



# DEVON ORIENTEERING

## Racesignup GUIDE

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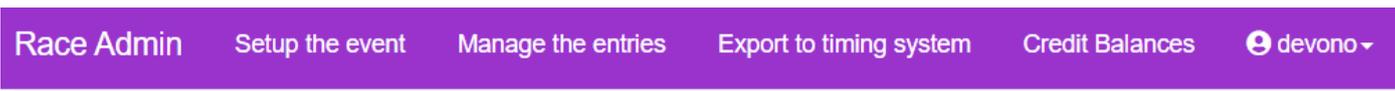
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## 2. BASICS

### 2.1 LOGGING IN

- Address: <https://racesignup.co.uk/raceadmin>
- User: **devono**
- Password: [request from any club committee member]

### 2.2 WHERE DO I GO?



Read the headings – they do what they say 😊.

Information on **fees paid** is also under **Manage the entries**.

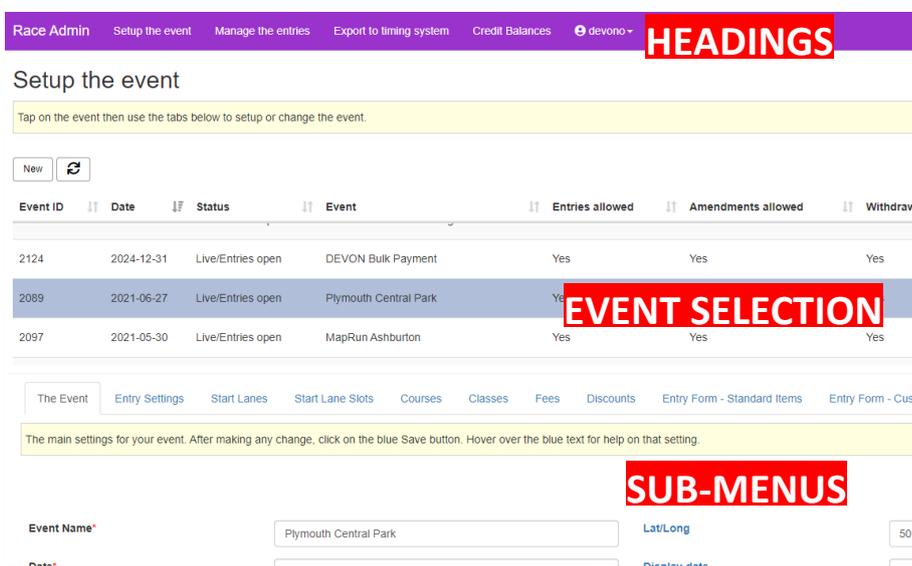
There are several different **entry list** formats available in either **Manage the entries** or **Export to timing system**.

**Race Admin** has useful **text and video guidance**.

### 2.3 LAYOUT

The three main headings you will be using – **Setup the event**, **Manage the entries**, **Export to timing system** – all have the same layout.

- In the **middle** of the screen: select the event you need / create a new one.
- **Underneath**: select the sub-menu relevant to what you want to do. E.g. start lanes, entry form etc.



For convenience, a few of the sub-menus are available in more than one place.

### 2.4 QUICK EVENT SETUP

1. Racesignup > Setup the event.
2. Look through the list of existing events. Select the one most like the event you are setting up.
3. Click the Duplicate button on the far right of that event's record:

ropsham	res	res	res	Racesignup page	Flyer	DEVON	view	
Ashburton	Yes	Yes	Yes	Racesignup page	Flyer	DEVON	View	
...	No	No	No	Racesignup page	Flyer	DEVON	View	

4. Select this same event in the Clone from box.
5. Tick Clone Start Lanes and Times.
6. Adjust all the other details on screen to fit your new event.
7. Click Save New Record.
8. Move through all the sub-menus on the lower part of the screen, checking each setting and changing where necessary.

**It is important you do this** – there are always items that will need changing after cloning, e.g. any references to dates/days/locations.



If you need more detail, or you want to set up an event from scratch, see the full “Setting up an event” section.

## 3. BACKGROUND

Devon Orienteering use [Racesignup.co.uk](https://Racesignup.co.uk) to handle pre-entry for small and medium events (yet to be tried for a large-scale event as of 2021-05-24). The service is run by SOC's Pete Davis, who works on it full time.

