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# New Timer Onboarding

Presenter: Soren Larson



# New Timer Training Sessions

## What it is and what it isn't

### **Intended For:**

New supportive staff that established timers have hired. May be helping to time events or offer other types of services.

### **Content:**

Will provide a basic introduction to the race and timing industry and technology available at RunSignup.

### **Will Help:**

The first step in onboarding new employees who are new to RunSignup.

### **Not Intended For:**

Existing, experienced timers.

### **Not Designed To:**

Teach people how to be a timer.

### **Scope of Assistance:**

RunSignup's staff is a resource for timers for help with its RaceDay products. General technology questions, computer support, and hardware specific questions will need to be answered by other resources.



# Today's Agenda

*RunSignup New Timer Onboarding*

- General Intro to Timing Industry
- Terms: Industry & RunSignup
- RaceDay Real-Time Products
- RunSignup Timer Account & Timer Dashboard
- RunSignup Timer Onboarding Resources



Race  
**START**  
Line

Race  
**COURSE**  
Route

Race  
**FINISH**  
Line

# Event Components

## Timer's Role Varies for Each

- **START:**
  - Central location for participants to officially begin the course.
  - Some races have timing equipment at start, others may not.
- **COURSE:**
  - Officially measured and marked and published for participants.
  - Volunteers or police may be on course to help guide participants and deter traffic.
  - Along the course:
    - Water stops and entertainment
    - Splits: timing equipment
- **FINISH:**
  - Official location for participants to complete the course.
  - Most events will have timing equipment at finish.

# Why Are Events Timed?

- Participants compete with others or to accomplish personal completion goals. From just finishing the course or achieving a personal record (called PR).
- Timing provides a method to provide participants an official finish time to gauge their performance.
- Many events offer financial or other types of awards for top finishers.
- Official, accurate timing is very important for most events.
- Qualifying times for certain events, local/national/international records, and spectator and participant experiences rely on timing data being managed.

# What is a Timer?

- Typically provides a variety of services for event organizers with the core service being timing.
- Other services provided may include course route certification, start and finish equipment, barricades, on-site support, race promotional items like shirts, marketing services, etc.
- Timers provide the finish data, review and confirm validity of data, make adjustments to data, and raise concerns for any potential invalid performance.
- Some timers also own their own events.
- **Key service is problem solver for participants!**

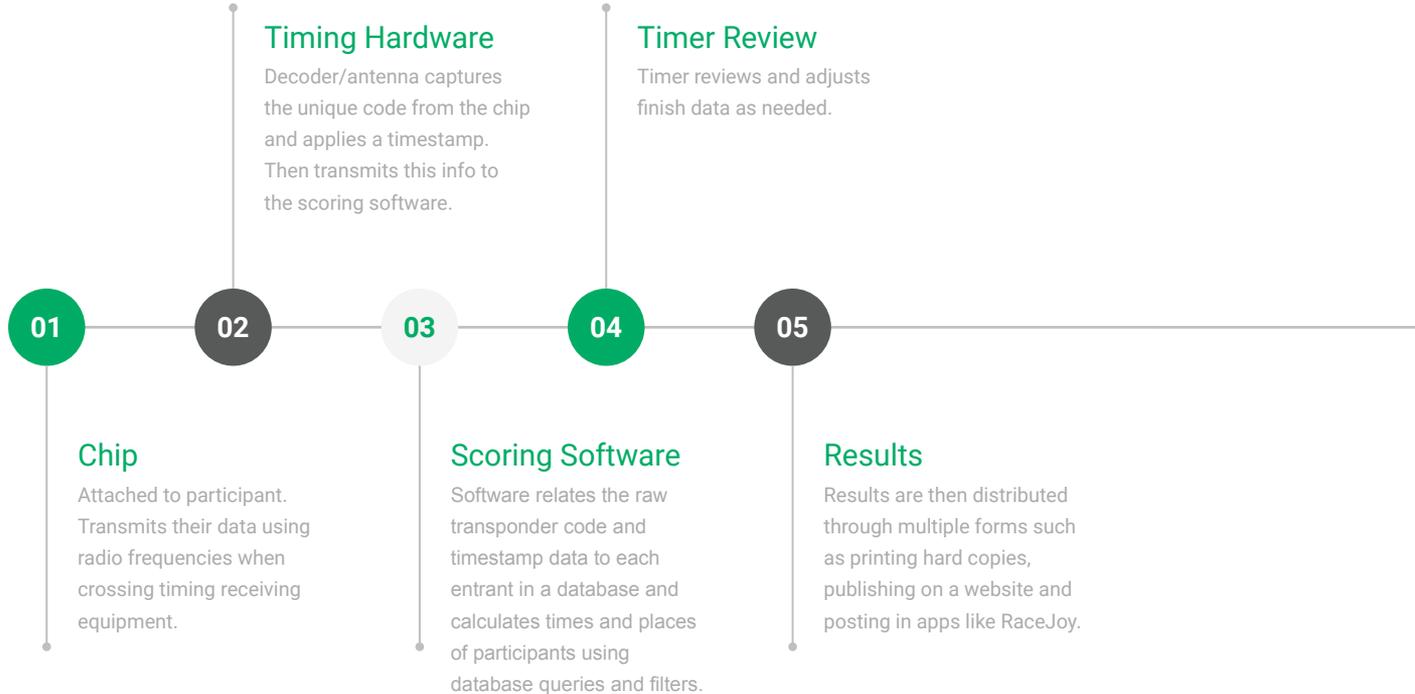
Timers are viewed as a technology expert by events.



# Scoring Technology Introduction

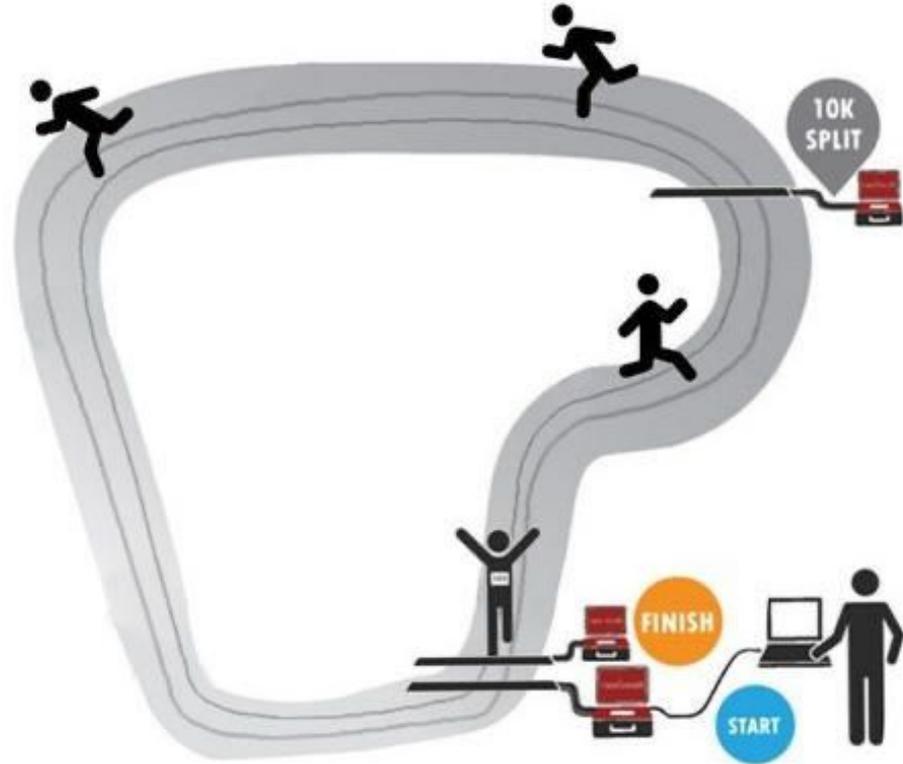


# Chip Timing Process



# Event Timing

As the participant's chip transponder crosses timing receivers, the data is received and transmitted to the scoring software.



# Chip (transponder)

## The first steps in chip timing

- Bib with RFID tag is worn by participant. Transmits a unique code as the participant crosses timing equipment on the course.
- Bib numbers MUST be assigned to participants in order to score an event.
- Timers need ensure that bib numbers are being assigned and assigned correctly to line up to how the event is being scored.
- Each race has their own bib assignment strategy. For example, some will have the same starting number for relays like in the 9000 series to help manage things on race day.
- Some types of chips are worn on ankle straps or in the participant's shoelaces, making it even more important that everyone is on the same page for how chips and bib numbers are paired.



# Timing Hardware

Several Known Providers

MYLAPS

RFID

IPICO

ChronoTrack

RACE RESULT

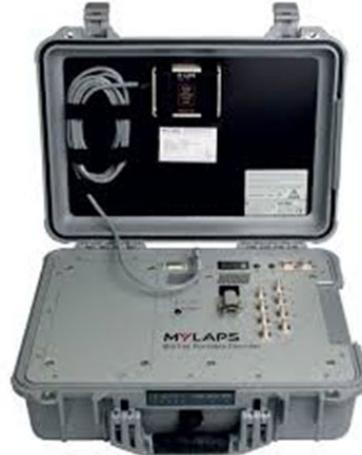
Trident

FinishLynx

Jaguar

J-Chip

Winning Time



# Scoring Software



RaceDay Scoring  
The Race Director  
RunScore  
ChronoTrack  
RACE RESULT  
MYLAPS  
AGEE Race Timing  
Meetpro  
RM Timing  
Direct Athletics  
Finish Links  
Active Timing  
HyTeck  
MeetPro  
MileSplit Live  
Race Tec  
Custom

# Race Results

## Official Results Publishing

- Each timer or event will use different ways to distribute results.
  - Results web page
  - Email
  - Text
  - Event kiosk
  - Printouts
  - In-app like RaceJoy
- Timers setup the results publishing and are responsible for making sure results are published in a timely manner.





