

Setting up Registration with Active.com

This guide outlines the steps necessary to setup online registration with Active.com so it collects the necessary information for the Twin City Track Club's finish line services.

Getting Started

The first thing you need to do is gather all the information you would have in a race brochure. Ideally the entry form and online registration will have the same questions and fields so setting them up at the same time is a good idea.

Next you're going to need an account on active.com if you don't already have one. We highly recommend setting up a separate account with an email address unique to the event instead of using a personal account you may use to register for other events. You can set one up by going to <http://www.active.com/login>

If you don't feel comfortable setting up the event yourself active.com has people that can do it for you if you provide all the necessary information. Contact the account representative for the TCTC (Jennifer Romine) at Jennifer.Romine@Active.com to assist or use the general client support contact at clientsupport@activenetwork.com. You can contact them via phone at 1-888-620-8717. Most often they will require a machine-readable copy of the brochure.

Creating your own listing

If you created an event under your account from a previous year your best bet is to copy the listing using "Copy Listing" and update it. If not, select "New Listing". It would be a good idea to read through this section and gather this information so it's read when you start the process.

The first thing you'll be asked for is the event date, sport, location and type of listing to search for. We suggest "Running" as the sport, "US" and "NC" as the location, and "Event, Race" as the type of listing. This will search to see if your event has already been listed.

Unless you have an event from a previous year you'll need to use start from scratch. You'll be prompted for the event name, secondary classification (i.e. Walking, etc) and asked for intended audience and difficulty level. Next you'll be asked for distances, such as 5K, 10K, etc. You can select more than one if you are having multiple events the same day.

Next you'll be asked if you're working with a timing company. Please select "Yes", and "Twin City Track Club".

You'll then be prompted for the location details and it would be best if you enter a street address and zip code so the registrant can see a map to the event location. Also, if you have multiple start use the first time as there isn't an option for multiple times.

You'll then be prompted for the contact name, phone number, email address and your web site.

After that, fill in your categories, prices, and cutoff dates and you are complete.

The default questions automatically created by active.com are:

First Name*

Middle Name

Last Name*

Gender*

Birthdate*

Email*

Day Phone*

Text Displayed:

Day Phone

Evening Phone

Text Displayed:

Evening Phone

Address 1*

Address 2*

City*

State* 

Default Selected:

No Default

Zip*

Country*

Once the event is set up you'll need to add the custom fields and customize your event description and waiver. The waiver in your brochure and in online registration should contain the phrase *"This waiver applies to the Twin City Track Club, Inc., and its directors, officers, members, and agents, as well as non-TCTC members who are working with TCTC on race activities."*

The TCTC expects the following custom questions to be added to the registration. Your data entry process may not require some of these but they are required to minimize reformatting of the data for import into our system.

Age On Race
Day *

T-Shirt Size? *

Small

Emergency
Contact *

Emergency
Contact Phone
*

Estimated
Finishing Time:

00

:

00

:

00

Weight
(For Clydesdale)

TCTC Member?	<input type="radio"/>	No
	<input type="radio"/>	Yes

USATF Number (Number from USATF card) 	<input type="text"/>
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You can have other fields in addition to the ones above, but these are the minimum expected by the TCTC scoring system.

Once complete, update all the tabs under “General Information” as required. The easiest way to do this is to copy and paste from a test copy of your brochure.

Offline Entry and Data Download

Once your event is created make sure that the userid president@twincitytc.org is granted access to the event so the TCTC can download the data when required. We also recommend that you email clientsupport@active.com to request that active.com set your event up for offline data entry and explain to you how to use it. This will make it possible for you to enter your mail-in entries into your event for download into the race scoring system.

To use this:

1. Log onto the [active.com](http://www.active.com) event director site, which is normally <http://www.active.com/explorer>
2. Select your event from the dropdown
3. On the left-hand side, scroll down to the registration tools and click "+" symbol
4. From the expanded list of commands, click "Offline Registration"

The rest of the process is fairly straightforward. Although be sure to enter complete and consistently formatted information.