Race Result – How to Resend a Change Link

Synopsis: Most events using online entry will send a confirmation email following successful entry. Normally, we will include a link in the email which allows a participant to re-open the online entry form and make changes. This may involve additional charge – e.g. if they select an option which requires an additional fee. However, some will either lose this email or be unable to locate it. Hence they will contact the organiser for assistance. This document explains how you can re-send the link, thus allowing the participant to make the required changes. If these incur additional cost, the system will then take payment for the difference. Note that this does not work in reverse – i.e. if they select a cheaper option, it will not apply a refund.

Pre-requisites: You need to know the participant name or number. You also need permission to access the "Participants" tab in the RaceResult system for the event.

Navigate to the Race Result Page

1. From a PC, Laptop or Tablet browser, navigate to Race Result: https://events.raceresult.com
2. Logon with your User name (5-digit logon or username) and password.
3. From your list of events, select (click on) the event you wish to work with.
4. The event summary panel will open and you will see a list of tabs in the black bar across the top: Overview / Main Window / Participants / Output / my.raceresult.com / Tools (note that you may not have access to all of these).

Locate the participant

5. Click on the "Participants" tab. This will normally open the details of the first participant.
6. From the left hand sidebar list of options, under "Navigate", click on "New Participant".
   OR you can press F12.
7. A new participant will be created with blank details.
8. In the "Personal Data" panel, fill in : Last Name / First Name / Date of Birth / Sex.
9. In the "Event" panel, select the Contest and fill in the Club.
10. Note that, if you have changed the contest and specific bib ranges have been assigned, then the system will automatically adjust the bib number to the next available number for the contest.
11. Optionally, in the "Address" panel, fill in the address details.
12. In the LHS "Additional Data" panel, fill in any relevant details (these may vary between events).
13. In the RHS "Additional Data" panel, fill in any relevant details (these may vary between events).
14. In the "Contact" panel, fill in email and phone number(s).
15. If you want to assign a specific Bib Number, you can overwrite the one that has been automatically assigned. Otherwise, leave it as-is.
    To save the new participant details, click on the blue "disk" icon at the top LH corner.
    Note that, if you navigate to another option within Race Result, it will automatically save the details for you, but it is always best to save the details explicitly.
16. If you want to add further participants, repeat steps 6-15.

17. Because all Race Result details are updated directly on the "cloud", any changes you make (such as adding new participants) will immediately appear on any online listings etc.

18. If you wish to email the participant (e.g. to tell them that you have added them to the event) you can click on the RH envelope icon that is shown alongside the Email address in the "Contact" panel. This will open your default email client.