

## Race Result – How to Resend a bulk email

**Synopsis:** Occasionally you may want to re-send a bulk email to one or more participants. Bulk emails are susceptible to being blocked by spam filters and participants often misspell their email addresses when entering an event, hence will not receive email correspondence.

**Pre-requisites:** You need to know the participant number. You also need permission to access the “Participants” tab in the RaceResult system for the event. Also, the email template must already have been defined – i.e. you cannot use this procedure to create a new email, only to re-send an existing one.

### 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. Select the “Participants” tab. This will normally open the details of the first participant.
6. From the left hand sidebar list of options, under “Tools”, click on “Email/SMS Module”.
7. This will open the Template selection panel:



The screenshot shows a web interface for selecting email templates. It contains three input fields: a dropdown menu for 'Template', a text box for 'Bib Numbers' containing '123,345,789' with '(e.g. 3-50;55)' as a hint, and an empty text box for 'Filter'.

8. Select the template that you want to re-send from the drop-down list of available templates.
9. Enter the Bib number of the participant to whom you want to send the email. If you want to send to several, just enter them as a comma-separated list (as shown in the example).
10. DO NOT leave the Bib numbers option blank – if you do this, the email will be sent to ALL participants.
11. When you have made your selection, you will see a list of the selected participants.
12. Click on any of the selected participants to see a preview of the message in the right-hand panel.
13. When you are ready to send, click on the “Send” button at the bottom LH corner.
14. The emails will then be sent and will show in green when sent. If shown in red, they have not been sent.
15. If messages show in RED this is either due to:
  - a. Invalid target email address for the participant. Check the participant email address.
  - b. Bulk email parameters have been not been configured correctly. Contact MTS for assistance.