



Quick Hits 101:
A RunSignup
Crash Course

Today's Agenda

- Race Setup
- Race Dashboard
- Race Website
- Email Builder





Race Setup

Race Wizard

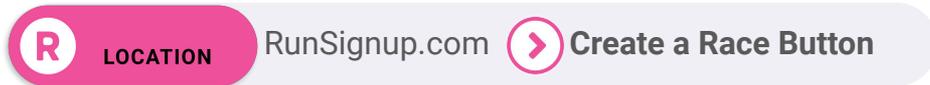
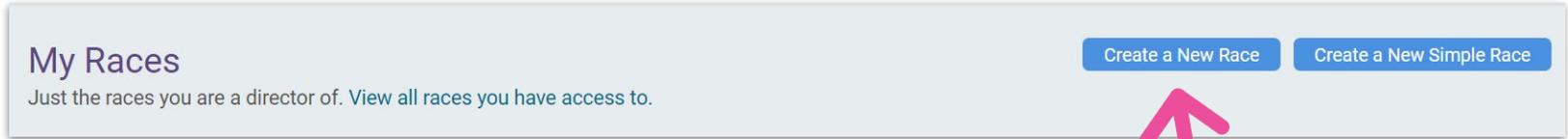
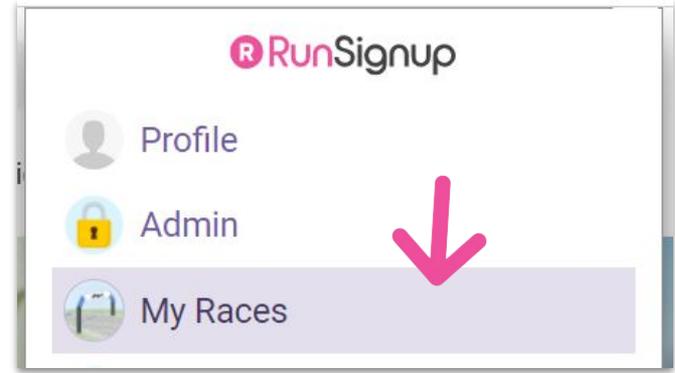
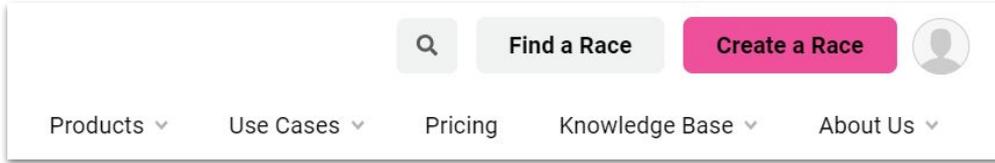
 RunSignup

 TicketSignup

 GiveSignup



Create A Race



Race Wizard

Step 1

- Race basics



Race Information

Race Name *

Race Description *

File Edit View Insert Format Tools

Paragraph ▾ **A** ▾  ▾ **B** *I* U       

Come join us on a really cool course for a really cool 5K!

P

Race Wizard

Step 1

- Choose the most applicable race type here - it'll ensure your race shows up under the right search criteria.

Set Up Your Events

Event Name * ⓘ

5K

E.g. *1/2 Marathon*, *5K Run*, *Kids Run*, etc.

Type *

Run or Run/Walk

- Run or Run/Walk
- Virtual Race / Challenge
- Nonprofit Event
- Run Only
- Walk Only
- Race Walk
- Wheelchair Race
- Triathlon
- Duathlon
- Bike Race
- Bike Ride
- Mountain Bike Race
- Gravel Grinder
- Fundraising Ride
- Trail Race
- Open Course Trail
- Ultra
- Hike
- Obstacle Course

Race Wizard

Step 1

- You have to use a real zip code here, but for virtual races you can use “Anywhere/Everywhere” for the Address.
- Don’t forget to make sure your timezone is correct!

Location Information

Address Line 1 *

Address Line 2

Country *

Zip Code *

City *

State/Province *

Timezone * ⓘ

Race Wizard

Step 1

Race URL *

The URL may only contain letters and numbers. This URL cannot be changed after creating the race.

Please don't use the race date/year or phrases such as "FirstAnnual" in the URL! This will not work well when you renew the race for future years.

<https://runsignup.com/Race/NJ/Moorestown/> [TheBest5KEver](#)

- **Never use a year or other identifier like "5th Annual" in the URL - this URL will be used year after year for your race.**
- You'll be able to build short URL's later for simpler URLs to share.
- You can also bring over a custom domain!

Race Wizard

Step 1

Processing Fees * ⓘ

- Processing fee paid by race registrant.
- Processing fee comes out of the charge.
- Half of processing fee is paid by race registrant and half is taken out of the charge.

- Most races choose to pass the processing fee to the registrant (they're used to it!), but you do have the option to cover it or split it.

Flexible Gender Options

- Make sure your timer knows what gender categories you offer and plan to offer awards in!

Gender Options ⓘ

Support non-binary selection.

Allow "Prefer Not to Say" option.

Edit Participant

Editing Bob Bickel's Registration

Personal Information

First Name *

Middle Name

Date of Birth

Gender Male Female Non-Binary

There is no non-binary option because this race has not enabled the setting to support it. The setting is not enabled by default because it can break timing software. You can **contact the race** and ask them to enable the setting. Please be polite as the race director might not have known the setting exists or their timing software hasn't been updated yet.

Race Wizard

Step 1

Timers

You have the option to give timers access to your race to manage participants and upload results.



- If you already know who your timer is, add them here so they can access your participant data for scoring.
- You can also add later if you don't have a timer yet.

Race Wizard

Step 1

- Click the checkbox to open additional waiver options (like requiring initials or dates).
- It's possible to add up to 3 waivers - if you have more than one, add your first one here and you can add the others later from Race >> Registration >> Dates, Pricing & Options.

Waivers

Waiver *

When registering multiple people, require each registrant to agree to the waiver separately. (Normally, it is a single checkbox.)

How Do Registrants Agree to Waiver? *

- Checkbox
 Name
 Initials
 Name & Date
 Name & Date of Birth
 Initials & Date of Birth

Require the registrant to scroll through the full waiver.

Allow the registrant to skip signing the waiver. They will be sent an email with instructions to sign the waiver after their initial registration. It is your responsibility to be sure that all participants have signed the waiver.

File Edit View Insert Format Tools

Paragraph

B

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In consideration of you accepting this entry, I, the participant, intending to be legally bound do hereby waive and forever release any and all rights and claims for damages or injuries that I may have against the Event Director, RunSignup.com, and all of their agents assisting with the event, sponsors and their representatives, volunteers and employees for any and all injuries to me or my personal property. This release includes all injuries and/or damages suffered by me before, during or after the event. I recognize, intend and understand that this release is binding on my heirs, executors, administrators, or assignees.

I know that running a road race is a potentially hazardous activity. I should not enter and run unless I am medically able to do so and properly trained. I assume all risks associated with running in this event including, but not limited to: falls, contact with other participants, the effects of weather, traffic, and course conditions, and waive any and all claims which I might have based on any of those and other risks typically found in running a road race. I acknowledge all such risks are known and understood by me. I agree to abide by all decisions of any race official relative to my ability to safely complete the run. I certify as a material condition to my being permitted to enter this race that I am physically fit and sufficiently trained for the completion of this event and that a licensed

P

If you need to add more than one waiver, you can do that after race setup by going to Race > Registration > Dates, Pricing, & Options

Race Wizard

Step 2

- Basic information about your race event(s).
- If you have more than one event distance, add them in Step 1 and come back here.



5K

Event Name * ⓘ
5K
E.g. "1/2 Marathon", "5K Run", "Kids Run", etc.

Type *
Run or Run/Walk
This is used to classify your event for better searching.

Start Time *
10/10/2024 📅 8:00 AM ▼

End Time (Optional) Copy Start Date
mm/dd/yyyy 📅 : AM ▼

Distance
5 K ▼
This is used when someone searches for races by distance.

Free Event
Registration for this event will be free.

Additional Event Information

Age Calculation Base Date (Optional) ⓘ
mm/dd/yyyy 📅

i To add additional events, please go to the **Basic Info** step of the wizard.

Save & Continue

Race Wizard

Step 2: Hybrid Events

- If you have a hybrid event with a virtual option, code that type as Virtual Race/Challenge to access virtual results tools!

The screenshot shows a 'Set Up Your Events' form with two event entries. Each entry has a title field, a type dropdown, and start/end time pickers. The first entry is for an in-person event, and the second is for a virtual event.

Event Name	Type	Start Time	End Time
5k	Run or Run/Walk	11/15/2020 9:00 AM	mm/dd/yyyy
Virtual 5K	Virtual Race / Challenge	11/15/2020 9:00 AM	mm/dd/yyyy

In-Person Option

Virtual Option

Race Wizard

Step 3

- Add Another Registration Period to add price increases based on time
- Click “Additional Registration Options” for single gender events, age-limited events, to set a participant cap, or to make fields optional when not necessary.



5K

Registration Periods

 Registration Opens * 10/01/2023  12 : 55 PM  <small>America/New_York Time</small>	Registration Closes * 10/31/2023  11 : 59 PM  <small>America/New_York Time</small>	Event Fee * \$ 30.00 
 Registration Opens * 11/01/2023  12 : 00 AM  <small>America/New_York Time</small>	Registration Closes * 11/30/2023  11 : 59 PM  <small>America/New_York Time</small>	Event Fee * \$ 35.00 

[+ Add Another Registration Period](#)

Additional Registration Options: ^

Disable Registrations

Upload Registration Form

 [Choose your PDF](#)

Maximum Number of Participants

Limit Event Registration by Age: Ages through

Limit Event Registration by Gender: Male Female Any Gender

Private Event Code
May only include letters, numbers, dashes and underscores.

You can set up private events that do not display on the race page or registration page. If set up, you must send out specific links to sign up for the events. The link is <https://runsignup.com/Race/RegIster?rac=eTd41541e54prIvateEventCode=ABC> where ABC is replaced with the private event code you set.

Which fields are required for race participants?

<input type="checkbox"/> Gender	<input type="checkbox"/> Date of Birth	<input type="checkbox"/> Address	<input type="checkbox"/> City	<input type="checkbox"/> State	<input type="checkbox"/> Country
<input type="checkbox"/> Zip Code	<input type="checkbox"/> Phone				

Race Wizard

Step 4

- Add Giveaway details and images if you have them!
- Update sizes to match your available options.
- If you don't have your giveaway information yet, you can skip this and add one later via Race >> Giveaway/Add-On >> Giveaway

Giveaways

5K

Yes No Do registrants receive a giveaway? (e.g. shirt)

Giveaway Description * ⓘ
T-Shirt

Stop Collecting Giveaways After
mm/dd/yyyy
Runners will no longer be able to choose sizes after this date.

Taxable Item Code
Default

Choose your image
You can upload .png, .jpg, or .gif files.

Suggested image size: Image height 200 pixels. Image width will be adjusted automatically.

GIVEAWAY OPTION DESCRIPTION	EXTRA PRICE (OPTIONAL)	
Small	\$	🗑️ ↑ ↓
Medium	\$	🗑️ ↑ ↓
Large	\$	🗑️ ↑ ↓
XLarge	\$	🗑️ ↑ ↓

+ Add Giveaway Option E.g. For T-Shirts, add a separate option for each available size.

