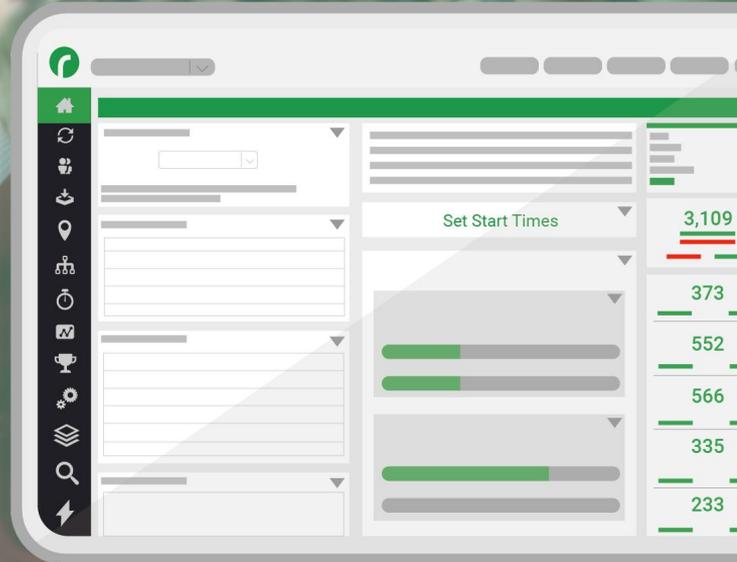




RaceDay Scoring Timer Refresher

Tips, Tricks & FAQ's

*Presented by Matt Avery
March 12th, 2024*





Today's Agenda

Tips, Tricks, and Frequently Asked Support Questions

- **Tips & Tricks**

- Cloud Backups/Race File Management
- Relative Time Filters (Min. Finish Time/Max Chip Start Time)
- Events to Sync
- Adjustments
- HTML Scroll Reports Auto-saves/Leaderboard Reports

- **FAQs**

- Why are reads not coming in?
- Why aren't results publishing?
- Why are Age Groups not showing at RSU?
- Why won't Participants/Teams Sync?





RaceDay Scoring Tips & Tricks

- Cloud Backups/Race File Management
- Relative Time Filters (Min. Finish Time/Max Chip Start Time)
- Events to Sync
- Adjustments
- HTML Scroll Reports
- Auto-saves/Leaderboard Reports



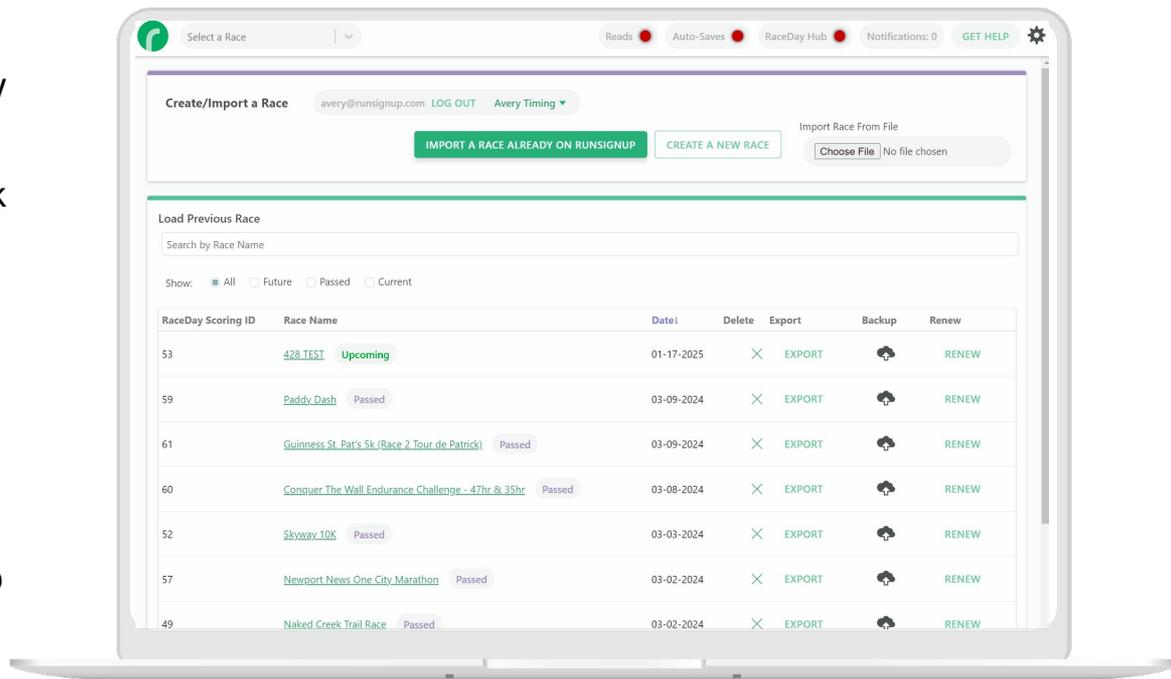
Cloud Backups

Manage your Scoring Files

The Cloud Backup system is the best way to ensure that you have access to all of your scoring files so that you aren't at risk of losing them if your computer crashes.

