



Registering without a day phone number	2
ACTIVE Results 3.0: Import Split times or Total times.....	3
Participant locations dashboard component: Breakdown by Country, State, City and ZIP	5
On-Site app: Registration status and marketing campaign notifications.....	7
Experience app photo management: Flickr photo hashtag	8



Registering without a day phone number

Frustration with answering irrelevant questions can cause customers to abandon their registrations. In recent releases, you've been able to streamline your registration process by eliminating gender, date-of-birth and contact address questions.

In this release, if you have configured your **Form questions > Myself > Day phone** questions to be absent, deleted, **Inactive** or optional (**Require a response** unchecked), then the **YOUR INFORMATION > Day phone** question is also eliminated from the registration process:

Day phone question added to Myself tab:

Myself tab > Day phone question Inactive:

Registration workflow:

Registration workflow:

For clarification: with this latest enhancement, you can now set up your registration form to collect just the **First Name, Last Name** and **Email Address** of your primary registrants.



ACTIVE Results 3.0: Import Split times or Total times

When uploading your event results to the **ACTIVE Results** site, you are now free to choose between importing either **Split times** (net time at a split point) or **Total times** (cumulative time at a split point) in your results CSV file:

Event results

[Download example](#)

To import event results, ensure that your results file complies with the following requirements:

- The file is in the UTF-8 CSV format.
- Includes columns containing the following required information: **Bib**, **Last name**, **First name**, **Finish result**, **Rank overall**, **Distance unit**. You do not have to use the above column headings, as you will have the opportunity to map whatever column headings are in your file to the required fields for ACTIVE Results.
- All times are in HH:MM:SS format.
- Distance Unit** can be **KM** or **MILE**.
- All speeds are in **Distance unit** / hour to 2 decimal places.
- Disqualified flag** can be blank if not disqualified or **Y** if disqualified.
- If the **Registration ID** (optional) matches an **AIM Endurance** registration ID, then the result is automatically bound to the **AIM Endurance** registration.
- Split time** or **Total time** and **Split speed** columns are optional, but if used, then both time and speed columns must be provided (with the time column followed by the speed column) and they must be located after the **Distance Unit** column. You can include either a **Split time** or **Total time** column, but not both. There is no limit to the number of split points. You may prefix your split time and split speed column headers as required to distinguish between different split points (see the example file).
- For duathlon and triathlon results, the following columns are supported for each stage (swim, bike and run): **Time**, **Pace**, **Overall ranking**, **Gender ranking**, **Division ranking**, **T1 time**, **T2 time**, **Split time** or **Total time**, **Split speed**.
- In the **Rank** gender race is assigned to a column then the **Gender** race must also be assigned to a column in the CSV file.
- In the optional **Certificate URL**, **Photo URL** and **Video URL** columns, enter URLs to participants' result certificate, photo and video sites. These links can be opened from each individual participant's result page.
- Participants' **Team**, **City** and **State / Province / County** columns are optional.

Click **Download example** to download an example results file.

- Format your results file as per the requirements above.
- Select the **Race** type and enter the **Distance**.
- Click the **Choose file** button to select and upload your CSV file.
- Click **V** to upload the file and map the columns.

NAME	STATUS
	+ Add results
Running 1k	Processed

After uploading your results CSV file, you can map the time columns in your file to either **Split time** or **Total time**:

Results

HomeMy resultsManage results

English (United States)Hi, John

Manage results / Test Event / Modify column mappings

Modify column mappings

The following columns are required: **Bib**, **Last name**, **First name**, **Finish result**, **Rank overall** and **Distance unit**.
Any columns not assigned with an **ACTIVE FORMAT** will NOT be imported.

Result_sample.csv

SUBMIT COLUMN NAME	SAMPLE DATA	ACTIVE FORMAT
Registration ID	es0001	Registration ID
Bib	E0001	Bib *
Last Name	John	Last name *
Certificate URL		Certificate URL
5KM	0:18:43	Select one
		First name *
30KM_speed	0.75	AVERAGE SPEED
		Split time
		Total time
35KM	0:18:39	Split speed
		Select one



Splits				
Start				
5KM	-- Split time	00:27:21 Total time	04:30 /km Pace	13.32 km/h Speed
10KM	-- Split time	00:53:40 Total time	03:31 /km Pace	17.01 km/h Speed
15KM	-- Split time	00:11:35 Total time	05:18 /km Pace	11.32 km/h Speed
20KM	-- Split time	00:41:04 Total time	09:37 /km Pace	6.23 km/h Speed

For triathlon results, you can import either:

- **Swim split time, Bike split time, Run split time** columns.
- **Swim total time, Bike total time, Run total time** columns.