Changing Giveaways

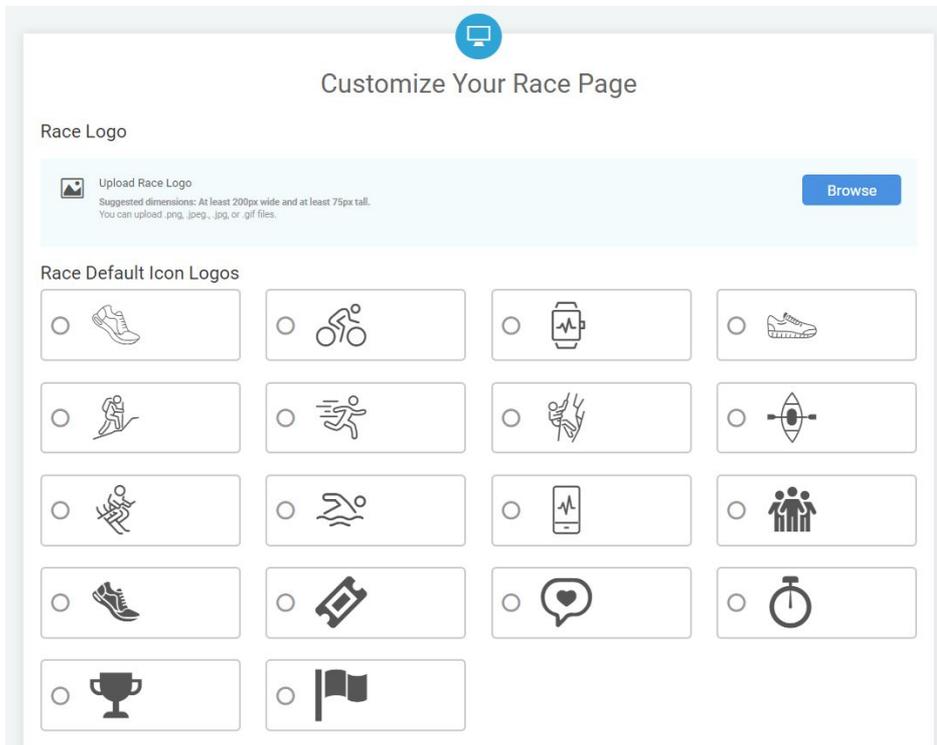
You can allow users to update their giveaway information up until a specified date by turning on this setting in the Participant Management section.

Save & Continue

Race Wizard

Step 5

- More branding opportunities are available from your dashboard later. For now, add your logo or pick a default icon that represents your race.



Race Wizard

Step 5

- Add a custom banner (2000x800), or click “Select from Available Banners” to choose one from our default options.
- Contact form email display
- Customize the word “event” if needed (I.E., “wave”).

Race Banner Image

Suggested dimensions: 1200 pixels by 400 pixels.



Choose your image
You can upload .png, .jpeg, .jpg, or .gif files.

Current Banner Image



Select from Available Banners

You can also change your race color scheme using [Race > Race Page > Race Theme](#) in the race dashboard.

Directions

Show directions on the race page.

Contact Form

Use a contact form instead of listing your contact email on the race page.

Event Display

Hide event start times.
 Display race and event dates as “Race Date: TBD”.
 Hide Events With Closed Registration.
 Show event tiles on race page.

Custom “Event” Text (Singular)

E.g. “wave” (lowercase)

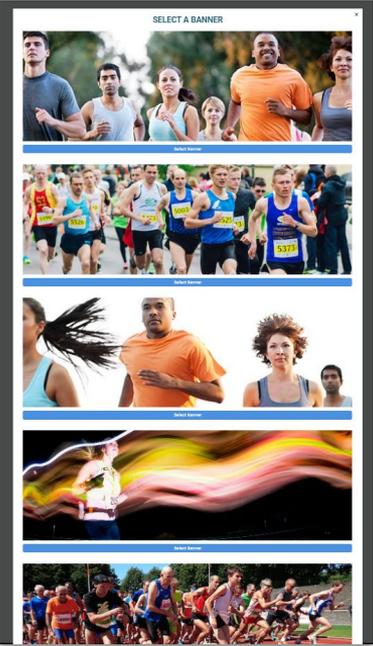
Custom “Event” Text (Plural)

E.g. “waves” (lowercase)

The custom “Event” text only applies to runner facing pages. The race dashboard will still reference events.

To edit custom sections for your race, please visit [Race > Race Page > Custom Sections](#) in the race dashboard.

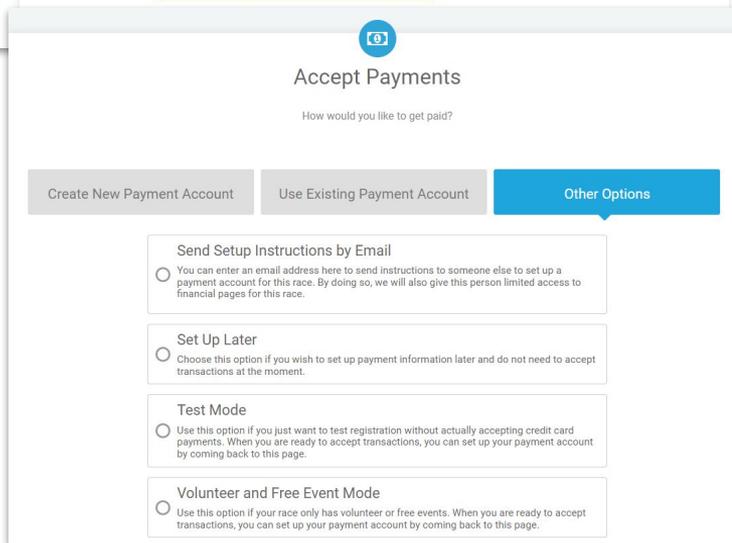
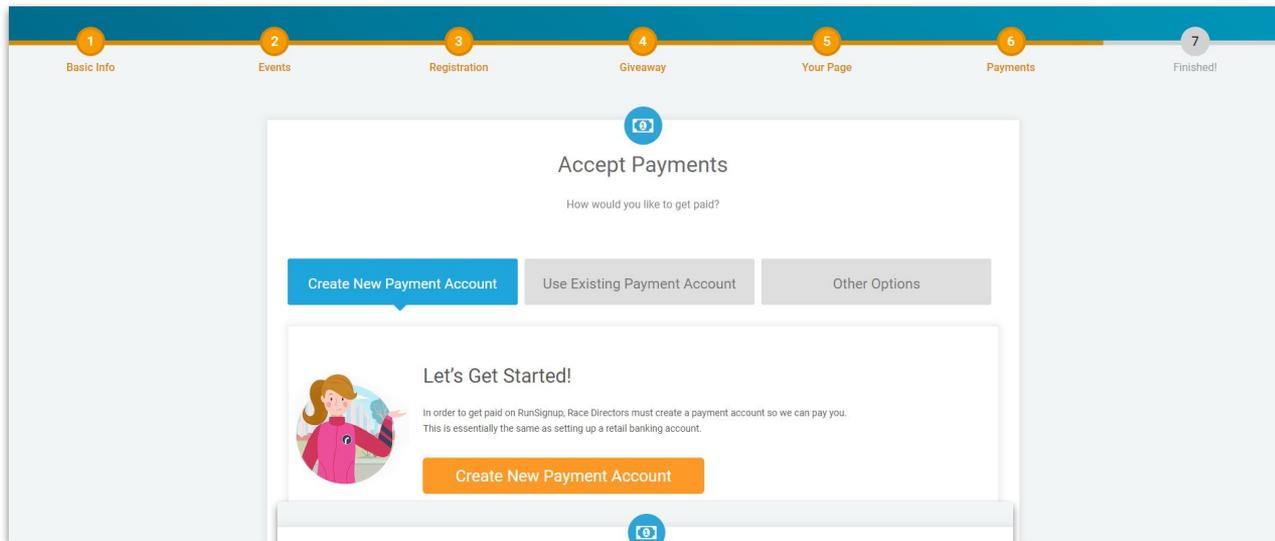
SELECT A BANNER



Race Wizard

Step 6

- Create new Payment Account
- Use an existing Payment Account
- Other Setup later options
- **Payment Account approval can take time if manual checks are needed. Make sure you start this process several days before you plan to open registration!**



Race Wizard Finished

- These settings are **RECOMMENDED!**
 - Offer Event Insurance
 - Referral Rewards
 - Incomplete Email
 - Price Increase Email
- Uncheck if you *don't* want them activated.



Race Dashboard

Navigating the Dashboard



Single Sign On

Single Sign On Domains Include

- RunSignup
- TicketSignup
- GiveSignup
- TriSignup
- BikeSignup
- AdventureSignup
- SkiSignup
- PaddleSignup

R RunSignup

Your login works for our entire platform:

RunSignup GiveSignup TicketSignup

Email *

Email

Password *

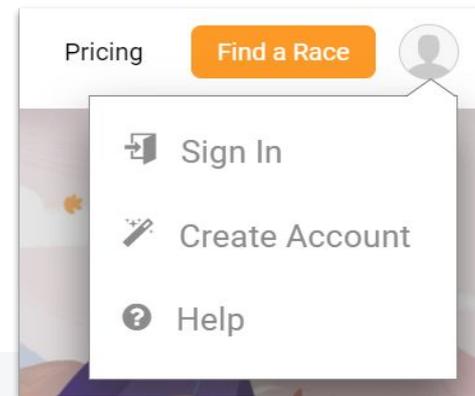
Password

Keep me signed in. [Forgot Password?](#)

Sign In

Not a user yet?

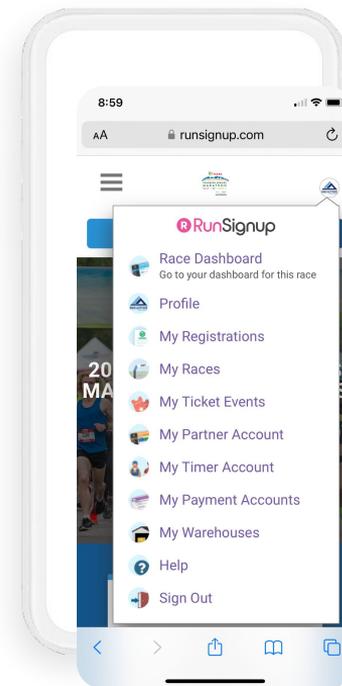
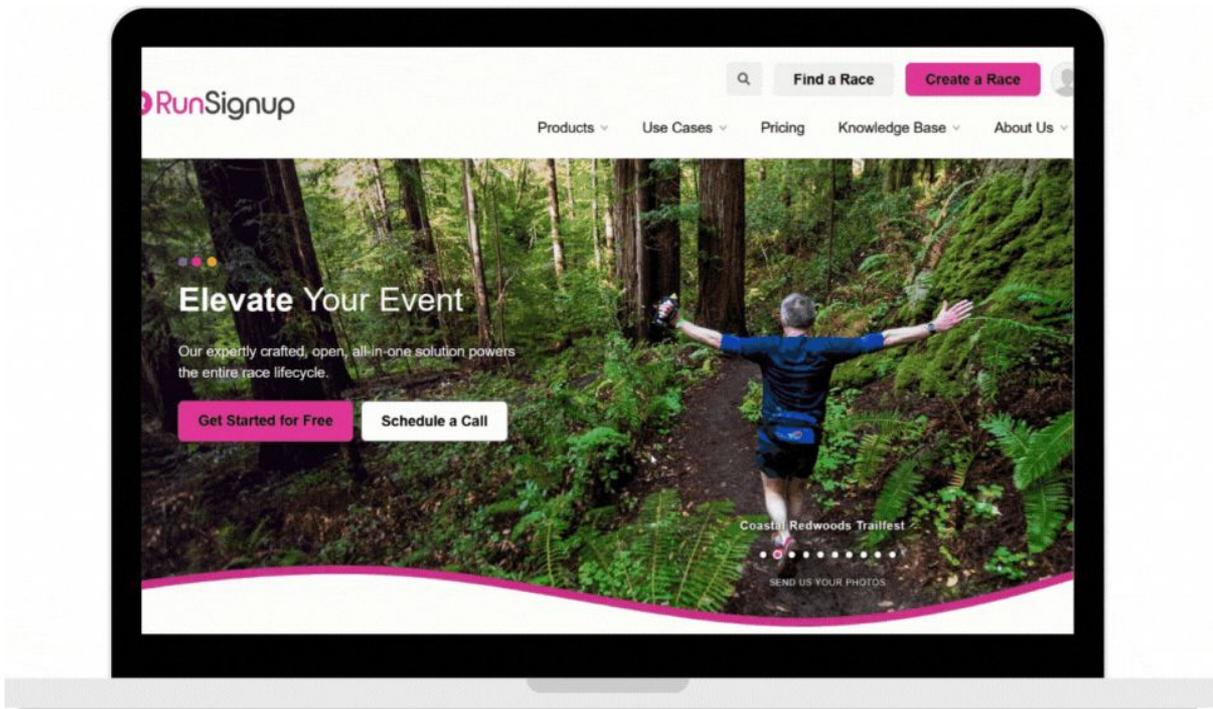
Sign Up!



