

# REGISTRATION PLATFORM PARTICIPANT USER GUIDE



## INTRODUCTION

The following document provides details on how to:

- Change route and/or payment option
- Log into My Events to make changes to your registration
- Transfer your place to someone else
- Create a team
- Invite others to join your team
- Redeem prepaid places for your team
- Managing your team

Please note no changes can be made to personal details submitted at the point of registration and therefore any changes of this nature should be emailed to [support@trekfest.org.uk](mailto:support@trekfest.org.uk)

## LOG IN TO MY EVENTS

You should begin by visiting the My Events page and log in using the details you used to register to Active.com. You can access the My Events page by [clicking here](#) or by copying and pasting the following address into your web browser: <https://passport.active.com/page>

Once you have successfully logged in you will see a range of options available to you on the My Events page as shown below.

**MY EVENTS** Credit balance

Display: Current events Sort by: Date ↓

### TREKFEST BEACONS 2021

TEAM CAPTAIN

**25km Route - Payment option B**

18 September 2021 - 19 September 2021

Brecon Showground, Canal Bank, Brecon, Powys, LD3 7PL

Registration & QR code Transfer registration Change category

Purchase merchandise

**TEAM**  
test 2  
Team center

**PRE-PAID TICKETS** Invite pre-paid

0 / 2  
TICKETS CLAIMED

**Passport**

## Sign in

Email address

Password

Stay signed in [Forgot your password?](#)

Sign in

Don't have an account? [Join now](#)

OR

Sign in with

# REGISTRATION PLATFORM PARTICIPANT USER GUIDE

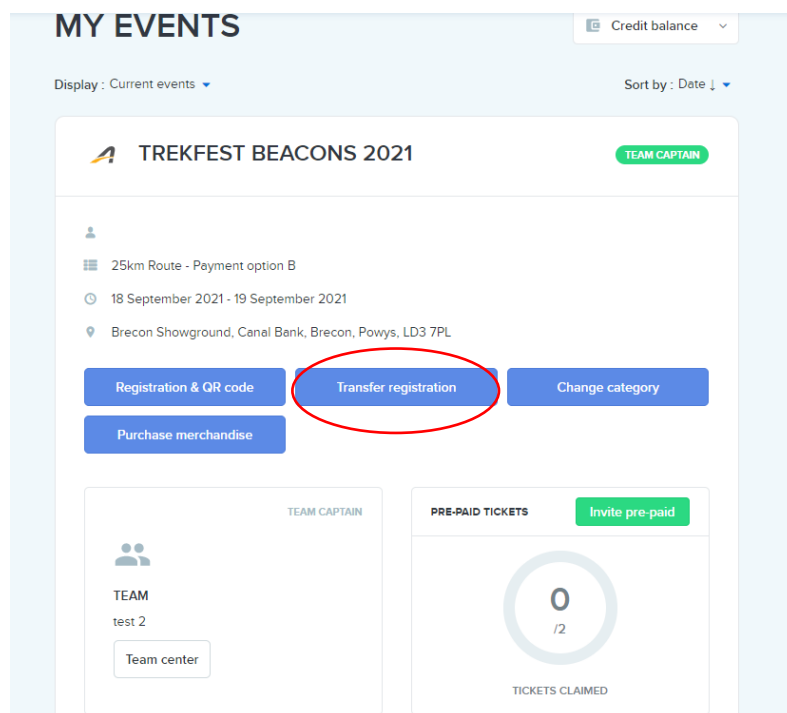


## CHANGE ROUTE OR PAYMENT OPTION

Unfortunately changing route or payment option cannot be completed through the My Events page and therefore to change the route or payment option you are registered for please contact [support@trekfest.org.uk](mailto:support@trekfest.org.uk) who will be able to deal with your request. Please note that it is not possible to retrospectively change to Payment Option C as this is a one-off discounted rate for paying in full at the point of registration. You are therefore only able to transfer between Payment Option A or B and 25km and 50km routes respectively. Any difference in registration fee will need to be paid in order for the transfer to be processed.

## TRANSFER YOUR PLACE TO SOMEONE ELSE

- 1) If you wish to transfer your place to someone else you will need to select “transfer registration” on the My Events page (shown below).



- 2) Once you have clicked “transfer registration” the following screen will open:

Transfer the registration to another athlete – TrekFest Beacons 2021 - 25km Route - Payment option B

**My registration**

First name  
Last name  
Gender  
E-mail address  
Date of birth

**Transfer the registration to**

Enter the e-mail address of the new participant below.  
The new participant will receive an e-mail inviting them to claim your registration.  
Your registration remains in your name until the new participant claims it.

