

Editing Applicants Registrations

Updating names, correcting typos, etc.

- ➔ Go to 'Event Applicants / Entry Form'
- ➔ Click on 'Event Applicants' on the left

Administration : Event Applicants / Entry Form : Event Applicants

Event Applicants

Race Information Volunteer Setup Event Form Event Applicants Volunteers Registration Form	<div style="border: 1px solid #ccc; padding: 5px;"> Search: <input type="text"/> <input type="button" value="Search"/> </div> <div style="border: 1px solid #ccc; padding: 5px;"> Text: <input type="text"/> Field: <input type="text"/> Select Search Field <input type="button" value="v"/> Search: <input type="text"/> -- Select One -- <input type="button" value="v"/> Registration Date On or After: <input type="text"/> (YYYY-MM-DD) Registration Date Before: <input type="text"/> (YYYY-MM-DD) </div>	<div style="border: 1px solid #ccc; padding: 5px;"> Filters: <input type="button" value="Apply"/> </div> <div style="border: 1px solid #ccc; padding: 5px;"> Paid Status: <input type="text"/> Paid <input type="button" value="v"/> Registration Date On or After: <input type="text"/> (YYYY-MM-DD) Registration Date Before: <input type="text"/> (YYYY-MM-DD) </div>
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You should have an alphabetical list of the applicants that have registered in the event you are currently in (check the top right corner to determine the event). It must say 'Paid' under the 'Status' column beside the applicant's name, otherwise the person isn't actually registered for this event. Most likely, they stopped part way through the registration and did not complete payment.

- ➔ To search for a specific registration enter a piece of text that you know in the 'Text' field.
- ➔ Select the 'Field' (email, name, etc.)
- ➔ Choose either 'This Race' or 'This Event' in the 'Search' drop-down

If your search was successful then you should see results below the search box.

Event Applicants

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<< Previous Page 1 of 1 Next >> Payment Status: Paid

Name	App ID	Event ID	Event Name	Status	Reg Date	Transferred
1) Colterjohn, Meighan	12146733	26585	Half Marathon Run/Walk	Paid	Jan 14/13	
2) Johnson, Arдания	12136160	26585	Half Marathon Run/Walk	Paid	Dec 29/12	
3) Johnson, Chantal	12146131	26585	Half Marathon Run/Walk	Paid	Jan 13/13	
4) St. John, Stacey	12211255	26585	Half Marathon Run/Walk		Mar 19/13	
5) St. John, Stacey	12213935	26585	Half Marathon Run/Walk	Paid	Mar 22/13	

This is a good example. Above you can see two registrations for 'St. John, Stacey'; one is Paid, and one is not. The registration on Mar 22/12 is the actual registration and Mar 19/12 was an attempt.

The icons in the registration line are different functions to help you manage the registrations.



This button allows you to open and edit the applicant's information. This is what is entered in the registration form.



This is the transfer button. It allows you to transfer applicants between events. (If there is a cost increase contact Running Room)



This is the refund button although you can select this they will not receive their money back unless you contact Running Room.



This button allows you to resend the confirmation email that is sent after the registration is complete. If the email is misspelled then you can edit it and resend this for the applicant.

Updating info

- When you open the registration for the top section “application Details’ includes the information about how much they paid and their personal best, etc. This information should not be edited unless you send RR a request to do so.
- The bottom section ‘Applicant Member(s)’ can and should be edited by you if the participant requests it.

1. Simply click on the field you are changing and type the new item.
2. Click ‘Update’ at the bottom once you are finished
3. Always resend the confirmation email after you have changed any information.

Team Member 10:	
First Name	<input type="text"/>
Middle Initial	<input type="text"/>
Last Name	<input type="text"/>
Birthdate	<input type="text"/>
Sex	<input type="text"/>
Email	<input type="text"/>
Shirt Size	<input type="text"/>
Stage	<input type="text"/>
Is Team Captain	<input type="text" value="0"/>
City	<input type="text"/>
Prov	<input type="text"/>
Postal	<input type="text"/>

Adding Team Members

For teams without the team link and password

- Event Applicant/Entry Form
- Event Applicants
- Find the team registration and click to edit it
- Scroll down to the last team member, below there will be more empty slots.

Team Member 10:	
First Name	<input type="text"/>
Middle Initial	<input type="text"/>
Last Name	<input type="text"/>
Birthdate	<input type="text"/>
Sex	<input type="text"/>
Email	<input type="text"/>
Shirt Size	<input type="text"/>
Stage	<input type="text"/>
Is Team Captain	<input type="text" value="0"/>
City	<input type="text"/>
Prov	<input type="text"/>
Postal	<input type="text"/>

- Fill in the participant's information
- Click update at the bottom
- Resend confirmation email
- **YOU ARE RESPONSIBLE FOR COLLECT PAYMENT FOR THIS PERSON**

Problems & Solutions

1. Participant did not receive confirmation email.
 - a. There is probably a typo in the email address. Update and resend.
2. Participant wants to know why their name is not on the 'Confirmed List'
 - a. When they registered they were asked "*May we display this applicant in the event confirmation list and pledge search results page?*" If they chose 'No' then their name will not appear. Change 'Hide From Confirmed List (Individual)' to No.

Hide From Confirmed List (Individual)	<input type="radio"/> Yes	<input checked="" type="radio"/> No
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