Access to Your Dashboard

RunSignup.com >> Profile Image >> My Races

Race Website >> Profile Image >>
Race Dashboard



Dashboard Anatomy

Menu Search

"Home"

Registration Breakdown

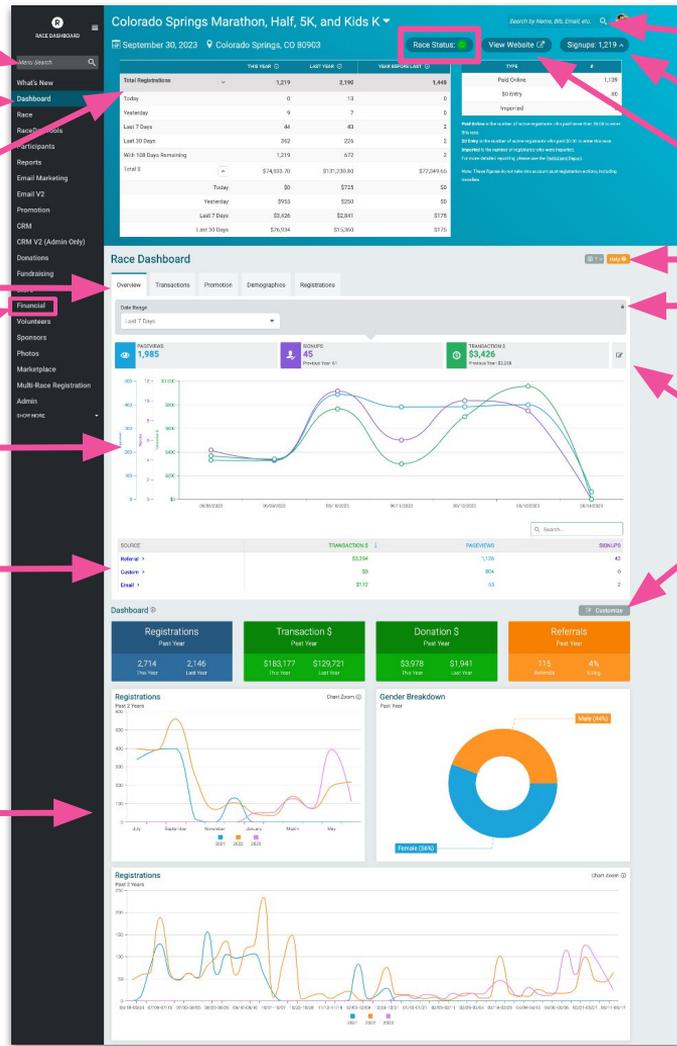
Detail Tabs

Financial Reports

Dashboard Graphs

Source Tracking

Charts



Participant Quick Search

Total Signups

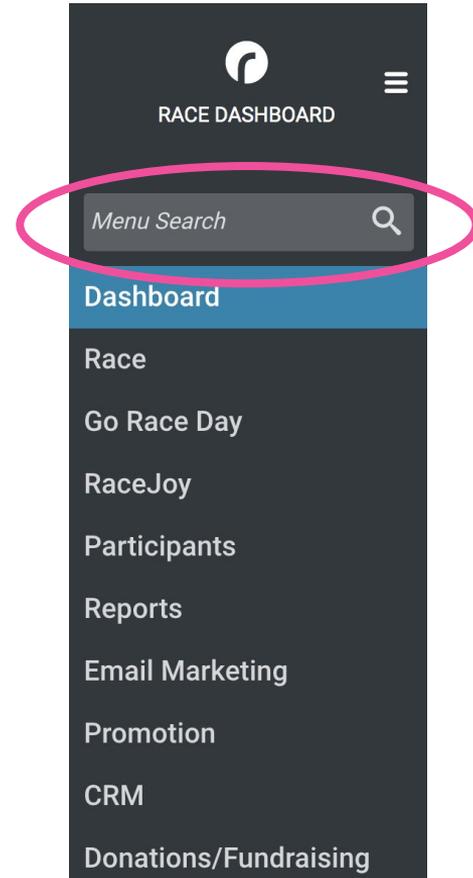
Public Site Link

HELP

Analytics Access

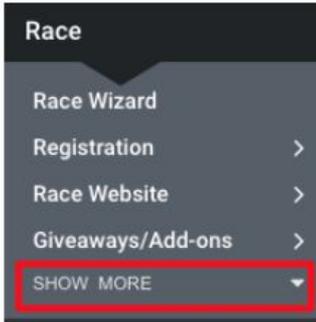
Customize

Use Search

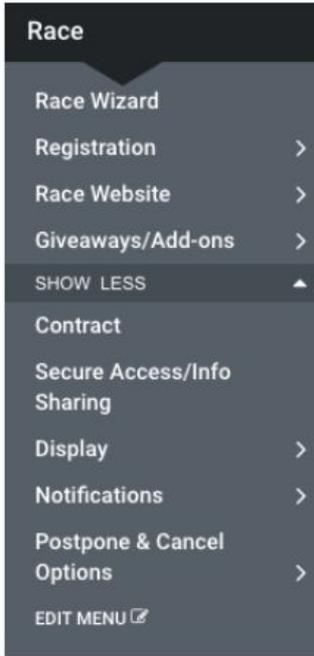


Customize Your Dashboard Menu

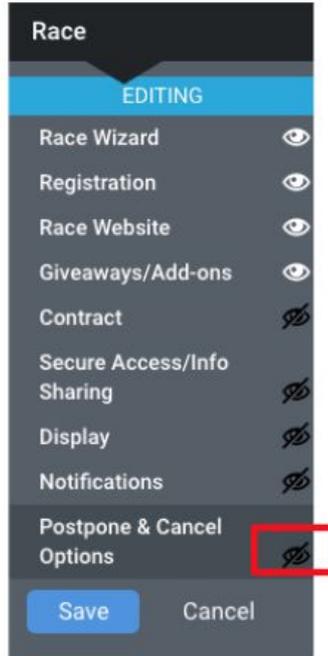
Simple



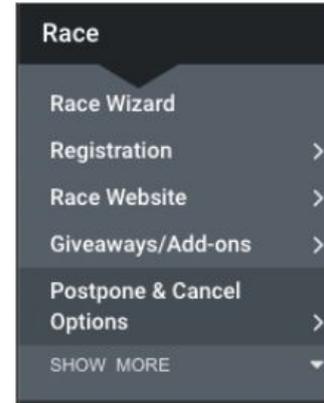
Expanded



Add Menu Item



After



Dashboard Data Expansions

- Total Signups
- Total Registrations
- Registration by Event
- YOY comparisons
- Last 30 Days*
- Days remaining*

Colorado Springs Marathon, Half, 5K, and Kids K Search by Name, Bib, Email, etc.

September 30, 2023 Colorado Springs, CO 80903 Race Status: ✔ View Website [↗](#) Signups: 1,224

	THIS YEAR	LAST YEAR	YEAR BEFORE LAST
Total Registrations ^	1,224	2,190	1,448
Marathon	320	344	179
Half Marathon	547	969	700
5K	282	669	362
Kids K	41	90	76
Virtual Marathon	3	10	9
Virtual Half Marathon	7	30	26
Virtual 5K	5	53	73
Virtual Kids K	2	4	3
Team RWB Relay (Invite Only)	17	20	20
Today	6	4	2
Yesterday	9	13	0
Last 7 Days	50	46	4
Last 30 Days	368	230	4
With 107 Days Remaining	1,224	676	4
Total \$ v	\$75,237.20	\$131,230.80	\$72,049.65

TYPE	#
Paid Online	1,144
\$0 Entry	80
Imported	0

Paid Online is the number of active registrants who paid more than \$0.00 to enter this race.
\$0 Entry is the number of active registrants who paid \$0.00 to enter this race.
Imported is the number of registrants who were imported.
 For more detailed reporting, please use the Participant Report.

Note: These figures do not take into account post-registration actions, including transfers.

Standard Questions

You can add pretty much any questions from Race >> Registration >> Questions, but these Standard Questions are easy for a participant (they're saved in the profile) and generally recommended to add as a best practice.

Standard Questions

- Emergency Contact Name
- Emergency Contact Phone
- Sign up for text message updates from the race.

Go to the [text messaging dashboard](#) to send messages to participants. Please note that we need to approve your race before you can send messages. If you plan to use this feature, please contact us before participants register.

Participant Display

Participant Tracking Page

Enable "Participant Tracking" page.

This page allows people to see basic information on participants in the race. This allows people to easily confirm that they are registered for the race. If this is disabled, a simple search form by name is shown so people can still confirm their registration.

Require date of birth match on registration lookup.

Customize what participant data is visible publicly on your race website.

Participant List and Results

Select the information that users can see for participant lists and results. The participant's name must be displayed. However, you can completely hide the participant list by going to [Misc Settings](#) and disabling the "Find a Runner" page. Participants and corporate team captains will always be given at least the public visibility settings.

	PUBLIC	PARTICIPANTS	CORPORATE TEAM CAPTAINS
Name	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gender	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
E-mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Phone	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
City	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
State	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Country	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Finishing Time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Corral	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Event	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Registration Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other details	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bib	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Participant Management Options

Director & Self-Serve Options for:

- Refunds
- Event Transfers
- Race Transfers
- Bib Exchanges
- Deferrals
- Giveaway & Add-On Management
- Question Management
- Team Management
- Fundraiser Management
- Shipping Address Management
- Participant Info

Dashboard	Search Participants
Race	Chargeback / Refund Reserve
RaceDay Tools	Participant Info
Participants	Refunds & Refund Policy
View Participants	Bulk Refunds
Participant Management	Bulk Deletions
Reserved Entries	Event Transfer
Waitlist >	Race Transfer
Lottery >	Bulk Race and Event Transfers
Import (Paper Entries)	Participant Transfer
Groups/Teams >	Deferrals
Corporate Teams >	Bulk Deferrals
Reports	Transfer Deferrals to Current Year
Participants >	Bulk Deferral Fee Refunds
Not Registered >	Giveaway Management
Giveaways/Add-ons >	Add-on Management
Group/Team Reports	Question Management
Donation Reports	Group/Team Management
Shipping Charge Reports	Corral Management
Marketing Reports >	Fundraiser Management
USAT Reports >	File Upload Management
USSA Validation Report	Shipping Address Management
Saved Reports	
Email Marketing	
Email V2	
Promotion	

Event Transfers

Event Transfer Setup

📄 0 ▾ ? Help

Enable Event to Event Transfers*

Yes No

By default, when transferring to a different event, the registrant will automatically pay the difference between the events, if the event they are transferring to is more expensive. The processing fee on the transfer will be calculated from the amount needed to be paid to complete the transfer based on RunSignup's pricing.

In addition to the difference between events, and the RunSignup processing fee, the race may charge an additional fee for event transfers. The Race will keep this additional fee.

Race Event Transfer Processing Fee

\$
0.00

Cutoff Date (at 11:59pm) *

05/25/2021

If the registrant is transferring to a less expensive event, and there is no Race Event Transfer Processing Fee, the transfer will be free.

- Allow event transfers into full events.
- Allow event transfers into full events if they are part of the same multi-event participant cap.
- Allow event transfers even when registration dates have passed.
- When transferring, keep the same bib and chip numbers.

Please note that this option could result in duplicate bib numbers if the bib is already in the new event.

- When transferring, transfer add-on credits.