# Timer & RunSignup Terminology



# Industry Terms Defined



- **Bandit:** Athlete who did not register/pay/sign waiver for the event who is on course (synonyms: thief)
- **Bib Number:** Number assigned to athlete which is visible during event to
- **Chip:** Small reusable or disposable device that has a unique RFID code that that can be time stamped and stored by a decoder
- **Splits:** Intermediate timing points on course (not start or finish unless a loop course)
- **Reads:** Time stamped RFID code that is stored on a decoder and then exported into timing software for scoring, happens when a chip crosses by a mat or antenna
- **Miss:** When a read should occur but does not. Blocked signal, lost chip, other issue
- **Decoders:** Time synced computer which powers mat/antenna/loop and stores time stamped RFID data
- **PR:** Personal Record - individual athlete's fastest time over a course or for a specific distance
- **RFID:** Radio-Frequency Identification, process in which most chip timing works
- **GPS Time:** CPU in decoder sync to satellites to set times to the global GPS time (can be shifted by timezone)
- **Gun/Clock Time:** Elapsed time from starting gun/horn to each participants finish time
- **Chip/Net time:** Elapsed time from when athletes' chip crosses the starting location to the finish location
- **TCP/IP:** Transmission Control Protocol and Internet Protocol, series of rules specifying how data should be packetized, addressed, transmitted, routed, and received from one device to another
- **Bib/Chip File:** csv or txt file that associates a bib to a specific chip
- **Mat/Antenna/Loop:** Connected to decoder for power, and creates a RFID field to capture chip reads
- **Participant Status:** DNS/DNF/DNQ/DQ/Finished/In-Progress

# Industry Terms Defined Continued



- **DNF:** Did not finish
- **DNS:** Did not start
- **DNQ:** Does not qualify
- **DQ:** Disqualified
- **Drop:** Dropped out of the race, similar to DNF but usually either self-reported or reported by a course official
- **FAT Timing:** Fully automatic timing. Both Start and finish times are auto-activated. Start, normally by sound of gun and finish normally by camera or photo-cell
- **Hardware:** The timing equipment that is used to collect reads, usually identified by the brand (e.g. Race Results, Mylaps, Trident)
- **Middleware:** software that bridges the gap between the scoring software and the hardware itself. Some platforms function as both scoring software and middleware
- **Scoring Software:** computer programs used to interpret the timing data coming in and produce reports
- **Reports:** Output of the timing data, format can vary from spreadsheets to printed results to dynamic and searchable results sets
- **Universal Start/Finish:** A timing line that is both the start and finish line for the race
- **Certified Course:** A course that is certified through a rigorous measurement process to be accepted as the exact distance
- **Delta:** Difference between two numbers
- **TOD:** Time of Day
- **Backup:** A failsafe for a missed or incorrect read - sometimes this is a completely different line of mats/antennas, other times this refers to a completely different timing system

# Industry Terms Defined Continued



- **Manual Backup:** Backups that are taken by hand using pen/paper, Mobile Timing, or Summit/Time Machine systems to compare against the chip reads
- **Local:** Can refer to either something completely on the same laptop, or on the same internet network
- **Remote:** Refers to something on a different device or internet connection depending on the context
- **Backup:** A failsafe for a missed or incorrect read - sometimes this is a completely different line of mats/antennas, other times this refers to a completely different timing system
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- **Local:** Can refer to either something completely on the same laptop, or on the same internet network
- **Remote:** Refers to something on a different device or internet connection depending on the context
- **Announcer Line:** Timing location that precedes the finish line and provides timing data used to feed names/information to someone calling out names. This data is often unused for any external scoring purposes
- **Age Group:** An awards/competition grouping based on age and gender
- **Double-Dip:** Allowed to win in multiple awards categories
- **Masters:** Participants 40 and over
  - **Grand-Masters:** 50+
  - **Senior Grand-Masters:** 60+

# RunSignup Terms

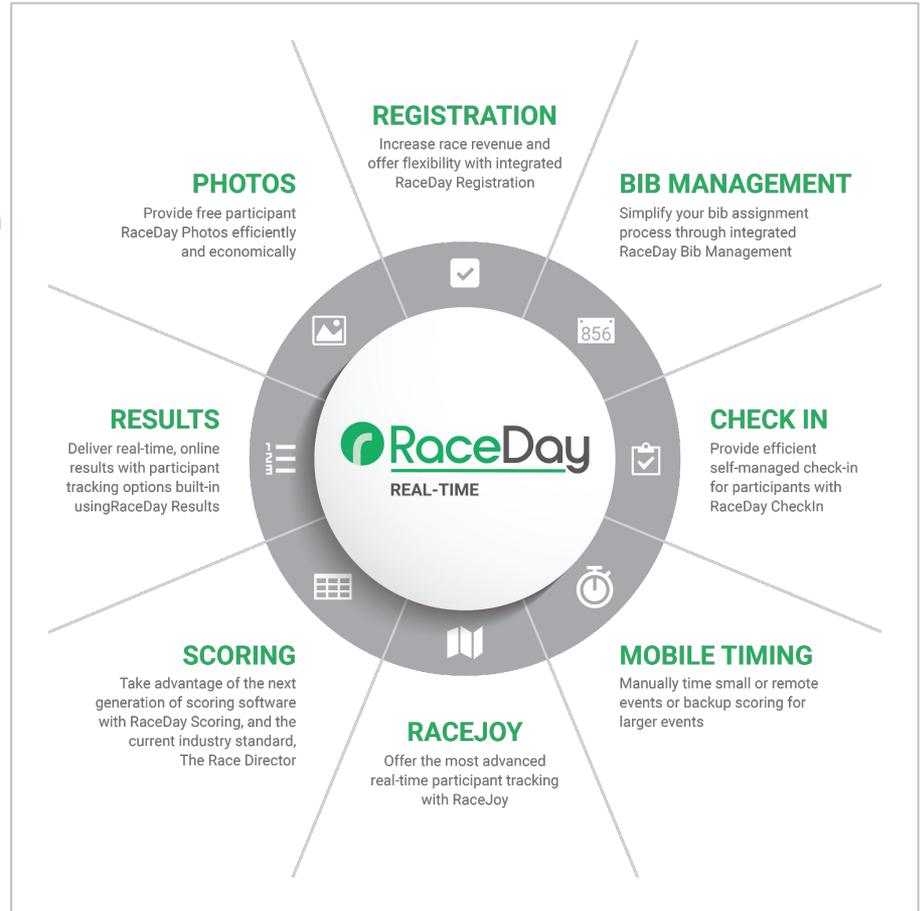
- **Race:** The overarching, “big bucket” basic feature of RunSignup - this refers to the entire day(s) of events
- **Event:** The “small bucket” options that a Race offers, for example the 8K and the One Mile (Fun Run) are events of the Scott Coffee Run Race
- **Giveaway:** A thing that is given for free, often promotional purposes (think t-shirt)
- **Add-On:** a paid-for item, often promotional, that participants may purchase in addition to Giveaways
- **Dashboard:** The back end of a page on RunSignup where you can make changes and view information
- **Wizard:** The basic setup flow for getting a Race set up, the first page is where a Timer is selected
- **RDS:** RaceDay Scoring
- **RSU:** RunSignup
- **Occurrence:** a chip read that is **USED** by RaceDay scoring - for example there may be many reads for a participant, but the last one seen at the Start line would be the **Occurrence** or used read
- **API:** application programming interface. RunSignup is open-source and offer connections to our API so that advanced users can program and build custom applications.
- **Group/Team:** Collection of individual participants under a shared name. RunSignup usually refers to these as Groups, on the scoring side these are usually referred to as Teams and fall under two categories:
  - **Relay:** The scoring for the Team progresses down the course with only a single runner on the course at a given time, think of a 4x400 relay in the Olympics. Individuals results are considered **Legs** or the relay, and the individual is only competing for the Team as a whole
  - **Aggregate:** The scoring for these teams is calculated by adding the times of X number of team members together, all individuals on a team are often on the course at the same time. Individual results are available as well as the Team’s collective results.

# RunSignup Terms Continued

- **Check-In:** Marks that a participant has been given their bib/giveaway/add-on or that tickets have been “taken”
- **Bib Assignment:** Matching a bib number (and subsequently timing data) to a participant’s registration data
  - **Dynamic Assignment:** bib numbers are assigned as the participants received their bibs
  - **Automatic:** bib numbers are assigned at the time of registration
- **Super/Sub Event:** A Super event includes multiple Sub events - a participant in a Super event is considered “in” any applicable Sub events. For example, someone in the “Challenge” Super event would be considered in both the 5K and 10K
- **Kiosk:** A device that is used for participants to interact with registration or results data
- **Corrals:** Sub-grouping of participants with different assigned start times within the same event
- **Bi-Directional Sync:** the synchronization of data between the RunSignup platform and other RaceDay tools, where the most recent change is reflected across all versions of the database when internet is available
- **Timer Certification:** Courses available for timers to learn more about specific products and to receive official certification status and badge.

# RaceDay Real-Time Timer Technology

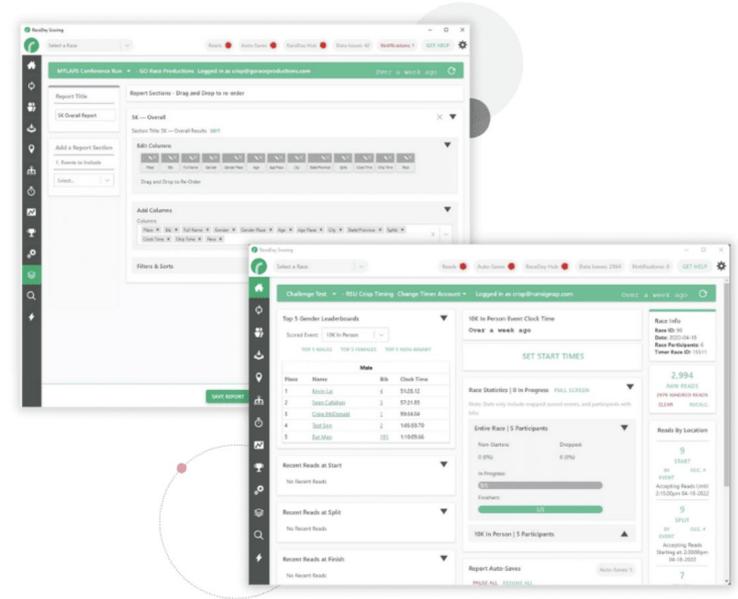
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# RaceDay Scoring

## Next Generation Scoring Software

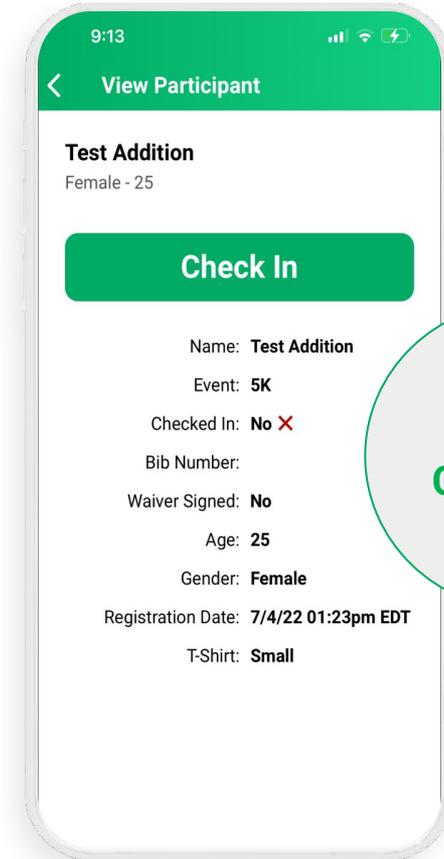
- Planned Replacement for The Race Director
- Compatible with all major chip systems (MYLAPS, Chronotrack, RFID, etc).
- Advanced two-way sync for real-time updates between RaceDay products.
- Easy to learn and ideal for timers new to the industry
- Crafted for simple to complex events
  - Relay, lap events, cross country, etc.