In addition, they can be used as a way to remotely deploy changes to the scoring setup of an ongoing Race by backing up, restoring on another computer, then backing up the fix and restoring the setup onto the timing computer.

Always backup your Races!



Relative Time Filters

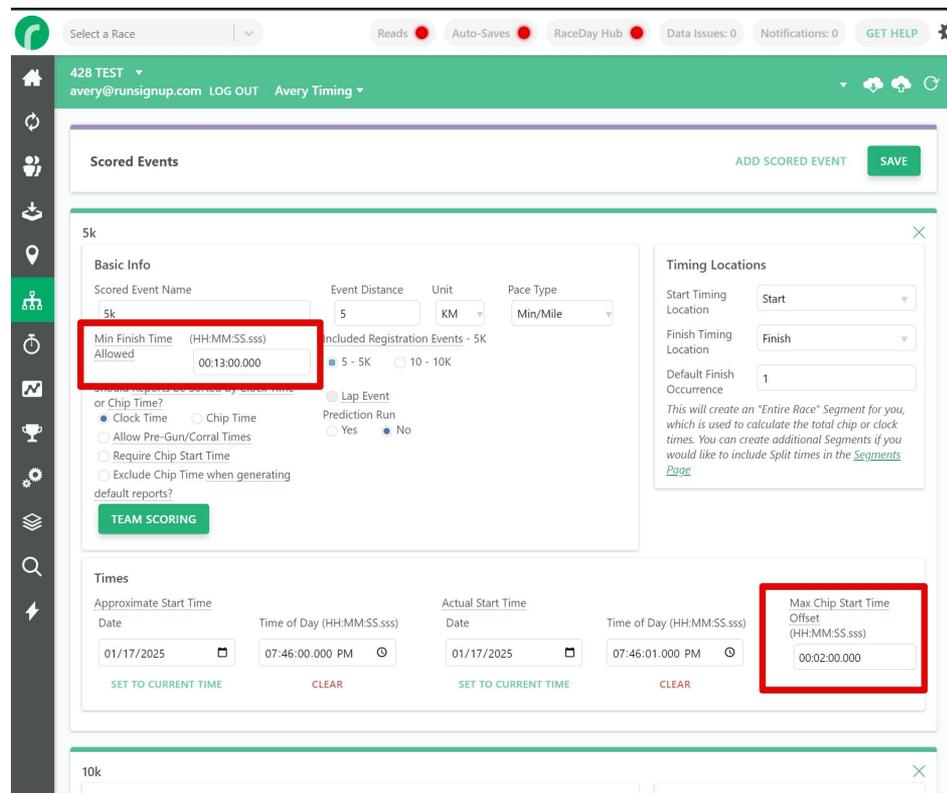
Min Finish Time/Max Chip Start Time Offset

If you are timing races where you are sharing a location across multiple events that start or finish at different times, you may want to consider using these new features.

Before this, you would have to create multiple Timing Locations specific to each Event so you can filter by Time of Day.

Min Finish Time - What's the fastest time you expect for this Race? Anything less than that time will be ignored. 13 minutes for a 5k, for example.

Max Chip Start Time Offset - How long after the gun goes off do you want to keep considering Chip Starts for? Anything outside of this window is ignored. This works with Corral start times as well. Typically set to a few minutes.



Relative Time Filters

Min Finish Time/Max Chip Start Time Offset

Why is this better than using multiple Timing Locations?

- Less setup.
- You don't have to figure out what time of day you expect people to cross locations.
- If start times change, you don't have to change your time of day filters to accommodate.
- Raw Reads view is cleaner, as we don't show multiple instances of each read per timing location as we do when using a single Stream in multiple Locations.