Bulk Participant Management

Available for:

- Refunds
- Deletions
- Race & Event Transfers
- Deferrals
- Deferral Fee Refunds

Bulk Deferrals

To do bulk deferrals, enter the Registration IDs that should be deferred. Each registration ID can be separated by a space, comma, tab, or new line. You can upload a maximum of 10,000 registrations at a time.

Registration IDs can be found by using either of the **Download as CSV** options found under the **Export Options** menu of the **View Participants report**. You can copy & paste the Registration ID column from the resulting spreadsheet into the text area below.

Registration IDs *

Quick Fill Options

- Quick Fill with Cancellation Tool Stay In Race Option Selections
- Quick Fill with All Active 5K Cross Country Race Registrations
- Quick Fill with All Active 5 Mile Road Race Registrations
- Quick Fill with All Active 10K Trail Race Registrations
- Quick Fill with All Active 10 Mile Road Race Registrations
- Quick Fill with All Active Half Marathon Trail Race Registrations
- Quick Fill with All Active Kids Run Registrations

Review Deferred Registrations

Participant Report

- Primary way to view your participants in your race
- Participant management can occur here as well
 - Refunds
 - Deferrals
 - Transfers
 - Info edits

View Participants

📄 0 Help

2023 - Event Name, Event Name 2: 1 Participants

Search/Change Event
Report Options ▾
Export Options ▾
⚠ Save as Custom List & Send Email

Page 1 of 1

REGISTRATION ID	NAME	EVENT	REGISTRATION DATE	GENDER	AGE	EMAIL	T-SHIRT	RACE FEE	AMOUNT PAID	EDIT REGISTRATION
72601191	James Armington	Event Name	07/19/2023 5:40pm MDT	Male	37	james.armington@runsignup.com		\$0.00	\$0.00	<div style="margin-bottom: 5px;">Edit</div> <div style="margin-bottom: 5px;">Manage</div> <div>Profile</div>

1

Participant Report

- Configure your report by using the Search/Change Event Button
 - Event drop down box can be used to pull archived data or specific events
- **Search All Fields** can be used for more specific searches

Search/Change Event

Search Participants

Search Common Fields | Search All Fields

10/31/2023 Events

- Event Name
- Event Name 2
- ✓ --- All 10/31/2023 Events ---

10/31/2022 Events

- Last Year's 5K
- All 10/31/2022 Events ---

First Name

Last Name

Exact Match

Exact Match

Bib Number

Order

Search Participants

Search Common Fields | Search All Fields

Gender

Country/State

Date of Birth

Registered Since

Registered Until

Registration Status

Beginning Registration ID

Ending Registration ID

Imported

Starting Bib Number

Ending Bib Number

Team Fundraiser ID

With Online Payment

Checked In

Group/Team ID

Single Use Reserved Entry Code

Multiple Use Reserved Entry Code



Participant Report

- Customize your participant report by using **Customize View**
 - **Pick From All Columns** will allow you to add fields to your report
 - Save selected columns to always show by default (per user)
- All boxes that are orange will be added to the report when you update
- Export reports in a variety of formats

The screenshot displays the 'View Participants' interface with several key components:

- Update Report Confirmation:** A modal box at the top asks 'Make this the default report I see when I'm logged in.' with a note that 'Some race specific settings will not be included in the default.' It features 'Update Report' and 'Cancel' buttons.
- View Participants Header:** Shows '2023 - Event Name, Event Name 2: 1 Participants' and navigation options like 'Search/Change Event', 'Report Options', and 'Export Options'.
- Build Custom Report:** A section with two tabs: 'Pick Common Columns to Display' and 'Pick From All Columns'. It lists various fields with checkboxes, some of which are highlighted in orange (e.g., Name, Gender, Street Address, Race Fee, County, Registration ID, Chip Number, Checked In Status, Store Purchases, Reserved Entry Code, Event, Age, Bib Number, Amount Paid, Registration Date, Email Address, Payment, Transfer Fee, Race Profit, Multi-Event Discount, Processing Fee Paid by Race, Shipping Charge, Coupon, Imported, Transfer, Event Transfer, Processing Fee, Other Fees, Partner Fee, Amount Paid, Coupon).
- Report Options:** A dropdown menu with options: 'Search/Change Event', 'Customize View', 'Save Report', 'View Saved Reports', 'Summary Info', 'View Imports', 'Hidden Fields', and 'Graphical Reports'.
- Export Options:** A dropdown menu with options: 'Daily Registration Summary', 'Customize Export', 'Download Report As CSV', 'Download All As CSV', 'Download Report to Google Sheets', 'Download All to Google Sheets', 'Download Report As PDF', 'Set Up Export to Email List', 'Download Report to Dropbox', 'Hy-Tek Export', 'Webscorer.com TXT Export', 'Webscorer.com CSV Export', 'MailChimp Export', and 'Build Bib Labels'.

Financial Reports

- Starting point for financial reporting
- Blue words are clickable for more detailed reports

Totals		
TYPE	EXPLANATION	TOTALS
Transactions	Total Credit Card Payments for your race.	+\$28,465.12
Transaction Processing Fees	Processing fees paid to RunSignup for your race.	-\$1,939.33
	Sales tax remitted by RunSignup, Inc.	-\$13.13
	Directly Paid Charity Donations	-\$215.00
Refunds	This includes any refunds made for your race (e.g. registration refunds, store purchase refunds, etc.)	-\$0.00
	Refund Processing Fees	-\$0.00
Holdbacks	Funds being held for your race, primarily for refunds and chargebacks. ⓘ We require all events to have a Race Reserve. Details about your Race Reserve can be found here .	-\$564.80
Adjustments	See the description on each adjustment for more details.	+\$0.00
Owed to Race	Net Owed to Race	+\$25,732.86
Payments	Checks and Direct Deposits Made to the Race.	-\$23,134.71
Balance Owed	Net Owed to Race after Payments Made.	\$2,598.15

Enable Donations

- Start collecting donations
- Customize logo and language for donations
- Add donation levels.

Let's turn on donations!

Sometimes people can't participate in your race, but they would still like to donate. Create a new stream of revenue for your events by enabling donations.

Donations also open you up to tons of other great features in RunSignup, like:

- Fundraisers
- Fundraiser Teams
- Goal Thermometers

Start Date *

10/02/2023

America/New_York Time

Description/Additional Information *

File Edit View Insert Format Tools

Paragraph

Help us raise money for our cause!

Enable Donations

DONATION AMOUNT	LEVEL	
\$ 5.00	Foundation	🗑️
\$ 20.00	Wall	🗑️
\$ 50.00	Roof	🗑️

Add Donation Level

Donation levels will be sorted by amount.
Users will be also be given the option to enter their own amount.

Coupons

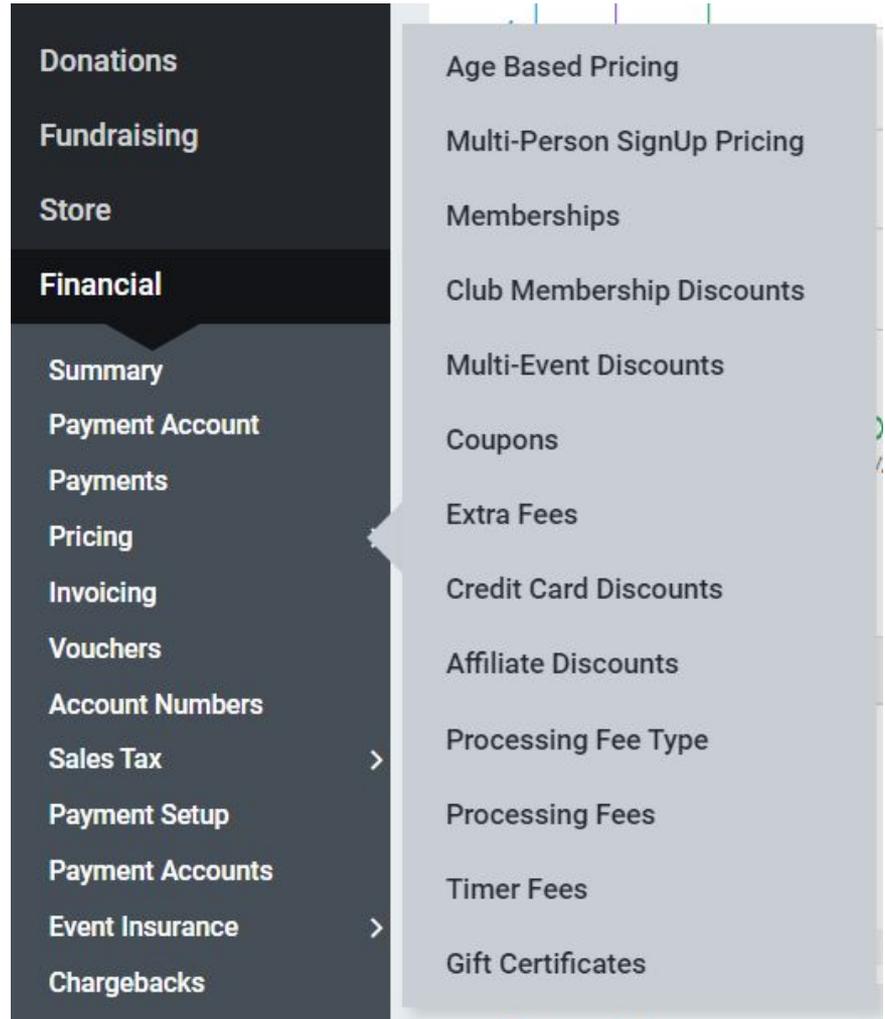
- Name your code
- Determine discount (% or \$)
- Choose discount type
- Eligibility dates
- Define what can be discounted
- Set up restrictions

The screenshot shows the 'Coupon' configuration page in the Race Dashboard. It includes the following elements:

- 1:** 'Coupon Code *' field containing 'LaborDaySpecial'.
- 2:** 'Discount *' field set to '5 %' and '\$ 0.00'. A note below states: 'On \$100, the discount will be \$5.00'.
- 3:** 'Discount Type *' dropdown menu set to 'Overall Discount'.
- 4:** 'Coupon Starts *' and 'Coupon Expires' date and time pickers. The start date is 09/03/2021 at 12:00 AM. The end date is 09/07/2021 at 11:50 PM.
- 5:** 'Coupon Applies To' section with checkboxes for 'Race Registration Fees', 'Store Purchases', and 'Winter Symposium - Race Director, Timer, or Nonprofit Registration Vascular Ticket'. A note says: 'This coupon can only be used on specific events. You must enable "Race Registration Fees".' There is also an unchecked checkbox for 'Winter Symposium -'.
- 6:** 'Basic Coupon Restrictions' section with two 'Limit to' fields: 'total transactions' and 'total registrants'. Explanatory text follows each field.

Additional Discount Features

- Access a range of discounting options from your race dashboard.
- Pick 1 or 2 pricing promotions - don't use all of them at once!



Display Age Based Pricing In Event Tiles

If you have age-based pricing, make sure you activate the feature to show it on the homepage tiles to create extra motivation!

The image shows a screenshot of a Race Dashboard interface. At the top, there's a section titled "Age Based Pricing" with a green button "Modify Settings Across Multiple Events" and a checked checkbox "Display Age Based Pricing on website". Below this, two options are listed: "Show on homepage event tiles" and "Show on registration path event tiles", both with checkboxes and highlighted by a red box. Below the settings is a "Choose Your Ride" section with a radio button selected for "Starter Ride". The price is shown as "\$50.00 + \$4.98 SignUp Fee" with a red box around the age-based pricing: "(\$30: Ages 8 - 11) (\$40: Ages 12 - 17)". A yellow "Special Pricing" button is also visible. To the right, a larger view of the "Starter Ride" event tile is shown, featuring the title "Starter Ride", price "\$50", age-based pricing "(\$30: Ages 8 - 11) (\$40: Ages 12 - 17)", date "10/23", and times "10:00AM PDT" and "11:59PM PDT". A blue "Register" button is at the bottom.



