

A group of triathletes are running on a wet beach at sunrise. The athletes are wearing athletic gear, including swim caps and wetsuits. The scene is hazy with the sun low on the horizon, creating a warm, golden light. A tall, thin banner is visible in the background on the right side.

# RunSignup 101: A RunSignup Onboarding Guide

# Meet the Onboarding Team



Val Lofton  
Lead Onboarding  
Manager



Katie Atherton  
Onboarding Account  
Manager



Blaire Loman  
Onboarding Account  
Representative



Madison Braswell  
Onboarding Account  
Representative



Whitney Taylor  
Onboarding Account  
Representative



# Today's Agenda

- Race Setup
- Payment Account Set up
- Navigating the Race Dashboard
- Race Website





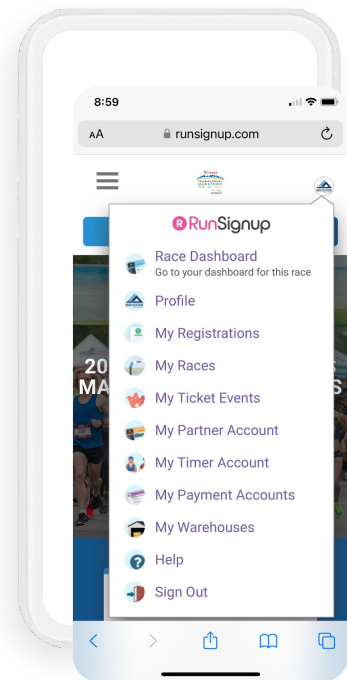
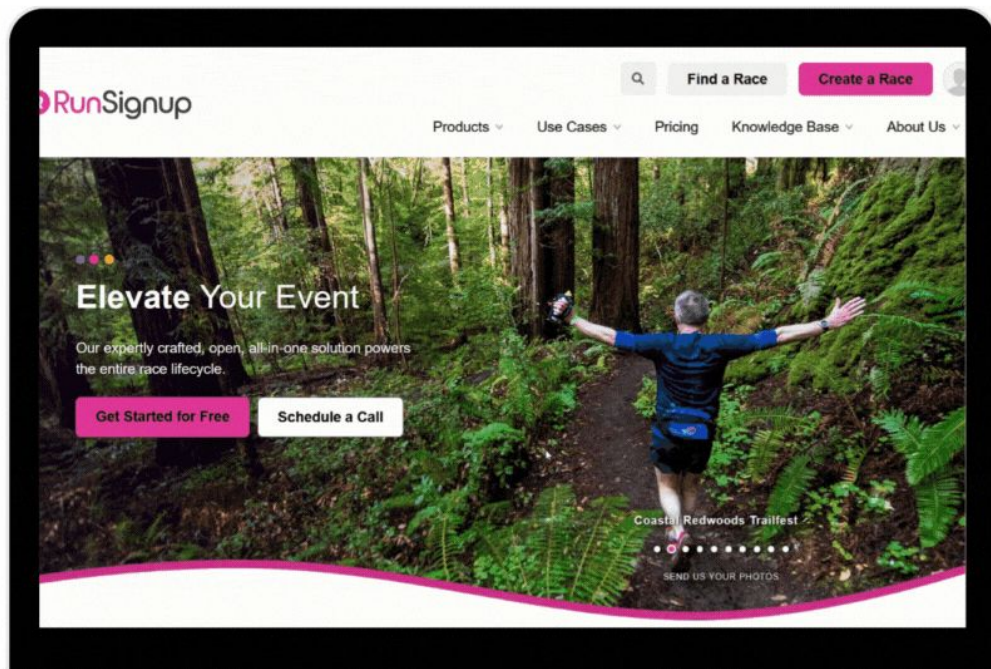
# Dashboard Tips & Tricks



# Access to Your Dashboard

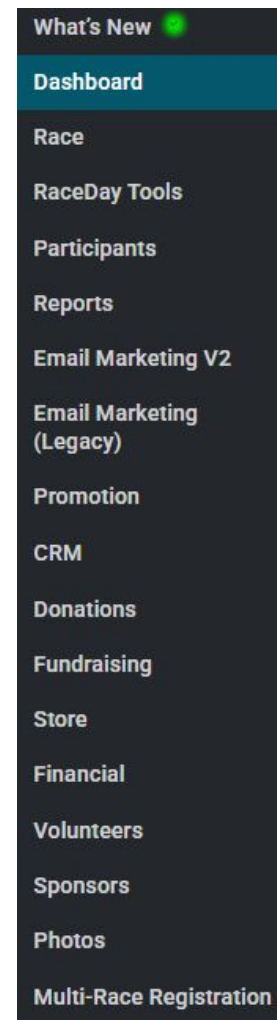
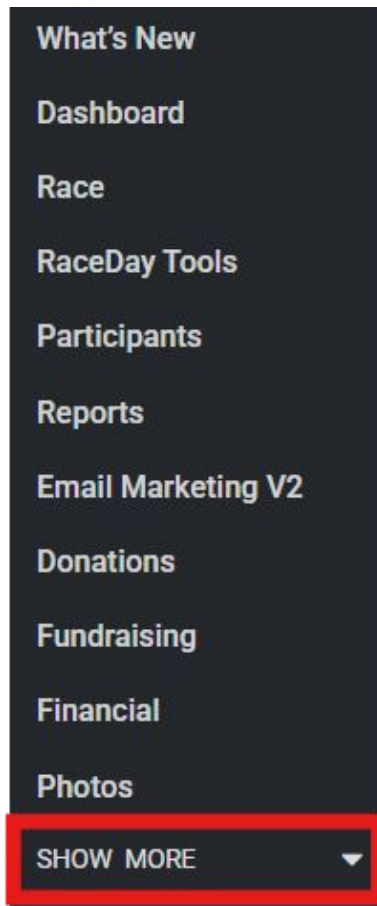
RunSignup.com ➤ Profile Image ➤ My Races