The event **Organiser is responsible** for setting up and managing pre-entries. They can of course delegate if needed.

### 3.1 NOTABLE BENEFITS

- Value – approx. half the typical cost to the club for a 100-entrant event (compared to SiEntries / Fabian4).
- Control – we have full agency to set up events how we want, when we want, without waiting on anyone else's involvement.
- Simple – a basic event takes minimal setup, the interface is clear to use, and previous events can be cloned to save setup time.
- Flexible – the amount of built-in configurability enables many useful event features, e.g.:
  - Requesting map printing for MapRuns.
  - Enter and pay for a whole event series at once.
  - Set limits on: overall entrants, start windows, car parking etc.
  - Credit for future entries (e.g. for refunds, group discounts).
  - ...

### 3.2 LIMITATIONS AS OF 2021-05-24

Two features that would be needed for large scale events are missing:

- Seeded start times  
I.e. based on BOF rankings.
- Automated hire dibber allocation  
Can always be done manually using SiTiming but at high volumes this is time consuming.

### 3.3 RACESIGNUP PROCESSING FEE

As of 2021-05-25: **3% + 30p**

Subtracted from the event entry fee total before paying the club.

[See their webpage for full details.](#)

This means that larger and fewer financial transactions are more beneficial to the club. Therefore:

- We prefer to refund entrants via credit, since they can enter another future event without there being another transaction.
- We offer a [bulk payment option](#), where entrants can buy large amounts of credit with the club in a single transaction, then use that to pay for multiple events.

### 3.4 CLUB PAYMENT

Racesignup pays Devon Orienteering our cut of the entry fees on the **second Tuesday after the event**. No action is needed by us – they have the payment details on file.

## 4. SETTING UP AN EVENT

Feel free to go ‘off-piste’ and try things out – Racesignup has lots of valuable flexibility!

If you are in a hurry: see the “Quick event setup” section under “Basics”.

### 4.1 LOOK THROUGH PREVIOUS EVENTS

Racesignup > Setup the event.

It is likely that an event like yours has been run on Racesignup before. At minimum: you can get some good ideas; at best: you can **clone** the event and make minimal modifications.

#### 4.1.1 USEFUL EVENTS AS OF 2021-05-24

- Knightshayes 2021-05-09 – a local event with a simple setup.
- MapRun Ashburton 2021-05-30 – a week-long event with special entry form.
- TEMPLATE DEVON League Event 2025-01-01 – a demonstration of how our traditional league events would be set up, particularly regarding the various fee structures.

### 4.2 MAKE THE NEW EVENT

Racesignup > Setup the event > New.

1. Enter the basic details in the window.  
To save time: consider **cloning** from a similar existing event using the **Clone from** selection box.
2. Click **Save**
3. Your new event will now be in the event list.
4. Select that event to perform any further actions.

### 4.3 ALL THE SETTINGS

You need to check through each sub-menu tab in turn, checking and changing settings as appropriate.



**Do this even if you have cloned from an existing event.** Not all settings can be left unchanged.

The settings are self-explanatory, with useful tooltips (hover over any blue text). The rest of this section covers anything non-obvious, and ways of working specific to DEVON.

## 4.4 SAVE ON THE DETAIL

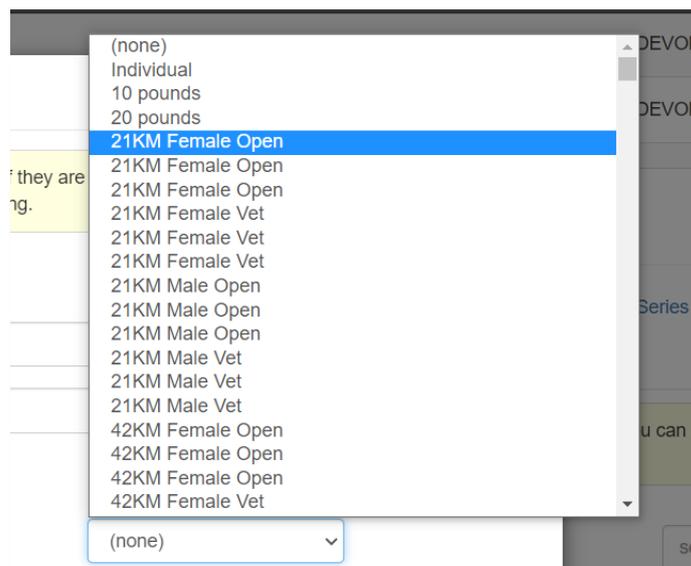
We already include a lot of detail on the club website. Try not to repeat that content where it is avoidable; Racesignup obviously needs some information to work such as courses, fees etc., but things like the privacy notice and planner's notes can be left out in favour of just **linking to the webpage**.