Summary Splits								
Swim	2 mi Distance	02:12 hm Pace	00:22:00 Split time	00:22:00 Total time	1 Overall	1 Overall - M	1 M25-30	
Bike	4 mi Distance	20.98 km/h Pace	01:00:00 Split time	01:22:30 Total time	1 Overall - M	1 Overall	1 M25-30	
Run	2 mi Distance	0:06:00 Pace	01:00:00 Split time	02:22:59 Total time	1 Overall	1 Overall - M	2 M25-30	
Transition details								
T1								
T2								

Summary Splits			
Start			
swim_start_time	-- Split time	-- Total time	-- Pace
swim_finish_time	-- Split time	00:10:10 Total time	00:22 /hm Pace
Bike_start_time	-- Split time	00:10:00 Total time	10 mph Pace
Bike_5KM_time	-- Split time	00:20:00 Total time	30 mph Pace
Bike_10KM_time	-- Split time	00:20:00 Total time	30 mph Pace
Bike_Finish_time	-- Split time	01:20:00 Total time	30 mph Pace
Run_15KM	-- Split time	00:15:00 Total time	03:00 /mi Pace
Run_20KM	-- Split time	00:25:00 Total time	05:00 /mi Pace

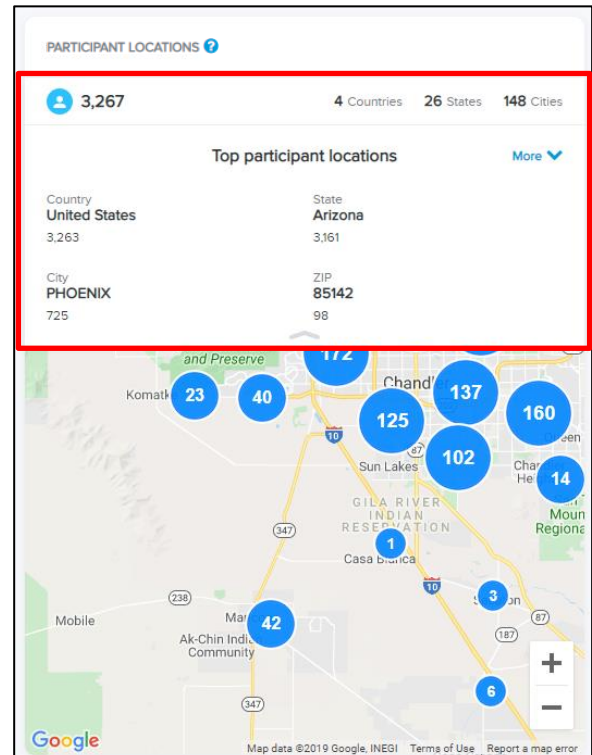
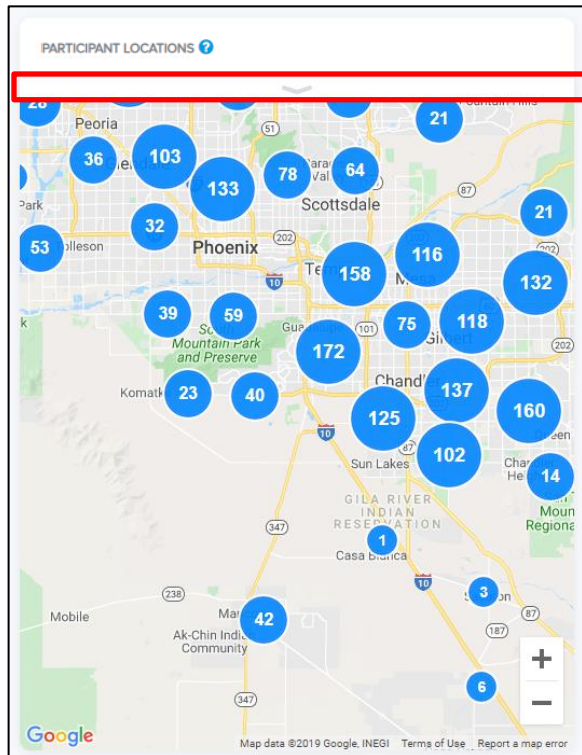


Participant locations dashboard component: Breakdown by Country, State, City and ZIP

Following our recent release of the **Dashboard > PARTICIPANT LOCATIONS** component (a Premium-tier feature), we can now offer you further insights into where your participants (with confirmed registrations and valid addresses) are located.

The **PARTICIPANT LOCATIONS** component now breaks down the:

- Total number of event participants.
- Number of **Countries**, **States** and **Cities** in which participants are located.
- **Top participant locations** by **Country**, **State**, **City** and **ZIP** and the corresponding number of participants in each location.



Click **More** to drill down deeper and see a ranked list of all participant locations and numbers by **Country**, **State**, **City** or **ZIP**:



PARTICIPANT LOCATIONS ?

3,267 4 Countries 26 States 148 Cities

Top participant locations More ^

	Country	State	City	ZIP
RANK	COUNTRY	PARTICIPANTS		
1	United States	3,263		
2	Canada	2		
3	Ireland	1		
4	Azerbaijan	1		

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PARTICIPANT LOCATIONS ?