\* E-mail address   
\* Confirm e-mail address

Your registration will be cancelled when the new participant claims it, but you'll still be able to view it on ACTIVE.com. You'll also be responsible for paying any transfer or processing fees that may apply.

- 3)

# REGISTRATION PLATFORM PARTICIPANT USER GUIDE



- 4) Fill in the email address of the person who you wish to transfer the registration to, and press submit. The new participant will subsequently be sent an invite to complete the registration and once they have done so and made payment you will be refunded your registration fee less a £15.00 processing fee.

## CREATE A TEAM

- 1) If you didn't create a team at registration but want to create one in the lead up to the challenge you can do so by clicking the "create a team" button in My Events (shown below)

The screenshot shows the registration page for 'TREKFEST BEACONS 2021'. The page includes details such as the route ('25km Route - Payment option A'), dates ('18 September 2021 - 19 September 2021'), and location ('Brecon Showground, Canal Bank, Brecon, Powys, LD3 7PL'). There are four buttons: 'Registration & QR code', 'Transfer registration', 'Purchase merchandise', and 'Create a team'. The 'Create a team' button is circled in red. Below the buttons is a 'REFER YOUR FRIENDS' section with social media icons and a shareable URL.

- 2) Once the following window opens complete the relevant details.

The 'Create team' modal form contains the following fields and options:

- Team name:** A text input field with the placeholder text 'Are we there yet?'.
- Description:** A large text area for entering team details, with a character count of '0 / 1000'.
- Access:** Two radio button options: 'Public team - open to everyone' and 'Private team - require a password' (which is selected).
- Password:** A password input field with a red error message below it: 'Please enter a valid input'.
- Is this a hidden team:** Two radio button options: 'No' (which is selected) and 'Yes'.
- Buttons:** 'Cancel' and 'Create' buttons at the bottom right.

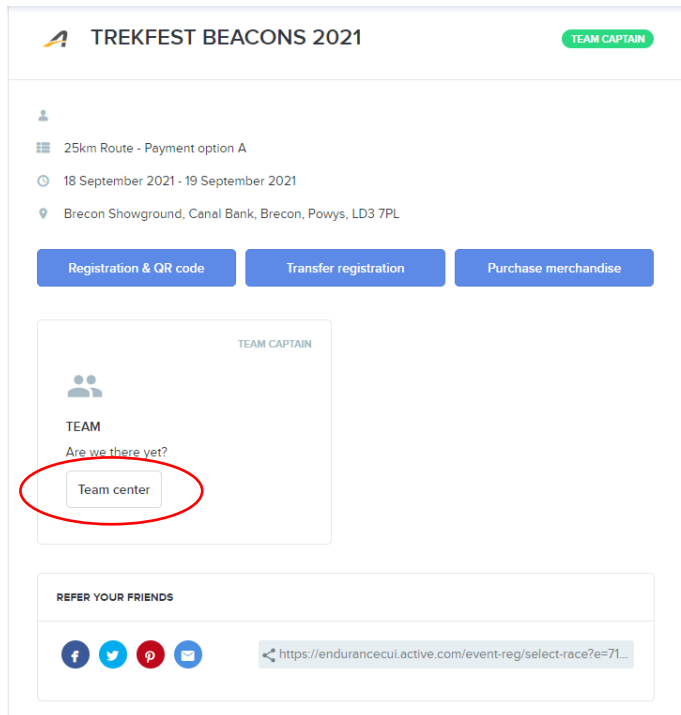
- 3) Set team to private and enter a password of your choice. You can choose whether the team is hidden or visible to others when they sign up for the challenge.
- 4) Click "Create" once this is done you will then have access to the "Team Center" in your My Events page.

# REGISTRATION PLATFORM PARTICIPANT USER GUIDE

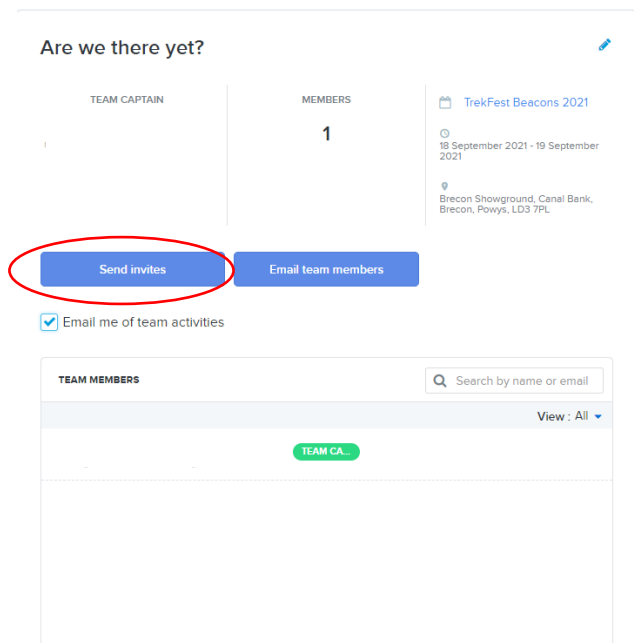


## INVITE OTHERS TO JOIN YOUR TEAM

- 1) To invite others to join your team you will need to visit the “Team Center”. This can be accessed by clicking the button shown below on the My Events page:



