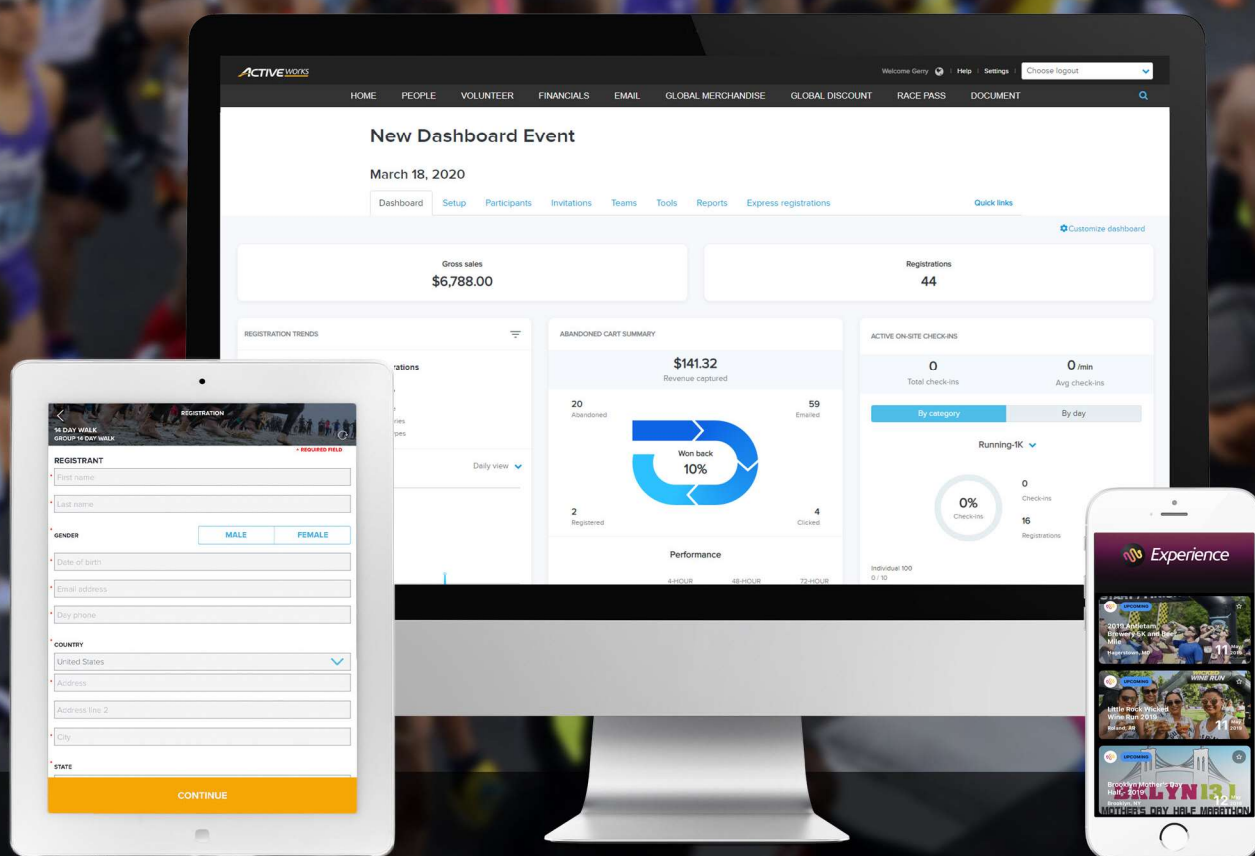




## Product Release Notes for ACTIVEWorks – June 30, 2020



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## Virtual event enhancements

To avoid confusion, editing the location of a virtual event price category has been removed (only the **Date** may be edited):

The screenshot shows the 'Registration categories' page in the ACTIVE.com listing configuration tool. The 'Running-5K' category is selected, and the 'Date' field is highlighted with a red box. An 'Edit date' modal is open, showing the date '6/30/2020' and a 'Save' button.