Race Website ➤ Profile Image ➤  
Race Dashboard



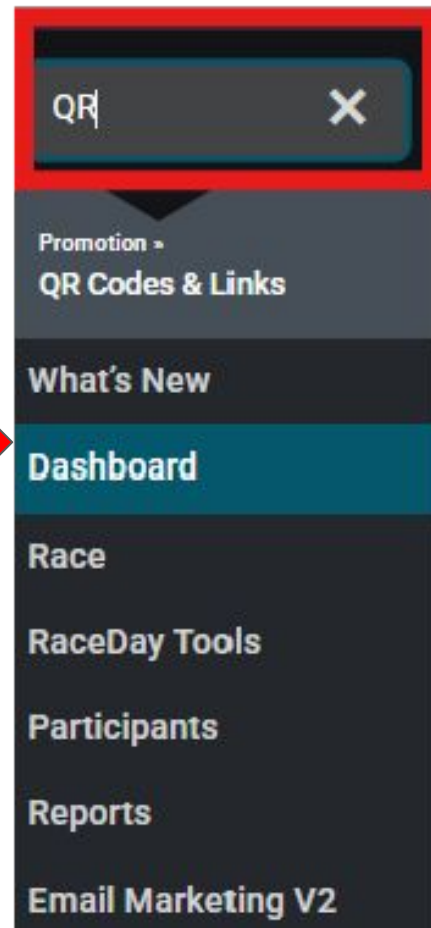
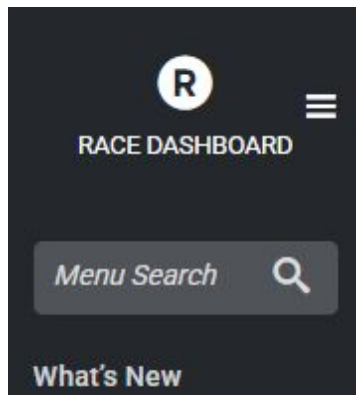
# Dashboard Settings

- Menu Size
- Entire Dashboard



# Menu Search

- Quickly Find menu items by using the Menu Search



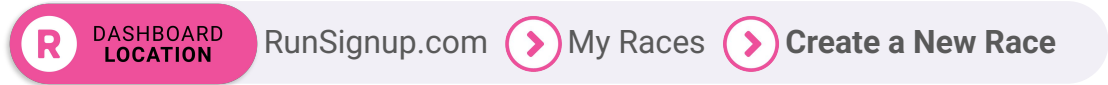
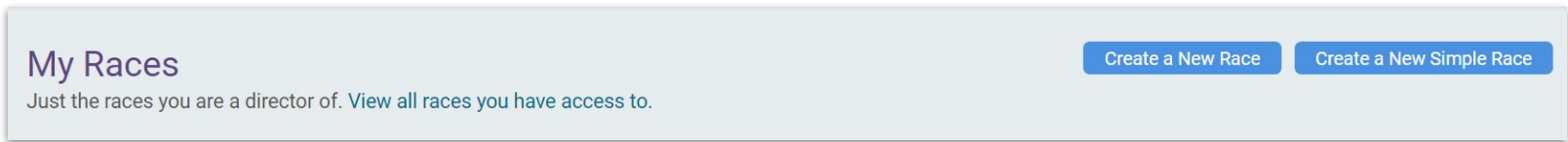
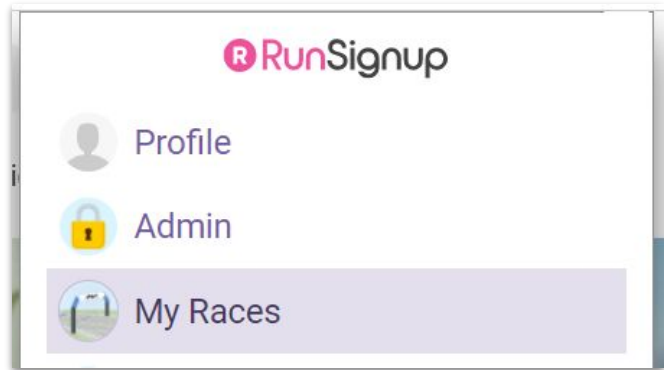
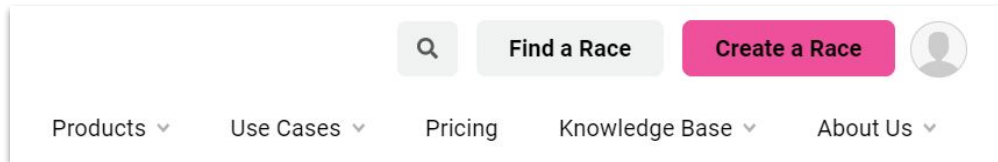


# Race Setup

*Race Wizard*



# Create A Race






# Race Wizard

## Step 1

- Race basics
- Keep the race name short
  - Sponsors can be added elsewhere
- Race Description should be quick overview
  - Race Details can be added later











### 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

- 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

City \*

Country \*

State/Province \*

Zip Code \*

Timezone \* ⓘ

# Race Wizard

## Step 1

- Never use a year or other identifier like “5th Annual” or the year 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 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](#)

# Race Wizard

## Step 1

- Event Name should be the distance they will be completing.
- Choose the most applicable race type here - it'll ensure your race shows up under the right search criteria.
- Have more than 1 distance? "Add Another Event"

The screenshot shows a web form titled "Set Up Your Events" with a trophy icon. The form has two main fields: "Event Name \*" and "Type \*". The "Event Name" field contains the text "5K" and has a small info icon. Below it is a hint: "E.g. "1/2 Marathon", "5K Run", "Kids Run", etc.". The "Type" field is a dropdown menu currently showing "Run or Run/Walk". A list of options is open below the dropdown, including "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", and "Obstacle Course". At the bottom right of the form is a large orange button with a plus sign and the text "Add Another Event".

# Race Wizard

## Step 1: Hybrid Events

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

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 \*

10/20/2024 9:00 AM

Time will be hidden for virtual races.

Copy to all events

End Time Copy Start Date

mm/dd/yyyy

Time will be hidden for virtual races.

Copy to all events

Event Name \* ⓘ

Virtual 5K

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

Type \*

Virtual Race / Challenge

This is used to classify your event for better searching.

☒ Let participants submit their own results
 ☐ Is this virtual event a challenge?

Accept Submissions Starting \*

10/20/2024 9:00 AM

Time will be hidden for virtual races.

Copy to all events

Accept Submissions Until Copy Start Date

mm/dd/yyyy

Time will be hidden for virtual races.

Copy to all events

+ Add Another Event

In-Person Option

Virtual Option



# Race Wizard

## Step 1

- 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.
- You can change this later
- You can have the processing fees covered differently for Donations and Store Items

### 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.

# 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 \*

Bob

Middle Name

Date of Birth

01/01/1958

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

- 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.
- Don't have a timer? Find one here:  
<https://runsignup.com/timersearch>

### Timers

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



# Why should I use a Timer?


- Accurate and Reliable Results
  - Use of RFID chips, mats, and timing systems provide precise results for each participant
- Data Management and Reporting
  - Helping with results reporting and posting
- Integration with RunSignup
  - Being able to keep participant data clean
  - Eliminates need for manual entry on race-day
- Finish Line set up
  - Most timing companies can provide additional equipment such as inflatables, clocks, and computers



# Race Wizard

## Step 2

- Basic information about your race event(s).
- **Distance** is how it will be listed on the RunSignup Calendar.
- If you have more than one event distance, add them in Step 1 and come back here.



