Product Release Notes for ACTIVEWorks – May 19, 2020
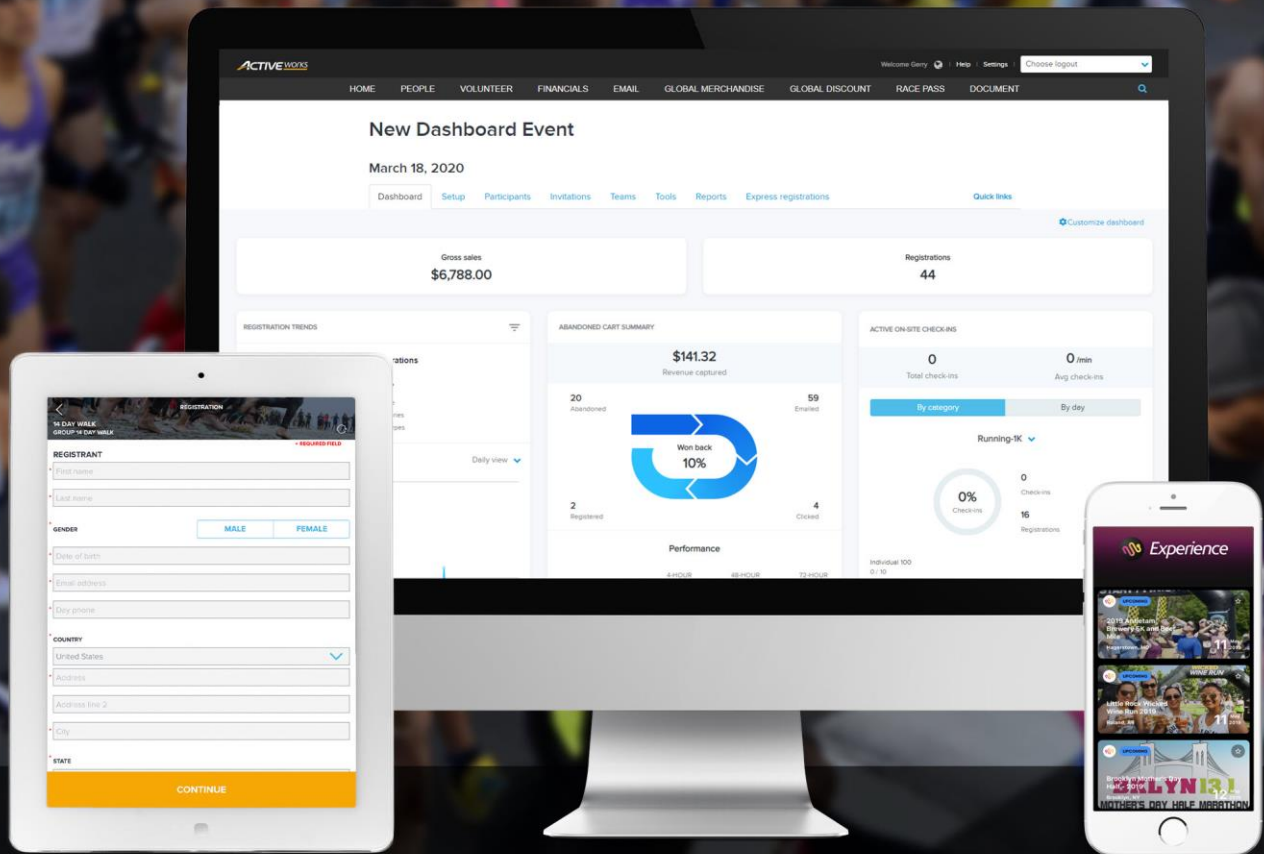
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Virtual event enhancements

Our recently released virtual events feature allows your participants to run a race in their own time and place and then self-submit their results.

