Fundraiser Options" will be opened up to you.

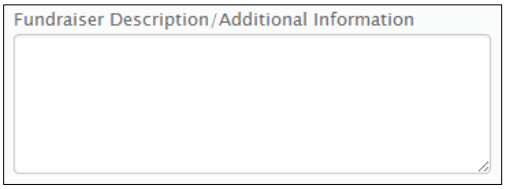
Become a Fundraiser after Registration

If the option to become a fundraiser is available to you, then it can be found after registration by going to your "Profile" page, clicking on "My Registered Races", and then selecting "View/Edit Registration". On the "View/Edit Registration" page, you can set up or edit your fundraiser settings by going to the tab labeled "Fundraiser".

Note: If this tab is not available to you, then the race director has not enabled fundraisers for their race.

BECOMING A FUNDRAISER

The process of becoming a fundraiser is very straightforward and begins with you entering in a "Fundraiser Description/Additional Information".



Next, enter in the amount of money you hope to collect with donations into the "Overall Goal" field. Then, using the check boxes, decide whether you would like to "Show a Scrolling List of Donors" and/or if you would like to "Show the Goal Thermometer".

Fundraising Teams

In addition to becoming a fundraiser you can also create or join a fundraising team. If you would like to create or join a fundraising team that your fundraiser is a part of, then please refer to the section for "How to Create/Join a Fundraising Team".

Saving your Settings

If you are becoming a fundraiser during the registration process, then click the "Continue" button and your fundraiser page will be created after you have completed registration.

If you are becoming a fundraiser after the registration process, then click on the "Become a Fundraiser" button and your fundraiser page will be created.

VIEWING YOUR FUNDRAISER

Your fundraiser can be viewed by going to the race page and clicking on the "Donate" tab. At the bottom of the page you will find the links to all of the "Individual Fundraiser Pages" listed in alphabetical order.

By clicking on the link to a fundraiser page, you can view the progress of that fundraiser, as well as donate towards that fundraiser. For more information on donating to a fundraiser, please refer to the section on "How to Donate".

Note: If a donator did not apply their donation to a fundraiser during the initial process, but they would like to do so after the fact, then they will need to contact the race director about editing their donation information. The race director's email address can be found in the "Race Contact Info" section of the race page.

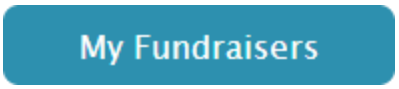
EDITING YOUR FUNDRAISER

After becoming a fundraiser, you can edit your content by going to your "Profile" page, clicking on "My Fundraisers", and clicking on the link for "Edit". For more information on editing your fundraiser, please refer to the section "How to View/Edit Fundraisers".

How To:
view/edit a fundraiser

FUNDRAISERS

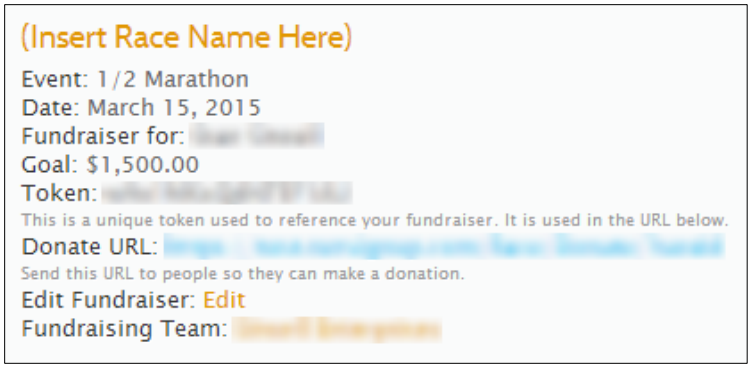
Certain races allow you to become a fundraiser for the charity or charities to which they are making donations. Once you have created your fundraiser, as is explained in "How to Set Up a Fundraiser", you will be able to log into your account and view/edit this fundraiser.



VIEWING YOUR FUNDRAISER INFORMATION

To view your fundraiser information, begin by logging into your account, and go to your "Profile" page. On the "Profile" page, click the button for "My Fundraisers" and you will be brought to a listing of all of the fundraisers created on your account.

For each fundraiser, you will be able to view which "Race" and "Event" the fundraiser was created with, who is the "Fundraiser for", and what is the "Goal" amount of the fundraiser.



