



# RunSignup 101: Core Features

# Meet the Onboarding Team



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# Today's Agenda

- Initial Race Wizard
- Payment Account Setup & Troubleshooting
- Race Dashboard
- Participant Data
- Free Race Website
- Free Email Builder



# Event Setup

*6 Step Race Wizard*



# Create A Race

**R** DASHBOARD LOCATION RunSignup.com **>** Create a Race Button



🔍 Find a Race Create a Race

- Products ▾
- Use Cases ▾
- AI ▾
- Pricing
- Knowledge Base ▾
- About ▾

●●●

## Create Amazing Events

Power your race from registration through RaceDay with RunSignup's expertly crafted, all-in-one platform for endurance events.

# Create A Race

**R** DASHBOARD LOCATION RunSignup.com **>** My Races **>** Create a New Race



The screenshot shows the RunSignup dashboard interface. At the top left, the RunSignup logo is displayed. Below it, a navigation menu includes 'Profile', 'Admin', and 'My Races', with 'My Races' highlighted in a purple bar. To the right of the menu, there are two blue buttons: 'Create a New Race' and 'Create a New Simple Race'. Below the navigation bar, there are three tabs: 'Upcoming Races (2)', 'Past Races (21)', and 'Deleted Races (Admin Only View) (5)'. The main content area features a table with columns: 'RACE', 'DAYS TO GO', 'SIGNUPS', 'SIGNUPS LAST YEAR', and 'TOTAL \$'. The first row of the table is partially visible, showing 'Mountain to Sea Race'.

# Race Wizard **Step 1**

## Event Basics

RunSignup

Help

### Let's Create Your Race

1 Basic Info 2 Events

Race Name \*

Race Description \*

File Edit View Insert Format Tools

Paragraph A B I U List Link Undo Redo Full Screen Help

12pt

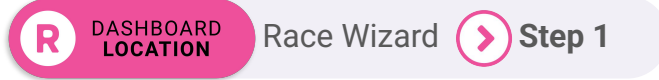
Location Information

Location Description

- **Event Basics** >> Name, Dates, Times, Location
- A summarized description

# Race Wizard Step 1

## Location Information



Location Information

Address Line 1 \*

Address Line 2

Country \*

Zip Code \*

City \*

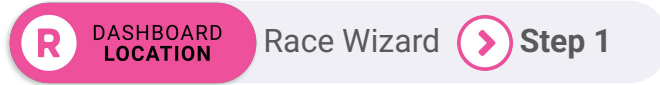
State/Province \*

Timezone \* ⓘ

- A real zip code must be used
- Virtual races >> placeholder for address can be Anywhere/Everywhere
- Check Your Timezone!

# Race Wizard Step 1

## Race URL



### 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.

- **Important To Note** | Do not use a specific date/time like "5th Annual" or the year in the URL - **this URL will be used year after year for your race.**
- Custom Domains are a great option

# Race Wizard **Step 1**

## Event Setup

- Event Name | Include the distance
- Important! Race Type
- Add all of your events if applicable

Set Up Your Events

Event Name \* ⓘ

5K

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

Type \*

Run or Run/Walk





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

+ Add Another Event

# Race Wizard Step 1

## Hybrid Events


- Virtual & In Person must be separate events

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 \* End Time Copy Start Date

10/20/2024  9 : 00 AM  mm/dd/yyyy  : AM 

Time will be hidden for virtual races. Copy to all events


In-Person Option

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 \* Accept Submissions Until Copy Start Date

10/20/2024  9 : 00 AM  mm/dd/yyyy  : AM 

Time will be hidden for virtual races. Copy to all events

Virtual Option

+ Add Another Event

# Race Wizard **Step 1**

## Processing Fees

- Pass it, Cover it, or Split it.

### 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.

Donations, products, and events all have individual options for processing fee application

# Race Wizard Step 1

## Flexible Gender Options

- Your **timer** needs to know what **gender categories** you offer

### Gender Options ⓘ

 Support non-binary selection. Allow "Prefer Not to Say" option.

**Edit Participant**

Editing Bob Bickel's Registration

Personal Information

First Name \*

Middle Name

Date of Birth

Gender

Male  Female  Non-Binary

Last Name \*

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.

Male  Female



# Race Wizard **Step 1**

## Timer

### Timers

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



## Why Hire A Timer?

- Accurate and Reliable Results
- Data Management and Reporting
- Integration with RunSignup
- Finish Line set up



To find a timer on RunSignup >>

<https://runsignup.com/timersearch>



DASHBOARD  
LOCATION

Race Wizard



Step 1

# Race Wizard Step 2

## Timer

- Basic information about your race event(s).
- **\*\* Distance** is how it will be listed on the RunSignup Calendar.

The screenshot shows the 'Events' step of the Race Wizard. A progress bar at the top indicates the current step is 2 of 7. The event title is '150 Mile Mountain Bike Ride'. A note states 'Please note that 5 people are already registered for this event.' The form includes fields for Event Name (150 Mile Mountain Bike Ride), Type (Mountain Bike Race), Start Time (05/15/2026 at 7:00 AM), End Time (Optional), Distance (150 Miles), and a checkbox for 'Free Event'. A 'Modify Multiple Events' button is also visible.