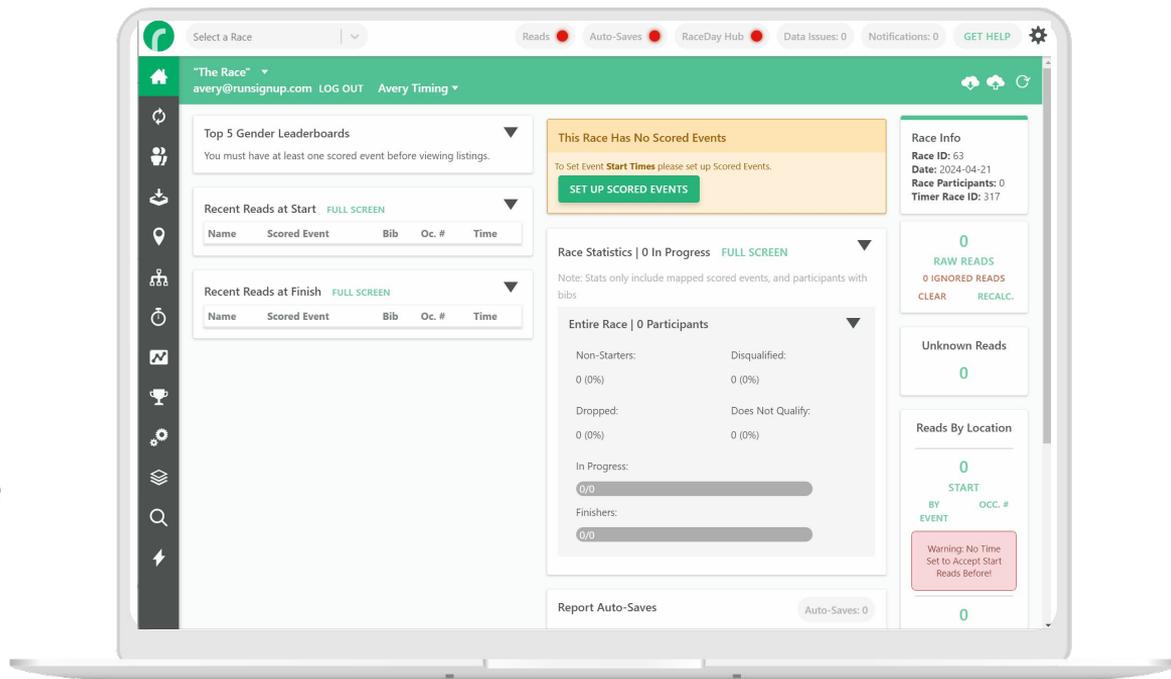
Events to Sync

Clean up your Scoring File

Many Races have Registration Events that you don't need to score, like Virtual Events or Supporter Events.

This can cause your database and scoring file to feel cluttered. You can use the Events to Sync feature in the Sync Settings area to remove any number of Registration Events from this Scoring File so the Participants and Registration Events will not be shown in the app at all.

This is also useful for Series Races that are set up as a single Race with an Event for each day of the Race.



Adjustments

Corrections on an individual basis

Allow Pre-Gun Reads - Useful if you have a couple of people that started before the gun went off and still want their chip start time to be accepted.

Read Cutoff Time - Useful for “Last Man Standing” Lap Races where you need to force the system to stop considering reads for a participant after they’ve dropped.

Time/Distance Adjustments - Useful if you need to add/subtract time for standard races, and distance and/or time for Lap races.

And if all else fails, you can edit Raw Reads for a Participant using the View Raw Reads shortcut on their Results table or click a bib number link anywhere.

The screenshot shows the RunSignup interface for a participant named David Marroquin. The 'Adjustments' section is highlighted with a red box and contains the following options:

- Allow pre-gun reads
- Read Cutoff Time: 01/17/2025 (Date) and --:--:-- (Time of Day)
- Buttons: SET TO CURRENT TIME, CLEAR, ADD ADJUSTMENT

The 'Results' section is also visible, with a red arrow pointing to the 'VIEW RAW READS' link. Below it, there are several tables of race data:

Timing Location Reads		
Location	Occurrence	Timestamp
Start	1	2025-01-17 19:46:34.617
Finish	1	2025-01-17 20:19:19.902

Segment Times		
Segment	Segment Time	Cumulative Time
5k Entire Race By Clock	33:18.90	33:18.90

Listing Placements	
Listing	Place
5k: Overall Results By Clock	176
5k: Male 1 - 19 By Clock	43
5k: Male 1 - 19 Placements Excluding Top Finishers By Clock	42
5k: Male Results By Clock	117
5k: Overall Results By Clock	436
5k: Male 1 - 19 By Clock	90
5k: Male 1 - 19 Placements Excluding Top Finishers By Clock	88
5k: Male Results By Clock	180
5k: Overall Results By Clock	176
5k: Male Results By Clock	117

Adjustments

Corrections on an individual basis

4 Raw Reads
Filtered [VIEW ALL](#)

First Name Last Name Team Name Scored Events

Chip Bib Timing Location Unused Reason Streams Filters

Used Locked Ignored

[EXPORT TO CSV](#) [AMBIGUOUS TIMES](#)

Add Raw Reads

*Values in italics come from the participant/group record.