Also, a location is no longer displayed on the **ACTIVE.com listing** configuration page for a virtual event:

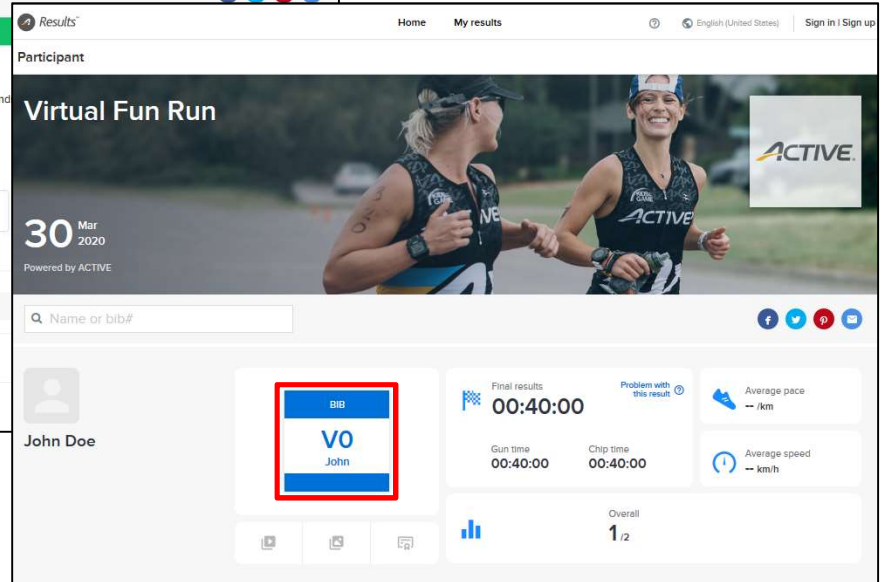
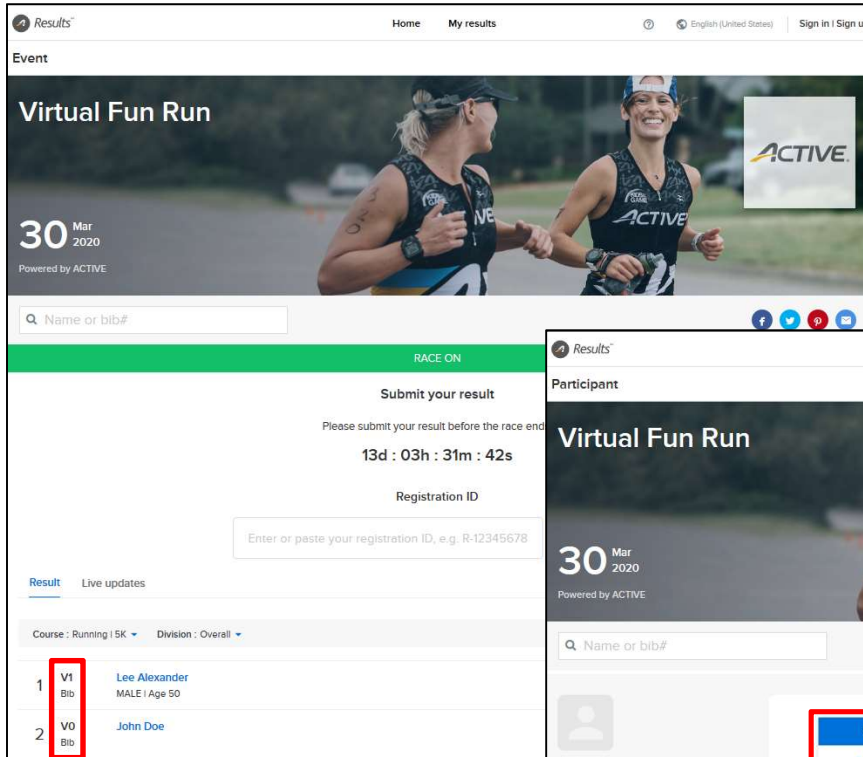
Non-virtual event:

The screenshot shows the 'ACTIVE.com listing' configuration page for a non-virtual event. The 'Location' field is highlighted with a red box.