# RaceDay CheckIn App

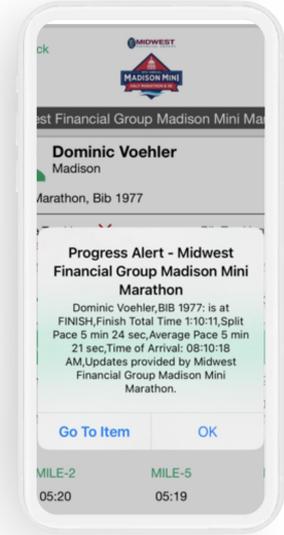
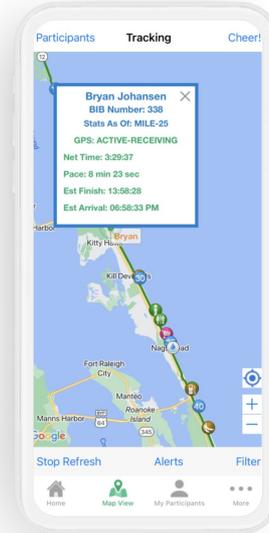
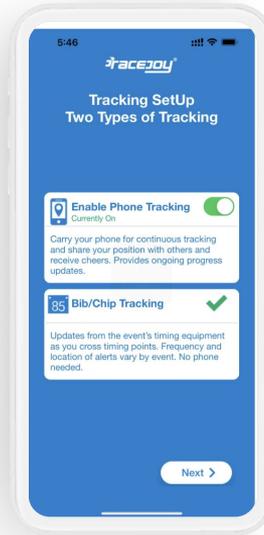
- FREE tool for RunSignup registration customers
- Expedites the check-in process for participants and volunteers (QR codes for rapid check-ins)
- Customize the information that shows in the app to ensure your volunteers have the exact data they need
- Check-in participants and volunteers within the same app
- Sync data real-time to RunSignup to ensure up-to-the-minute participant lists and bib assignments
- [Learn More](#)



3.7  
Million  
Check-ins  
in 2023

# ●●● RaceJoy Real-Time Tracking

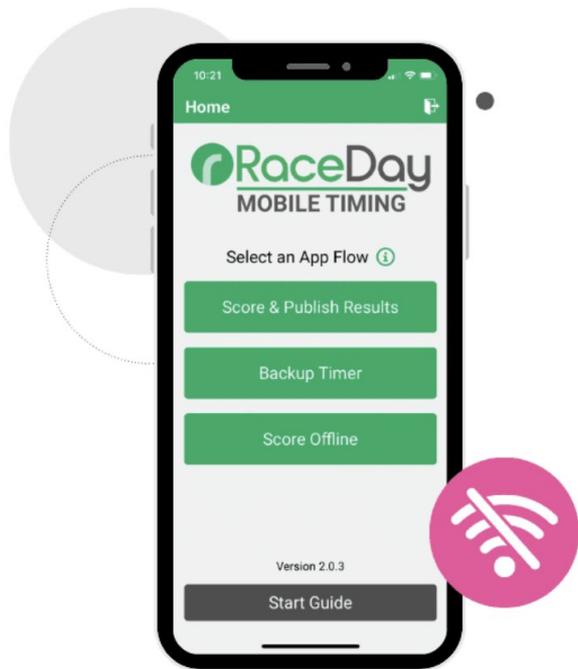
- RunSignup's event day mobile app
  - Available exclusively through RaceJoy Certified Timers
- Two Types of Tracking:
  - **Chip-based progress alerts:** frequency based on the amount of timing equipment on course.
  - **Continual GPS-based tracking:** alerts and map view that requires participant to carry phone.
- Offers monitoring and verification tool for timers
- More than 2 million users
- [Learn More](#)



# RaceDay Mobile Timing App

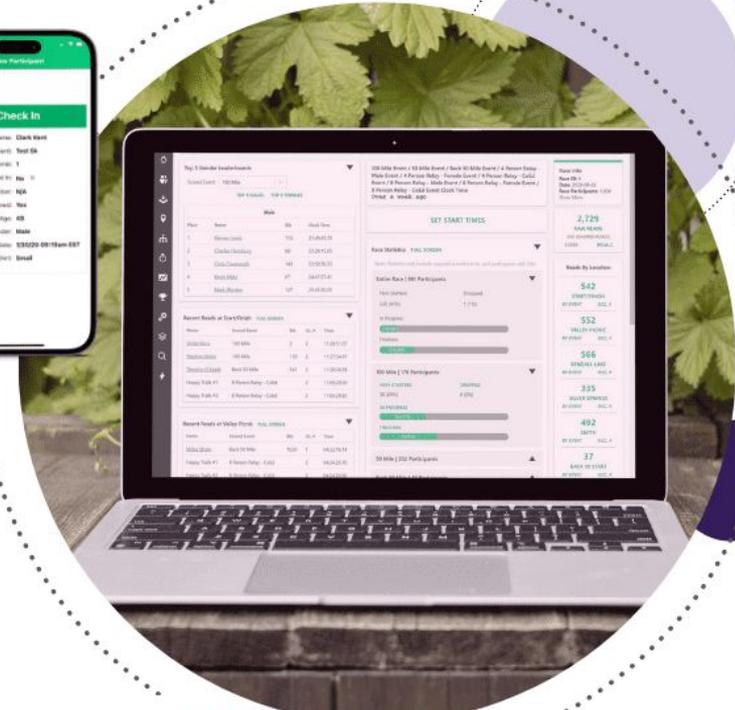
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- Free Mobile App
- Manual timing of smaller or remote events
  - Ultras, cross country, track and field, etc
- Backup or verification for larger events
- Able to integrate with RaceDay Scoring
- Creative uses include split points for low-density events
- [Learn More](#)



# Platform Features

- [Digital Bibs and Finisher Certificates](#)
- [Video Results](#)
- [SMS/Email Results Notifications](#)
- [RaceDay Photos](#)
- [Results](#)



# RunSignup Timer Certification Program

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- Four Certification Courses
- Watch recording and complete on your own
- Receive official badge for marketing & communications
- Designated in RunSignup's timer search (those with all four certification show first in search)



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RaceDay Scoring

RaceJoy

RunSignup

RaceDay CheckIn



# RunSignup Timer Account and Dashboard



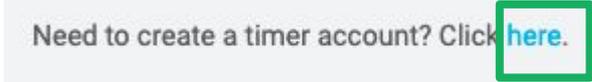
## Timer Account: **What's the Purpose**

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- Provides access (limited) to events that you'll be working with using both the RunSignup Dashboard AND RaceDay Scoring
  - No more need for flash drives of data, participant list emailed, or paper forms
  - By adding secondary users, other timers can access the same races when your timing company is picked as the timer on step 1 of the Race Wizard

Important: Ask your managing timer to set you up as a secondary timer in RunSignup.

# Creating a Timer Account

- ▶ URL
  - [www.runsignup.com/timer](http://www.runsignup.com/timer)
  - Click 
- ▶ Fill out the form and your timer account will be created.
  - Now you have an additional icon under your account in the top right corner.
  - Timer Name = Company Name

Only create if **new timing company** on RunSignup. Otherwise, add on as a secondary timer.

### Create Timer

As a timer on RunSignup, you will have access to participants and be able to upload results for the race.

If you use RaceDay Scoring, Race Director, or RunScore, you can simply click buttons in your scoring software to easily download participants and upload results.

Timer Name *	Timer Contact Person *	Timer Contact E-mail *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Timer Contact Phone	Timer Website URL	Timer "Contact Us" URL
<input type="text"/>	<input type="text"/>	<input type="text"/>
Country *	State *	Zip Code *
<input type="text" value="US - United States"/>	<input type="text"/>	<input type="text"/>
Description	Show in Search Results	Service Areas
<input type="text"/>	<input type="radio" value="No"/>	<input type="text" value="— Select States —"/> AK - Alaska AL - Alabama AR - Arkansas AS - American Samoa
<small>Up to 2048 characters.</small>		<small>Select up to 5 states that you provide timing service in. Your information will be in the results of the timer search if someone searches for a state you selected.</small>



- Profile
- My Races
- My Ticket Events
- My Race Series
- Admin
- Timer**
- Sign Out
- Help

# Settings - Adding Secondary Access

- Menu Search 
- Races
- Software
- Settings**
- Access
- Timer Info
- API Keys
- Financial

## Timer Access

Timer Owner:

### Invite Secondary Owner

Email Address \*

First Name \*

Last Name \*

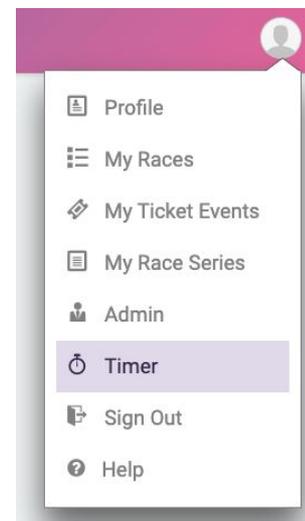
Send Invite

### Secondary Owners

### Invited Secondary Owners

# Finding Your Account

- ▶ Click your icon in the top right corner
- ▶ Click Timer
- ▶ Click 'Go to Dashboard' for the timing account you wish to review

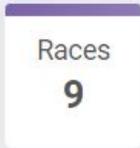


## My Timer Accounts



Thornhill Records

Go to Dashboard



Need to create a timer account? Click [here](#).