To help you to guide your participants on submitting their results, the **EMAIL** tool > **Text** item and **Subject** field now support display of the participant's **Registration ID** (required for self-submission of results) in the email and **Subject** texts:
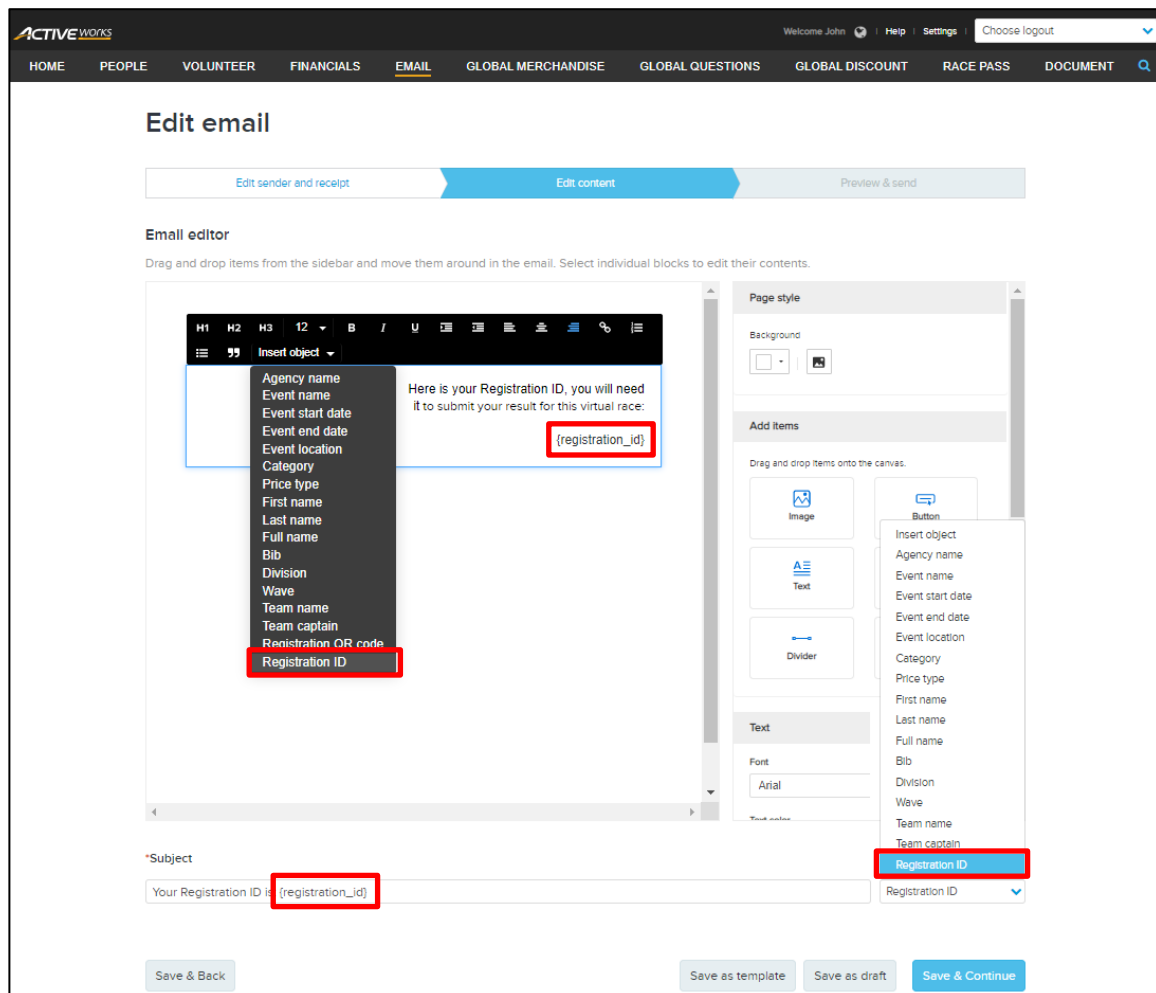
And to make it easier for virtual event participants to submit their results, on the **ACTIVE Results** > **Submit your result** page, participants can now directly enter or paste their **Registration ID** number in full (including the **R-** prefix):

Desktop:


Mobile:

Dashboard: Participant locations: Segment customers by geographical area

Would you like to reach out to your customers by their geographical area? Perhaps you would like to:

- Promote an event to only unregistered customers in a specific area.