Virtual event:

The screenshot shows the 'ACTIVE.com listing' configuration page for a virtual event. The 'Location' field is not present.

If you have assigned bib numbers to your virtual event participants and published their results to ACTIVE Results, then the bib numbers are now visible in the ACTIVE Results site. Site visitors can now search for virtual event participants by their bib numbers:



## Waivers for Add-on items

Increasing revenue per registrant through sales of add-on items or bundled packages is critical to many organizers worldwide. Today, we release an advanced feature that enables you to:

- Display custom waivers tied to specific add-on items
- Manage the waivers from your customer service desk
- Automate collection of unsigned waivers

Many event organizers want to display and collect acknowledgement of specific waivers for items such as subscriptions, travel packages or other types of merchandise. This new feature ensures that you can collect liability coverage if a customer purchases one of those items.

You can now configure an add-on item with up to 5 waivers which are only displayed when the customer adds the item to their basket, they are then required to acknowledge their acceptance (an ActiveWorks Elite-tier feature).



## How to add waivers to your add-on items:

During add-on item configuration, you can add waivers by clicking the **Advanced settings > Add-on waiver > Add a waiver** button. You can then enter the waiver's **Name**, **Text** and **Report label**, and set the waiver's **Availability** to **Everyone** (default) or **No one** (to hide the waiver):

The screenshot shows the 'Step 8: Additional purchases' configuration page. The left sidebar contains navigation links: Templates, Custom, + Custom, + Section header, and Global merchandise. The main content area shows an 'Included t-shirt' with size options (Small, Medium, Large, Extra large) and their respective prices (\$0.00). Below this is the 'Advanced settings' section, which includes fields for 'Item image', 'Use as wave value', 'Age', 'Gender', and 'Add-On Waiver'. The 'Add-On Waiver' section is highlighted with a red box and contains a table with columns for 'Availability' and 'Report label'. The table has one row with 'Hotel Booking Terms & Conditions' as the waiver name, 'Everyone' as the availability, and 'HotelT&C' as the report label. Below the table is an 'Add a waiver' button. At the bottom of the 'Advanced settings' section, there are checkboxes for 'Availability' (Front desk registration, Registration flow, My Events post-registration flow, On-Site). The 'My Events post-registration flow' checkbox is highlighted with a red box. An 'Edit waiver' modal is open, showing the details for the 'Hotel Booking Terms & Conditions' waiver. The modal includes fields for 'Name', 'Text' (with a rich text editor), 'Availability' (set to 'Everyone'), and 'Report label' (set to 'HotelT&C'). There are 'Cancel' and 'Save' buttons at the bottom of the modal.

Availability	Report label
Everyone	HotelT&C

Name	Text	Availability	Report label
Hotel Booking Terms & Conditions	Hotel's T&C	Everyone	HotelT&C

**Note:** The **My Events** site does not support the sale of add-on items with custom waivers, thus the **Availability > My Events post-registration flow** option must be unselected. Add-on items with waivers are also NOT available for sale on the **Someone else above 18** registration form, as a customer cannot sign a legal document on behalf of someone else.



If your organization supports registrations in multiple languages, then you can enter translations of add-on item waiver **Names** in **Tools > Multiple languages > Waivers**:

The screenshot displays the 'Fun Run' event setup page for March 27, 2020. The interface includes a top navigation bar with links like VOLUNTEER, FINANCIALS, EMAIL, GLOBAL MERCHANDISE, GLOBAL QUESTIONS, GLOBAL DISCOUNT, and RACE PASS. The main content area shows the event details and registration categories. A 'Spanish' language selection panel is visible on the right, with a warning message: 'Please translate the items listed below manually. The translations will automatically display to participants if they choose Spanish as their language.' The 'Waivers' section is highlighted with a red box, showing a table with two rows: 'Test waiver' and 'Hotel Booking Terms & Conditions'. A modal window titled 'Translate custom waiver name' is open, showing the 'Hotel Booking Terms & Conditions' waiver name being translated, with 'Cancel' and 'Save' buttons.