Name	Bib	Read Bib	Read Chip	Date	Time	24 Hour Time	Used	Reason	Location	Other	Locked	Ignored	Active	Edit
David Marroquin	3523	<i>3523</i>	<i>3523</i>	01/17/2025	7:46:30.05 PM	19:46:30.05	No	Later start read used.	SF	Device: MyLaps File	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
David Marroquin	3523	<i>3523</i>	<i>3523</i>	01/17/2025	7:46:34.61 PM	19:46:34.61	Yes		SF	Device: MyLaps File	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
David Marroquin	3523	<i>3523</i>	<i>3523</i>	01/17/2025	8:19:19.90 PM	20:19:19.90	Yes		SF	Device: MyLaps File	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
David Marroquin	3523	<i>3523</i>	<i>3523</i>	01/17/2025	8:19:21.55 PM	20:19:21.55	No	Occurrence not defined.	SF	Device: MyLaps File	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

< 1 of 1 >

Edit Raw Read: David Marroquin

Bib: 3523

Timestamp

Date Time of Day (HH:MM:SS.sss)

[SET TO CURRENT TIME](#) [CLEAR](#)

Locked Reason

Bib

Chip

Lock Scored Read Don't overwrite this raw read when new data comes from Stream.

[UPDATE READ](#) [CANCEL](#)

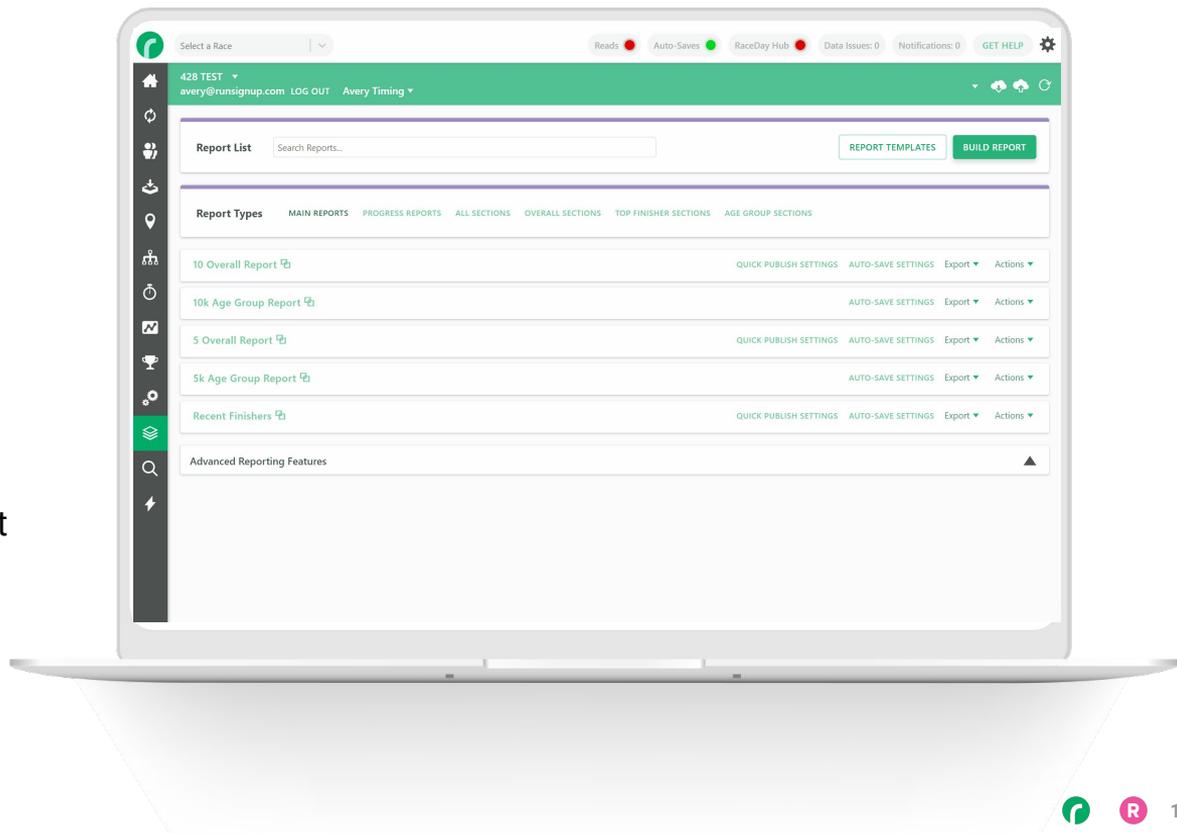
Date	Time	24 Hour Time	Used	Reason	Location	Other
01/17/2025	7:46:30.05 PM	19:46:30.05	No	Later start read used.	SF	Device

Auto-Saving HTML Scroll Reports

Custom Scrolling Leaderboards

RaceDay Scoring can create scrolling HTML files that are updated automatically as results are coming in which can be used for live leaderboard displays that scroll through results.