# Selecting a Timer (For the Race Owner)

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- ▶ Step 1 of the Race Wizard at the bottom

## Timers

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

Thornhill Records

*soren@runsignup.com*

Change Timer

# Troubleshooting Your Account

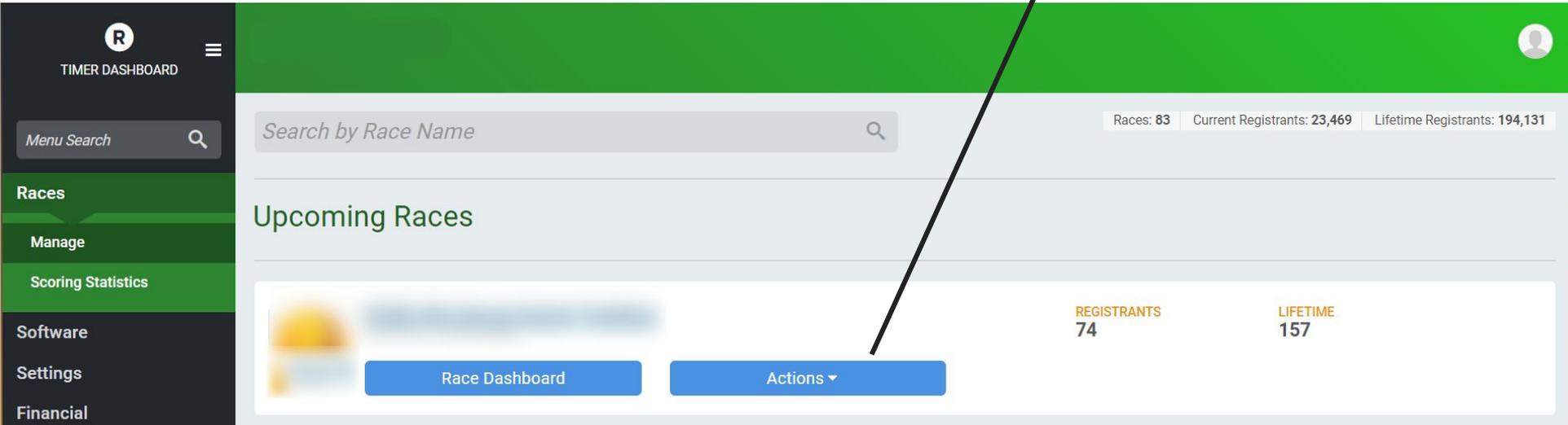
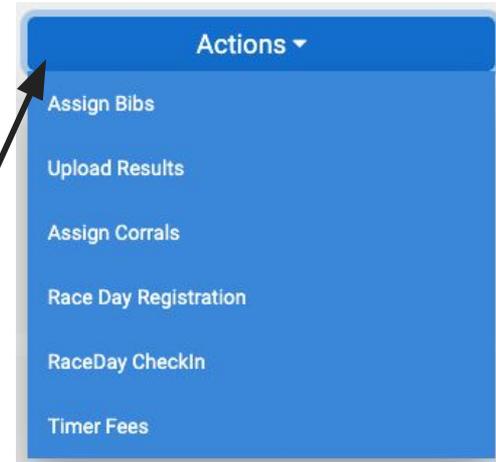
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- I don't see the 'Timer' option under my profile
  - Are you the Primary Timer or Company Owner?
    - YES
      - Have you created a timing account?
        - YES
          - Log out and then back in
        - NO
          - Create a Timer Account
    - NO
      - Ask the Lead Timer/Company Owner to add you as a Secondary Timer, look for the invite in your emails.
      - I've been added and don't see it
        - Log out and back in
        - Ensure you are logging in with the correct profile and email that was added as the secondary timer



# Manage Your Account

- ▶ Lists all races your timing company has access to.
  - Each race has Dashboard (Race Dashboard) and Actions buttons



TIMER DASHBOARD

Menu Search

Races

Manage

Scoring Statistics

Software

Settings

Financial

Search by Race Name

Races: 83 Current Registrants: 23,469 Lifetime Registrants: 194,131

Upcoming Races

REGISTRANTS 74 LIFETIME 157

Race Dashboard Actions

# Race Statistics

TIMER DASHBOARD

Menu Search 

Races

Manage

Scoring Statistics

No race scoring statistics in this timer account.

 R

TIMER DASHBOARD

Menu Search 

Races

Manage

Scoring Statistics

Software

Settings

Financial

## Past Races

Races: 24

Link to RSU Race Results

Link to Race Dashboard

	RACE NAME		RACE DATE		INDIV REG		INDIV FIN		RELAY REG		RELAY FIN		SOURCE		SOURCE VERSION		CHIP SYSTEMS		REG PARTNER		OTHER		
																				<a href="#">RunSignup-164700</a>			
																					<a href="#">RunSignup-75426</a>		
																					<a href="#">RunSignup-148428</a>		
																					<a href="#">RunSignup-166667</a>		

# Software - Download



TIMER DASHBOARD



Menu Search



Races

Software

Download

License Management

Purchase Subscription

Settings

Financial



## RaceDay Scoring

Help

To download, first read and agree to the below agreement. After you agree to the below agreement, download links will appear.  
For general information on RaceDay Scoring, please visit the [RaceDay Scoring Blog](#).

## RaceDay Scoring Agreement

BY CLICKING THIS BOX, YOU ACKNOWLEDGE THAT YOU HAVE CAREFULLY READ AND AGREE TO BE LEGALLY BOUND BY THE TERMS OF THE RUNSIGNUP PARTNER CONTRACT. YOU REPRESENT THAT YOU ARE THE OWNER OR ARE LEGALLY AUTHORIZED TO ACT ON BEHALF OF THE OWNER AND TO ACCEPT AND BIND THE OWNER TO THE TERMS OF THIS CONTRACT AND CODE OF CONDUCT.

[Read Contract](#) [Read Code of Conduct](#)

Check the checkbox above to download the software.

## Contract History

- RaceDay Scoring Contract (Effective 03/02/2020 9:29pm EST) signed on **07/18/2024 5:36pm EDT** from 75.72.167.227 by [\[Redacted\]](#)  
[Click here](#) to view the contract.

## The Race Director

Download The Race Director software by clicking on the buttons below.

The Race Director Full Install

The Race Director Update

RaceDay Scoring Utilities

# Software - License Management

Menu Search

Races

**Software**

Download

License Management

Purchase Subscription

Settings

Financial

## License Management

### RaceDay Suite Licenses

SERIAL NUMBER	VERSION	REGISTERED TO	MOST RECENT PURCHASE	EXPIRATION DATE	OTHER INFO

Please contact [info@runsignup.com](mailto:info@runsignup.com) if you have questions about licenses, serial numbers, versions, purchase dates, or expiration dates.

Only one RaceDay Suite License needs to be purchased for each timing organization.

# Software - Purchase Subscription

Races

Software

Download

License Management

Purchase Subscription

Settings

Financial



The RunSignUp RaceDay Suite is a bundle of software products and services that include a yearly subscription and support services for RaceDay Scoring, The RaceDirector, and credits for all RaceDay services such as results posting, photos, email and TXT notifications, and finisher certificates as defined in the chart below. RaceDay Certified Timers also receive special pricing arrangements for RaceJoy and are able to sell RaceJoy as part of their race day services.

## Select Purchase

### Purchase Type \*

— Select an Option —

### Price: Based on projected total number of participants scored per year \*

— Select an Option —

### Discount: Based on projected number of registrations on RunSignUp plus XC participants \*

— Select an Option —

### Purchase Amount \*

\$ 0.00 + Sales Tax 

### Software License Agreement

By purchasing RaceDay Scoring, you are agreeing to the above SLA.

## Chip/Tag System

Please select at least one.\*

# Settings - Timer Info



TIMER DASHBOARD



Menu Search

Races

Software

Settings

Access

Timer Info

API Keys

Financial

## Timer Info

Timer Name \*

Timer Contact Person \*

Timer Contact Email \*

Timer Contact Phone

Timer Website URL

Timer "Contact Us" URL

Country \*

State \*

Zip Code \*

Description

Up to 2048 characters.

Show in Search Results

Service Areas

Select the states that you provide timing service in. Your information will be in the results of the timer search if someone searches for a state you selected.

New Timer Logo

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

# Settings - Timer Info

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Timer User Skills									
USER NAME	EMAIL	RACEDAY SCORING CERTIFIED		RACEJOY CERTIFIED		RUNSIGNUP CERTIFIED		RACEDAY CHECKIN CERTIFIED	
		STATUS	ACQUIRED	STATUS	ACQUIRED	STATUS	ACQUIRED	STATUS	ACQUIRED
<a href="#">Soren Larson</a>	soren@runsignup.com	Active	2024-May-22	Active	2024-May-23	Active	2024-May-23	Active	2024-Apr-16
<a href="#">Matthew Avery</a>	avery@runsignup.com	–	–	–	–	–	–	–	–
Overall Timer Skill Status		✓		✓		✓		✓	