Additional Event Information

Age Calculation Base Date (Optional) ⓘ

# Race Wizard Step 3

## Price Increases

- Price Increases
- Event Specific Requirements

Additional Registration Options: ^

Disable Registrations

Upload Registration Form

Choose your PDF

Maximum Number of Participants:

Limit Event Registration by Age: Ages  through

Limit Event Registration by Gender:  Male  Female  Any Gender

Private Event Code

Which fields are required for race participants?

Gender  Date of Birth  Address  City  State  Country  Zip Code  Phone

Another Registration Period

# Race Wizard Step 3

## Waiver

- Multiple Signing options
- Multiple Waivers If necessary

### Waivers

#### Waiver \*

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

#### How Do Registrants Agree to Waiver? \*

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

Require the registrant to scroll through the full waiver.

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

File Edit View Insert Format Tools

Paragraph



**B**

*I*

U



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**

## Giveaways

- Recommended >> Image Upload
- Check Sizing
- Alternative Options



### Giveaways

5K

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

---

Giveaway Description \* ⓘ

Stop Collecting Giveaways After:


Runners will no longer be able to choose sizes after this date.

Taxable Item Code

Additional Details

File Edit View Insert Format Tools

Paragraph
▲ ▼
B
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U
☰ ☷
🔗
↶ ↷


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

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

GIVEAWAY OPTION DESCRIPTION	EXTRA PRICE (OPTIONAL)	
<input type="text" value="Small"/>	\$ <input type="text"/>	🗑️ ↑ ↓
<input type="text" value="Medium"/>	\$ <input type="text"/>	🗑️ ↑ ↓
<input type="text" value="Large"/>	\$ <input type="text"/>	🗑️ ↑ ↓
<input type="text" value="XLarge"/>	\$ <input type="text"/>	🗑️ ↑ ↓

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

#### Changing Giveaways

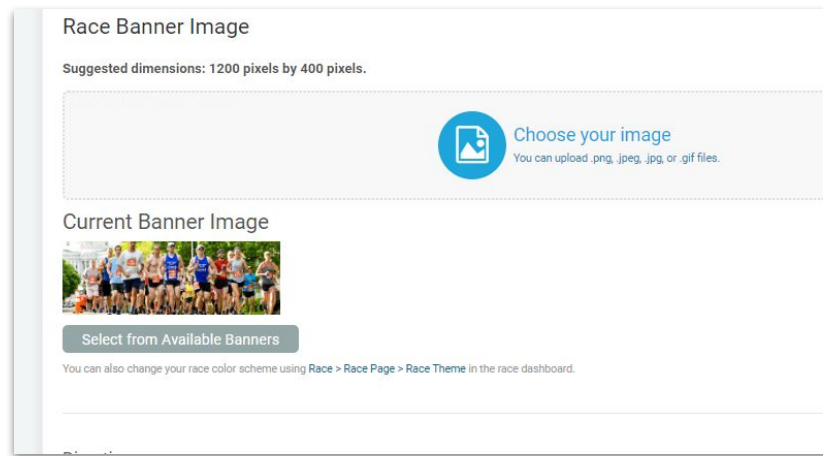
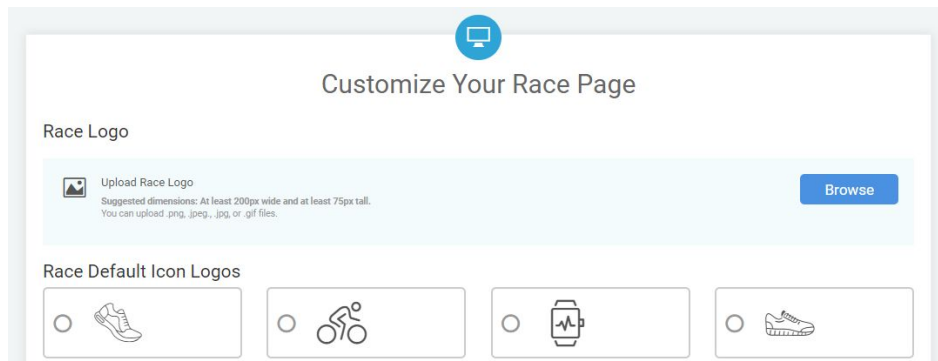
You can allow users to update their giveaway information up until a specified date by turning on this setting in the Participant Management section.