### 5K

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

Type \*

Start Time \*  

 :

End Time (Optional) Copy Start Date  


 :

Distance

☐ Free Event  
Registration for this event will be free.

Additional Event Information

Age Calculation Base Date (Optional) ⓘ


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



# 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

America/New\_York Time




Registration Closes \*


10/31/2023

11 : 59 PM

America/New\_York Time

Event Fee \*

\$ 30.00





Registration Opens \*

11/01/2023

12 : 00 AM

America/New\_York Time




Registration Closes \*

11/30/2023

11 : 59 PM

America/New\_York Time

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

Leave blank to allow any number of participants.

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?raceId=154165&privateEventCode=ABC> where ABC is replaced with the private event code you set.

Which fields are required for race participants?

☒ Gender ☒ Date of Birth ☒ Address ☒ City ☒ State ☒ Country ☒ Zip Code ☒ Phone

# Race Wizard

## Step 3

- 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

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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 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.

Additional Details

File Edit View Insert Format Tools

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List
Link
Undo
Redo

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.





















### Customize Your Race Page

#### Race Logo

 Upload Race Logo  
Suggested dimensions: At least 200px wide and at least 75px tall.  
You can upload .png, .jpeg, .jpg, or .gif files.

Browse

#### Race Default Icon Logos

<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 
<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 
<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 
<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 	<input type="radio"/> 
<input type="radio"/> 	<input type="radio"/> 		


# Race Wizard

## Step 5

- Add a custom banner (2400x800), 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

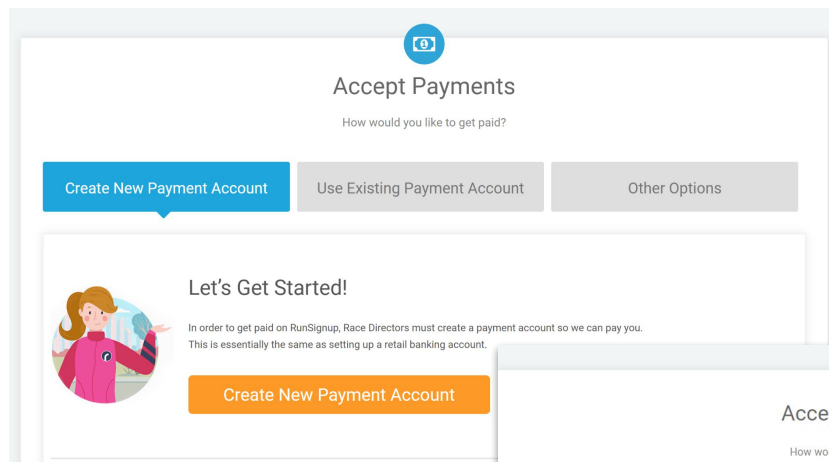








# Race Wizard

## 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!**



Accept Payments

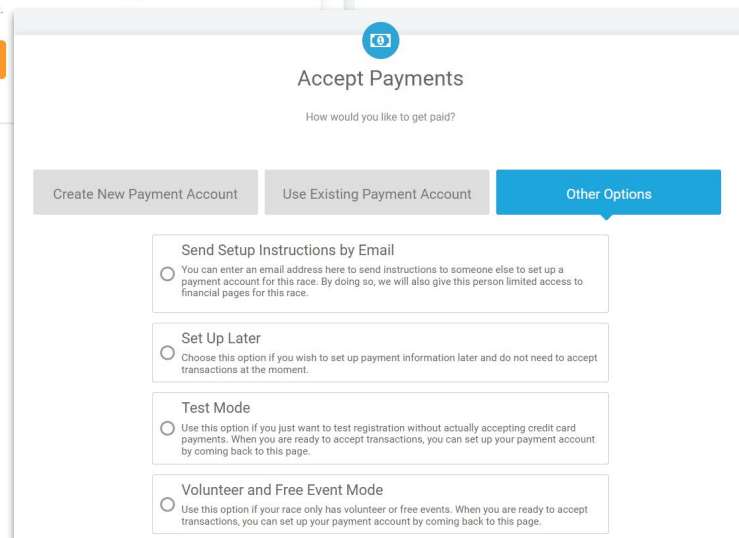
How would you like to get paid?

Create New Payment Account Use Existing Payment Account Other Options

Let's Get Started!

In order to get paid on RunSignup, Race Directors must create a payment account so we can pay you. This is essentially the same as setting up a retail banking account.

Create New Payment Account



Accept Payments

How would you like to get paid?

Create New Payment Account Use Existing Payment Account Other Options

Send Setup Instructions by Email

☐ You can enter an email address here to send instructions to someone else to set up a payment account for this race. By doing so, we will also give this person limited access to financial pages for this race.

Set Up Later

☐ Choose this option if you wish to set up payment information later and do not need to accept transactions at the moment.

Test Mode

☐ Use this option if you just want to test registration without actually accepting credit card payments. When you are ready to accept transactions, you can set up your payment account by coming back to this page.

Volunteer and Free Event Mode

☐ Use this option if your race only has volunteer or free events. When you are ready to accept transactions, you can set up your payment account by coming back to this page.

# Race Wizard

## Step 6

- Initial Onboarding not complete
- Go through each step in the set up to ensure information is complete
- Submit With Errors

⚠ The Payment Account For This Race Has Not Been Saved!

Please make sure you save your payment account information once verification is completed. You will need to click below to save the account information and then save it to your Race.

[Go to Account Setup](#)

We found some items that need correction.

↓ Here's what you can do next ↓

✔ **Correct Items Now**

Provide some more info to get approved immediately.

OR

⚠ **Submit With Errors**

Approval might take longer; we'll update you by email.

Account Status

# Race Wizard

## Step 6

- Verification Process
  - Adyen verifies accounts during business hours
  - KYC Checks
- Document uploaded needed
- Accepted Documents
  - Voided Check
  - Bank Statement
  - Letter from the bank
  - Screenshot of online banking

### Account Review Status

We found the following errors:

⚠ Bank account couldn't be verified.

**Additional Details:** The bank account couldn't be verified.

**Potential Remedies:** You can try one of the following to resolve this issue.

- Use different bank account.
- Upload a bank statement.

Here is how you can resolve these errors:



Upload Routing:

[More Information](#)

Account Last 4:

Recent Bank Statement

To complete setting up your payment account, please provide one of the items from the following list. Be sure your

- Bank statement (**preferred within the last 2 months**).
- Voided check.
- Screenshot of online banking environment.
- Letter from bank stating account holder name and number.