- Notify participants in a specific area of travel arrangements or local partner businesses.

In our **Dashboard** tab > **PARTICIPANT LOCATIONS** component (a Premium-tier feature), you can now save customers in an area of your choosing to a custom segment by clicking the stamp ⬚ icon and then clicking the circular stamp on the map to define the required area:
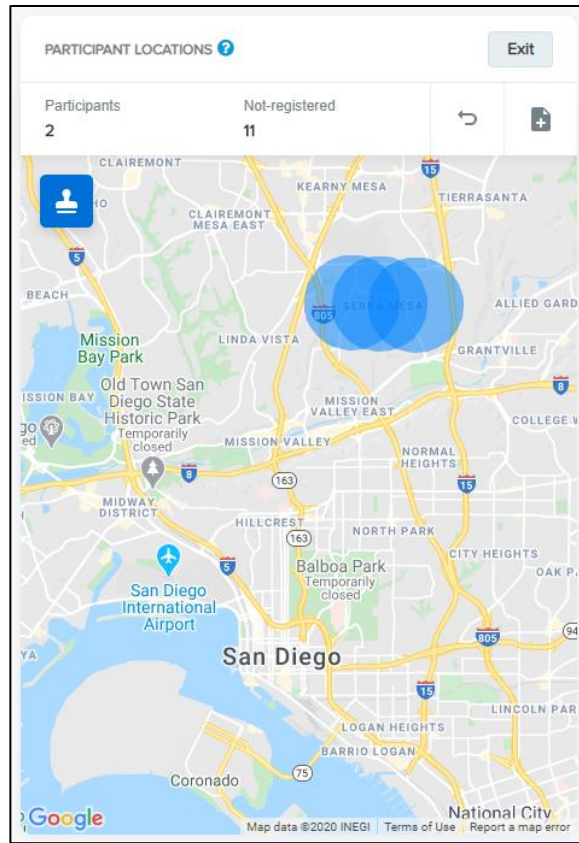
- To stamp an area on the map, you must be zoomed in closer than at the country level.

- To undo the previous stamp, click the undo ↺ icon.

- To save customers in the stamped area to a custom segment, click the 🗋 icon and then enter the custom segment **Name** and select to save **Participants**, **Not registered** or **Everyone**:
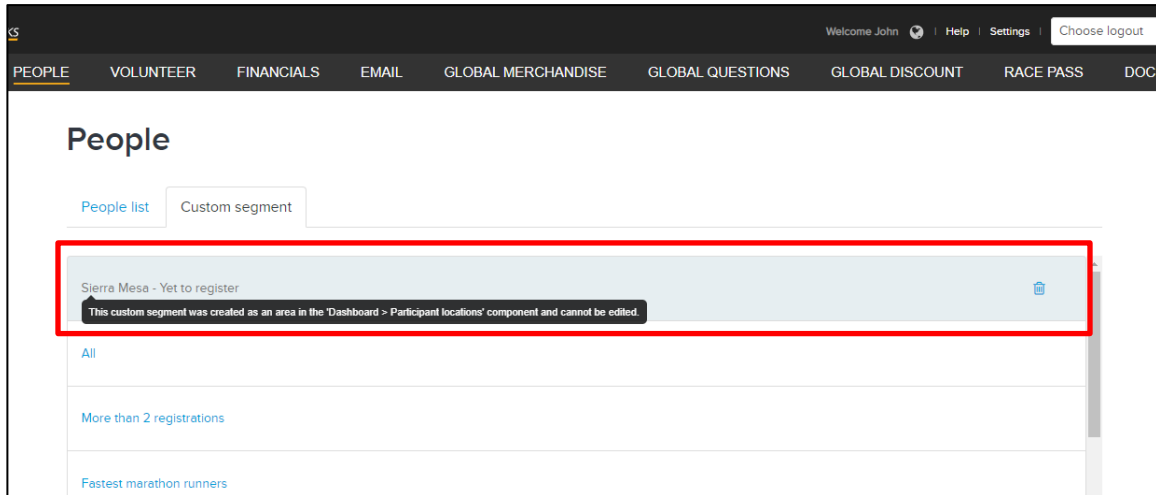

- To exit the stamp mode, click the **Exit** button.