Race Website

Show Off Your Event



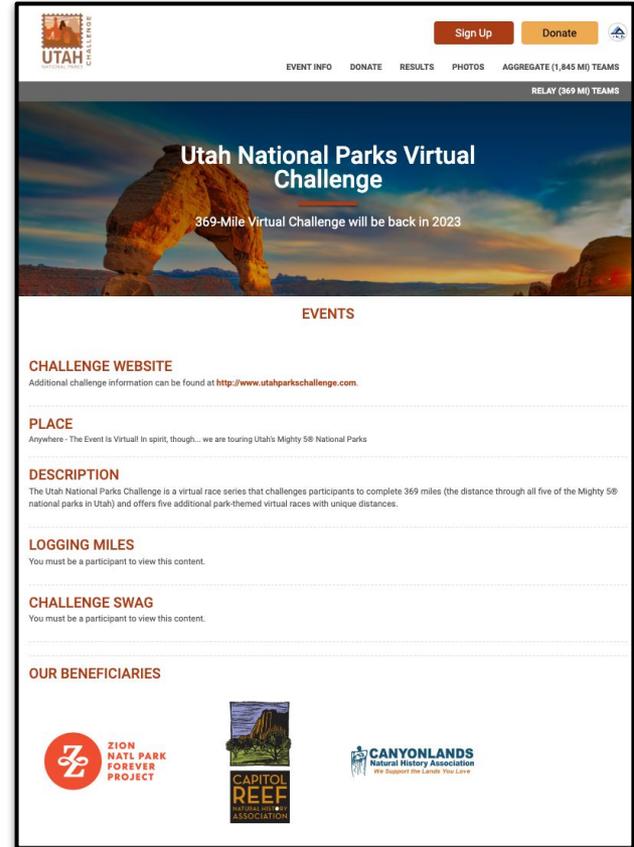
What is a Race Website

Your race website is automatically created when you complete the Race Wizard!

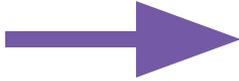
By default, it includes key race details and presents as relatively simple with a Race Info Page.

To enhance it you can:

- Showcase your brand
- Add unlimited content
- Organize
- Make it look professional
- Include key information (automatically)



Race Theme



Choose your Race Template:

- Vertical or horizontal navigation
- Design & layout elements
- Add social media feeds
- Tagline & Countdown Clock

Theme

1 Race Template

Choose a template below.
All our templates are mobile/tablet friendly and packed with lots of innovative features.

Vertical Navigation
Great for websites with lots of pages and information.

Horizontal Navigation
Perfect for making a big impact with larger full screen images.

Horizontal Template Options

Design & Layout | Social Media | Homepage Custom Content

Homepage Hero Image Layout
 Default Layout
 Alternative Layout

Race Name Display
 Always show race name.
 Hide the race name on mobile devices.
 Always hide the race name.

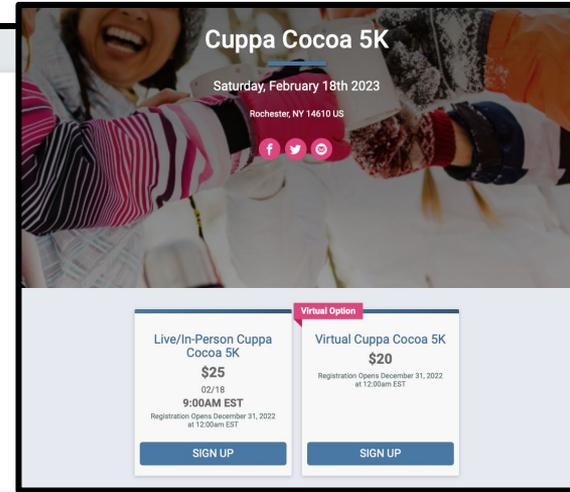
Header Color

Navigation
 Always expand "More" menu on desktop.

Events Display
 Grid
 List

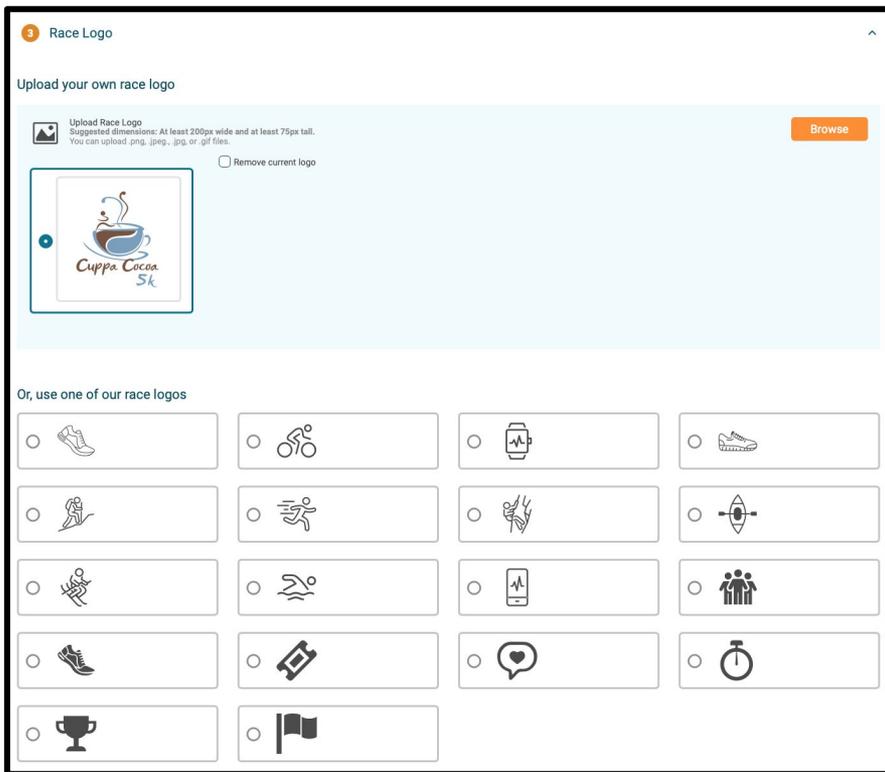
Footer
 Show Race Logo
 Hide Race Logo

Footer Platform Branding
 Show "Powered by RunSignup"
 Show RunSignup Logo



Race Theme

Upload your Race or Event **Logo** or use one of the icons provided.



Race Theme

Upload a custom **Banner Image** or choose from one of the many default images.

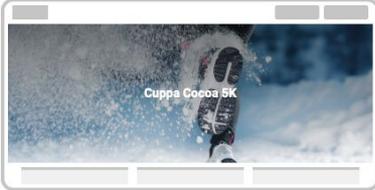
Custom Banner Size:
2000 x 800

R DASHBOARD LOCATION Race > Race Website > Race Theme > **Banner Image**

4 Banner Image

⚠ You have the cover page enabled.
The banner image set here will not display on the race page.
Please visit [Cover Page setup](#) to edit the current banner images on your page.

Preview



Current Banner Image



Delete Banner

Upload New Custom Banner Image ⓘ

Choose your image
You can upload .png, .jpeg, .jpg, or .gif files.

Custom Banner Images ⓘ

Delete Banner

Default Banner Images ⓘ

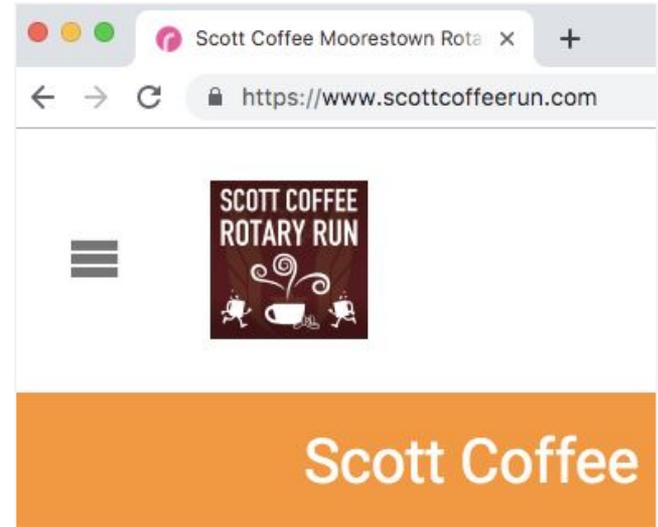
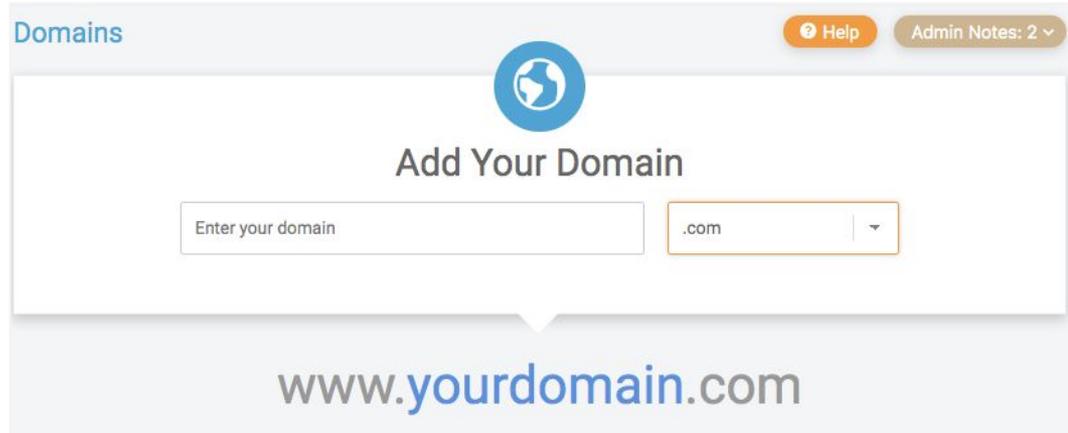
     

Custom Wording For “Race”

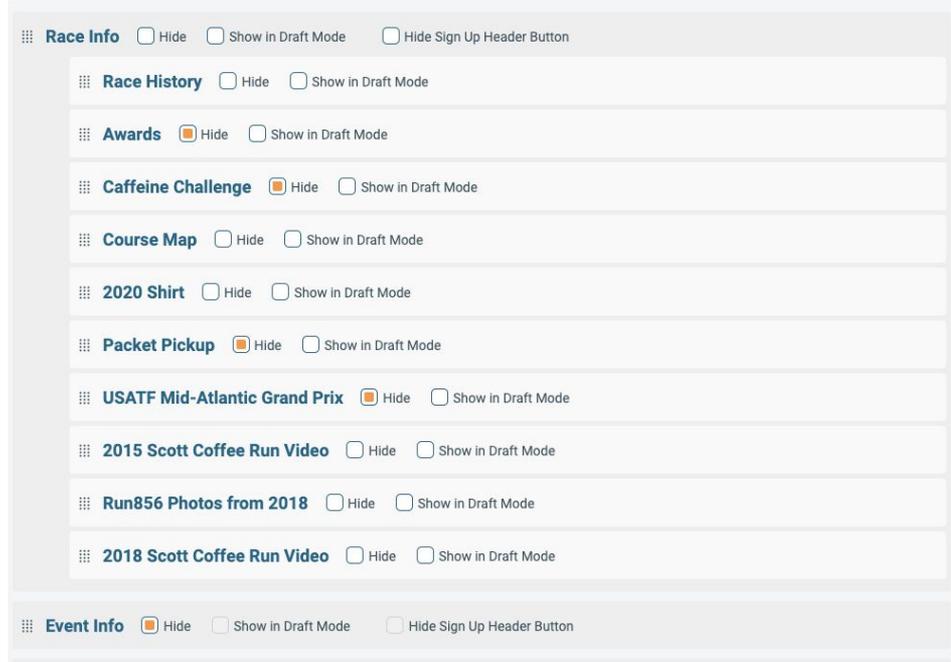
Custom Wording for "Race"

If you don't want the text on user-facing pages to say "race", you can customize that here. Use lowercase letters. Please be sure that the text you enter makes sense when adding an "s" (e.g. races).