During registration, if a customer selects an add-on item with waivers, then the waivers are displayed in the **Waivers** section and the customer must sign the waivers before proceeding with the registration:





ACTIVE

English (United States) ▾

SELECT CATEGORYCOMPLETE FORMCHECKOUT

## Registration

### WAIVERS & AGREEMENTS

Waivers

Please read the following waivers and agreements carefully. They include releases of liability and waiver of legal rights, and deprive you of the ability to sue certain parties. By agreeing electronically, you acknowledge that you have both read and understood all text presented to you as part of the registration process.

☐ I agree to the [Active Agreement and Waiver](#)

Lee Alexander (Running-1K - Individual Age group/open)

☐ I agree to the [Test waiver](#)

☐ I agree to the [Hotel Booking Terms & Conditions](#)

By entering my name below, I assert that I have reviewed and agree to all of the waivers and agreements I have selected above.

• Electronic signature

Hotel Booking Terms & Conditions

Hotel's T&C

Print

Close

In the Front Desk Registration (**Register someone**) workflow, your staff can collect signed paper waivers for add-on items from the customer and then note down the **STATUS** and **DATE SIGNED** in the **Waiver agreements** section:



Welcome John | Help | Settings | Cr

VOLUNTEER FINANCIALS EMAIL GLOBAL MERCHANDISE GLOBAL QUESTIONS GLOBAL DISCOUNT RACE PASS

## Register a participant

Register participants into your event manually.

Registration category

Event Fun Run

Items available for purchase

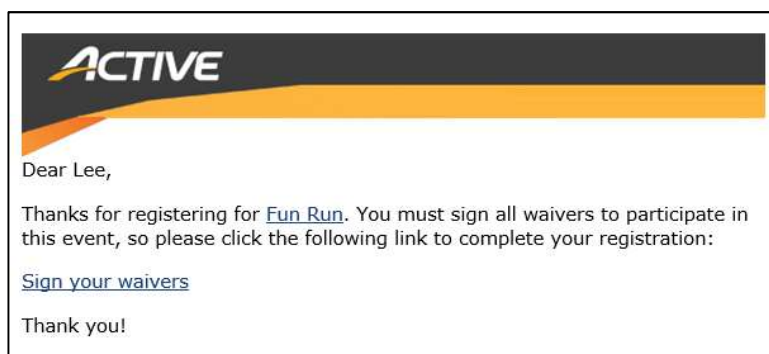
Hotel stay	PRICE	QUANTITY
ITEM		
Hotel stay	\$50.00 <a href="#">Edit price</a>	1

Waiver agreements

WAIVER NAME	STATUS	DATE SIGNED	METHOD
Test waiver	Unsigned		
Hotel Booking Terms & Conditions	Unsigned		

After registration, if any registrants still have **Unsigned** add-on item waivers, then you can send an email to remind them to sign any unsigned waivers by clicking the existing **Quick links > Send waiver reminder** link.

We encourage you to use your own company branding in the emails to further reinforce the connection between the waiver signature request and your event brand.



You can view your registrants' overall waiver statuses in the **Participants** tab > **WAIVER** column:



Fun Run

March 27, 2020

Dashboard Setup **Participants** Invitations Teams Tools Reports Express registrations Virtual event

Participants Search by All Enter search here... Search

Register someone Resend all confirmation emails

EMAIL	GENDER	DATE OF BIRTH	REGISTRATION STATUS	T-SHIRT SIZE	CHIP NUMBER	WAIVER
je@active-network.com	Male	1/1/1970	Confirmed	Extra large		Not signed
je@active-network.com	Male	1/1/1970	Confirmed	Extra large		Signed

After receiving a signed paper waiver, click **PARTICIPANT NAME > Waiver agreements > Edit** and then edit the **STATUS** and **DATE SIGNED** of the waiver as required:

Fun Run

March 27, 2020

Dashboard Setup **Participants** Invitations Teams Tools Reports Express registrations Virtual event