1. Racesignup > Setup the event > [this event] > Race Information > New.
2. Heading: Event Information
3. Display Order: 0
4. Text:  
See the [linkstart]<**link to the club webpage for this event**>[linktitle]event page[linkend] on the club website for full details.
5. Tick all the boxes noting where to include the information.

Under advice from Racesignup: this method is preferred over the website settings in **The Event** menu.

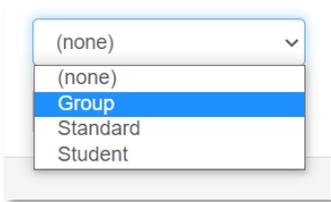
## 4.5 SELECTION BOX BUG

When adding something new (e.g. a Course or a Fee) you will need to make selections in drop-down boxes (e.g. what Class does this Fee apply to?). When first created, it is common for the drop-down box to have too many options:



This is a bug, but it can be rectified:

1. Keep the same window open.
2. In the Event Name selection box: click **(none)**.
3. In the Event Name selection box again: click your event.
4. All the selection boxes should now be behaving normally:



## 4.6 EXPERIMENTING

Something to do **throughout** your event setup process, to make sure everything is working as you require.

### 4.6.1 ACTIVATE TEST MODE

Racesignup > Setup the event > [this event] > The Event.

1. Tick **In test mode**
2. Un-tick **Include on Racesignup homepage**
3. Click **Save**

Test mode allows you to experiment to your heart's content without real financial transactions or real entries. And there is no risk of a real person trying to enter the event either since it is not on the homepage. Invaluable!

### 4.6.2 TESTING

On your event's line in the events list: click the **Racesignup page** and **Flyer** links – these will open in new windows allowing you to see what your event would look like to the public.

#### 4.6.2.1 ENTRY FORM

If you have copied from an existing event, it is likely that the entry form is fine. But if you want to make sure, or try something different on the form, you can make some test entries to make sure all is as intended:

1. Open an [incognito window](#) in your chosen web browser.
  - This allows you to view and log in again **not** using the **devono** account.
  - So you do not have to log back in to resume working on the event.
  - And you experience everything as a normal entrant.

2. In the incognito window: open the Racesignup page again.
3. Log in using your personal Racesignup account.
4. Try entering yourself for the event to see what the entry form looks like.
5. If you want to test different fees/classes/etc: add some false entrants to your account and enter those.

## 4.7 NOT WORKING AS EXPECTED?

### 4.7.1 NO 'ENTER' BUTTON AVAILABLE FOR THE EVENT

Make sure you have set a date-time for entries opening:

Racesignup > Setup the event > [this event] > Entry Settings > Entries open.

### 4.7.2 EVENT IS READY, BUT NOT VISIBLE IN RACESIGNUP'S LIST

Make sure you have ticked the include-on-homepage option:

Racesignup > Setup the event > [this event] > The Event > Include on Racesignup homepage.

## 4.8 START WINDOWS

### 4.8.1 GENERATING START WINDOWS

Racesignup > Setup the event > [this event] > Start Lanes.

With Racesignup there is no 'start time preference' process – the entrant explicitly selects from a list of start windows, each of which has limited spaces.

To generate start windows: **create a Start Lane**; during this process you choose the window lengths and entrant numbers for that Lane. Racesignup calls the windows Start Lane Slots.

Most of our events will just have 1 Start Lane, but if there are two starts that means two Start Lanes etc.

### 4.8.2 EDITING START WINDOWS

Racesignup > Setup the event > [this event] > Start Lane Slots.

You can edit individual Start Lane Slots, but NOTE: edits to Start Lanes may remove your manual edits.

It can be helpful to create a 'HELPERS EARLY' Start Lane Slot that goes before any of the auto-generated Slots.

## 4.9 FEE RATES

You can see **all** the below in action in **TEMPLATE DEVON League Event**. It might be simplest to clone that event (see "Make the new event") to save setting everything up again.