Domains & Subdomains



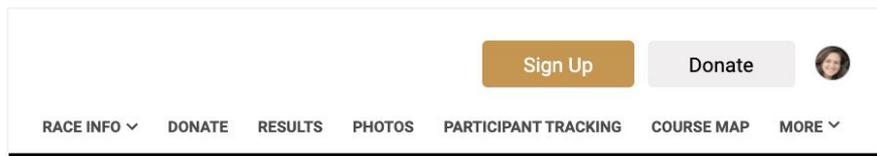
Hide & Organize Custom Content



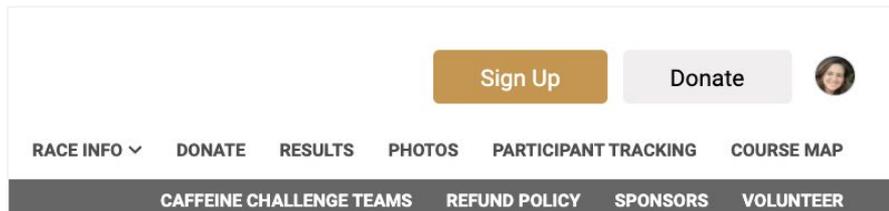
- Makes it easy to hide content that isn't relevant to your virtual race this year, but that you don't want to re-create next year.
- Also lets you re-organize menu tab order *and* hide default menu tabs that you don't want to show.

Expand “More” Menu

Default Menu

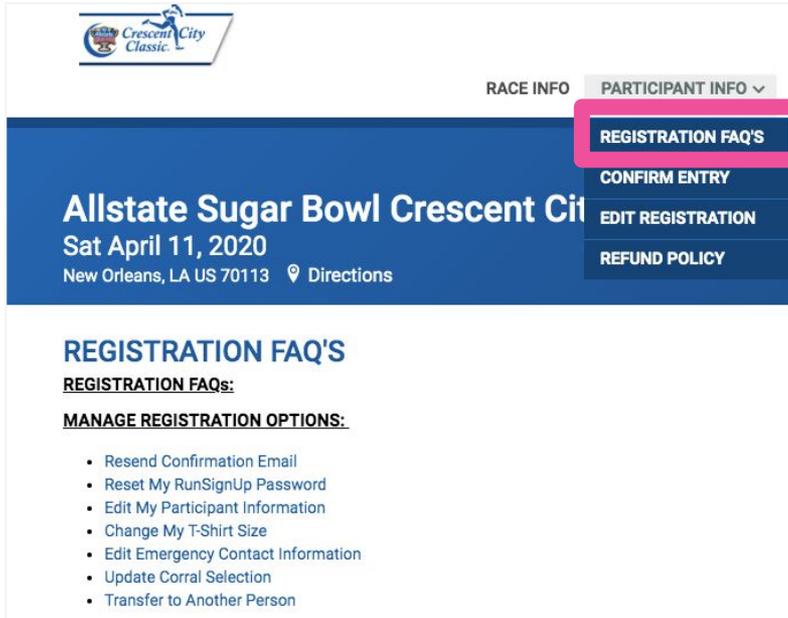


Expanded Menu

A screenshot of a configuration dashboard for the website. It has a white background and a light grey border. At the top, there are three tabs: 'Design & Layout' (highlighted in blue), 'Social Media', and 'Homepage Custom Content'. Below the tabs, there are several settings sections:

- Homepage Hero Image Layout:** Two radio button options: 'Default Layout (Event details overlay image)' and 'Alternative Layout (Event details displayed above and below image, no image gradient)'. The 'Alternative Layout' is selected.
- Header Color:** A row of six colored circles: orange, brown, black, yellow, grey, and dark grey. The orange circle is selected.
- Events Display:** Two radio button options: 'Grid' and 'List'. The 'Grid' option is selected.
- Footer:** Two radio button options: 'Show Race Logo' and 'Hide Race Logo'. The 'Show Race Logo' option is selected.
- Navigation:** A checkbox option: 'Always expand "More" menu on desktop.' The checkbox is checked.
- Race Name Display:** Three radio button options: 'Always show race name.', 'Hide the race name on mobile devices.', and 'Always hide the race name.'. The 'Always show race name.' option is selected.

Add an FAQ Tab





RACE INFO PARTICIPANT INFO ▾

REGISTRATION FAQ'S

CONFIRM ENTRY

EDIT REGISTRATION

REFUND POLICY

Allstate Sugar Bowl Crescent City

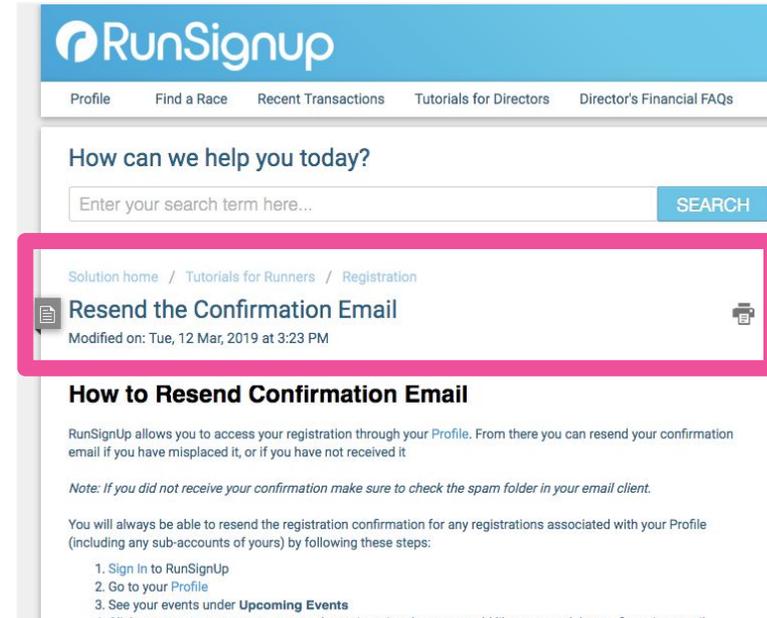
Sat April 11, 2020
New Orleans, LA US 70113 [Directions](#)

REGISTRATION FAQ'S

REGISTRATION FAQ'S:

MANAGE REGISTRATION OPTIONS:

- Resend Confirmation Email
- Reset My RunSignUp Password
- Edit My Participant Information
- Change My T-Shirt Size
- Edit Emergency Contact Information
- Update Corral Selection
- Transfer to Another Person





Profile Find a Race Recent Transactions Tutorials for Directors Director's Financial FAQs

How can we help you today?

Enter your search term here... [SEARCH](#)

[Solution home](#) / [Tutorials for Runners](#) / [Registration](#)

Resend the Confirmation Email

Modified on: Tue, 12 Mar, 2019 at 3:23 PM

How to Resend Confirmation Email

RunSignUp allows you to access your registration through your [Profile](#). From there you can resend your confirmation email if you have misplaced it, or if you have not received it

Note: If you did not receive your confirmation make sure to check the spam folder in your email client.

You will always be able to resend the registration confirmation for any registrations associated with your Profile (including any sub-accounts of yours) by following these steps:

1. Sign In to RunSignUp
2. Go to your Profile
3. See your events under **Upcoming Events**
4. Click on the event you want to resend the confirmation email for.

Event Tile Display Options

Choose Your Event *

5K

5k Run/Walk \$20.00

 Run a 5k to help save the whales!

1 Mile Walk

1 Mile Walk \$15.00

 Walk a mile to help save the whales!

5K

5k Run/Walk
\$20
9:00AM EDT
Registration Opens January 28, 2023 at 9:23am EST

Sign Up

1 Mile Walk

1 Mile Walk
\$15
9:00AM EDT
Registration Opens January 28, 2023 at 9:23am EST

Sign Up

Save the Whales Run
5k Run/Walk: Event Display Options Save Cancel

5k Run/Walk

You can customize the way the event tile displays for this event. There are event tiles on the website and also in the registration flow. Below are the different options for each.

Event Highlight

5K

If you want to highlight something about this event, you can enter it here.

Displayed in Registration

Event Image

 **Choose your image**
You can upload .png, .jpeg, .jpg, or .gif files.

This is shown under the event title during registration.

Existing Image

Remove Image



Displayed on the Website

Event Tile Background Image

 **Choose your image**
You can upload .png, .jpeg, .jpg, or .gif files.

Suggested image dimensions: 525x300 pixels

Existing Background Image

Remove Image



Event Tile Overlay Color

Event Details

Adding event details replaces any dynamically generated text for event details in the events table.

Event Registration Description

File	Edit	View	Insert	Format	Tools
Paragraph				B <i>I</i> <u>U</u>	 
← →  					
Run a 5k to help save the whales!					
<p>P</p> <p><small>This is shown under the event title during registration.</small></p>					

Save

R DASHBOARD LOCATION Race > Registration > Event Display Options



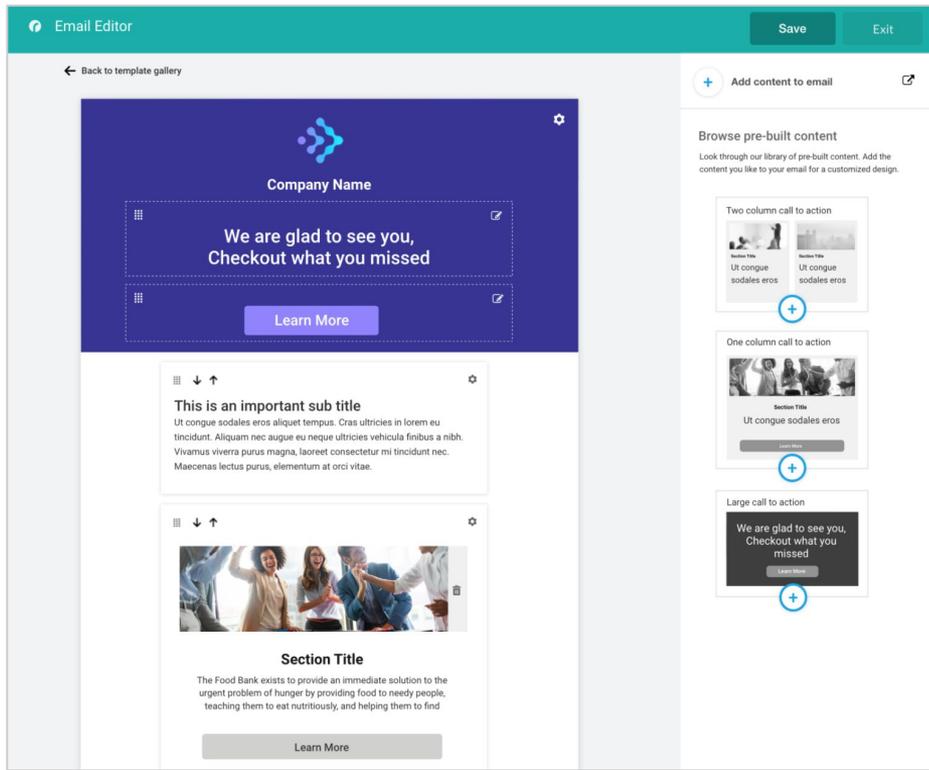
Email Builder

Promote and Communicate



Email V.2

- Unlimited emails
- Unlimited contacts
- Unlimited historical data
- System-generated event and custom contact lists
- Professional and beautiful emails with our Email Builder and templates
- Personalized emails with custom data replacement tags
- FREE



