RaceDay Scoring **Timer Refresher** Tips, Tricks & FAQ's

Presented by Matt Avery March 12th, 2024



RaceDay
RunSignup

••• 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

- $\circ \qquad \text{Why are reads not coming in?}$
- Why aren't results publishing?
- Why are Age Groups not showing at RSU?
- Why won't Participants/Teams Sync?

RaceDay RunSignup

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



••• Tips & Tricks 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!

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RaceDay Scoring ID	Race Name	Date:	Delete Export	Backup	Renew
53	428 TEST Upcoming	01-17-2025	× EXPORT	•	RENEW
59	Paddy Dash Passed	03-09-2024	× export	•	RENEW
61	Guinness St. Pat's 5k (Race 2 Tour de Patrick) Passed	03-09-2024	× export	٠	RENEW
60	Conquer The Wall Endurance Challenge - 47hr & 35hr Passed	03-08-2024	× export	•	RENEW
	Skyway_10K Passed	03-03-2024	× export	•	RENEW
52			× EXPORT	•	RENEW
52	Newport News One City Marathon Passed	03-02-2024			

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.



••• Tips & Tricks 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.



Adjustments

Corrections on an individual basis

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Tips & Tricks

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.

c Female	20 - 29 Re	sults									
Place	Bib	Name	Gender	Gender Place	Age	City		State	Clock Time	Chip Time	Pace
1	3901	Carolyn McNair	F	4: F	25			ТХ	22:52.88	22:46.83	7:20
2	3992	Kerrie Bourne	F	20: F	21			тх	28:46.44	28:32.81	9:11
3	3720	Emee Ramos	F	65: F	29	Flowe	r Mound	тх	34:04.90	32:49.72	10:34
Place	Bib	Name	Gender	Gender Plac	e	Age	City	State	Clock Time	Chip Time	Pace
Place	Bib	Name	Gender	Gender Plac	ce	Age	City	State	Clock Time	Chip Time	Pace
1	3252	Nikki Bray	F	9: F		36	Keller	IX	25:58.24	25:50.57	8:19
2	3162	Shelby McCaleb	F	10: F		31	Watauga	TX	25:59.37	25:11.67	8:07
3	3255	Sharon Campbell	F	12: F		35	Haslet	ТХ	26:50.69	26:18.41	8:28
k Female	40 - 49 Re	sults	Candar	Card an Dirac			24	64-44	Clark Time	Chin Time	Deere
Place	BID	Name	Gender	Gender Place	,	Age C	ity	State	Clock Time	Chip Time	Pace
1	3769	Melanie Rhodes	F	6: F		43 K	eller	TX	24:46.09	24:42.31	7:57
	3779	Alana Solodow	F	7: F	_	44 K	eller	ТХ	25:00.18	24:57.02	8:02
2											
2											

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.



• • • FAQ & Troubleshooting

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!



FAQ & Troubleshooting

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?

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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.

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All Events	3001	Addison Theriault	F	11	5	Roanoke, TX l	JS 76262	
5	3002	Emory Sharp	F	11	5	Keller, TX US 7	76248	
5	3003	Zane Jamieson	М	10	5	Keller, TX US 7	76248	
10	<u>3004</u>	Alexis Clemens	F	1	5	Fort Worth, T)	(US 76244	
	3005	Amy Clemens	F	32	5	Fort Worth, T)	(US 76244	
	3006	Anneliese Jones	F	12	5	Keller, TX US	76244	
	3007	Julie Daneman	F	39	5	Keller, TX US	76244	
	3008	Riley Clemens	М	6	5	Fort Worth, T)	(US 76244	
	3009	Steven Clemens	М	33	5	Fort Worth, T)	(US 76244	
	3010	Jd Adams	M	5	5	Fort Worth, T)	(US 76177	
	5010							

• • • FAQ & Troubleshooting

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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1	<u>4116</u>	Chris Colby	М	1: M	51	1: M Overall	ort Worth	TX	20:06:13.14	20:07.26	3:14
2	<u>4052</u>	Daniel McNair	М	2: M	36	2: M Overall	ort Worth	TX	20:06:48.34	20:41.66	3:20
3	<u>4121</u>	Diego Pureco	М	3: M	0	3: M Overall	ort Worth	TX	20:07:53.20	21:49.87	3:31
4	4150	Connor Kraska	М	4: M	17	1: M01-19	Vestlake	TX	20:08:14.78	21:30.98	3:28
5	<u>4010</u>	Troy Huhmann	М	5: M	37	1: M30-39		TX	20:08:49.02	22:30.24	3:37
6	4300	Megan Winzenz	F	1: F	15	1: F Overall	eller	TX	20:09:19.77	23:14.47	3:44
7	4062	Cade Cole	М	6: M	13	2: M01-19	leller	TX	20:09:33.23	23:13.15	3:44
8	4237	Ethan Clapp	М	7: M	12	3: M01-19	leller	TX	20:09:38.07	23:32.30	3:47
9	4132	Ike Anicho	М	8: M	10	4: M01-19	ort Worth	TX	20:09:38.44	23:35.08	3:48
10	4011	Tyler Arrington	М	9: M	28	1: M20-29		TX	20:09:42.29	23:24.06	3:46
11	4086	Kyle Hammond	М	10: M	0		ort Worth	TX	20:10:35.95	24:18.27	3:55
12	<u>4131</u>	Jace Jenkins	М	11: M	42	1: M40-49	/lidlothian	TX	20:10:36.05	22:17.33	3:35
13	4274	Paul Robinson	М	12: M	51	1: M50-59	leller	TX	20:10:46.63	24:10.69	3:53
14	4102	Michelle Clark	F	2: F	34	2: F Overall	arapevine	TX	20:10:51.33	24:46.65	3:59
15	4091	Kent Gerety	М	13: M	48	2: M40-49	leller	TX	20:11:00.15	24:45.72	3:59
16	4099	Jackson Glick	М	14: M	9	5- M01-19	teller	TX	20:11:15.06	24:15.66	3:54

Thank You For Joining Us Today

Any questions?

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RaceDay
RunSignup

••• Section Title Goes Here

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.