# Settings - API Keys



TIMER DASHBOARD



Menu Search



Races

Software

Settings

Access

Timer Info

API Keys

Financial

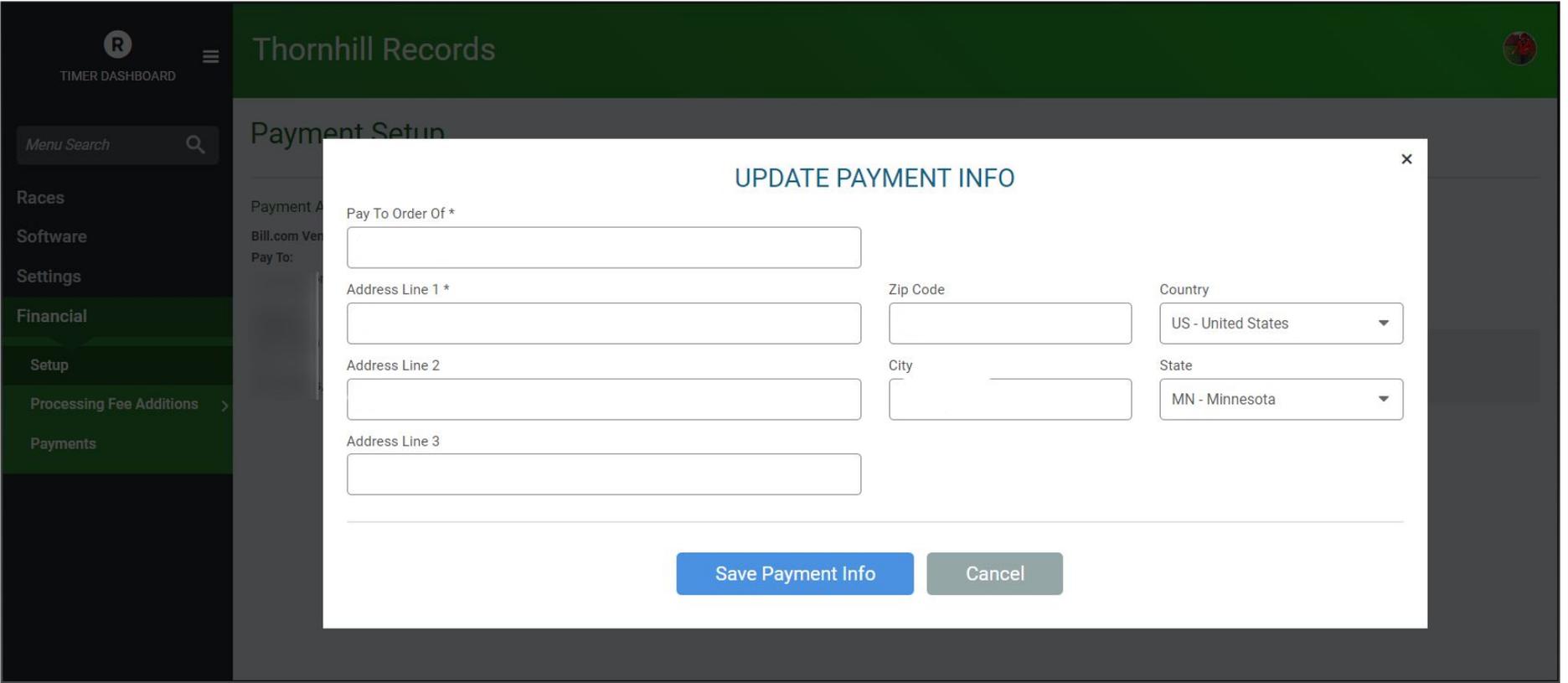
## Timer API Keys

You will find your API key below. Please see the [API Documentation](#) for API details.

Timer  
API Key  
API Secret



# Financial - Setup



The screenshot displays a web application interface with a dark sidebar on the left and a main content area. The sidebar contains a logo 'R' and the text 'TIMER DASHBOARD', a search bar labeled 'Menu Search', and a list of menu items: 'Races', 'Software', 'Settings', 'Financial', 'Setup', 'Processing Fee Additions', and 'Payments'. The main content area has a dark green header with 'Thornhill Records' and a profile picture icon. Below the header, the page title is 'Payment Setup'. A modal window titled 'UPDATE PAYMENT INFO' is open, featuring a close button 'x' in the top right corner. The modal contains the following fields:

- Pay To Order Of \***: A text input field.
- Address Line 1 \***: A text input field.
- Address Line 2**: A text input field.
- Address Line 3**: A text input field.
- Zip Code**: A text input field.
- City**: A text input field.
- Country**: A dropdown menu with 'US - United States' selected.
- State**: A dropdown menu with 'MN - Minnesota' selected.

At the bottom of the modal, there are two buttons: a blue 'Save Payment Info' button and a grey 'Cancel' button.

# Financial - Setup

**R**  
TIMER DASHBOARD

Menu Search 

- Races
- Software
- Settings
- Financial**
- Setup
- Processing Fee Additions >
- Payments

Thornhill Records 

## Payment Setup

### Payment Address

Bill.com Vendor ID (Admin Only): Not Set Up Yet

Pay To:

\_\_\_\_\_

Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[Update Payment Info](#)

### Payment Settings

Payment Frequency: Monthly

Hold Payments Until (Admin Only): None

[Update Settings](#)

# Financial - Processing Fee Additions

## ▶ Two Options

- Setup
  - Allows for Timer Pricing
  - <https://runsignup.blog/2018/03/08/timer-pricing/>

Menu Search

Races

Software

Settings

Financial

Setup

Processing Fee Additions

Payments

### Processing Fee Additions Setup

This page allows you to set up an additional processing fee to charge to race registrants. You can set up the fees here, but once added here, you need to assign them to a race.

Current Fees

SETUP DATE	REVISION	FEES	SETUP DATE
		Fee Per Transaction	By: IP Address:

Clone

Menu Search

Races

Software

Settings

Financial

Setup

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### Processing Fee Additions Setup

This page allows you to set up an additional processing fee to charge to race registrants. You can set up the fees here, but once added here, you need to assign them to a race.

Setup

SETUP DATE	REVISION	FEES	SETUP DATE
		Fee Per Transaction	By: IP Address:

Clone

# Financial - Reports

TIMER DASHBOARD

Menu Search

- Races
- Software
- Settings
- Financial**
- Setup
- Processing Fee Additions >
- Payments

## Processing Fee Additions Reports

Race Settings

Fee Summary

Fee Revision

- ✓ Test (v1) — Set up 10/26/2021 10:07am EDT

Setup Status

Any

Run Report

# Financial - Payments

Menu Search 

Races

Software

Settings

**Financial**

Setup

Processing Fee Additions >

Payments

## Payments

Start Date \*

01/01/2021



12

: 00

AM



Format: mm/dd/yyyy

End Date \*

10/31/2021



11

: 59

PM



Format: mm/dd/yyyy

Update Search

No. Payments: 0

Total Amount: \$0.00

- Payments are initiated Wednesday at 3:15pm.
- Monthly payments are made the first week of the month.
- The minimum payment is \$200 unless it has been more than 6 months since the last payment.

PAYMENT ID	DATE	AMOUNT	PAY TO	MORE INFO
------------	------	--------	--------	-----------

You have no payments.

 Download All as CSV Page 1 of 1



# New Timer Resources



# We have help!

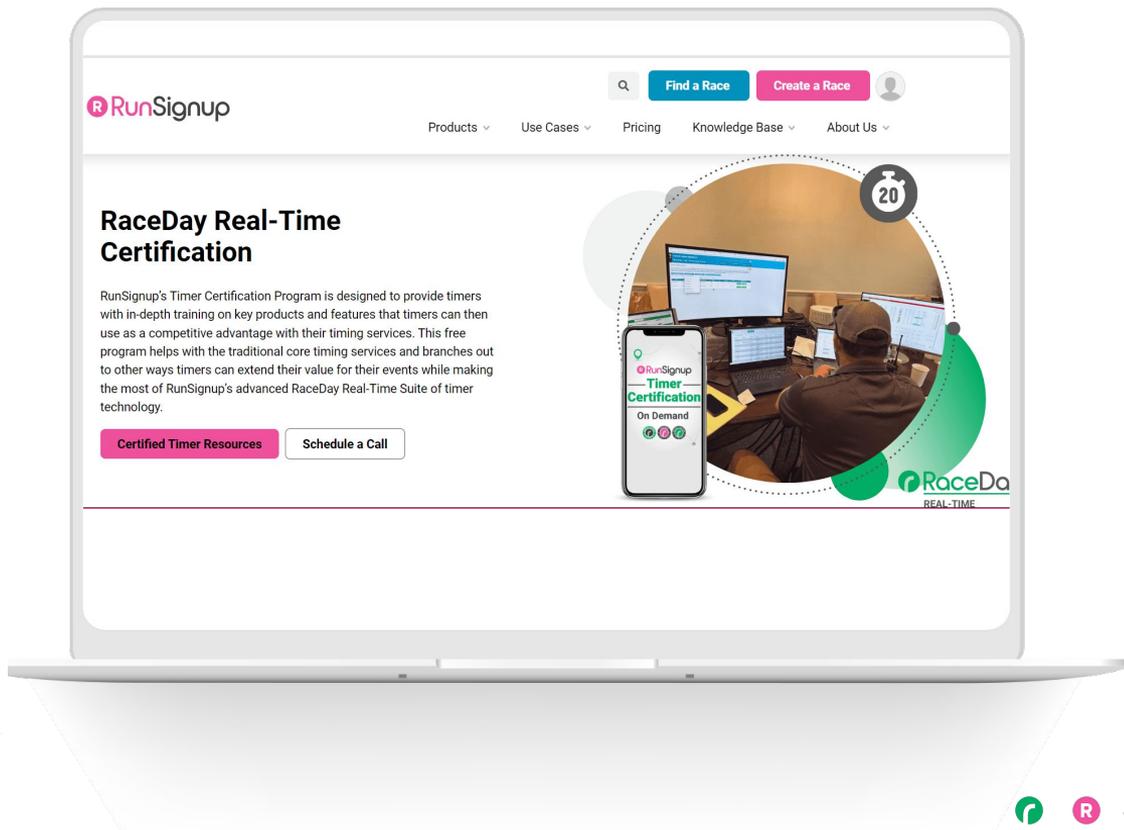
So. Much. Help.