Default RunSignup Lists

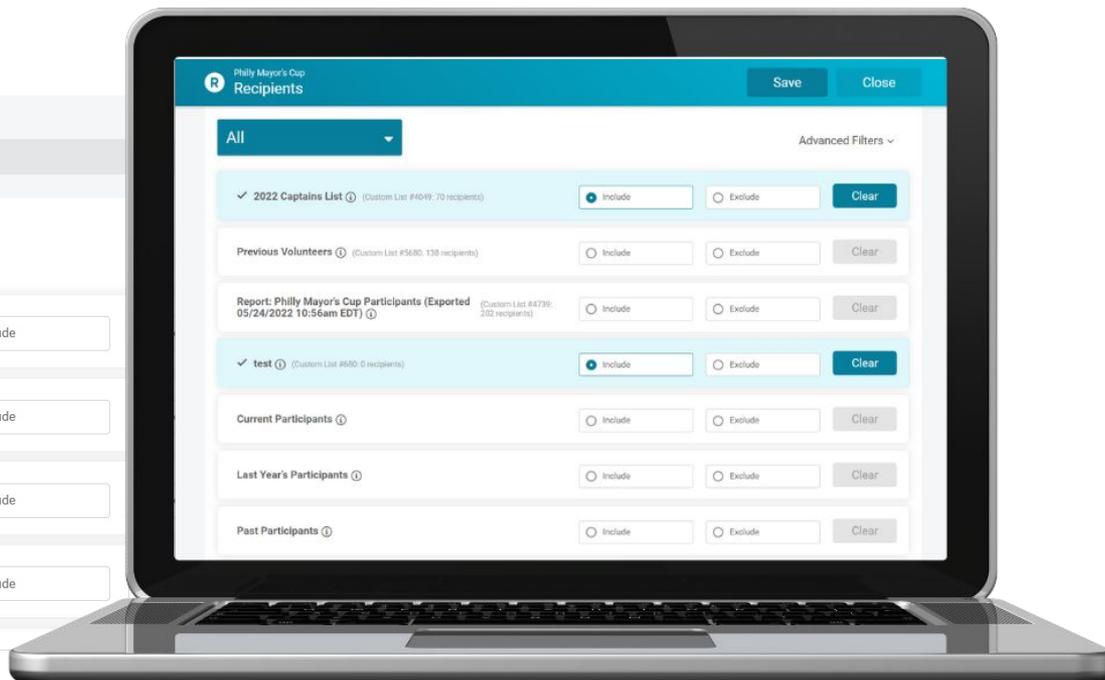
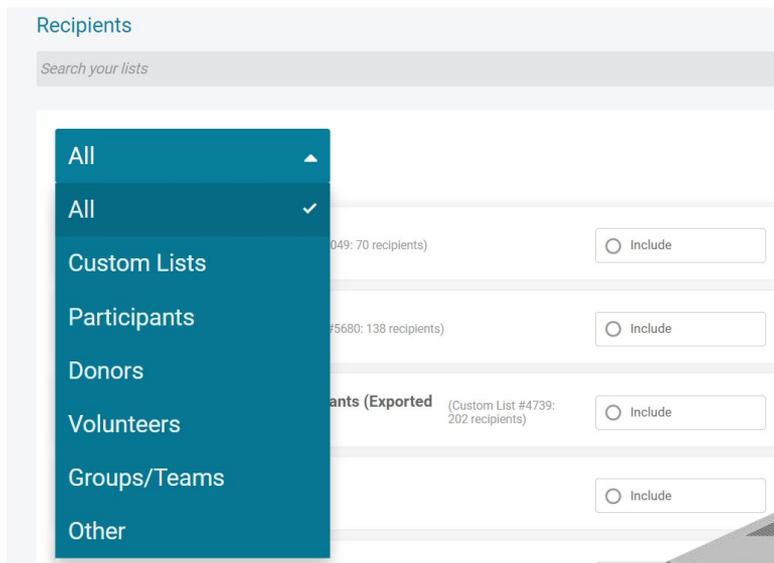
- All Current Participants
- Current Participants by Event (I.E., 5K, 10K, etc.)
- Past Participants by Year (I.E., All Participants 2021, All Participants 2019, etc.)
- Past Participants by Year and Event (I.E., 5K 2021 Participants)

Scott Coffee Moorestown Rotary 8K
Recipients Save Close

Current Participants ⓘ	<input type="radio"/> Include	<input type="radio"/> Exclude	Clear
Last Year's Participants ⓘ	<input type="radio"/> Include	<input type="radio"/> Exclude	Clear
Past Participants ⓘ	<input type="radio"/> Include	<input type="radio"/> Exclude	Clear
Donations: Since June 6, 2022 * ⓘ	<input type="radio"/> Include	<input type="radio"/> Exclude	Clear
All Volunteers ⓘ	<input type="radio"/> Include	<input type="radio"/> Exclude	Clear
Volunteers for Task: Running Store Bib Pickup ⓘ	<input type="radio"/> Include	<input type="radio"/> Exclude	Clear
Volunteers for Task: Saturday Morning Run Volunteer ⓘ	<input type="radio"/> Include	<input type="radio"/> Exclude	Clear
Groups/Teams ⓘ	<input type="radio"/> Include	<input type="radio"/> Exclude	Clear



Automated & Custom Email Lists



Manually Add Contacts

- Manually add any number of contacts
- Use an easily identifiable name for the custom list
- Create custom tags for *anything* you want to include, such as %Years_Participated% or %Lifetime_Donations%

The screenshot shows a form titled "Add Custom List". It has a label "Contact List Name *" above a text input field containing "Last Year Participants from RR". Below the input field is a blue button labeled "Create List".

The screenshot shows a web interface for "Support Utah National Parks Challenge" with the title "Last Year Participants from RR - Upload Contacts". It features a teal header with "Save" and "Cancel" buttons, and a "Help" icon. Below the header are two tabs: "Single Entry" (selected) and "CSV Upload". The "Add Contact" section includes three input fields: "E-mail Address *" (with "info@runsignup.com"), "First Name" (with "Ron"), and "Last Name" (with "Synup"). There is an "Advanced Options" dropdown and an "Add Contact" button. A "Back to List" button is located at the bottom right.

Using Replacement Tags

- Customize individual emails
- Name, Checkin QR code, bib number, fundraiser link, past donation amount...and **just about anything else you can think of!**
- Use our default tags or upload your own
- Default examples:
 %FIRST_NAME% , %BIB_NUMBER%,
 %REGISTRATION_ID_QRCODE%
- Create your own with a custom list:
 %2021_AMOUNT_RAISED%,
 %NUM_YEARS_PARTICIPATED%



Moorestown Turkey Trot

Ready to Run! - Your
 Instructions to CheckIn Fast on
 Saturday!

%FIRST_NAME%,

We are excited to have you join our race
 this weekend!

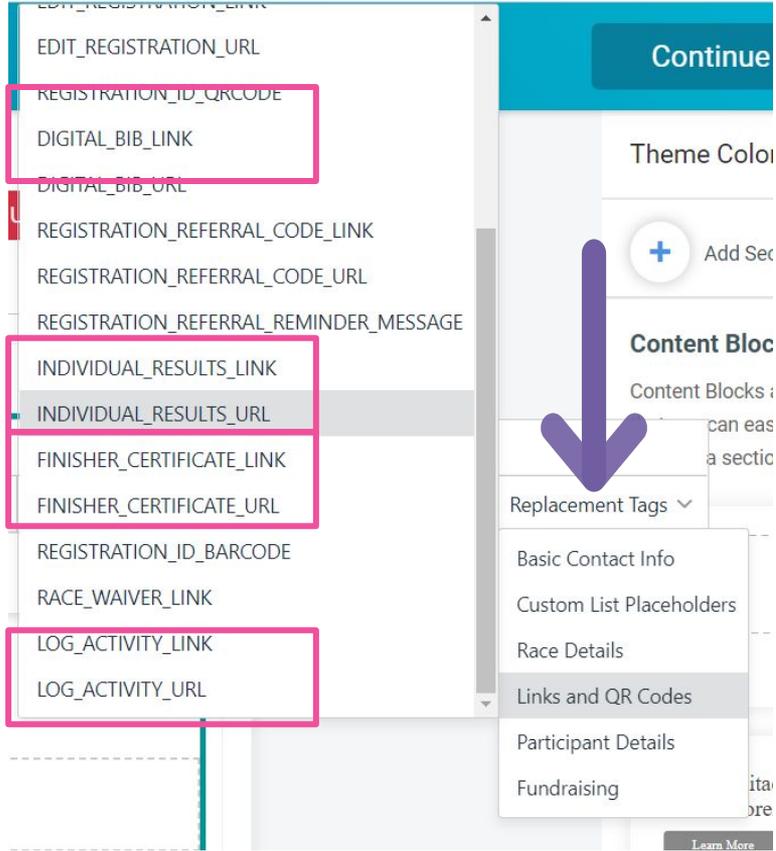
Please have this email on your phone or
 printed out to speed your checkin
 process.

**The key thing we need to speed
 checkin is your QR Code:**

%REGISTRATION_ID_QRCODE%

Also, here is the information we have for
 you. If see any changes that need to be

Email Replacement Tags



Types of Emails

Transactional Emails

- Emails sent because of a specific action
- I.E., pre-event details and post-event follow-ups

Marketing/Promotional Emails

- Promotion and engagement with customers
- I.E, promote your next event to current participants

Transactional E-mails

Transactional E-mails are E-mails you send because of a specific action a person did. An example would be a pre-event E-mail for check in.

From E-mail Address *	From Name *
<input type="text" value="noreply@runsignup.com"/>	<input type="text" value="My Favorite 5K"/>
Reply To E-mail Address *	Reply To Name *
<input type="text" value="johanna@runsignup.com"/>	<input type="text" value="My Favorite 5K"/>

Marketing/Promotional E-mails

Marketing/Promotional E-mails are used for promotion and engagement with your customers. For example, sending an E-mail to someone who previously donated to ask them to support you again this year is a marketing E-mail.

From E-mail Address *	From Name *
<input type="text" value="noreply@runsignup.com"/>	<input type="text" value="My Favorite 5K"/>
Reply To E-mail Address *	Reply To Name *
<input type="text" value="johanna@runsignup.com"/>	<input type="text" value="My Favorite 5K"/>

[Save Settings](#)

Default Placeholder Option

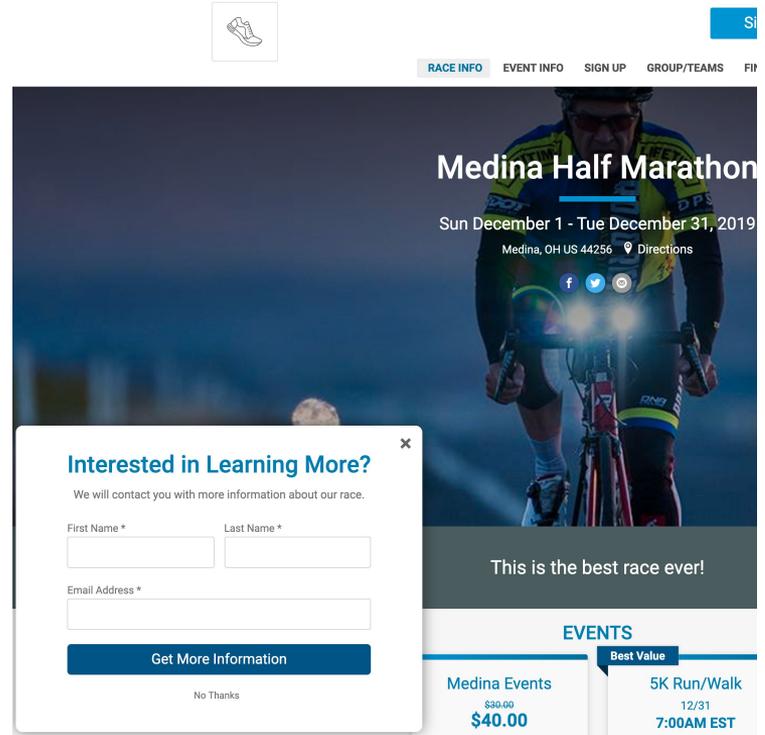
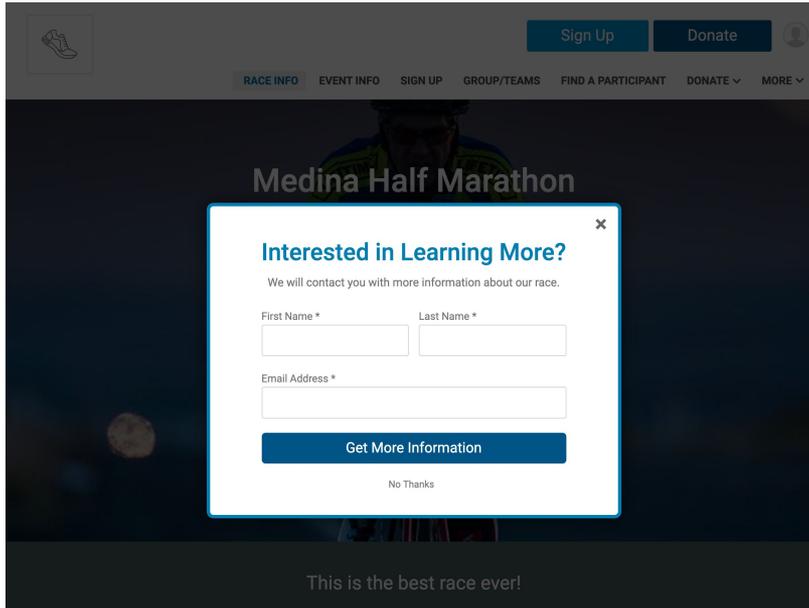
- You may not have a placeholder for every contact in your database. For example, you may have imported an email list where some emails have first name, and others do not.
- We offer a default placeholder field so those contacts don't receive emails with empty space

Default Placeholders

If a recipient does not have a value for a placeholder, you can specify the default value.