You can customize Reports to show any data you like, and even change the sort order if you want to show the most recent passings at a given location instead of a scrolling list of finishers, for example.



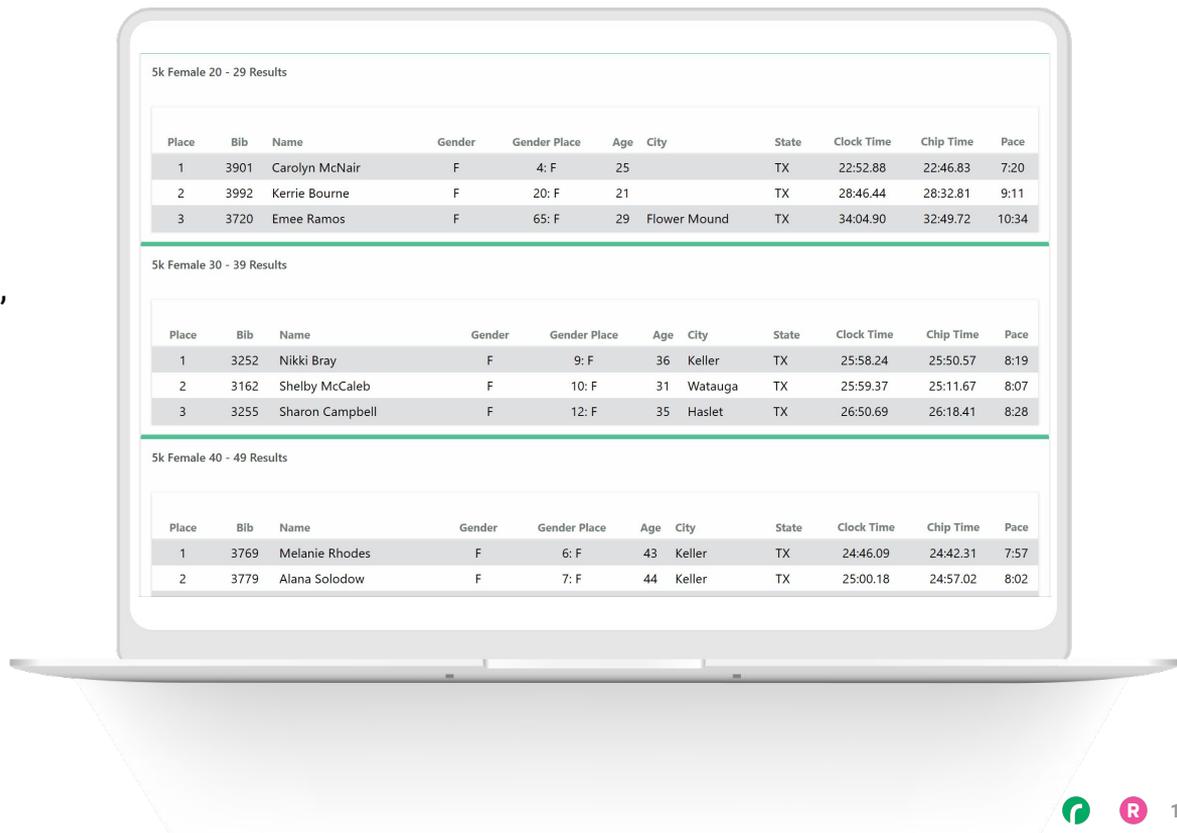
Auto-Saving HTML Scroll Reports

Custom Scrolling Leaderboards

HTML files are nice because they can be displayed in any browser on any device.

This means you could set up your target folder to sync to Dropbox or Google Drive, then display the leaderboard file on any computer that's syncing to those services, even a tablet.

Most large leaderboard displays can be hooked up to a computer as if it was an external display, so it's as simple as duplicating your display to the second monitor to have an entirely custom big screen leaderboard for your events.





RaceDay Scoring FAQ's and Troubleshooting

- Why are reads not coming in?
- Why aren't results publishing?
- Why won't Participants/Teams Sync?
- Why are Age Groups not showing at RSU?



Why aren't reads coming in?

If you have no Raw Reads at all

- Check that the "Reads" indicator is green
- Ensure that your middleware is playing data through to RaceDay Scoring/the file that your Streams are looking at.
- Check the Notifications Tab for any errors.
 - Sometimes the wrong Point/Location name is used for certain chip system types.
- Stop/start connector
- Move file out of and back into folder if file streaming
- Check Firewall software to ensure that you are not blocking RaceDay scoring or RSUConnector.exe.



Why aren't reads coming in?