The Token

The "Token" is a unique set of characters that is used to reference your fundraiser, and it is used in the "Donate URL" link listed below it. This link will bring you directly to your fundraiser's donate page, and you can share it with potential donators.

Donations

The "My Fundraisers" section also houses the options for adding manual donations, editing donations, and viewing donations. For more details on these topics, please refer to either "How to View Donations" or "How to Add/Edit Manual Donations".

VIEWING YOUR PUBLIC FUNDRAISER PAGE

To view your fundraiser page as it will be seen by the public, begin by going to the race page for which your fundraiser has been set up. Then, go to the "Donate" tab of the race page and select your name from those listed in the "Individual Fundraiser Pages" section.

EDITING YOUR FUNDRAISER

To edit your fundraiser information, begin by logging into your account, and go to your "Profile" page. On the "Profile" page, click the button for "My Fundraisers" and you will be brought to a listing of all of the fundraisers created on your account.

To edit a particular fundraiser, find the line for "Edit Fundraiser" and click "Edit".

On the edit page, you will be able to modify any of the initial fundraiser information that is explained in "How to Set Up a Fundraiser", and you will also be given the option to create a "Custom URL" for your personal fundraiser.

The "Custom URL" box allows you to create a URL for your personal fundraiser page that is easier to remember and share.

When you are finished editing your fundraiser information, be sure to click "Save".

From the fundraiser "Edit" page, you can also return to "My Fundraisers" or view "My Registered Races" by using the corresponding buttons.

FUNDRAISING TEAMS

If you log into your account, go to your "Profile" page, and click on the button for "My Fundraisers", then you will be brought to a listing of all the fundraisers created on your account. If there is a "Fundraising Team" associated with this fundraiser, then it will be viewable by clicking on the team name link that is located next to "Fundraising Team".

Editing Fundraising Teams

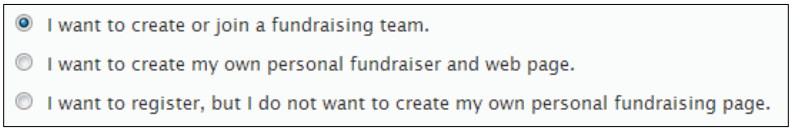
If you log into your account, go to your "Profile" page, and click on the button for "My Fundraising Teams", then you will be brought to a listing of all the fundraising teams created on your account. From here you will be able to view and/or edit your fundraising team. For more information on editing you fundraising team, please refer to "How to View/Edit a Fundraising Team".

How To:

create/join a fundraising team

FUNDRAISING TEAMS

Certain races allow you to create a fundraising team, which is a grouping of fundraisers whose collected donations are tallied together. If you would like to create or join a fundraising team, then the first place you will have an opportunity to do so will be during the registration process, though you can always do so after registration as well.



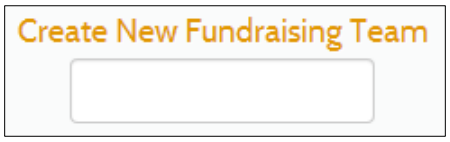
Create a Fundraising Team during Registration

Provided that the race you are registering for allows users to create fundraising teams, at some point during the registration process, you will be able to click "I want to join or create a fundraising team." By clicking this radio button, both the "Join/Create New Fundraising Team" options and the "Personal Fundraiser Options" will be opened up to you.

Create a Fundraising Team after Registration

If the option to create a fundraising team is available to you, then it can be found after registration by going to your "Profile" page, clicking on "My Registered Races", and then selecting "View/Edit Registration". On the "View/Edit Registration" page, you can create or join a fundraising team by going to the tab labeled "Fundraiser".

Note: If this tab is not available to you, then the race director has not enabled fundraising teams for their race.



CREATE A FUNDRAISING TEAM

The process of creating a fundraising team is very simple. First, fill in all of the fundraiser information, as explained in "How to Set Up a Fundraiser". Then, enter in your desired fundraising team name.

JOIN A FUNDRAISING TEAM

The process of joining a fundraising team is very simple. First, fill in all of the fundraiser information, as explained in "How to Set Up a Fundraiser". Then, select your desired fundraising team's name from the drop down menu.

SAVING YOUR SETTINGS

If you are becoming a fundraiser during the registration process, then click the "Continue" button and your fundraiser page will be created after you have completed registration.