Save & Continue

# Race Wizard **Step 5**

## Branding

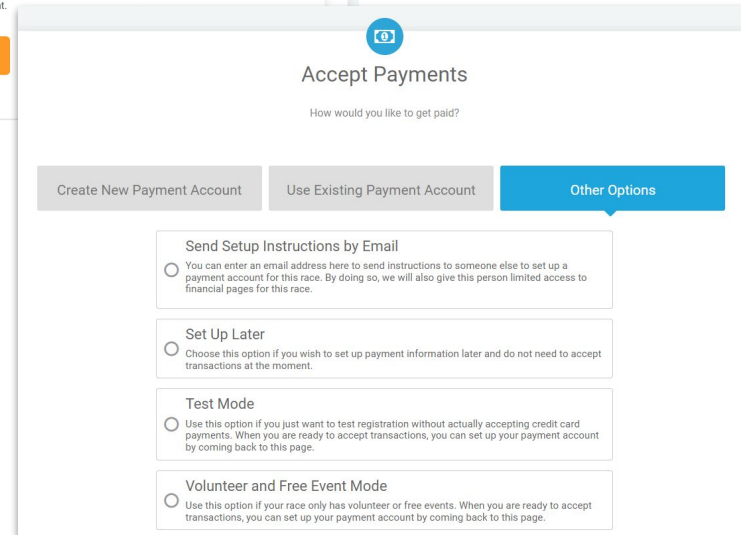
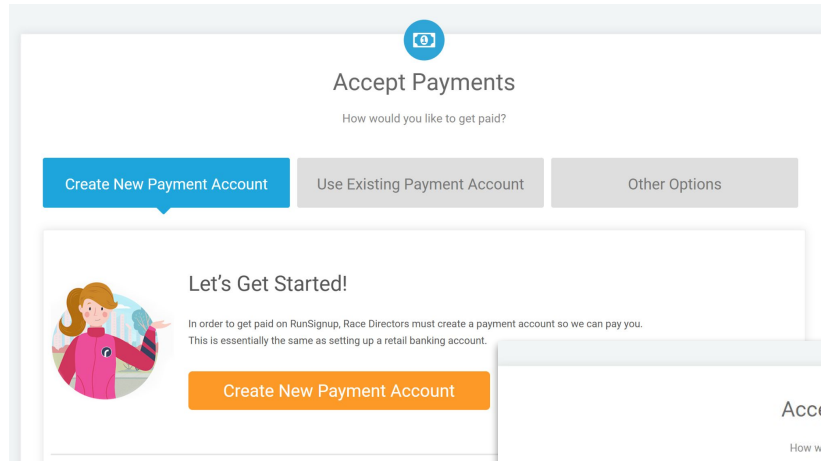
- Upload Your own Logo!
- Add a custom banner (2400x800), or click “Select from Available Banners” to choose one from our default options.



# Race Wizard **Step 6**

## Payment Account Setup

- Create or use existing payment account
- Other Options
- **IMPORTANT! Payment Account approval can take time if manual checks are needed. Make sure you start this process several days before you plan to open registration!**



# Race Wizard Step 6

## Payment Account Errors

- Initial Onboarding not complete
- Submit With Errors
- Document uploaded needed

⚠ 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

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 (

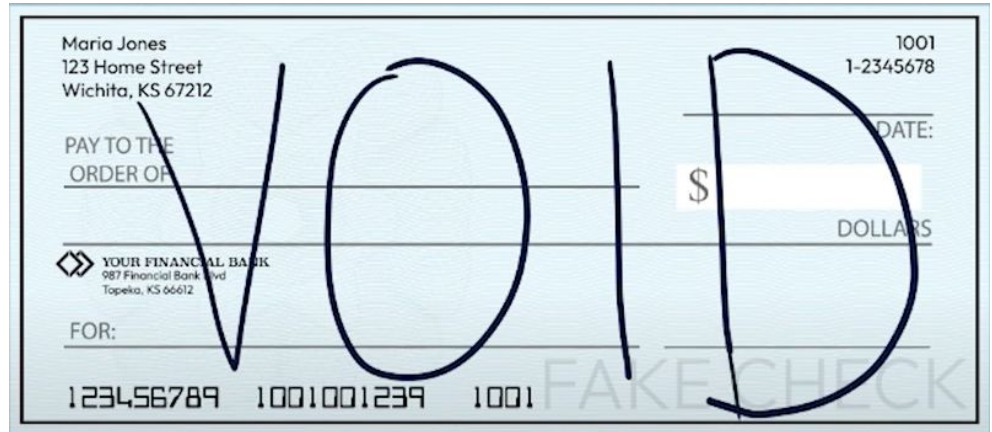
To complete setting up your payment account, please provide one of the items from the following list. Be sure your

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

# Race Wizard Step 6

## Payment Account Troubleshooting

- **Documents accepted**
  - Voided Check
  - Bank Statement
  - Letter from the bank
  - Screenshot of online banking