You have Raw Reads but they're ignored

- Click the Raw Reads > Ignored Reason toggle to see why the majority of reads are being ignored.
 - **Unknown Bib/Chip** - you may not have a complete Bib/Chip XRef file.
 - **Filtered by Time** - Check your Timing Location filters.
 - **Before Min. Allowed Finish Time** - Check Min. Finish Time

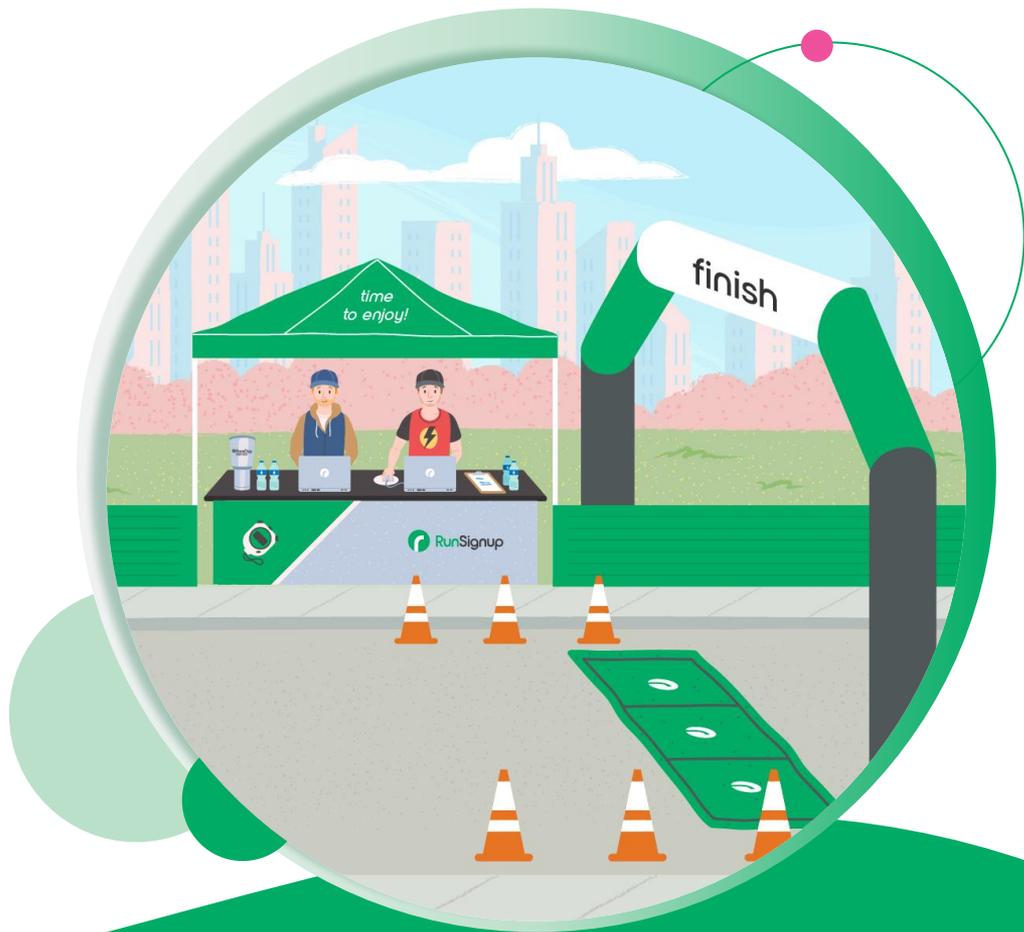
All start times, no finish times

- Check that you have a "Consider Start Times Until" set or a Max Chip Start Time Offset set.
- Check that your finish occurrence is correct in Scored Events.



Why aren't results at RunSignup?

- Make sure Auto-saves are set up and that the indicator is green.
- Check RunSignup Results to see if there are multiple Result Sets for this event. You may be publishing to one but there is another one out there that has no results and is showing up first. In RDS click Race Name in green toolbar > "Manage Result Sets" and delete the unneeded result Set.
- Check Notifications tab for sync errors.
 - RunSignup will not allow result publishing for duplicated participants!