If you are becoming a fundraiser after the registration process, then click on the "Become a Fundraiser" button and your fundraiser page will be created.

VIEWING YOUR FUNDRAISING TEAM

Your fundraising team can be viewed by going to the race page and clicking on the "Donate" tab. At the bottom of the page you will find the links to all of the "Fundraising Team Fundraiser Pages" listed in alphabetical order.

By clicking on the link to a fundraising team page, you can view the progress of that fundraising team, as well as view/select any of the fundraisers that make up that fundraising team. For more information on donating to a fundraiser, please refer to the section on "How to Make a Donation".

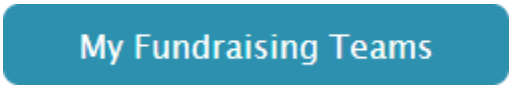
EDITING YOUR FUNDRAISING TEAM

After creating a fundraising team, you can edit your content by going to your "Profile" page, hitting the button for "My Fundraising Teams", and clicking on the link for "Edit Team". For more information on editing your fundraiser, please refer to the section "How to View/Edit Fundraising Teams".

How To:
view/edit a fundraising team

FUNDRAISING TEAMS

Certain races allow you to create a fundraising team, which is a grouping of fundraisers whose collected donations are tallied together. Once you have created your fundraising team, as is explained in "How to Create/Join a Fundraising Team", you will be able to log into your account and view/edit this fundraising team.



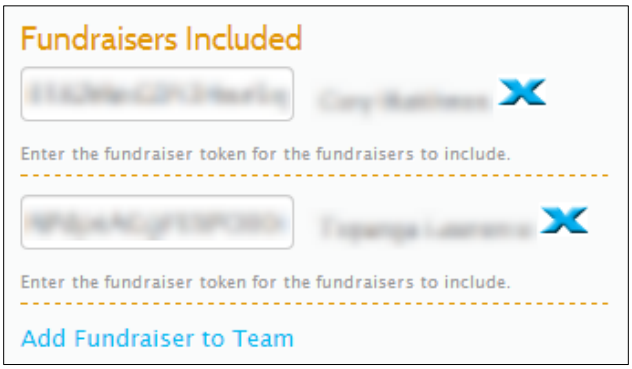
VIEWING YOUR FUNDRAISING TEAM

To view your fundraiser information, begin by logging into your account, and go to your "Profile" page. On the "Profile" page, click the button for "My Fundraising Teams" and you will be brought to a listing of all of the fundraising teams created on your account.

For each fundraising team, you will be able to view the "Race" and "Event" it was created with, as well as the "Date" it will be taking place on, and the "Donate URL" link. This link will bring you directly to your fundraising team's donate page, and you can share it with potential donators. The "View Team" link will also bring you directly to this page.

EDITING YOUR FUNDRAISING TEAM

To edit your fundraising team, begin by logging into your account, and go to your "Profile" page. On the "Profile" page, click the button for "My Fundraising Teams" and you will be brought to a listing of all of the fundraising teams created on your account. Find the fundraising team you would like to edit and click "Edit Team".

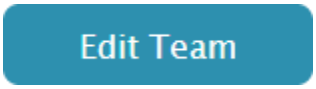


On the edit page, you will be able to modify any of the initial fundraising team information that is explained in "How to Create/Join a Fundraising Team", and you will also be given the option to indicate "Fundraisers Included" in your fundraising team.

Under the "Fundraisers Included" section, you can either add or remove fundraisers from a fundraising team. To add a fundraiser to your fundraising team, begin by clicking on the "Add Fundraiser to Team" link. In the text box that appears in the "Fundraisers Included" section, enter in the specific "Token" for the fundraiser you would like to include. Locating the "Token" is explained in the "How to View/Edit a Fundraiser" section.

To delete a fundraiser from your team, simply click on the "X" next to that fundraiser's name.

When you are finished editing your fundraising team information, be sure to click on "Edit Team", and a confirmation message will let you know about the changes.



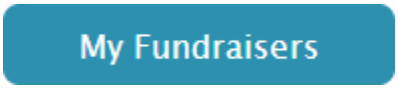
How To:
view donations

FUNDRAISER DONATIONS

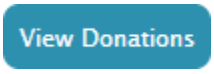
Certain races allow you to become a fundraiser for the charity or charities to which they are making donations. Once you have created your fundraiser, as is explained in "How to Set Up a Fundraiser", you may be able to log into your account and view the donations made to this fundraiser.