# Race Wizard Step 6

## Payment Account Troubleshooting

### Common Mistakes that lead to rejected payment accounts

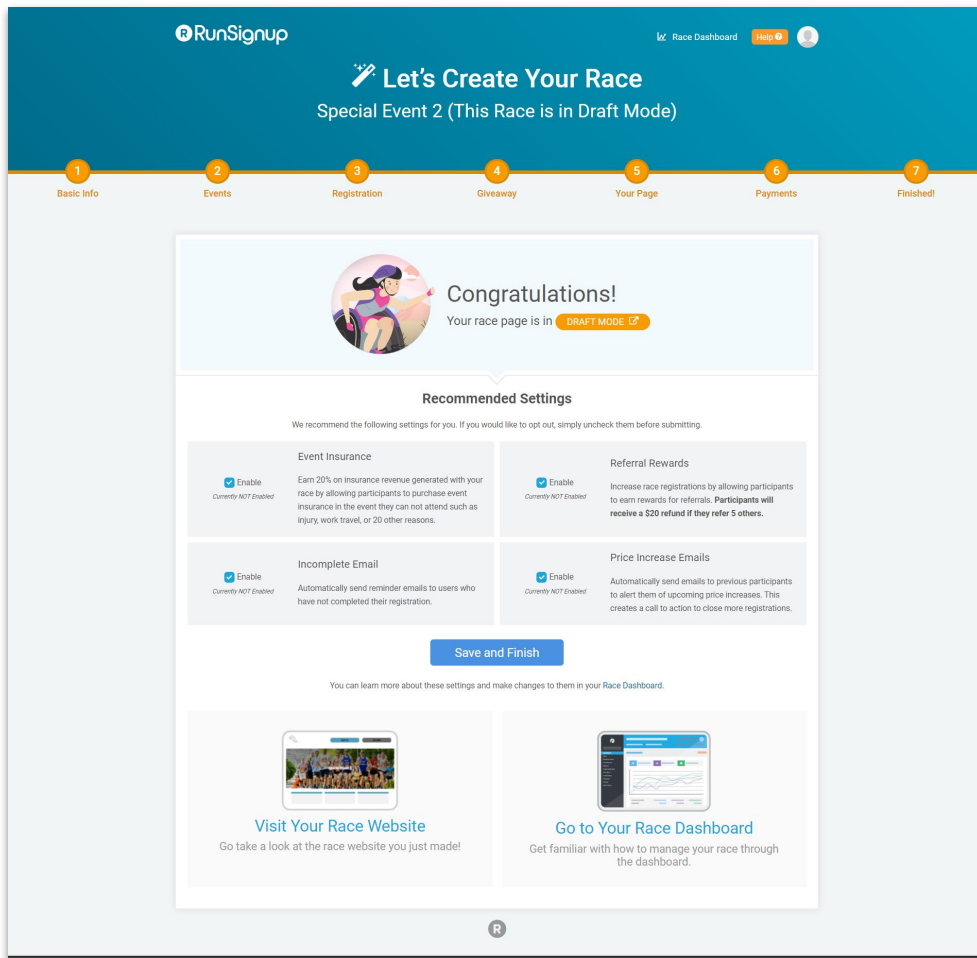
- Ripped or stained images
- Selfies
- Blurry images
- Old documents
- Documents with writing/redactions
- Used checks
- Incorrect documents
  - Deposit Slips
  - Banking agreements
- Mismatching data



# Race Wizard **Finished!**

These settings are  
**RECOMMENDED!**

- **Offer Event Insurance**
- **Referral Rewards**
- **Incomplete Email**
- **Price Increase Email**





# Race Dashboard

*Navigating the Dashboard*



 RunSignup

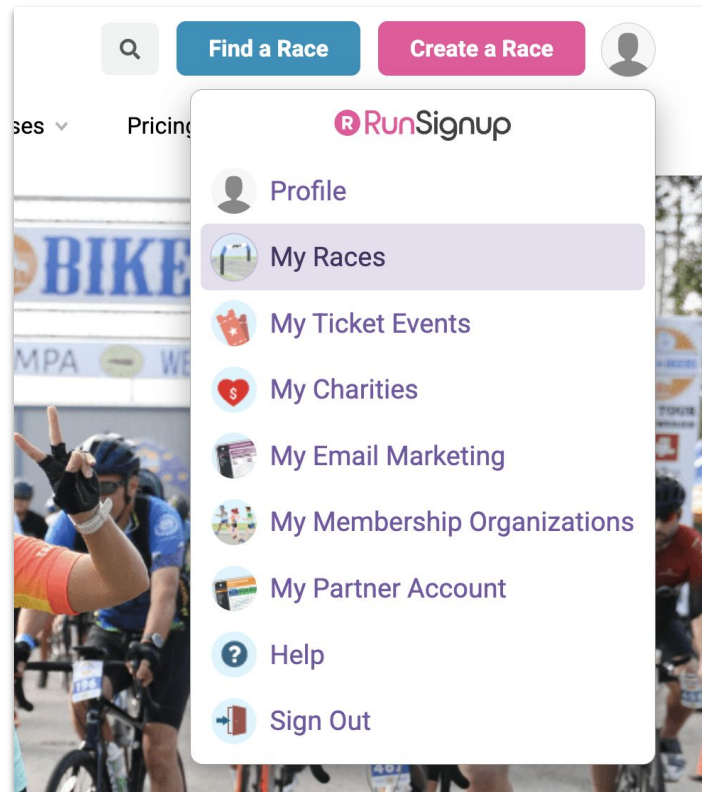
 TicketSignup

 GiveSignup

# How to Access Your Race Dashboard

## Access Point 1

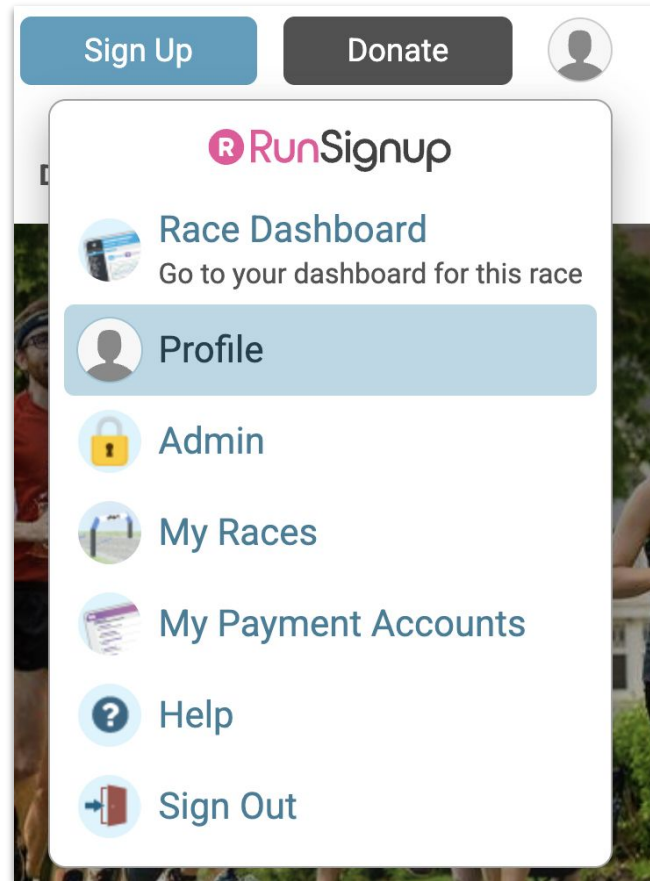
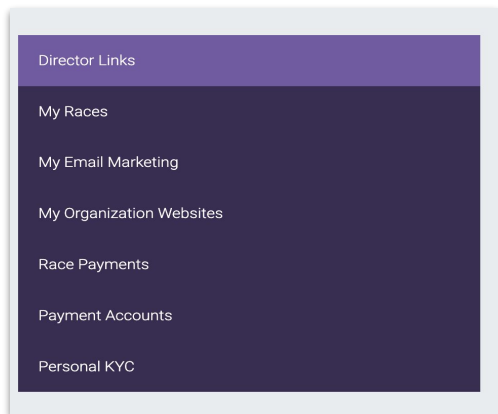
- [RunSignup.com](https://RunSignup.com)
- Log In
- Click on Profile Picture or Person Icon
- My Races