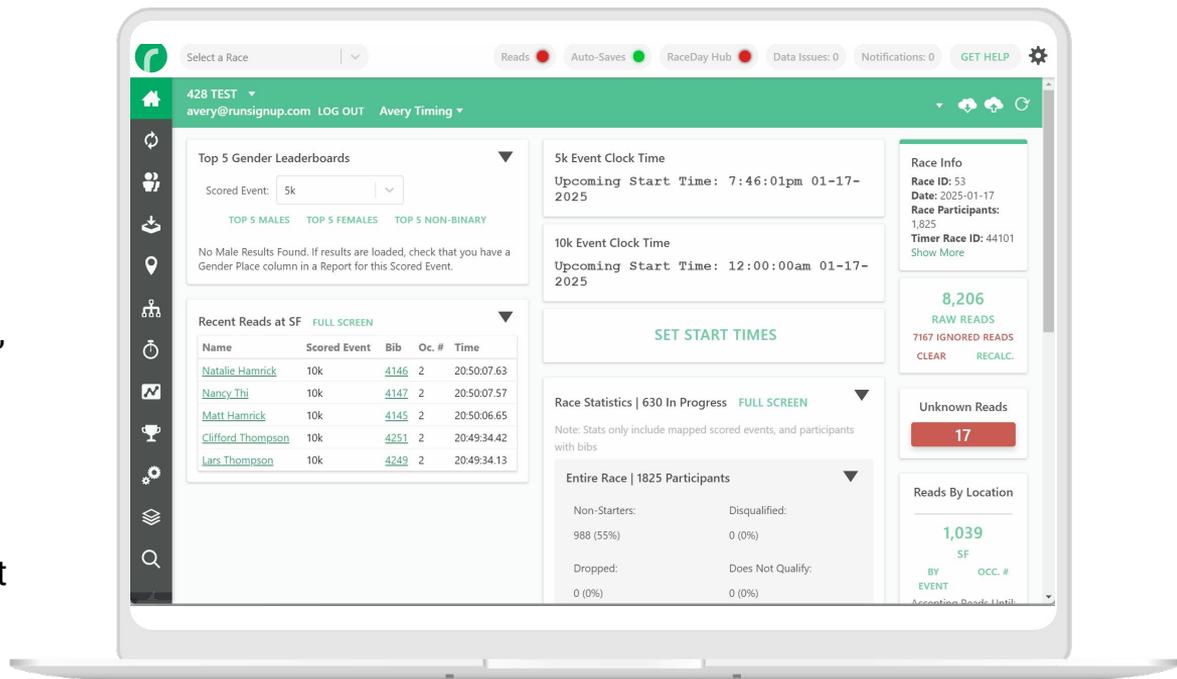
Why aren't Participants/Teams Syncing?

Items "Stuck" in Pending Sync Queue

This means that there is some invalid change that RunSignup will not accept.

First check the Sync Settings > Pending Sync Queue to see if there are any "stuck" changes here.

If there are any stuck changes, delete them and save sync settings to see if that corrects the issue.

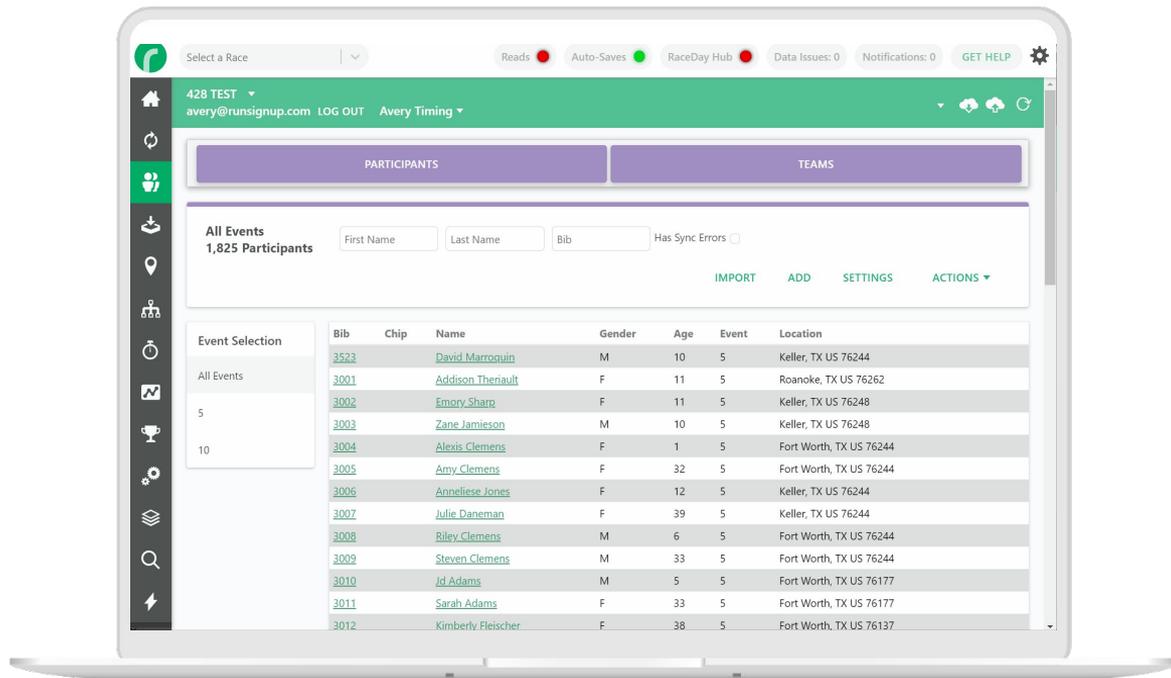


Why aren't Participants/Teams Syncing?