Racesignup will include a summary of the fees on the public-facing webpages for the event. **Whenever you make changes, make sure this displays as expected** – see "Experimenting" for details.

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### 4.9.1 SI-CARD HIRE

Racesignup > Setup the event > [this event] > Fees > [each fee band] > Edit button in Actions column > under the Advanced heading.

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### 4.9.2 JUNIOR FEES

1. Set the junior calculation rules:

Racesignup > Setup the event > [this event] > Entry Settings.

- a. Age defined on
- b. Juniors younger than (years)

2. Set the junior fee for **every** fee band:

(Even if it is the same as the senior fee).

- a. Racesignup > Setup the event > [this event] > Fees > [each fee band] > Edit button in Actions column.

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### 4.9.3 NOVICE FEES

When we want to charge entrants less for running an 'easy' course.

1. Mark the relevant course(s) as novice:

Racesignup > Setup the event > [this event] > Courses > [each relevant course] > Edit button in Actions column > Novice.

2. Add a novice fee to the relevant fee bands:

Racesignup > Setup the event > [this event] > Fees > [each relevant fee band] > Edit button in Actions column > under the Advanced heading.

3. Add a note describing the novice fees to the public-facing web pages:

Racesignup > Setup the event > [this event] > Entry Settings > Fees description.

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## 4.9.4 STUDENT/FAMILY SINGLE ENTRIES

Achieved via attaching **Fee** bands to **Classes**.

NOTE: we often say 'Classes' to refer to e.g. W35. In Racesignup these are called 'Age Categories' instead.

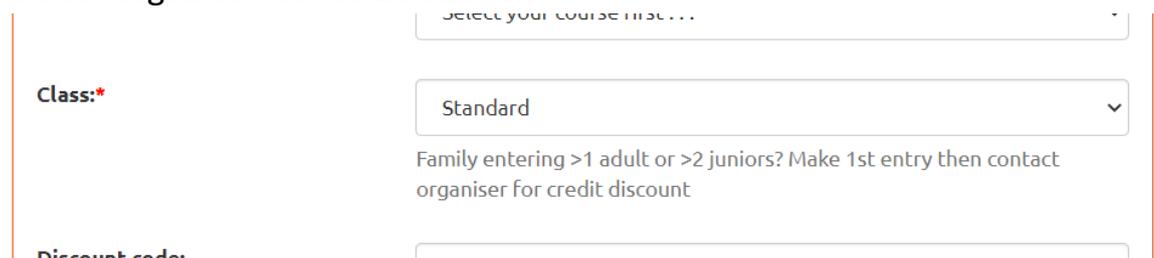
1. Make a Class, e.g. 'Student':
  - a. Racesignup > Setup the event > [this event] > Classes > New.
2. Make a corresponding Fee with the same name:
  - a. Racesignup > Setup the event > [this event] > Fees > New.
  - b. Make sure you associate the Fee with the Class using the **Class** selection box.

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## 4.9.5 GROUP RATES

Devon Orienteering are keen on group rates to avoid discouraging families. Racesignup does not directly support this, but it can still be achieved via **manual intervention** – crediting the entrant before they enter their whole group:

1. Include a note on the entry form:
  - a. Racesignup > Setup the event > [this event] > Entry Form – Standard Items.
  - b. Add as a tooltip to a field relevant to fees.  
(E.g. the class selection box where an entrant might select 'Student' / 'Family Group' / etc).
  - c. Something like: "Family entering >1 adult or >2 juniors? Pay for 1st entry then contact organiser for credit discount."



The screenshot shows a portion of the Racesignup entry form. On the left, there is a label 'Class: \*' with a red asterisk. To its right is a dropdown menu currently showing 'Standard'. A tooltip is displayed below the dropdown menu, containing the text: 'Family entering >1 adult or >2 juniors? Make 1st entry then contact organiser for credit discount'. Above the dropdown menu, there is a text input field with the placeholder 'Select your course first...'. Below the dropdown menu, there is another text input field with the placeholder 'Discount code:'.

(The organiser's contact details are always displayed on the entry form).