# How to Access Your Race Dashboard

## Access Point 2

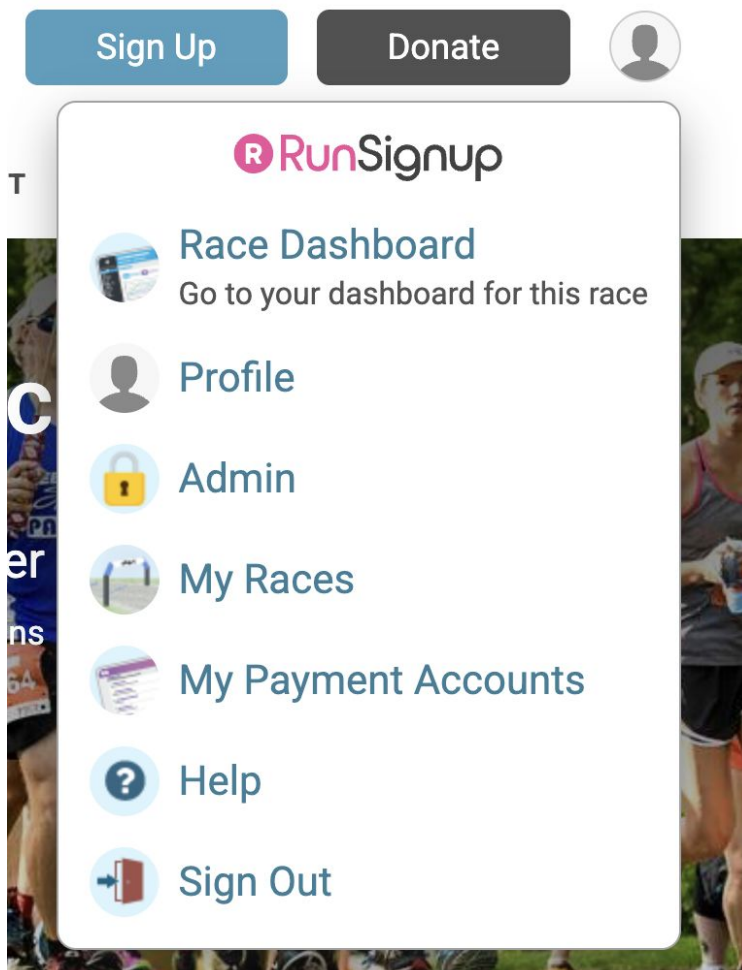
- Log in
- RunSignup Profile  
(<https://runsignup.com/Profile>)
- Director Links (at the bottom)
- My Races



# How to Access Your Race Dashboard

## Access Point 3

- RunSignup race website
- Click on Profile Picture/Person Icon
- Race Dashboard



# Race Dashboard

## Menu Search

The screenshot displays the 'Mountain to Sea Race' dashboard. The left sidebar contains a menu with items like 'What's New', 'Dashboard', 'Race', 'RaceDay Tools', 'Participants', 'Reports', 'Email Marketing V2', 'Email Marketing (Legacy)', 'Promotion', and 'Text Messaging (Admin)'. A search icon in the 'Menu Search' section is highlighted with a red arrow. The main header shows the race name, date (May 15, 2026), and location (Pisgah Forest, NC 28768). A search bar is present in the top right. Below the header, there are tabs for 'Overview', 'Transactions', 'Promotion', 'Demographics', and 'Registrations'. A 'Date Range' dropdown is set to 'Last 7 Days'. Three summary cards are visible: 'PAGEVIEWS' (21), 'SIGNUPS' (0), and 'TRANSACTION \$' (\$0). A line chart is partially visible at the bottom.