- 2) Once you have selected the “Team Center” button the following window will open.



- 3) Select send invites

# REGISTRATION PLATFORM PARTICIPANT USER GUIDE



- 4) The following window will open and allow you to add the email addresses you wish to invite, which category you want to invite them to and add a custom message. If participants have already registered, they can still be invited and subsequently join the team as long as they are not team captain of another team. Alternatively, upon receipt of the email invitees can follow the link and register for the event. Once you are happy with the content of your email click "Send email".

A screenshot of a web application dialog box titled "Invite team members" with a close button (X) in the top right corner. The dialog contains several input fields: a text field with two email addresses, "customer.care@globaladventurechallenges.com" and "support@trekfest.org.uk"; a dropdown menu labeled "Select which category to invite team members to"; and a text field for "Invitation from captain (First name) (Last name)". Below these is a large text area containing a pre-written invitation message: "If you've already registered, you can join the team here: (My Events)", "You can also find more information at the event website: (Event detail page URL)", "Looking forward to having you join us!", "(First name) (Last name)", "(Team name)", and "(Reply to email)". At the bottom of the dialog are two buttons: "Cancel" and "Send e-mail", with the "Send e-mail" button circled in red.

- 5) Once invitees have registered they will show in your Team Members list as shown below:

A screenshot of a web application page titled "Are we there yet?". The page is divided into three main sections. The left section is labeled "TEAM CAPTAIN" and is currently empty. The middle section is labeled "MEMBERS" and shows a count of "1". The right section provides event details for "TrekFest Beacons 2021", including the dates "18 September 2021 - 19 September 2021" and the location "Brecon Showground, Canal Bank, Brecon, Powys, LD3 7PL". Below these sections are two blue buttons: "Send invites" and "Email team members". A checkbox labeled "Email me of team activities" is checked. At the bottom, there is a "TEAM MEMBERS" list with a search bar "Search by name or email" and a "View: All" dropdown. A single team member is listed with a green pill containing the text "TEAM CA...". The entire "TEAM MEMBERS" list area is circled in red.