**Allowed formats:** JPEG, JPG, PNG, PDF.

**Minimum allowed file size:** 1 KB for PDF, 100 KB for other formats.

**Maximum allowed file size:** 4 MB.




Choose your file  
See above for information

# Race Wizard

## Step 6

- Error - Organization details couldn't be verified.
  - It failed the organization verification.
  - IRS document showing the IRS logo, legal entity name and EIN for approval

### We found the following errors:

 Organization details couldn't be verified.

**Additional Details:** The submitted organization type didn't match the one on the registry.

**Potential Remedies:** You can try one of the following to resolve this issue.

- Update organization details.
- Upload a registration document.

# Race Wizard

## Step 6

- Bank Statement
  - First page only
  - Dated within the last 2 months
  - Full Account name
    - Must match the legal entity
    - Use DBA section
  - Account number
  - Bank Name & Logo



John Smith  
2450 Courage St, STE 108  
Brownsville, TX 78521

### Statement of Account

Customer Number: 23785-54-9674458  
Branch Name: <Branch Name>  
Statement Date: mm/dd/yyyy  
Payment Due Date: mm/dd/yyyy  
Credit Limit: 390,000.00  
Total Amount Due: 3,898.57

#### SUMMARY

Card Type	Previous Balance	Payment / Credits and Rebates	Purchases and Advances	Installment Due	Finance Charges and Other Fees	Late Payment Charges	Amount Due
Visa Gold	7,126.14	7,126.14	3,898.57	0.00	0.00	0.00	3,898.57
Past Due Amount							0.00
Unbilled Installment Amount							0.00
Unbilled Loan Amount							0.00
Total Outstanding Balance							3,898.57

#### TRANSACTION

Date	Description	Amount
mm/dd/yyyy	Petron - CS Station	223.26
mm/dd/yyyy	South Star Drug	313.39
mm/dd/yyyy	Rosewood Condominium	582.96
mm/dd/yyyy	Grab	125.00
mm/dd/yyyy	Amazon	215.00
mm/dd/yyyy	Alba International	656.86
mm/dd/yyyy	Adobe Sales	246.00
mm/dd/yyyy	St. Luke Medical Center	571.10
mm/dd/yyyy	Hotel Sheraton (Las Vegas)	965.00

#### REMINDER



DASHBOARD  
LOCATION

Race Wizard

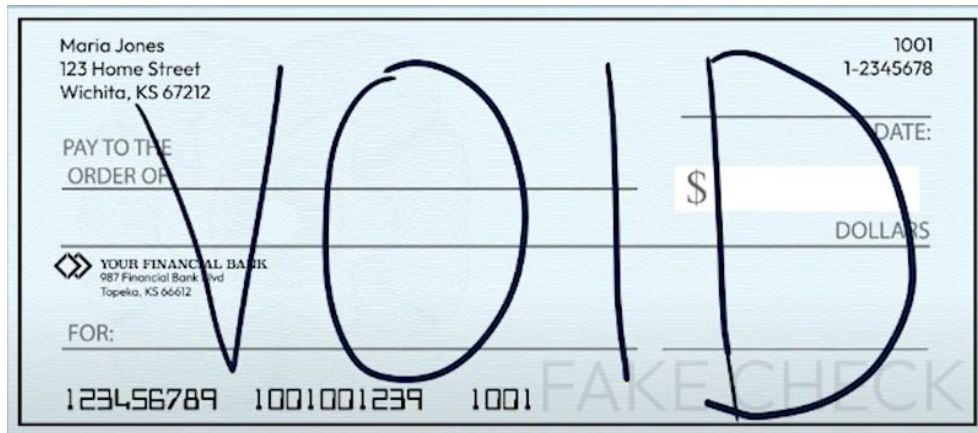


Step 6

# Race Wizard

## Step 6

- Check
  - Blank with exception of VOID notation
  - Full Account name
    - Must match the legal entity
    - Use DBA section
  - Account number
  - Routing number
  - May not be a starter check



# Race Wizard

## Step 6

- Verification Letter
  - New Accounts
    - Does not have a statement or check
  - Full Account name
    - Must match the legal entity
    - Use DBA section
  - Account number/Routing number
  - On bank letterhead
  - The Date (within 1 month)
  - Employee Name & Signature



Case Number: 1234567VX0  
Account ending in: 1111  
Date: January 20, 2024  
Account Information:  
bankweb.bank

Michael Scott  
1234 Main Street  
Albuquerque, NM 87123

We're confirming the status of the account(s) below.

Account Number	Account Status	Date	Account Title
123451111	OPEN	August 2, 2019	MICHAEL E SCOTT

We at HoldMyTicket Bank and Trust confirm that our client, MICHAEL SCOTT, has a checking account 123451111 with us, routing number 012345678. If you need additional information regarding this account, please refer to the customer named above.

Thank you for banking with us.

Sincerely,

A handwritten signature in black ink, appearing to read "HMTB".

HoldMyTicket Bank and Trust

# Race Wizard

## Step 6

- Screenshot of Online Banking
  - Bank Name
  - Bank Logo
  - Full Account name
    - Must match the legal entity
    - Use DBA section
  - Account number
  - Routing number
  - The date





# Race Wizard

## Step 6

- Common Mistakes that lead to rejected payment accounts
  - Ripped or stained images
  - Selfies
  - Blurry images
  - Old documents
  - Documents with writing/redactions
  - Used checks
  - Incorrect documents
    - Deposit Slips
    - Banking agreements
  - Mismatching data



# Race Wizard

## Step 6

- Pending Completion by RunSignup
  - Quick Manual Review by Risk Team
- Risk Team requires more information
- Payment Account Approval
  - Automated Email
  - Phone Call

### Payment Account Approved

Congratulations, your payment account with RunSignup ([Bloomfield Church 5k](#)) has been approved for you to begin receiving payments. You can begin processing registrations for your race at any time.

For information on how to Manage your Payment Account, see [here](#).

For any Payment Account questions, feel reach to reach out to [finance@runsignup.com](mailto:finance@runsignup.com).

Thank you very much for signing up with RunSignup.



# 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.

RunSignup

Let's Create Your Race

Special Event 2 (This Race is in Draft Mode)

1 Basic Info 2 Events 3 Registration 4 Giveaway 5 Your Page 6 Payments 7 Finished!

Congratulations!  
Your race page is in **DRAFT MODE**

**Recommended Settings**

We recommend the following settings for you. If you would like to opt out, simply uncheck them before submitting.