It also may be that you have duplicated participants. This can happen if you add participants while offline, then the actual data comes down from RunSignup.

RunSignup will not allow duplicate results, so it will reject the result from being pushed for that participant.

Go to Participants > Merge Duplicate Participants to merge together duplicates, selecting the data to keep from each record.

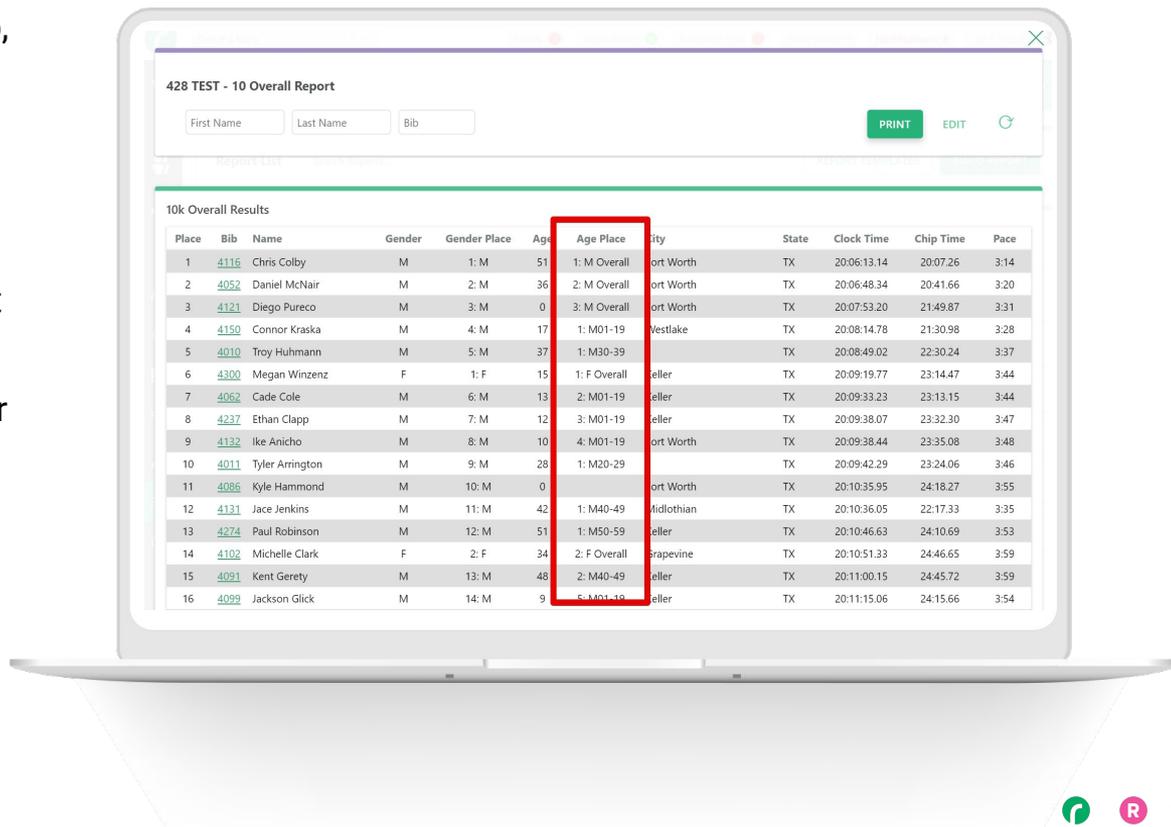


Why are there no Age Groups at RunSignup?

When a Report is published to RunSignup, we use the “Age Place” column to generate the Age Group Divisions at RunSignup.

If this column is not present in the Report that is set up to auto-save to RunSignup Results, we will not create Age Groups for that Event.

Edit the Report, and ensure that the Age Place field is included, then save the Auto-Save Settings.



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Thank You For Joining Us Today

Any questions?



Questions

- **Is there a way to create a randomized list of participants....to be used as a door prize list? We use these often.**
 - Yes - there's a "Random" sort option you can add to reports. You can use this and a filter to show only one participant to generate a random participant.
- **Are most people sorting results by gun time or chip time in Scored Events?**
 - Varies by region.
- **What is the most common setup when start and finish are in the same location? With MyLaps.**
 - Separate Locations (START and FINISH) in MyLaps and separate streams in RDS or One START/FINISH in Mylaps and ONE Stream in RDS?
 - Common start/finish.
- **If you are using a gun start only, do you still need to set up a START stream?**
 - No.