PLACEHOLDER	DEFAULT VALUE
FIRST_NAME	<input type="text" value="Friend"/>

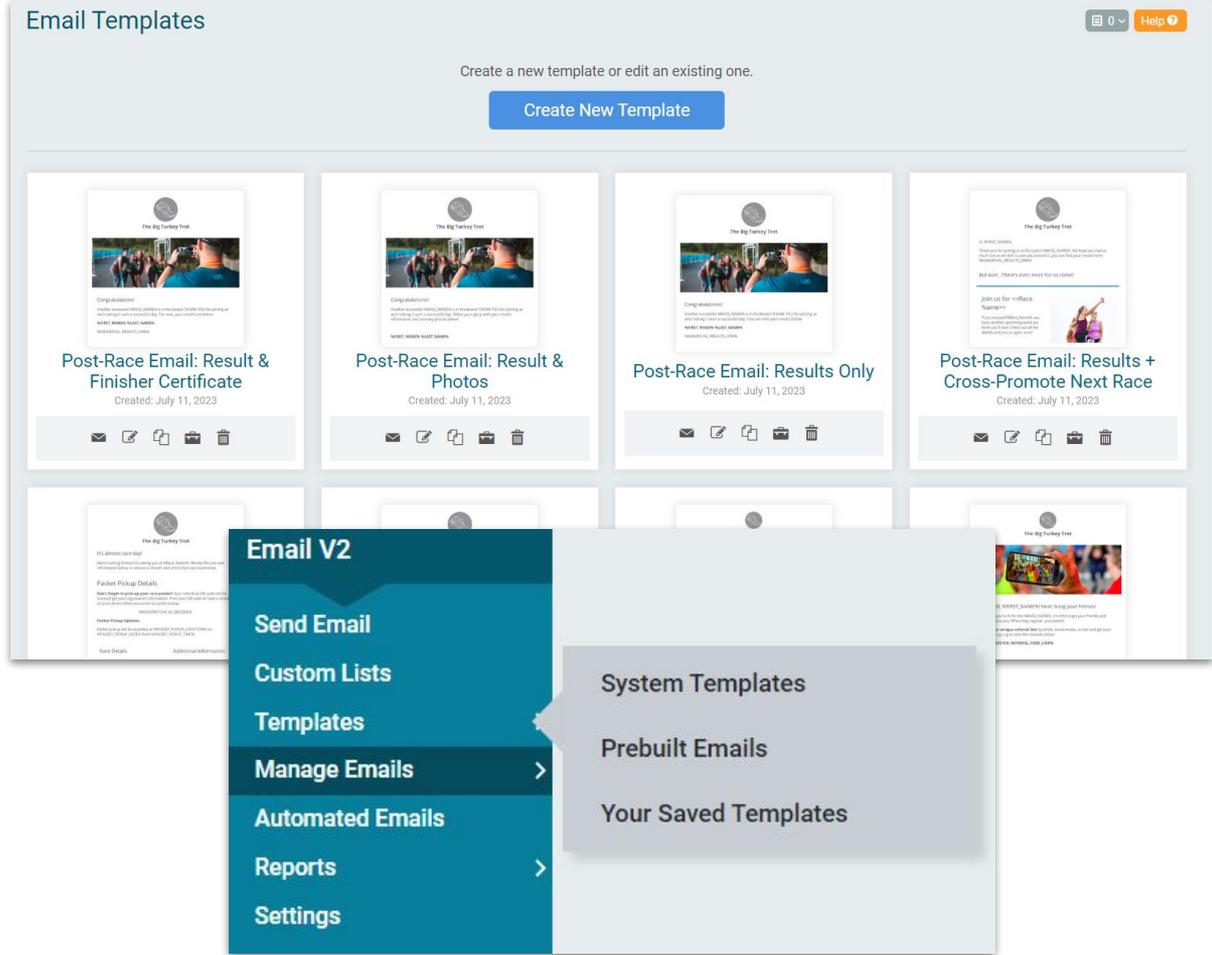
Email Capture Pop-Up



Customize length of time before popup displays

Save Templates

- Save templates for emails you regularly send
- Access saved templates from your dashboard to re-use.



Prebuilt Emails

- Make your event marketing & communications easier and faster.
- Purpose-built for events
- Event Templates with Content, Replacement Tags, Custom Content Reminders & Images
 - Marketing, Pre & Post Race, Donations & Fundraising
- Generic Templates with Layouts (Coming Soon!)
 - Newsletters, Announcements

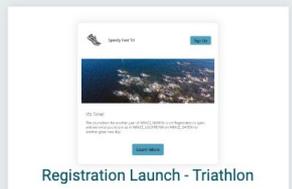
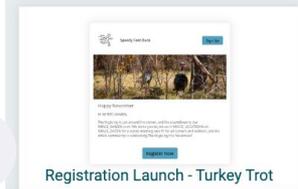
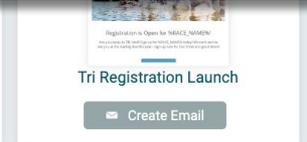
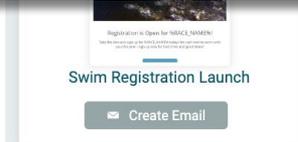
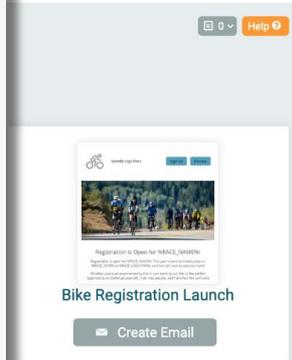
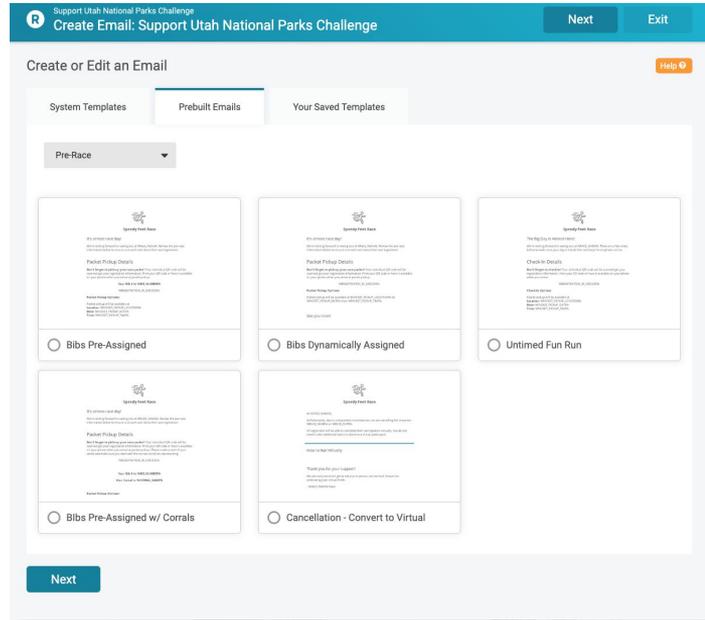
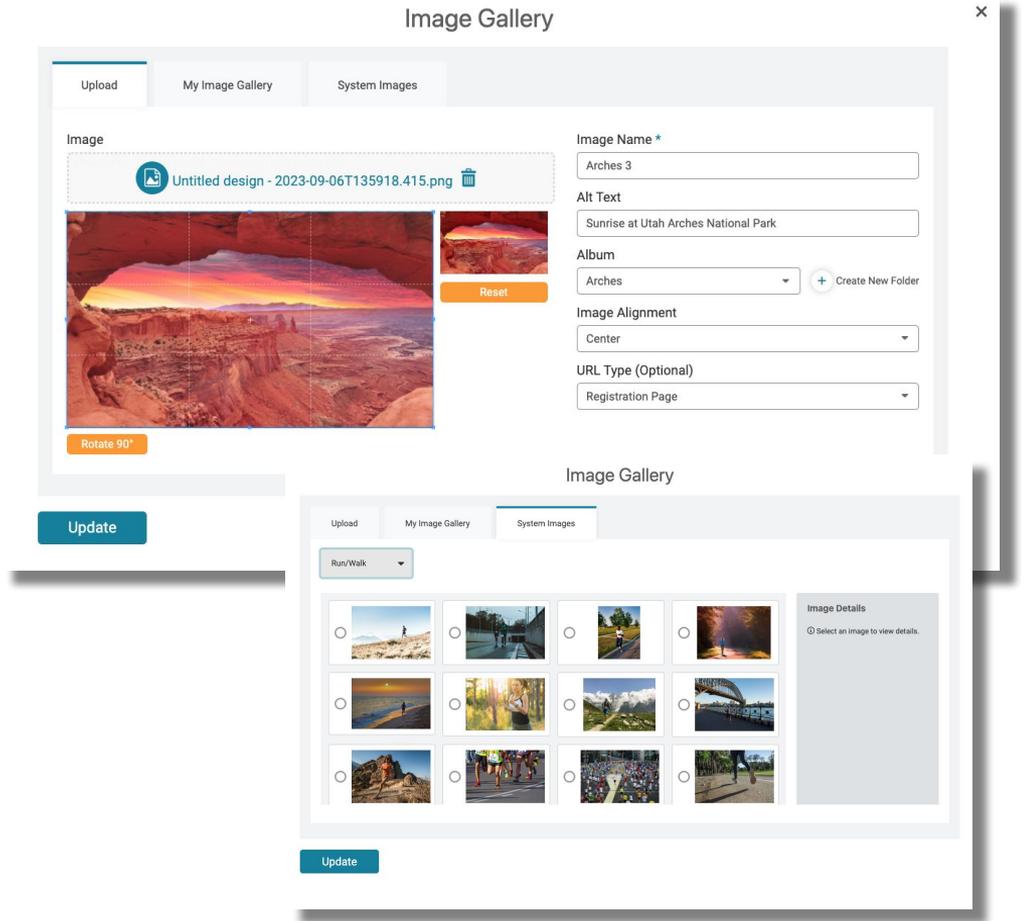


Image Gallery

- Use, manage, and organize Images across events
- Upload, add image details, and organize into folders
- Choose from previously uploaded images, system images, or upload new ones **across RunSignup and TicketSignup events**
- System Images across common categories for Endurance Events and Ticket Events





Thank You For Joining Us Today

For more information, visit us online at:

• runsignup.com •