**Mountain to Sea Race** Search by Name, Bib, Email, etc.

May 15, 2026 | Pisgah Forest, NC 28768

Race Status: ! | View Website [↗](#) | Signups: 9 ▾

### Race Dashboard

0 ▾ Help [?](#)

Overview | Transactions | Promotion | Demographics | Registrations

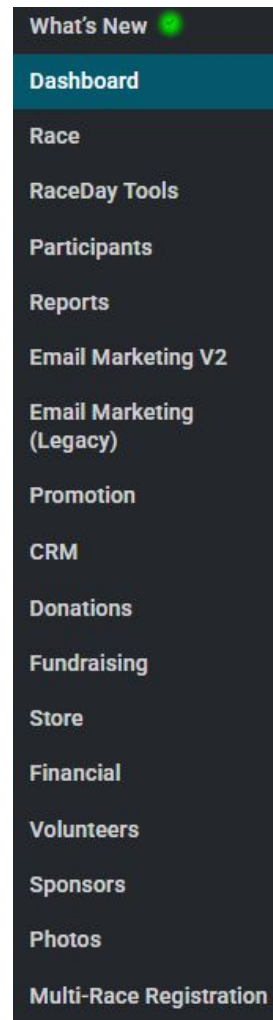
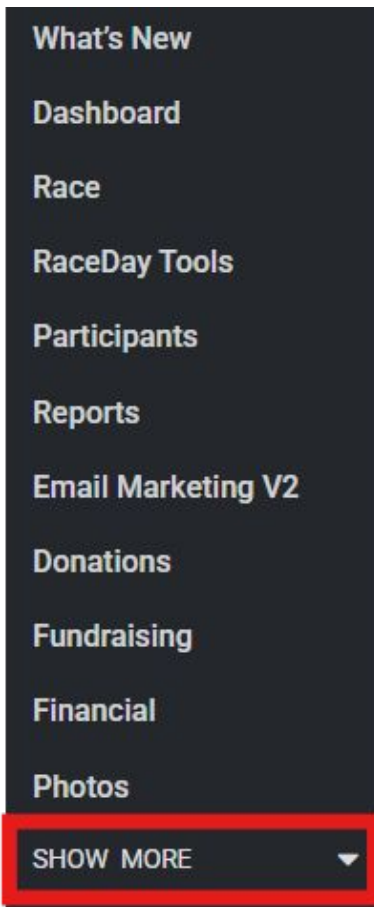
Date Range: Last 7 Days ▾ 🔒

PAGEVIEWS <b>21</b>	SIGNUPS <b>0</b> Previous Year: 0	TRANSACTION \$ <b>\$0</b> Previous Year: \$0
------------------------	---	--

25 | 20 |

# Dashboard Settings

- Menu Size
- Entire Dashboard



# Dashboard Data Expansions

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

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

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

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

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

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

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

# Standard Questions

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
  
- Search Past Events
- **Search All Fields** can be used for more specific searches

# Customize Participant Report

- **Customize Views**
- All boxes that are orange will be added to the report when you update
- Export reports in a variety of formats

## REPORT OPTIONS

Report Options ▾ Export Op

Search/Change Event

Customize View

Save Report

View Saved Reports

Summary Info

View Imports

Hidden Fields ↗

Graphical Reports ↗

## EXPORT OPTIONS

Daily Registration Summary

Customize Export

Download Report As CSV

Download All As CSV

Download Report to Google Sheets

Download All to Google Sheets

Download Report As PDF

Set Up Export to Email List

Download Report to Dropbox

Hy-Tek Export

Webscorer.com TXT Export

Webscorer.com CSV Export

MailChimp Export

Build Bib Labels

Make this the default report I see when I'm logged in.  
Some race specific settings will not be included in the default.

Update Report Cancel

View Participants

2023 - Event Name, Event Narr

Search/Change Event Report Options

Build Custom Report

Pick Common Columns to Display

Name  
 Gender  
 Street Address  
 Race Fee  
 Country


Registration ID  
 Chip Number  
 Checked In Status  
 Show Purchase  
 Reserved Entry Code

Payment  
Transfer Fee  
Race Profit  
MultiEvent Discount  
Processing Fee Paid by Race  
Shipping Charge  
Extra Fees  
Coupon

Imported  
 Transferred Coupon  
 Event Transfer Credits  
 Processing Fee  
 Other Fees  
 Partner Fee  
 Amount Paid Later  
 Coupon Tags

# Enable Donations

- Turn on Donations
- Customize logo and add details
- 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 \*

America/New\_York Time

Description/Additional Information \*

File Edit View Insert Format Tools

Paragraph A B I U

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.

# Coupons

**Step 1** | Name your code

**Step 2** | Determine discount (% or \$)

**Step 3** | Choose discount type

**Step 4** | Eligibility dates

**Step 5** | Apply code to items

**Step 6** | Set up restrictions

The screenshot shows the 'Coupon' creation form in the Race Dashboard. It includes the following elements:

- 1**: 'Coupon Code' field with the value 'LaborDaySpecial'.
- 2**: 'Discount' field with a value of '5' and a percentage sign.
- 3**: 'Discount Type' dropdown menu set to 'Overall Discount'.
- 4**: 'Coupon Starts' and 'Coupon Expires' date and time pickers. The start date is 09/03/2021 at 12:00 AM, and the end date is 09/07/2021 at 11:50 PM.
- 5**: 'Coupon Applies To' section with radio buttons for 'Race Registration Fees' (selected), 'Store Purchases', and 'This coupon can only be used on specific events'.
- 6**: 'Basic Coupon Restrictions' section with 'Limit to' fields for 'total transactions' and 'total registrants'.

