

EVENT BEST PRACTICES

After processing almost 10,000 registrations for over 170 events, we've developed the following tips to help ensure a smooth and successful event.

CHECK-IN & LATE ENTRANTS

- *Turn off Auto-Form Fill cookies in event settings, and have a computer or two available for late registration.*

STEP BY STEP: [Log-in with your username/password at www.regattanetwork.com/clubmgmt/ > Select Manage this Event > Edit Event Information > Disable Auto-Form Fill via Cookies] (second from the bottom in the Entry Form Options section)

- *Wait to print the entry forms and/or the Entrant Check-In sheet until just before opening check-in. (This will help avoid anyone paying online between the time you print the sheet and they come to check in.)*
- *In the event an entrant claims they paid online but their entry and/or the check-in sheet do not reflect their payment. Usually the situation is that their credit card payment failed for a variety of reasons (incorrect CVV2 code, card number, or expiration), and they did not go back and complete the payment process. To verify their status: 1) check the payment status in the event management console, in case they have paid after the entries or check-in sheet were printed. 2) If a payment isn't reflected on the console, 99.99% of the time, the entrant has not paid. (Successful payments are reflected instantly in the system.)*

We suggest that you collect the required fees from the entrant. If in the rare occasion that there was a problem with their charge, we can refund the duplicate charged payment to their credit card.

NOTE: Only credit card charges and club charges are automatically reflected through the event console. Checks (by mail) are updated by the club through the console and the club is responsible to verify charges to club accounts.

STEP-BY-STEP: [Log-in with your username/password at www.regattanetwork.com/clubmgmt/ > Select Manage this Event > Edit Event Entries > Click on the text "**Skipper**" to sort by last name alphabetically] it will show current payment status.

- *Printing Entry Forms or Check-In Sheets – Entry forms can be batch printed as a group (sorted by alpha by class) or by class (sorted by alpha) from the Print Entry Form link under Print Event Forms, or printed individually from the Edit Entries console by printing on the printer icon next to the entrants*

name/record.

By default, Check-in Sheets are sorted by class.

EDITING ENTRANTS – CHANGING CLASS, CORRECTING SAIL NUMBERS, ETC.

- *Adding a new fleet or splitting a fleet (for PHRF Spinnaker A, PHRF Spinnaker B, Etc.) Step 1: Create the new class. Step 2: Edit the event entries to move them into the class. The fleetsplit sheet selected in the event set-up will automatically be updated (right-click and refresh before printing.)*

STEP BY STEP: [Log-in with your username/password at www.regattanetwork.com/clubmgmt/ > Select Manage this Event > Edit Event Information > Scroll to the Competing Classes and Scoring Method Section > Add the class to the appropriate scoring section > Click "Edit This Event" button at the bottom of the page. Click Edit Event Entries > Click on the text "**Fleet**" to sort by Fleet > Click on the Skipper's Name to access the quick edit of Registrant Information (If you need to edit entrant detail – crew names, phone number, etc click the Edit Full Entry/Crew link) > Select the new fleet from the drop down menu > Click Modify This Entry Button > Repeat for each boat as required.]

- *Correcting Sail Numbers, Bow Numbers, etc. Follow the directions above and only edit the Sail Number or Bow Number.*

NOTE: All changes to fleet assignments **MUST** occur before scoring begins. Scoring of any fleet locks **ALL** fleet assignments.

PRINTING ON-THE-WATER CHECK-IN AND FINISH SHEETS

- In the event of multiple circles, to print a customized check-in or finish sheet, click the link to Print Check-In Sheet or Print Finish Sheet. Select the appropriate fleets, and click on the button to generate the report.

SCORING MULTIPLE FLEETS AND MULTIPLE LINES WITH ONLINE SCORING.

- Click the link to score this event online. Click the checkbox for the fleets on a specific line. Click the Record Multiple Fleets button.

The next page will contain the information about the race. Make sure you're recording the correct race number, the date is correct and the class specific information is filled in – (BN Scale for Portsmouth, start time and distance for handicap classes, and A/B factors for PHRF TOT.

Click the entrants in the order of finish, and the system will move them into the correct class. Finish time for handicap classes will open in a javascript window, in the upper left on most screens.

Common scoring penalties or comments can be added at the bottom of the page through the ADD COMMENT function.

NOTE: Scores are not recorded until you click 'Record Scores'. Failure to do so will result in a loss of scoring data. Please score DNF, DNS, and DNC last.

PRINTING RESULTS

- *In order to have the shading appear on the results, please change your printing options. In Internet Explorer, select Tools > Internet Options > Advanced > and check the box for “Print background colors and images” under the Printing section.*
- *To add you club’s burgee to the results page, insert the link a correctly sized image in burgee section of Club Information under Club Management.*

HELP!

- *Help is always available online through the knowledge base (<http://www.regattanetwork.com/clubmgmt/faq/>) or via email to support@regattanetwork.com or by phone (866) 987-2638 or (512) 392-9091. We forward the phones on the weekend, so there may be a delay before getting a return call.*