- Certification Courses
- Onboarding Guide
- How-to support
- On-going training
- Support personnel



# RunSignup Timer Certification Program

<https://info.runsignup.com/products/raceday/raceday-certification/>



RaceDay Scoring



RaceJoy



RunSignup



RaceDay CheckIn

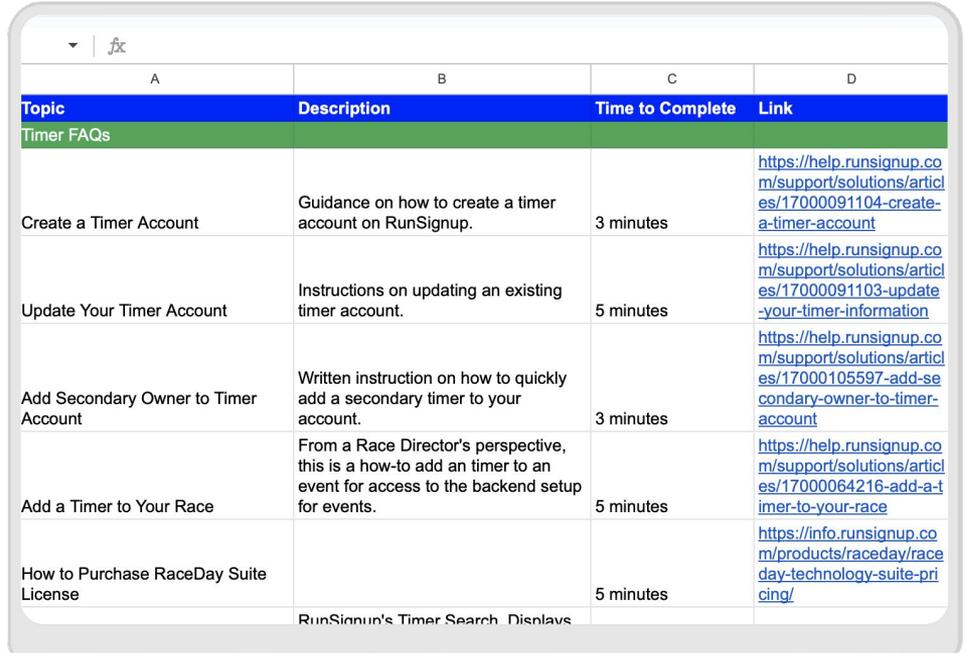


# RunSignup Timer Onboarding Guide

- Repository of self study resources.
- Duration to complete varies from brief introductions to in-depth training.
- Work with manager to determine priority topics.

Link:

[https://docs.google.com/spreadsheets/d/1HRQBTckWw99YM2PTmA24HZIDS6DZ\\_CGJF8SgDG7vd4w/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1HRQBTckWw99YM2PTmA24HZIDS6DZ_CGJF8SgDG7vd4w/edit?usp=sharing)

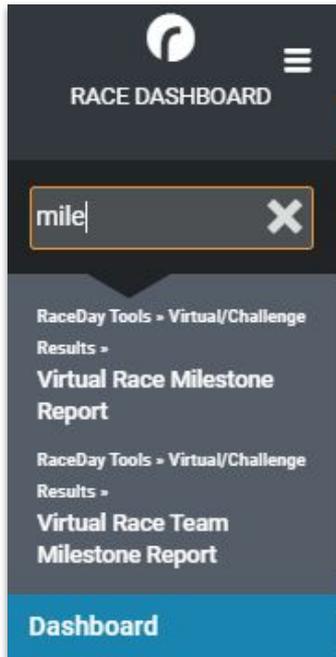


Topic	Description	Time to Complete	Link
Timer FAQs			
Create a Timer Account	Guidance on how to create a timer account on RunSignup.	3 minutes	<a href="https://help.runsignup.com/support/solutions/articles/17000091104-create-a-timer-account">https://help.runsignup.com/support/solutions/articles/17000091104-create-a-timer-account</a>
Update Your Timer Account	Instructions on updating an existing timer account.	5 minutes	<a href="https://help.runsignup.com/support/solutions/articles/17000091103-update-your-timer-information">https://help.runsignup.com/support/solutions/articles/17000091103-update-your-timer-information</a>
Add Secondary Owner to Timer Account	Written instruction on how to quickly add a secondary timer to your account.	3 minutes	<a href="https://help.runsignup.com/support/solutions/articles/17000105597-add-secondary-owner-to-timer-account">https://help.runsignup.com/support/solutions/articles/17000105597-add-secondary-owner-to-timer-account</a>
Add a Timer to Your Race	From a Race Director's perspective, this is a how-to add an timer to an event for access to the backend setup for events.	5 minutes	<a href="https://help.runsignup.com/support/solutions/articles/17000064216-add-a-timer-to-your-race">https://help.runsignup.com/support/solutions/articles/17000064216-add-a-timer-to-your-race</a>
How to Purchase RaceDay Suite License		5 minutes	<a href="https://info.runsignup.com/products/raceday/raceday-technology-suite-pricing/">https://info.runsignup.com/products/raceday/raceday-technology-suite-pricing/</a>
	RunSignup's Timer Search Displays		

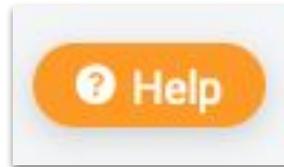
# In-Product Help

Search

Help tools while you're walking through the product.



Help Button



Tutorials

How-To

Tutorials for Directors

Race Creation Wizard (13)

-  Creating a Race
-  Set Up Basic Info
-  Customize Events
-  Set Up Payments
-  Re-Enter the Race Wizard

>> See all 13 articles

# Support Contacts

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## RunSignup Support

- [info@runsignup.com](mailto:info@runsignup.com)
- Seven days a week

## RaceDay Scoring Support

- Open a help ticket from RaceDay Scoring
- [raceday@runsignup.com](mailto:raceday@runsignup.com)
- Schedule training with Soren:  
<https://calendly.com/rsu-race-day-tools>

# Further Training

---

- Webinars
- Youtube Recorded Sessions
- Check out the Knowledge Base tab on our website for more resources

RunSignup Webinars ▶ Play all

Four video thumbnails for RunSignup webinars. Each thumbnail has a 'WEBINAR' label in the top left and the RunSignup logo in the top right. The first thumbnail is titled 'RunSignup 101' with a duration of 44:24. The second is 'Renewing Your Race With RunSignup' with a duration of 40:11. The third is 'Key Components of Your Race Website' with a duration of 52:07. The fourth is 'Rebuilding Race Participation' with a duration of 50:54. Each thumbnail shows a small video preview of the host.

**RunSignup 101**  
RunSignup, TicketSignup, and Giv...  
98 views • 3 weeks ago

**Renewing Your Race With RunSignup**  
RunSignup, TicketSignup, and Giv...  
81 views • 1 month ago

**Key Components of Your Race Website**  
RunSignup, TicketSignup, and Giv...  
132 views • 1 month ago

**Rebuilding Race Participation**  
RunSignup, TicketSignup, and Giv...  
256 views • 2 months ago

# One-on-One Training With Soren Larson



Soren Larson

Welcome to my scheduling page. Please follow the instructions to add an event to my calendar.

<https://calendly.com/rsu-race-day-tools>

Group training is available, but a pre-training meeting is required

## ● RaceDay Scoring Introduction ▶

Training on general set up and use for RaceDay Scoring. Please make sure you have completed the RaceDay Scoring self certification prior to this meeting. Send an ...

## ● RaceDay Scoring Training ▶

45 minute deeper dive into your advanced questions for RaceDay Scoring. This is a great way to work through specific scenarios as well.

## ● RaceDay/RunSignup Tools ▶

A look at specific RaceDay/RunSignup tools either individually or in a broader context. Tools include: \* RaceDay CheckIn \* Mobile Timing \* Bib Assignment \* SMS/Ems...

## ● RaceDay Real-Time and RaceJoy ▶

Overview of setup, settings, and use of RaceJoy. Live tracking athletes on course using the RaceJoy App. Setup of RaceDay Real-Time using RaceDay Scoring. If you ...

## ● Group Training - Prep Meeting ▶

A meeting to understand your group/company's workflow, background, and end goals in preparation for a group training of multiple staff members (recording of group m...

## ● Group Training ▶

Group training (recording optional) for your group/company on topics that have been planned in a Prep Meeting. Please note that a Prep Meeting is required before b...

# Blogs & Newsletters

- Subscribe to [info.runsignup.com/blog/](https://info.runsignup.com/blog/)
  - Software updates
  - Best practices for technology
  - Announcements
- Newsletters to summarize updates
  - RunSignup Newsletter
  - Timer Newsletter
  - TicketSignup Newsletter



RunSignup

## June RunSignup Newsletter



### Mid-Year Race Trends Update

RunSignup released its mid-year race trend analysis for 2024. Races are growing and prices are increasing. Read on for more insights.

[Read More](#)

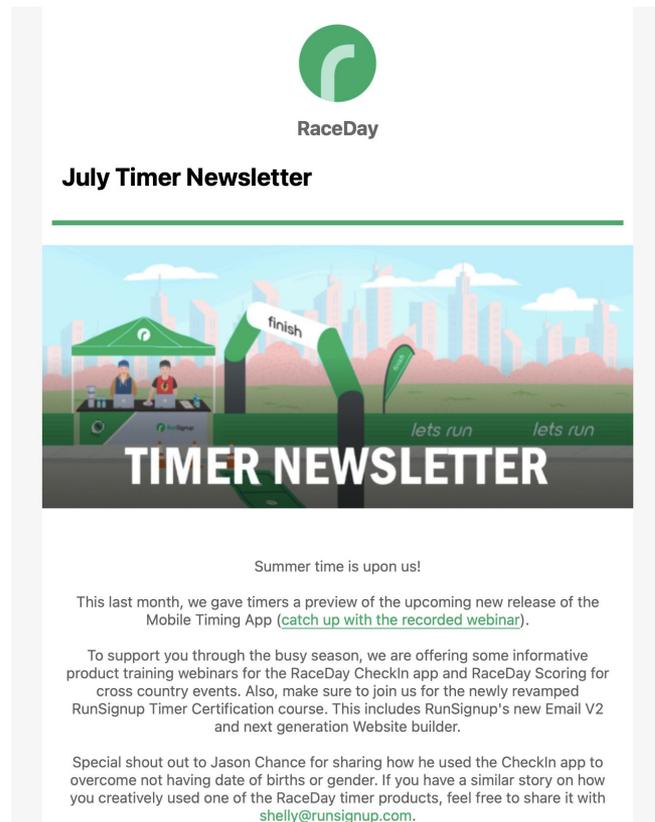
## Product Advancements

What's New From the Dev Team?



# Monthly Timer Newsletter

All the recent product, industry, event recent and future news specifically for timers.



  
RaceDay

## July Timer Newsletter

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Summer time is upon us!

This last month, we gave timers a preview of the upcoming new release of the Mobile Timing App ([catch up with the recorded webinar](#)).