**Lee Alexander**  
alexander.fu@activenetwork.com  
0000000000 | Male | 50  
Confirmed - R-10PT40RNCKY  
Virtual Fun Run - Running-5K - Individual Age group/open  
Not on a team + Create a team

View: All | Current Purchases | Responses | **Waivers** | Results

**Current purchases**  
ID: C-76X5J2X5GYJ Actions

ITEMS	PRICE	QUANTITY	SUBTOTAL
Virtual Fun Run - Running-5K - Individual Age group/open	\$10.00	1	\$10.00
Insurance - Insurance	\$5.00	1	\$5.00
Included t-shirt - Extra large	\$0.00	1	\$0.00
<b>TOTAL:</b>			<b>\$15.00</b>

**Registration Information** Edit

**Waiver agreements** Edit

WAIVER NAME	STATUS	DATE SIGNED	METHOD	ACTIONS
Sample waiver	Unsigned	-	-	-
<b>Hotel Booking Terms &amp; Conditions</b>	Unsigned	-	-	-

**Edit waiver agreements**

Record any changes to your registrant's waiver agreements.

Registrant name: James Doe

WAIVER NAME	STATUS	DATE SIGNED	METHOD
Sample waiver	Unsigned		
<b>Hotel Booking Terms &amp; Conditions</b>	<b>Signed</b>	7/1/2020	Paper
	Signed		
	Unsigned		

Cancel Save




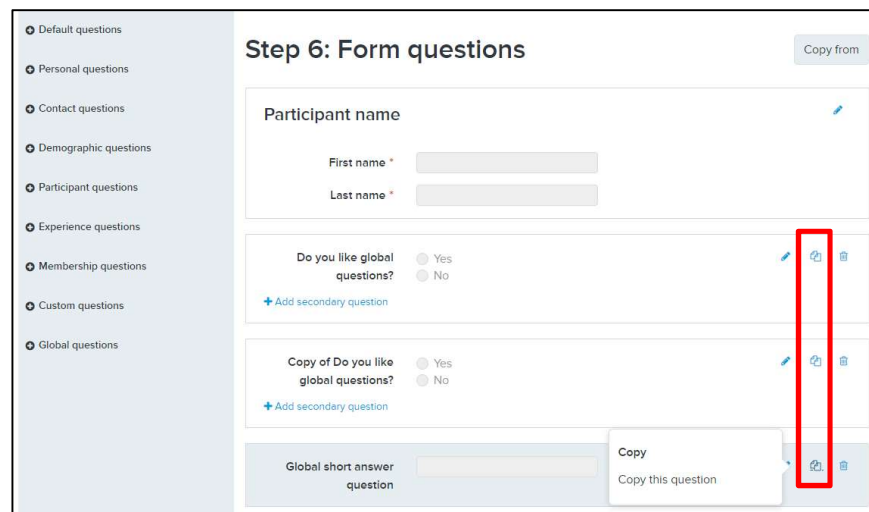


The **Registrations** report and **Custom Registrations Reports** > **waiver\_signed** column is set to **Signed** when all registration and add-on item waivers have been signed by a registrant. Signed add-on item waivers are also included in the **Waiver** report.