<input checked="" type="checkbox"/> Enable <small>Currently NOT Enabled</small>	<b>Event Insurance</b> Earn 20% on Insurance revenue generated with your race by allowing participants to purchase event insurance in the event they can not attend such as injury, work travel, or 20 other reasons.	<input checked="" type="checkbox"/> Enable <small>Currently NOT Enabled</small>	<b>Referral Rewards</b> Increase race registrations by allowing participants to earn rewards for referrals. <b>Participants will receive a \$20 refund if they refer 5 others.</b>
<input checked="" type="checkbox"/> Enable <small>Currently NOT Enabled</small>	<b>Incomplete Email</b> Automatically send reminder emails to users who have not completed their registration.	<input checked="" type="checkbox"/> Enable <small>Currently NOT Enabled</small>	<b>Price Increase Emails</b> Automatically send emails to previous participants to alert them of upcoming price increases. This creates a call to action to close more registrations.

**Save and Finish**

You can learn more about these settings and make changes to them in your Race Dashboard.

**Visit Your Race Website**  
Go take a look at the race website you just made!

**Go to Your Race Dashboard**  
Get familiar with how to manage your race through the dashboard.

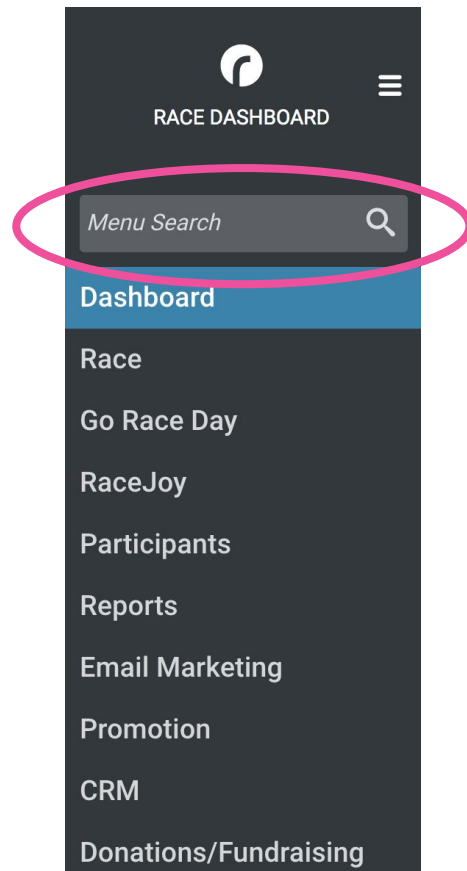
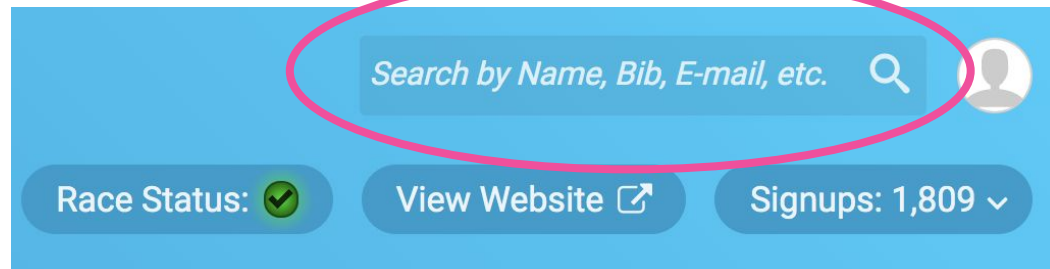


# Race Dashboard

*Navigating the Dashboard*



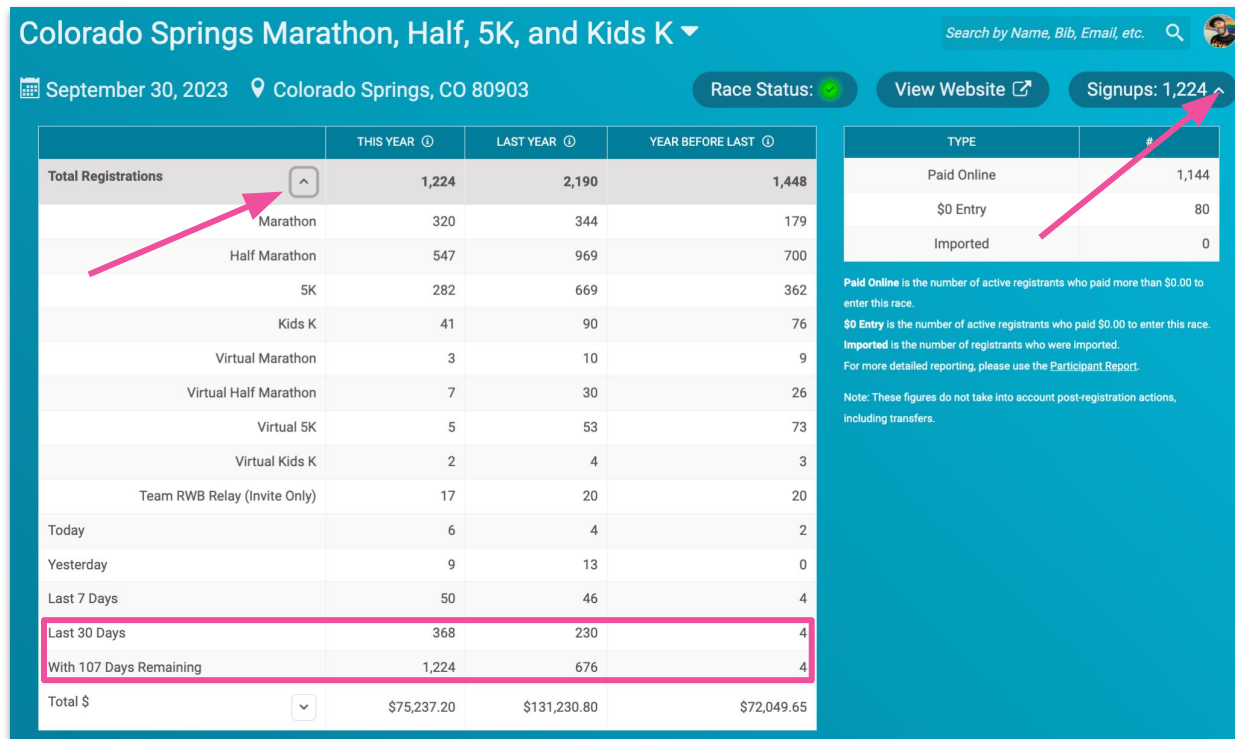
# Use Search



# Dashboard

## Data Expansions

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



# 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 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	<a href="#">Edit</a> <a href="#">Manage</a> <a href="#">Profile</a>