- d. You can see an example of this in the **TEMPLATE DEVON League Event**.
2. If contacted, grant the entrant the appropriate amount of credit:
    - a. Racesignup > Manage the entries > [this event] > Payments > [this payment].
    - b. Calculate the credit:
      - i. How much they would pay without intervention.  
MINUS...
      - ii. How much they should be paying according to our group discount.
    - c. Click the Edit button in the right-most **Actions** column.

- d. Tick **Mark for Credit**, enter the desired credit amount.  
It is OK if this goes over the total amount paid so far.
- e. Check that the credit has been applied:  
**Racesignup > Credit Balances**.
- f. Inform the entrant they can proceed with their entry.

If the entrant only contacts after entering everyone, we can still grant them the credit to save them money for a future event.

## 4.10 ENCOURAGING BULK CREDIT PURCHASES

(As noted in the “Racesignup processing fee” section). Encourage the use of our bulk credit purchase option:

1. **Racesignup > Setup the event > [this event] > Entry Settings > Fees description**.
2. Include this paragraph:  
To save yourself time, consider bulk purchasing credit that you can use for ANY future DEVON Racesignup event: [\[linkstart\]https://racesignup.co.uk/site/event.php?eventid=2124](https://racesignup.co.uk/site/event.php?eventid=2124)[\[linkend\]](#)**[linktitle]purchase here**[\[linkend\]](#).

## 4.11 ENTRY FORM

**Racesignup > Setup the event > [this event] > Entry Form - Standard Items**.

There is a lot of detail here. Just take your time – it is all simple. Here is what you need to know:

- Hover over the column headings to get tips on what they mean.
- Some fields are calculated rather than needing the user to fill them in.
  - Name
  - Age Category
- Make sure ‘Include’ is ticked if you want the field to appear **anywhere**.  
This even applies to a calculated field only appearing on the start list.
- Make sure anything affecting fee amount is **unticked** for ‘edit after payment’.
- ‘Ask once’ fields are only requested for the first entry on an account (e.g. someone making several entries for their family).
- ‘In entry email’ refers to the optional email that can be set in:  
**Racesignup > Setup the event > [this event] > Entry Settings**.
- The “Experimenting” section can come in useful to confirm that your changes are as intended.

## 4.12 CLASSES

NOTE: we often say 'Classes' to refer to e.g. W35. In Racesignup these are called 'Age Categories'.

Classes have no set purpose. But since they can be linked to fees, to courses, and can have number limits, they offer lots of flexibility for unusual purposes.

E.g. another club has used classes to set car parking limits – having a specific class for cars and others for extra passengers/pedestrians/etc.

## 4.13 EVERYTHING READY?

Racesignup > Setup the event > [this event] > The Event.

**Untick In test mode**

Any test entries made are automatically removed.

**Tick Include on Racesignup homepage**

## 5. MONITORING/MANAGING ENTRIES

### 5.1 BULK EMAILS

Racesignup > Manage the entries > [this event] > Bulk Emails > New.

As you may expect; this is a way to send an email to all entrants.

Make sure that the time range covers enough minutes to get every email sent. Setting a time range of 0 minutes will mean 0 emails.

### 5.2 REFUNDS

Racesignup > Manage the entries > [this event] > Payments > [individual payment] > Edit button.

1. Tick for Refund (monetary) or Credit (stays within Racesignup for future entries).
2. Enter the amount:
  - For Credit: enter as much as you want.
  - For Refund:
    - You cannot enter more than the original payment.
    - Refunding the full amount still means the club owes Racesignup the processing fee.
3. Enter a note explaining the refund.

### 5.3 DOWNLOADING LISTS

**All lists** have the same array of buttons at the top left, including an Excel download button.



## 6. EVENT TIMING

### 6.1 DOWNLOADING THE DATA

Racesignup > Export to timing system > [this event].

1. Pick the sub-menu for the format you need.
2. Click the Excel download button.

### 6.2 ALLOCATING HIRE CARDS

Racesignup > Manage the entries > [this event] > Assign Hires.

Racesignup cannot allocate these automatically, but it is important to keep entrants as informed as possible, so manual allocation should be done even if the allocation is first done offline.

Use the **Chip** column in the table to quickly type in a number, press Enter, and move onto the next row.

## 7. GETTING HELP

Racesignup includes video and text documentation when logged into Race Admin (see “Logging in”).

The Racesignup team are very responsive – [see their contact details web page](#).

Talk to [Martin Yeo](#), who set up Racesignup for DEVON.