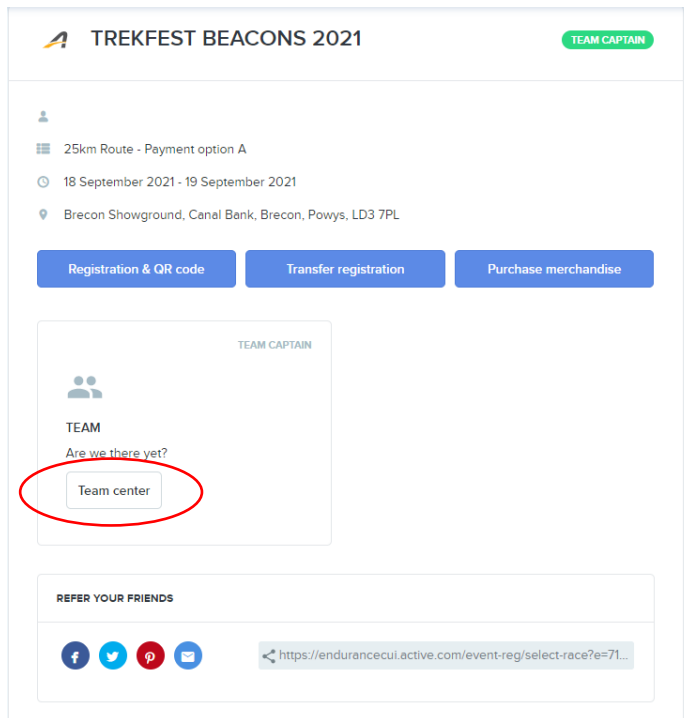
# REGISTRATION PLATFORM PARTICIPANT USER GUIDE



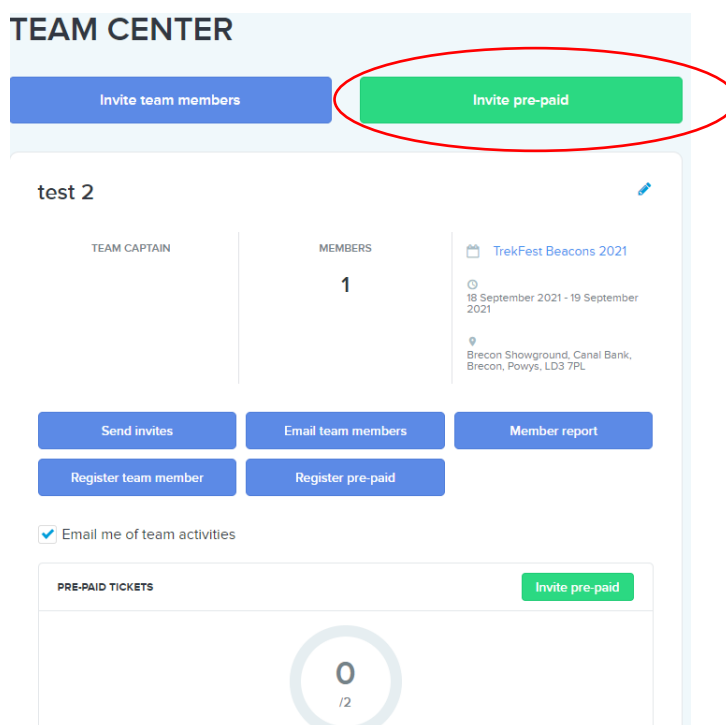
## REDEEM PREPAID PLACES FOR YOUR TEAM

If you created a team and purchased “pre-paid” places during registration, then invites must be sent and registrations completed by each individual within the team.

- 1) You must log in to My Events by following the instructions in this document and visit the “Team Center” as shown below:



- 2) Once you have opened the team center the following window will open and show buttons at the top of the page to either “invite pre-paid” or “invite team members”. Select invite prepaid as shown below:



# REGISTRATION PLATFORM PARTICIPANT USER GUIDE



- 3) An invite window will open and allow you to compose and email and select which category to invite team members to as shown below. The drop down menu for selecting category will also indicate how many spaces in each category you have available to allocate.

A screenshot of a web form titled "Invite pre-paid". At the top, there is a text input field containing the email address "challenges@globaladventurechallenges.com". Below this is a dropdown menu labeled "Select which category to invite team members to". The form includes a text area for the invitation message, which contains a template: "Invitation to Join (First name) (Last name)'s Team - (Team name)". Below the message is a "Dear friend:" salutation and a paragraph of text: "I've created a team called (Team name), and registration is now open. Use the link below to complete your pre-paid registration and join my team. Looking forward to having you join us!". At the bottom, there is a note: "The following will be appended to the bottom of your email: Click here to register: (Pre-paid registration URL)". Two buttons are at the bottom right: "Cancel" and "Send e-mail".

- 4) Once you are happy with who you have invited click "send email".

Unfortunately, once the invite is sent it cannot be revoked and therefore if the individual it was sent to does not wish to redeem it you will need to contact [support@trekfest.org.uk](mailto:support@trekfest.org.uk) so that they can cancel the invite and reallocate a prepaid place to your team.

## MANAGING YOUR TEAM

The Team Center has several functions to enable you to effectively manage your team in the lead up to the challenge as shown below:

A screenshot of the "Team Center" interface for a team named "test 2". The interface shows a "TEAM CAPTAIN" section, a "MEMBERS" section with a count of "1", and event details for "TrekFest Beacons 2021" (18-19 September 2021). Below this are buttons for "Send invites", "Email team members", "Member report", "Register team member", and "Register pre-paid". A "PRE-PAID TICKETS" section shows a count of "0 / 1" and a "TICKETS CLAIMED" section. Callout boxes with red arrows point to these features: "Invite additional individuals to join your team so that they can register and pay for themselves." points to "Send invites"; "Help a team member register. By logging into My Events and using this button. Note: all registrations **must** be completed by the individual themselves and not by the team captain." points to "Register team member"; "Quickly and easily send emails to your team with updates or other information." points to "Email team members"; "Download a spreadsheet summary report with contact details and status of your team members." points to "Member report"; "Register further pre-paid places at any time." points to "Register pre-paid".

# REGISTRATION PLATFORM PARTICIPANT USER GUIDE



## FURTHER SUPPORT

For further information or if you have any queries or questions do not hesitate to contact a member of the team who will be happy to help.

Email: [support@trekfest.org.uk](mailto:support@trekfest.org.uk)

Telephone: 01244 676 454