# Race Website

*Your race page! It's mostly complete.*

 RunSignup

 TicketSignup

 GiveSignup



# Race Website/Page

To enhance it you can:

- **Showcase your brand**
- **Add unlimited content**
- **Organize**
- **Include key information**

**UTAH** CHALLENGE

Sign Up Donate

EVENT INFO DONATE RESULTS PHOTOS AGGREGATE (1,845 MI) TEAMS

RELAY (369 MI) TEAMS

## Utah National Parks Virtual Challenge

369-Mile Virtual Challenge will be back in 2023

### EVENTS

#### CHALLENGE WEBSITE

Additional challenge information can be found at <http://www.utahparkschallenge.com>.

#### PLACE

Anywhere - The Event Is Virtual! In spirit, though... we are touring Utah's Mighty 58 National Parks

#### DESCRIPTION

The Utah National Parks Challenge is a virtual race series that challenges participants to complete 369 miles (the distance through all five of the Mighty 58 national parks in Utah) and offers five additional park-themed virtual races with unique distances.


#### LOGGING MILES

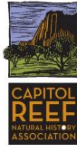
You must be a participant to view this content.


#### CHALLENGE SWAG

You must be a participant to view this content.

#### OUR BENEFICIARIES

 **ZION NATL PARK FOREVER PROJECT**

 **CAPITOL REEF**  
NATURAL HISTORY ASSOCIATION

 **CANYONLANDS**  
Natural History Association  
We Support the Land! You Love

# Race Theme

**R** DASHBOARD  
LOCATION

Race > Race Website > Race Theme > Race Template

## Choose your Race Template:

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

**Theme**

1 Race Template

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

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

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

Horizontal Template Options

Design & Layout | Social Media | Homepage Custom Content

Homepage Hero Image Layout  
 Default Layout  
 Alternative Layout

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

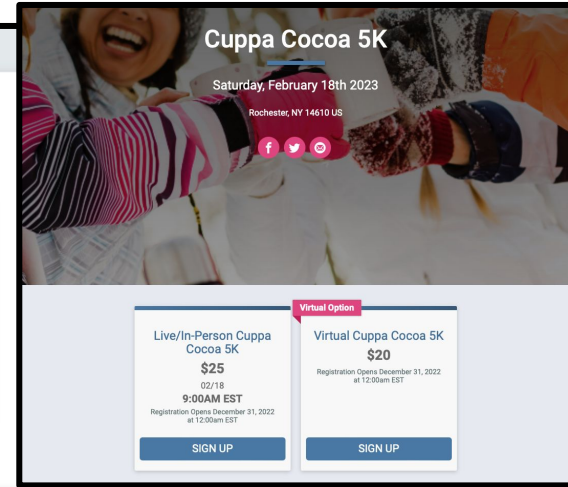
Header Color

Navigation  
 Always expand "More" menu on desktop.

Events Display  
 Grid  
 List

Footer  
 Show Race Logo  
 Hide Race Logo

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



# Race Theme

**R** DASHBOARD LOCATION

Race > Race Website > Race Theme > **Race Logo**

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




**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.

Remove current logo



Or, use one of our race logos

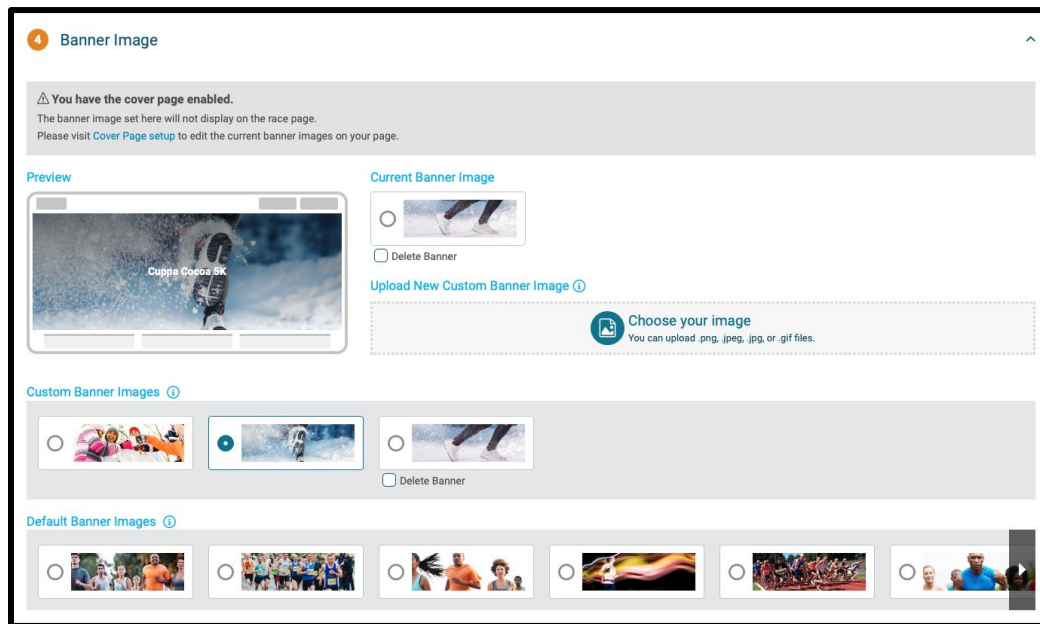
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>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