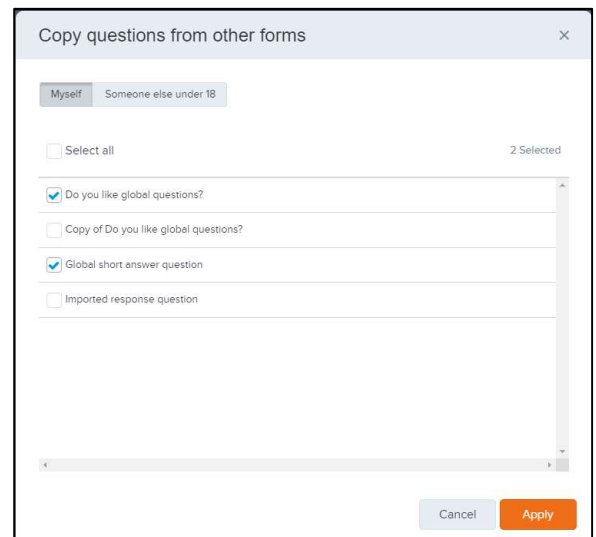
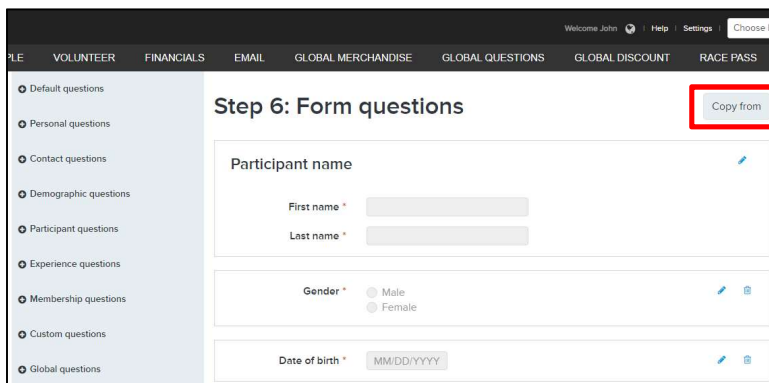
## Copying global questions

To help you create your registration forms as quickly as possible, we previously released the Global Questions feature (an Elite-tier feature). In this release, we've made creating registration forms even easier: just as for event-specific questions, you can now also copy global questions:


- Within a registration form, by clicking the  icon:

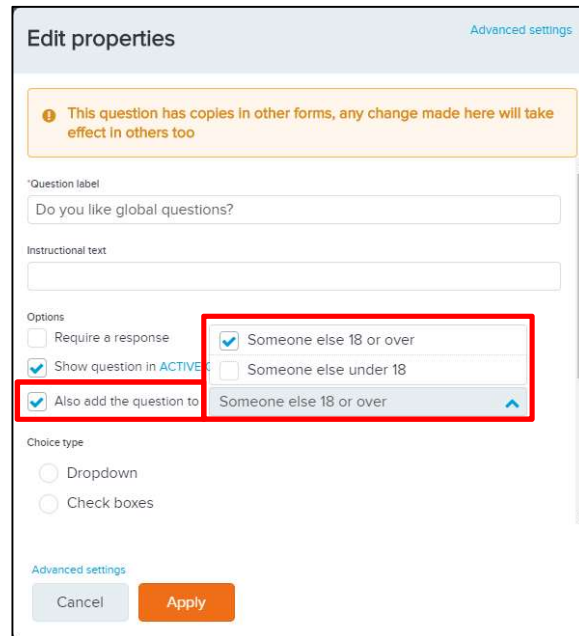


- From another **Myself**, **Someone else 18 or over** or **Someone else under 18** registration form for the event, by clicking the **Copy from** button, selecting the source form tab and then selecting the required global questions to copy to the current form:





- To another **Myself**, **Someone else 18 or over** and **Someone else under 18** registration form for the event, by clicking the  (**Edit**) icon for the required question and then selecting **Options > Also add this question to >** the required forms:



**Edit properties** [Advanced settings](#)

**ⓘ** This question has copies in other forms, any change made here will take effect in others too

\*Question label  
Do you like global questions?

Instructional text

Options

☐ Require a response

☒ Show question in **ACTIVE**

☒ Also add the question to

☒ Someone else 18 or over

☐ Someone else under 18

Someone else 18 or over

Choice type


☒ Dropdown

☐ Check boxes

[Advanced settings](#)

Cancel Apply

**Note:** You cannot copy a global question to a registration form if the registration form already contains a question with the same report label:



**Error** ✕

There is more than one question with the same report label. Please modify the report label: Short answer.

Close



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## **About ACTIVE Network, LLC**

ACTIVE Network, LLC is a technology and media company that helps millions of people find and register for things to do and helps organizations increase participation in their activities and events.

For more information about ACTIVE Network, LLC products and services, please visit [ACTIVEnetwork.com](https://ACTIVEnetwork.com).

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