The corresponding custom segment is saved to the **PEOPLE** tab > **Custom segment** tab, but unlike other types of custom segment, it cannot be opened for editing and is thus greyed-out (if you need to adjust the catchment area, then just create a new custom segment in the **PARTICIPANT LOCATIONS** component using the stamp tool):

And just like any other custom segment, you can add it to the recipient list of an email (under the **EMAIL** tab) to reach out to those specific customers.

Global questions

Do you find that you need to ask the same questions of your registrants in event after event? Re-creating the same registration form questions for each event can be time consuming, so in this release, you can now create questions at the global level (an Elite-tier feature), which can then be easily added to multiple events.

You and your staff members with the new **Manage global questions** permission (granted by default to **Owner** and **Coordinator** user roles) can access the new **GLOBAL QUESTIONS** tab:

Under the new **GLOBAL QUESTIONS** tab, you can add, edit, copy and delete global questions in the same way as with event-level **Custom questions**:

You can add a global question to an event's registration form in the **Form questions** step by clicking the required question under **Global questions**:

After adding a global question to an event, the global question appears in the event's registration form and reports (e.g. the **Registrations** report) in the same way as an event-level question:

A global question may be edited at the event level (just like event-level questions) with no change to either the original global question or the same question in other events. However, if you edit a global question in the **GLOBAL QUESTIONS** tab, then you can choose to apply the change to all current events displaying the question or only to events created in future which display the question:
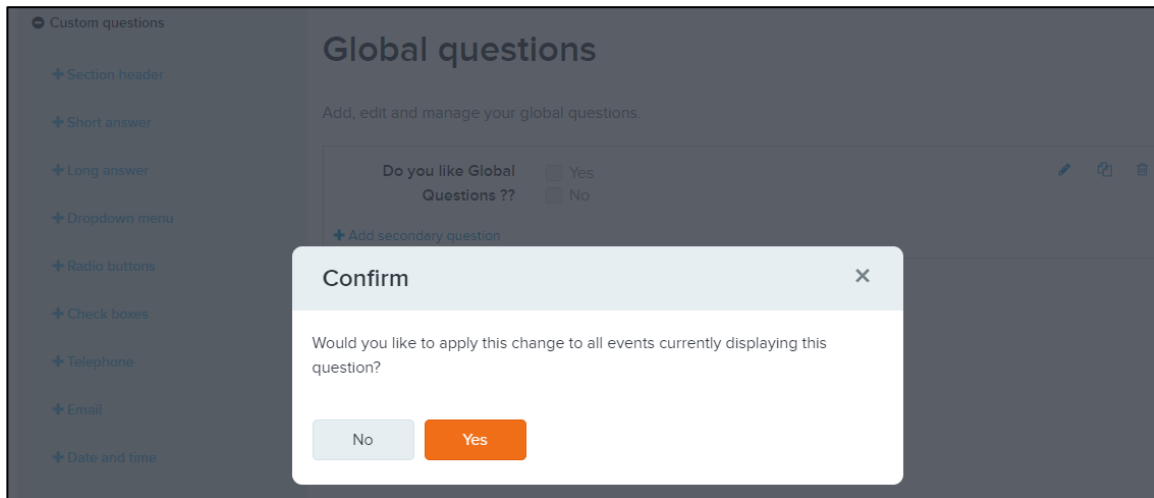
Security enhancements

For improved security when creating a new account, you are now required to provide a password containing at least 8 characters and three of the following: lowercase, uppercase, numeric or special characters:

Also, you will now be automatically logged out of ACTIVEWorks after 30 minutes of inactivity.

ACTIVE Network, LLC

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.

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