# Race Theme



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

**Custom Banner Size:**  
2000 x 800

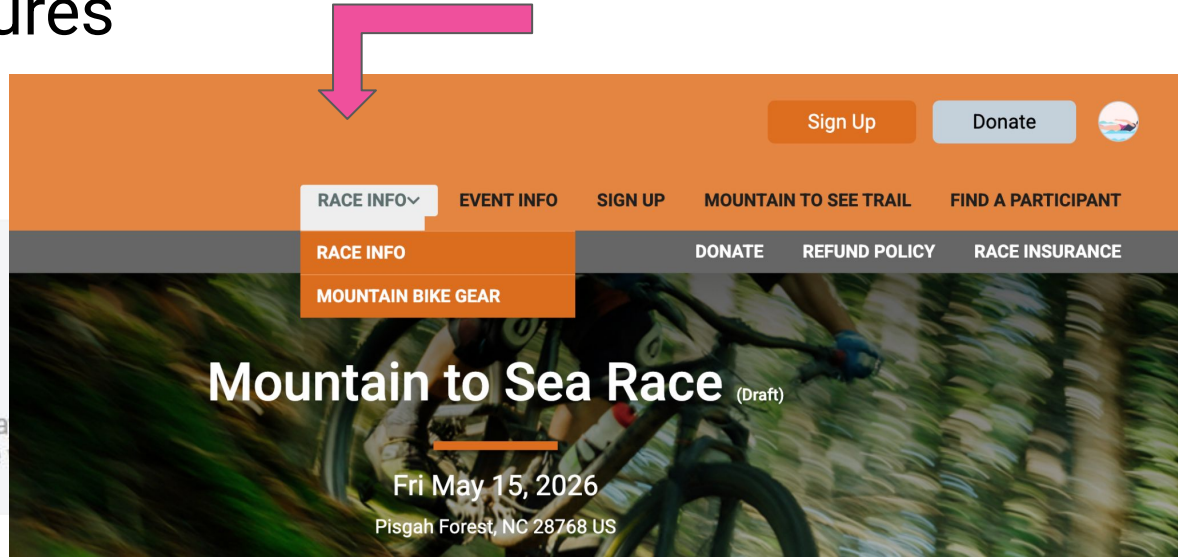


# Additional Page Features

## Custom Wording for "Race"

If you don't want the text on user-facing pages to say  
Please be sure that the text you enter makes sense

Customize the Event



**SOLUTION**

[help.runsignup.com/support/solutions](https://help.runsignup.com/support/solutions)



# Free Upgraded Features

*Take your site to the next level!*

VIRTUAL RUN INFO

EVENT INFO

MERCH



 RunSignup

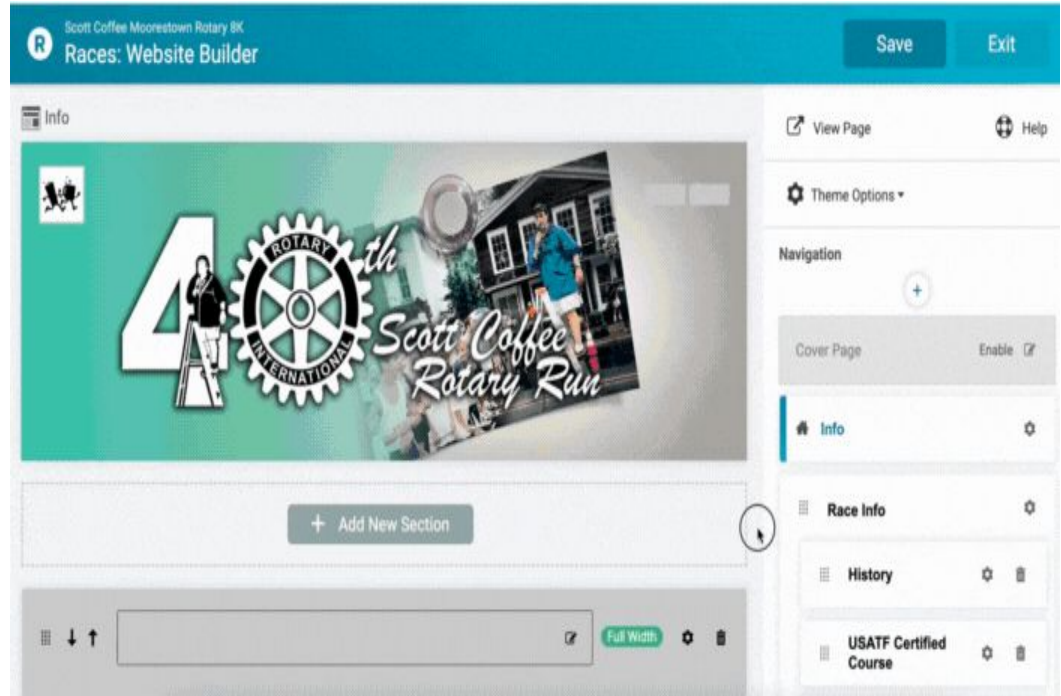
 TicketSignup

 GiveSignup

# Website V2

A robust website builder

- Customizable website builder
- Built-in registration, race info, and fundraising tools
- Image Gallery, Image uploads,
- Mobile-friendly pages for participants and donors



# Email Setup + Marketing

- Professional email editor with flexible layouts
- Audience targeting and recipient management
- Scheduling, previews, and test sends
- Built-in performance tracking and insights



DASHBOARD  
LOCATION

Email V2



Send Emails



# Thank You For Joining Us Today

*For more information, visit us online at:*

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

 **RunSignup**