To support you through the busy season, we are offering some informative product training webinars for the RaceDay CheckIn app and RaceDay Scoring for cross country events. Also, make sure to join us for the newly revamped RunSignup Timer Certification course. This includes RunSignup's new Email V2 and next generation Website builder.

Special shout out to Jason Chance for sharing how he used the CheckIn app to overcome not having date of births or gender. If you have a similar story on how you creatively used one of the RaceDay timer products, feel free to share it with [shelly@runsignup.com](mailto:shelly@runsignup.com).



# Upcoming Timer Tip Tuesday Training

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**Custom Websites as a Service  
October 1 at 12pm EST**

Past Timer Tip Tuesday Recordings Available on RunSignup's Youtube Channel

• •

# Thank You For Joining Us Today





# Today's Agenda

*Subtitle Goes Here*

- Section Title for Topic Number One
- Section Title for Topic Number Two
- Section Title for Topic Number Three
- Section Title for Topic Number Four
- Section Title for Topic Number Five
- Section Title for Topic Number Six
- Section Title for Topic Number Seven



Headline Goes Here  
Roboto Normal 40pt  
**Roboto Black 40pt**

*Subtitle Goes Here • Roboto Italic 15pt*



# Today's Agenda

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- Section Title for Topic Number Seven



# Section Title Goes Here

*Subtitle Goes Here*

- Section Title for Topic Number One
- Section Title for Topic Number Two
- Section Title for Topic Number Three
- Section Title for Topic Number Four
- Section Title for Topic Number Five





# Hear From Our Customers

**“Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris nec arcu orci. Curabitur aliquet, felis id varius sodales, odio turpis dignissim eros, et ultricies purus erat non elit. Sed purus magna, efficitur euismod est condimentum, tincidunt eleifend odio. Phasellus sed dolor quis est mattis facilisis in non tortor. Pellentesque ex nibh, eleifend sed urna et, mattis interdum diam.”**

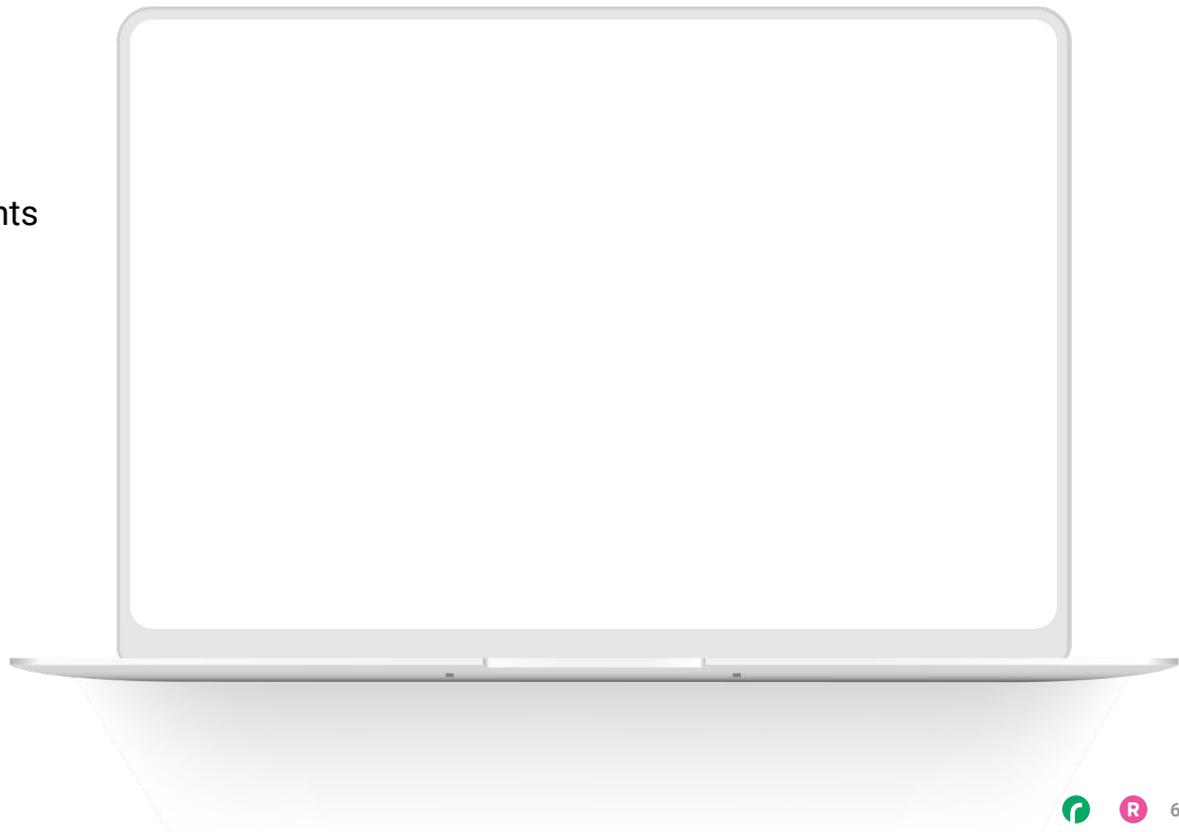
**Jane Doe** • Job Title Goes Here  
Company Name Goes Here

# Page Title Goes Here

*Subtitle Goes Here*

A couple of short sentences or bullet points about the displayed screenshot go here.

Limit the number of words for maximum retention.



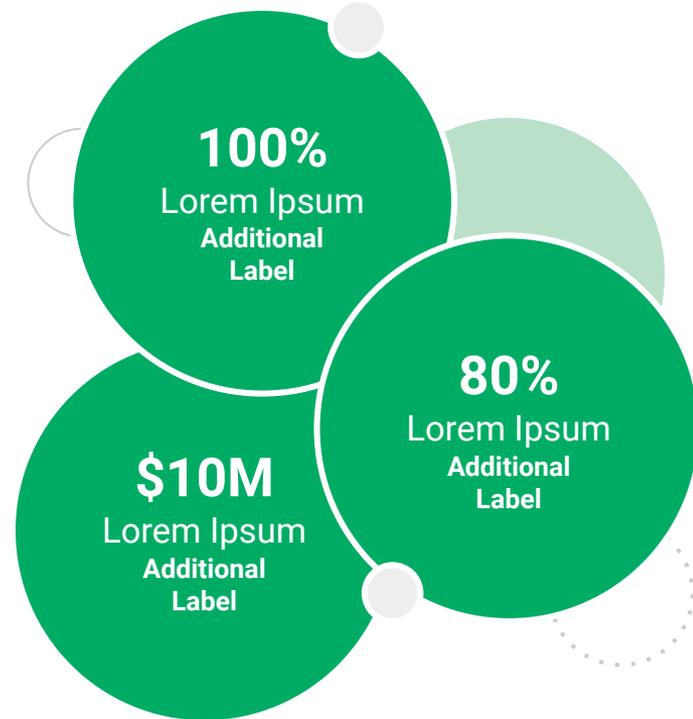
# Page Title Goes Here

*Subtitle Goes Here*

Content Label

Topic Title Goes Here:

**Month 00** • Lorem ipsum dolor sit amet



● ● ● Section Title Goes Here

# Page Title Goes Here

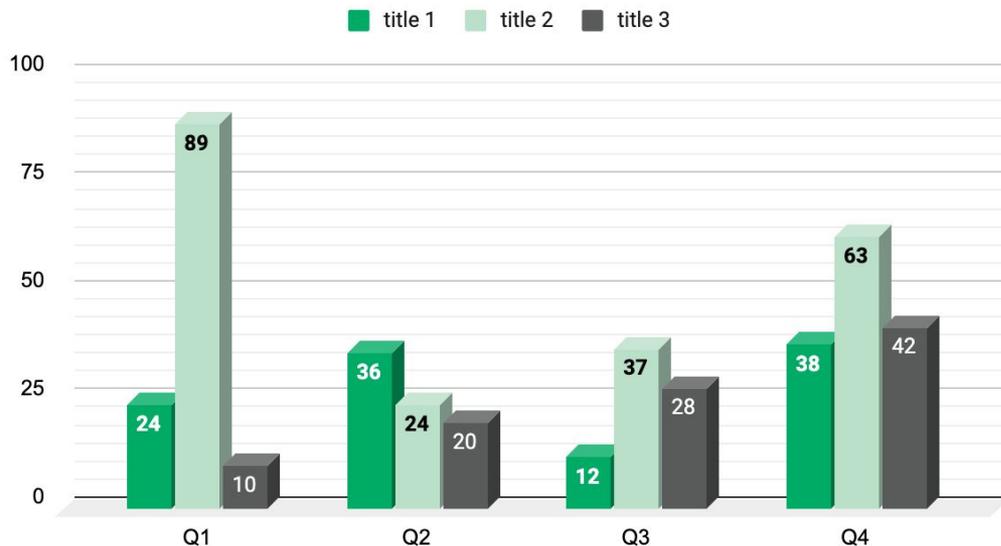
*Subtitle Goes Here*

**Content Label**

Topic Title Goes Here

- Lorem ipsum dolor sit amet, consectetur adipiscing elit.
- Lorem ipsum dolor sit amet

**Graph Title Goes Here**



# Page Title Goes Here

*Subtitle Goes Here*

**This layout is for use with two columns of text and no images or screenshots.**

- This layout is best for content with short, bulleted list items
- Use as little text as possible
- Slides should be a visual aid to what you're saying

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# Thank You For Joining Us Today

*For more information, visit us online at [runsignup.com](https://runsignup.com).*



# Graphic Elements For Use

*Use these graphics to create your own layouts  
and add dynamic content to your pages*

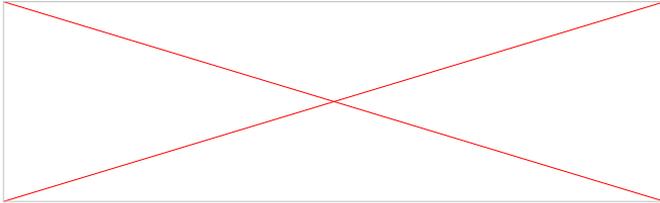
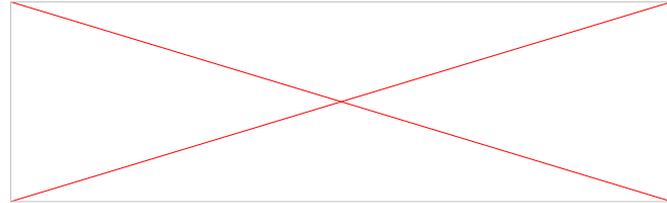
- New Logos
- Icons
- Stat Bubbles
- Basic Charts & Graphs
- Screenshot Photography
- Live Event Photography