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

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 ---

Search All Fields

First Name

Last Name

Exact Match

Bib Number

Order

Registration Date

Update Report Cancel

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

Update Report Cancel

# 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 overlays and callouts:

- Update Report Modal:** A modal at the top left with a checkbox 'Make this the default report I see when I'm logged in.' and a note 'Some race specific settings will not be included in the default.' It has 'Update Report' and 'Cancel' buttons.
- Export Options:** A blue button labeled 'Export Options' with a dropdown arrow, located in the top right.
- Report Options:** A blue button labeled 'Report Options' with a dropdown arrow, located in the center right.
- Report Options Menu:** A dropdown menu below 'Report Options' containing: 'Search/Change Event', 'Customize View', 'Save Report', 'View Saved Reports', 'Summary Info', 'View Imports', 'Hidden Fields', and 'Graphical Reports'.
- Export Options Menu:** A dropdown menu below 'Export Options' containing: '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'.
- View Participants Interface:** The main interface shows '2023 - Event Name, Event Name 2: 1 Participants'. It has tabs for 'Search/Change Event', 'Report Options', and 'Export Options'. Below is the 'Build Custom Report' section with two columns: 'Pick Common Columns to Display' and 'Pick From All Columns'. The 'Pick From All Columns' column contains orange boxes for 'Name', 'Gender', 'Street Address', 'Race Fee', 'County', 'Event', 'Age', 'Bib Number', 'Amount Paid', 'Registration Date', and 'Email Address'. Other columns include 'Financial', 'Payment', 'Imported', and 'Coupons'.

# 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 Levels

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.

# Donation Add-On At Checkout

- Now even easier to add - no requirement to have charity partner setup.
- Up to 3 donation levels (recommend small donations for this option)
- Will **not** show if registrant donates during the registration path.
- Significantly boosts total donations

Port to Park Summer Series Race #1

Donations: Checkout Add-on Setup

Save
Cancel

During registration, you can add an option on the checkout screen to add an additional donation. You can enter up to 3 options for the amount to suggest. Note that donations collected via the Checkout Add-on will be paid out to the race's payment account. You should use the [Charity Partner Donation Checkout Add-on](#) if you need funds to go to the charity partner's payment account.

Amount #1

Amount #2

Amount #3

Add a Donation

☐ None
☐ \$3
☐ \$5
☐ \$10

Confirm Payment: \$29.36

Back

↓ Your registration information

Location: Port Richey, FL 34668 US
Race Date: June 6, 2026

Registrants

Val Lofton

Date of Birth:
Email:
Event:

Purchase Summary

Item	Total
5K Run/Walk Val Lofton	\$25.00 \$25.00
T-Shirt Small	\$0.00 \$0.00
Sales Tax ⓘ	\$1.75 \$1.75
<div> Coupon Code ⓘ <input type="text"/> Apply </div>	
Base Cost:	\$26.75
Processing Fee: ⓘ	\$2.61
<b>Total:</b>	<b>\$29.36</b>

# Coupons

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

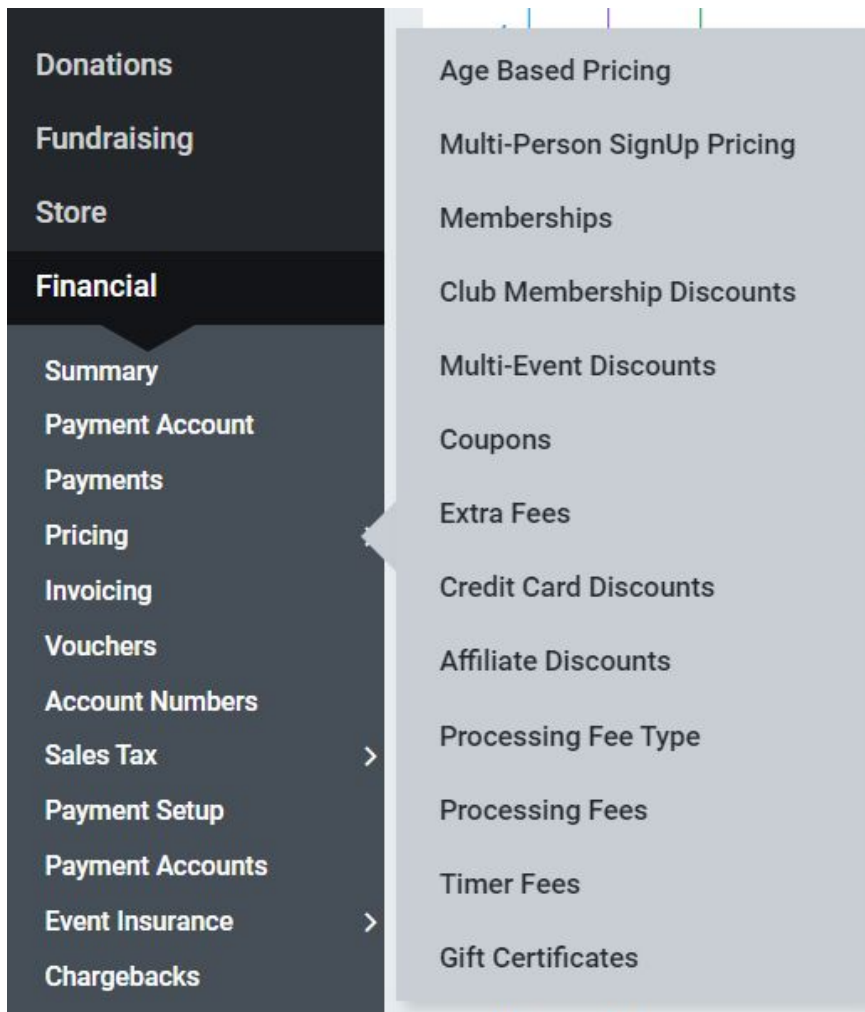
The screenshot shows the 'Coupon' creation interface with the following fields and callouts:

- 1** points to the **Coupon Code \*** field, which contains the text 'LaborDaySpecial'.
- 2** points to the **Discount \*** field, showing '5' in the percentage box and '\$ 0.00' in the dollar box.
- 3** points to the **Discount Type \*** dropdown menu, which is currently set to 'Overall Discount'.
- 4** points to the **Coupon Expires** date and time selector, showing '09/07/2021' at '11:59 PM'.
- 5** points to the **Coupon Applies To** section, where 'Race Registration Fees' is selected under 'Advanced Options'.
- 6** points to the **Basic Coupon Restrictions** section, which includes 'Limit to' fields for 'total transactions' and 'total registrants'.