Viewing Donations

To view the donations collected on behalf of your fundraiser, begin by logging into your account, and go to your "Profile" page. On the "Profile" page, click the



button for "My Fundraisers" and you will be brought to a listing of all of the fundraisers created on your account. When you find the fundraiser whose donations you would like to view, click on the button labeled "View Donations".



Race Donation Details for Ron Synup

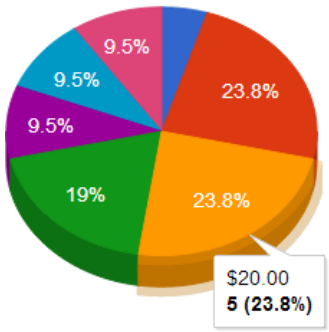
Download as CSV

Amount Paid	Donation Amount	User	E-mail Address	Address	On Behalf Of	Donation Level	Fundraiser
$40.00	$40.00	Ron Synup	info+Captain@RunSignUp.com	Address City, NJ US 08057	Gloria		Ron Synup
$25.00	$25.00	Ron Synup	info+Captain@RunSignUp.com	Address City, NJ US 08057	Phil		Ron Synup
$30.00	$30.00	Ron Synup	info+Captain@RunSignUp.com	Address City, NJ US 08057	Luke		Ron Synup
$10.00	$10.00	Ron Synup	info+Captain@RunSignUp.com	Address City, NJ US 08057	Mitchell		Ron Synup

Download All as CSV

On the "View Donations" page, you will find a table of all the donation information pertaining to your fundraiser. This information can all be downloaded by clicking on the link for "Download as CSV".

The "View Donations" page will also display a pie chart depicting the breakdown of your donations by amount.



Donation Amount	Number Of Donations	Total
$5.00	1	$5.00
$10.00	5	$50.00
$20.00	5	$100.00
$25.00	4	$100.00
$30.00	2	$60.00
$50.00	2	$100.00
$100.00	2	$200.00

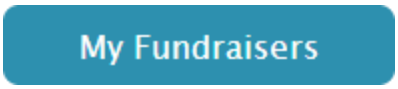
How To:
add/edit manual donations

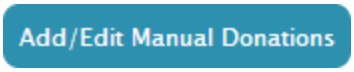
MANUAL DONATIONS

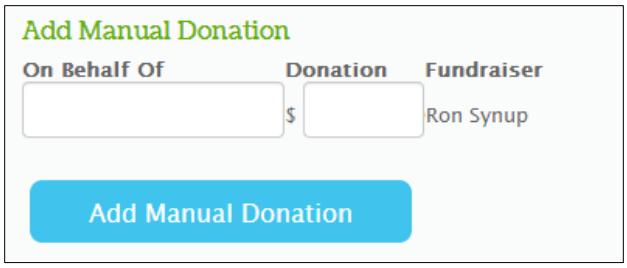
Certain races allow you to become a fundraiser for the charity or charities to which they are making donations. Once you have created your fundraiser, as is explained in "How to Set Up a Fundraiser", you may be able to log into your account and add/edit donations made to this fundraiser.

ADD/EDIT DONATIONS

To add and/or edit manual donations collected on behalf of your fundraiser, begin by logging into your account, and go to your "Profile" page. On the "Profile" page, click the button for "My Fundraisers" and you will be brought to a listing of all of the fundraisers created on your account. When you find the fundraiser whose donations you would like to add to or edit, click on the button labeled "Add/Edit Manual Donations".







Adding Donations

Once on the "Add/Edit Manual Donations" page, you can use the "Add Manual Donation" section to import donations that were made to your fundraiser through means other than a RunSignUp "Donate" page. Begin by filling out the information for "On Behalf Of", and then enter in the dollar amount of the "Donation".

When you are ready to import this donation, click on the button for "Add Manual Donation", and the donation will be applied to your fundraiser. At this point, you will then be able to edit or delete this donation entry.

Editing/Deleting Donations

Once on the "Add/Edit Manual Donations" page, you can use the "Edit Manual Donations" section to make changes to your currently recorded donations. By clicking "Edit", you can modify either the "On Behalf Of" or "Amount" field, and then click "Update" to save your changes. To remove a recorded donation from your fundraiser, simply click on the button for "Delete", and it will be removed.