# Main Logos



# RaceDay Suite Logos



# General Icons



# RaceDay Icons

## Generic



## Users • Customers • People



## Payments



## Swag Store



## Endurance Events



# RunSignup Icons

## Generic



## Users • Customers • People



## Payments



## Swag Store



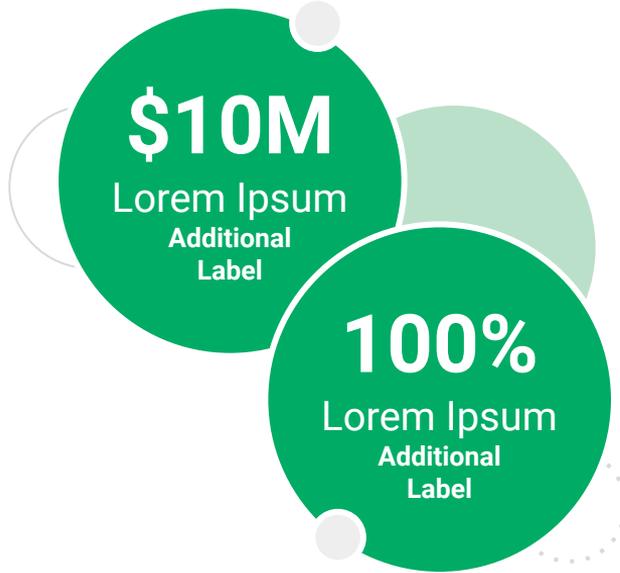
## Endurance Events



# Stat Bubbles

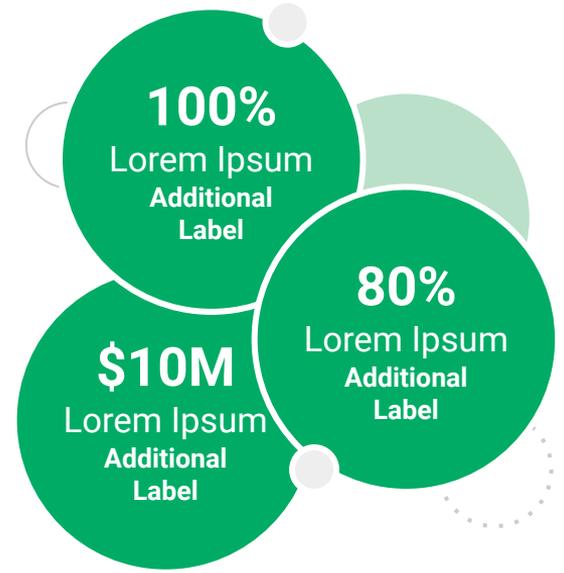


**Lorem  
ipsum dolor  
sit amet,  
consectetur  
adipiscing elit.**  
Sed cursus ante  
dapibus diam.



**\$10M**  
Lorem Ipsum  
Additional  
Label

**100%**  
Lorem Ipsum  
Additional  
Label



**100%**  
Lorem Ipsum  
Additional  
Label

**\$10M**  
Lorem Ipsum  
Additional  
Label

**80%**  
Lorem Ipsum  
Additional  
Label

# Stat Bubbles

**Lorem  
ipsum dolor  
sit amet,  
consectetur  
adipiscing elit.**  
Sed cursus ante  
dapibus diam.

**\$10M**  
Lorem Ipsum  
Additional  
Label

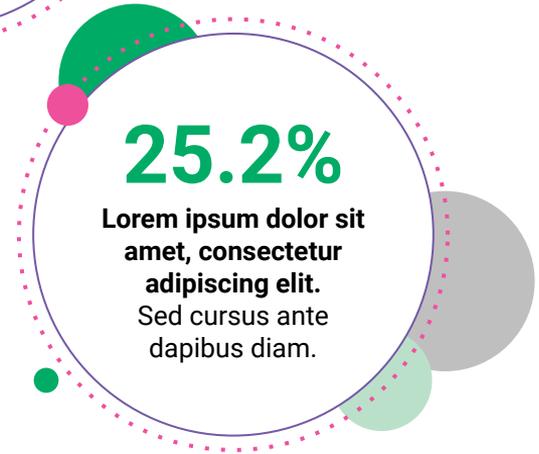
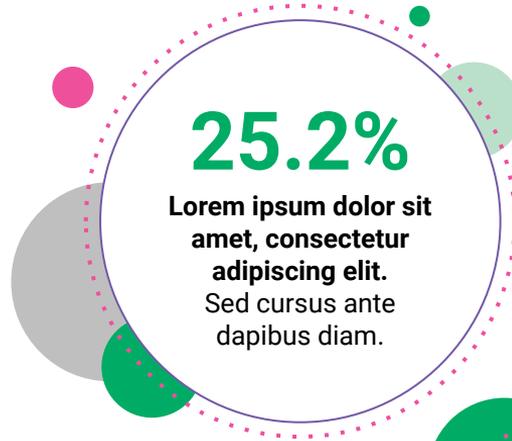
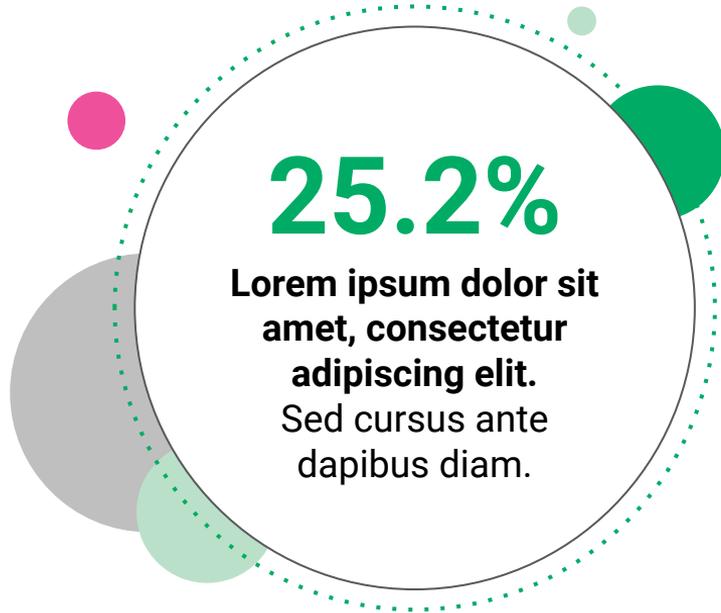
**100%**  
Lorem Ipsum  
Additional  
Label

**100%**  
Lorem Ipsum  
Additional  
Label

**\$10M**  
Lorem Ipsum  
Additional  
Label

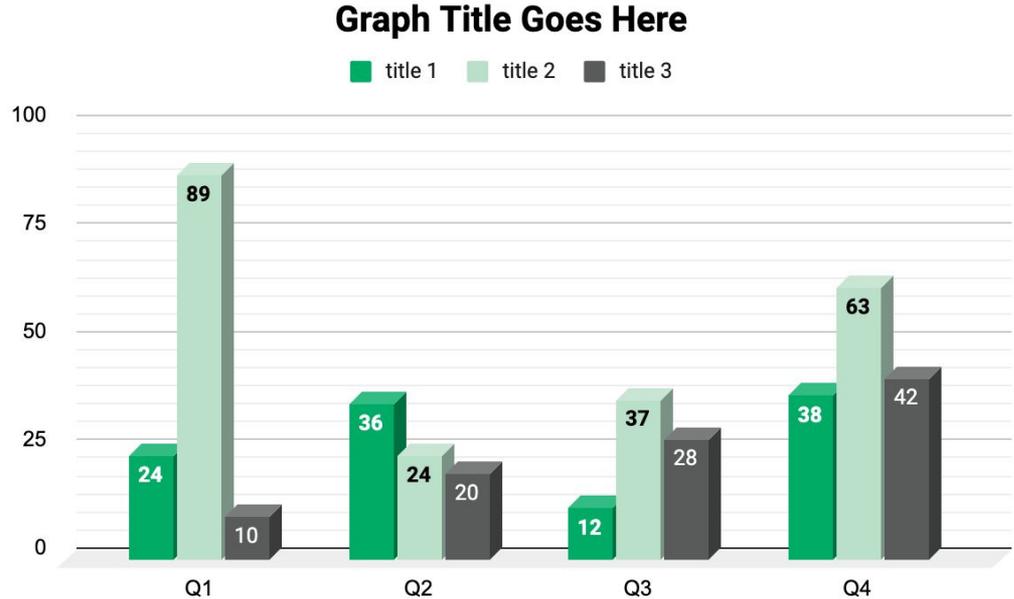
**80%**  
Lorem Ipsum  
Additional  
Label

# Stat Bubbles



# Basic Charts & Graphs

Chart Title				
Section Title				
Data Title	Data Title	Data Title	Data Title	Data Title
XX	XX	XX	XX	XX
XX	XX	XX	XX	XX
XX	XX	XX	XX	XX
Section Title				
Data Title	Data Title	Data Title	Data Title	Data Title
XX	XX	XX	XX	XX
XX	XX	XX	XX	XX
XX	XX	XX	XX	XX



# Screenshot Photography

*Use this layout to showcase product screenshots for desktop*

To insert an image:

- Click on the icon on the laptop
- Select “Upload from computer”
- Click through to where your image file is located on your computer, select the file, and hit enter.



# Screenshot Photography

*Use this layout to showcase product screenshots for mobile*

To insert an image:

- Click on the icon on the mobile device
- Select “Upload from computer”
- Click through to where your image file is located on your computer, select the file, and hit enter.



# Screenshot Photography

*Use this layout to showcase product screenshots for desktop + mobile*

To insert an image:

- Click on the icon on the laptop
- Select “Upload from computer”
- Click through to where your image file is located on your computer, select the file, and hit enter.



# Screenshot Photography

*Use these devices to  
create your own layout(s)*



# Live Photography



**Click to  
Download**  
these images  
from BrandFolder