Other visible fields include 'Coupon Starts' (09/03/2021, 12:00 AM), 'Tags', and 'Coupon Code \*' (LaborDaySpecial). A note states: 'On \$100, the discount will be \$5.00'.

# 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!





# Race Website

*Show Off Your Event*

 RunSignup

 TicketSignup

 GiveSignup





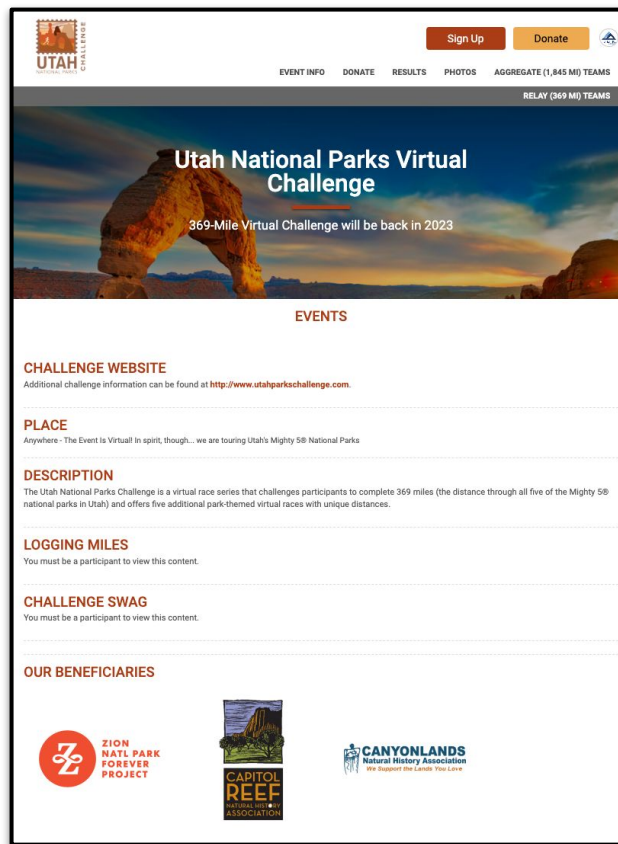
# What is a Race Website

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

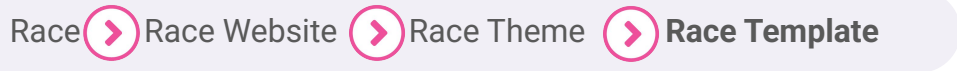
By default, it includes key race details and presents as relatively simple with a Race Info Page.

To enhance it you can:

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

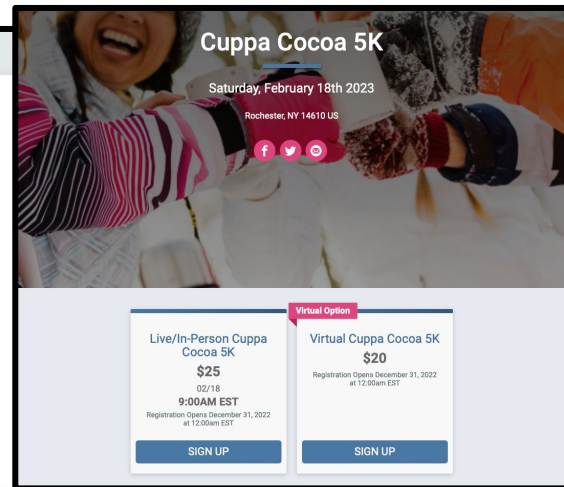
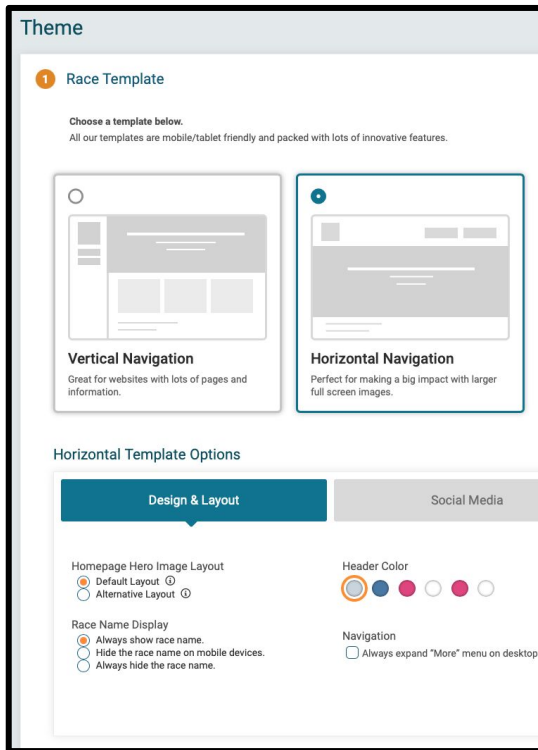


# Race Theme



Choose your **Race Template**:

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



# Race Theme

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



R

DASHBOARD  
LOCATION

Race

>

Race Website

>


Race Theme

>

Race Logo

3 Race Logo

Upload your own race logo




Upload Race Logo

Suggested dimensions: At least 200px wide and at least 75px tall.  
You can upload .png, .jpeg, .jpg, or .gif files.

Browse


☐

Remove current logo




Or, use one of our race logos


☐




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# 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

☐

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☐

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☐

R T G 51

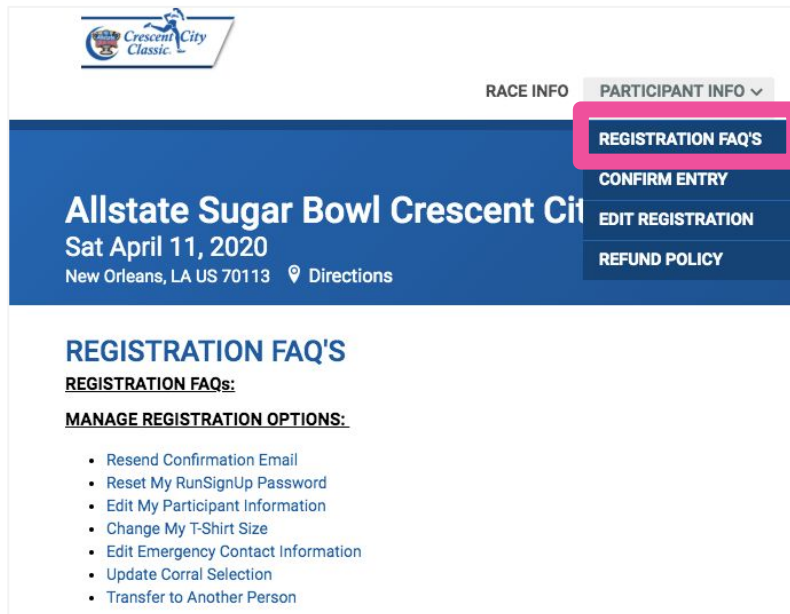
# Custom Wording For “Race”

## Custom Wording for "Race"

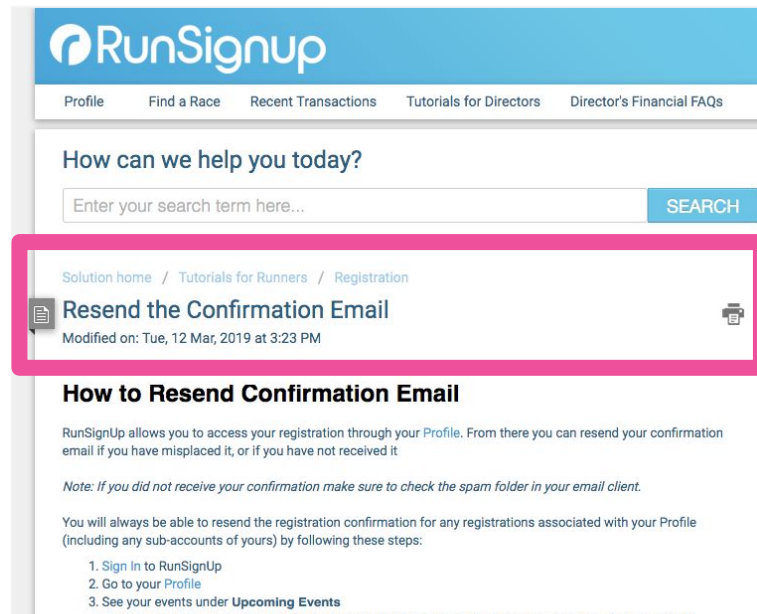
race

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).

# Add an FAQ Tab



The screenshot shows the Crescent City Classic website. At the top, there is a logo for the Crescent City Classic. Below it, there are two tabs: "RACE INFO" and "PARTICIPANT INFO". The "PARTICIPANT INFO" tab is selected, and a dropdown menu is open, showing four options: "REGISTRATION FAQ'S", "CONFIRM ENTRY", "EDIT REGISTRATION", and "REFUND POLICY". The "REGISTRATION FAQ'S" option is highlighted with a pink box. Below the tabs, there is a blue banner with the text "Allstate Sugar Bowl Crescent City Classic", "Sat April 11, 2020", and "New Orleans, LA US 70113". Below the banner, there is a section titled "REGISTRATION FAQ'S" with a subheading "REGISTRATION FAQ'S:" and a section titled "MANAGE REGISTRATION OPTIONS:" with a list of links: "Resend Confirmation Email", "Reset My RunSignUp Password", "Edit My Participant Information", "Change My T-Shirt Size", "Edit Emergency Contact Information", "Update Corral Selection", and "Transfer to Another Person".

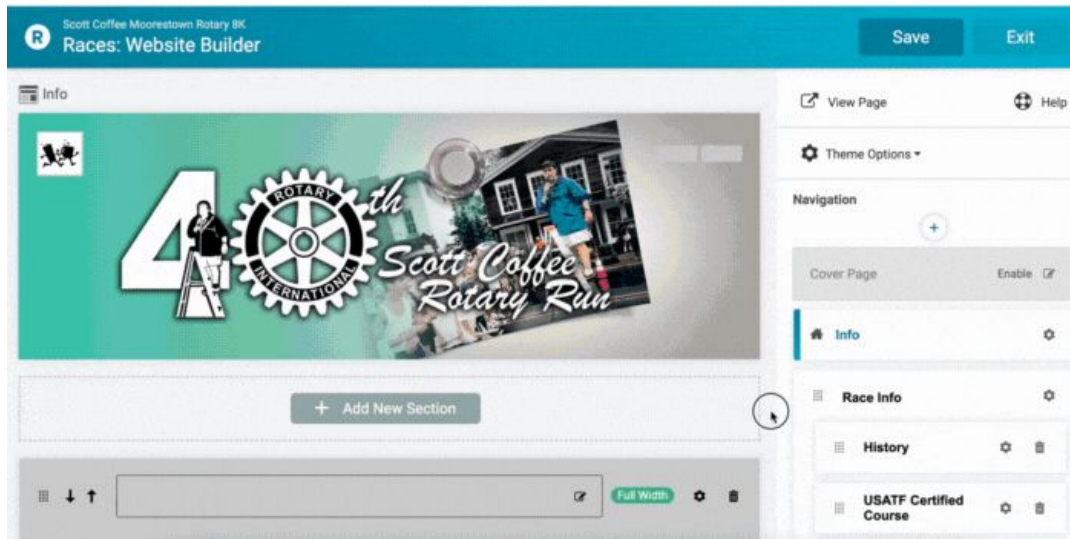


The screenshot shows the RunSignUp website. At the top, there is a blue header with the RunSignUp logo. Below the header, there is a navigation bar with links: "Profile", "Find a Race", "Recent Transactions", "Tutorials for Directors", and "Director's Financial FAQs". Below the navigation bar, there is a search bar with the text "How can we help you today?" and a "SEARCH" button. Below the search bar, there is a breadcrumb trail: "Solution home / Tutorials for Runners / Registration". Below the breadcrumb trail, there is an article titled "Resend the Confirmation Email" with a document icon on the left and a print icon on the right. The article is modified on "Tue, 12 Mar, 2019 at 3:23 PM". Below the article title, there is a section titled "How to Resend Confirmation Email" with a paragraph of text: "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." Below the paragraph, there is a note: "Note: If you did not receive your confirmation make sure to check the spam folder in your email client." Below the note, there is a paragraph of text: "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:" Below the paragraph, there is a list of steps: "1. Sign In to RunSignUp", "2. Go to your Profile", and "3. See your events under Upcoming Events".

# Website V2

## Website V2 Highlights:

- Style Options
  - Headers, layouts, new design options
- Structure your Website
  - Pages, menus, dropdowns, links & more!
- Image Gallery
  - Image uploads, sharing & management with Email V2



Register for the **Website V2 Webinar** on 10/16



# Email V2

- Drag and drop template builder
- Mobile-responsive templates
- Unlimited contacts, custom contact lists for donors, fundraisers, etc.
- Image Gallery
- Dynamic replacement tags
- Automated emails

Register for the **Email V2 Webinar** on 9/17





# Thank You For Joining Us Today

*For more information, visit us online at:*

• [runsignup.com](https://runsignup.com) •