3,267 4 Countries 26 States 148 Cities

Top participant locations More ^

	Country	State	City	ZIP
RANK	STATE	PARTICIPANTS		
1	Arizona	3,161		
2	California	26		
3	New Mexico	9		
4	Texas	8		
5	Utah	8		
6	Nevada	5		
7	Illinois	5		
8	Michigan	4		
9	Oregon	4		
10	South Carolina	4		
11	Pennsylvania	3		
12	Minnesota	3		
13	Colorado	3		
14	Massachusetts	3		

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PARTICIPANT LOCATIONS ?

3,267 4 Countries 26 States 148 Cities

Top participant locations More ^

	Country	State	City	ZIP
RANK	CITY	PARTICIPANTS		
1	PHOENIX	725		
2	MESA	455		
3	GILBERT	345		
4	CHANDLER	334		
5	SCOTTSDALE	216		
6	TEMPE	144		
7	GLENDALE	108		
8	PEORIA	99		
9	QUEEN CREEK	94		
10	SURPRISE	66		
11	TUCSON	58		
12	MARICOPA	44		
13	CASA GRANDE	40		
14	SAN TAN VLY	38		

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PARTICIPANT LOCATIONS ?

3,267 4 Countries 26 States 148 Cities

Top participant locations More ^

	Country	State	City	ZIP
RANK	ZIP	PARTICIPANTS		
1	85142	98		
2	85298	81		
3	85295	77		
4	85224	71		
5	85226	61		
6	85296	60		
7	85286	59		
8	85201	57		
9	85212	55		
10	85281	54		
11	85234	51		
12	85207	50		
13	85249	49		
14	85225	47		

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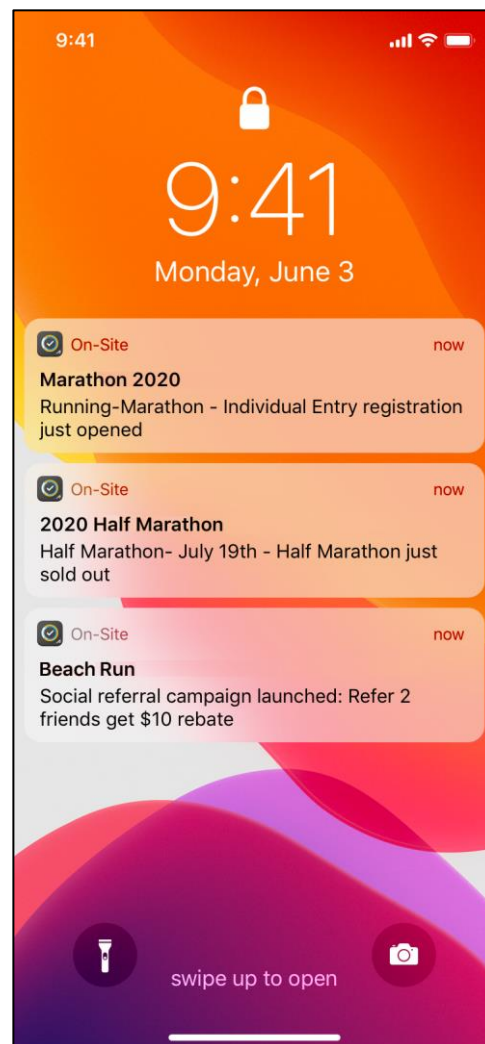
On-Site app: Registration status and marketing campaign notifications

Want to know exactly when your event marketing campaigns kick-off or when registrations hit key milestones?

Our ACTIVE On-Site mobile app (iOS and Android) now notifies you and your staff (a Premium-tier feature) in real-time whenever one of your events:

- Opens registration for a price category.
- Launches a social referral campaign.
- Sends out VIP invite emails.
- Changes registration price (due to manual, time-based or volume-based price changes).
- Sells out in a category, price-type or for the whole event.

Note: To receive On-Site app notifications for an event, please enable ACTIVEWorks > an event > **Tools** > **On-Site Configuration** > a profile > **Notify about event activity**.





Experience app photo management: Flickr photo hashtag

In the Experience app photo management feature (an Elite-tier feature), we've moved where you configure your Flickr photo hashtag to the **Tools** tab > **Event App** > **PHOTOS** > **From Flickr** page.

As previously, you can enter and save up to two Flickr **Photo hashtags** (separated by a semicolon), after which photos with these hashtags are retrieved from Flickr and displayed on the **From Flickr** page:

The screenshot shows the 'Fun Run II' event page for January 31, 2020. The navigation bar includes tabs for Dashboard, Setup, Participants, Invitations, Teams, Tools, Reports, and Express registrations. The 'Tools' tab is selected, leading to the 'Event App' configuration page. Under 'Event App', there are four sub-tabs: USER INTERFACE CONFIGURATION, COURSE MAP, PHOTOS, and NOTIFICATIONS. The 'PHOTOS' tab is active, showing options for 'From app users', 'From Flickr', 'Uploaded', and 'Hidden'. The 'From Flickr' option is selected. Below this, a 'Photo hashtag' field is highlighted with a red box, containing the text 'active' and a pencil icon for editing. To the right of this field is a 'Sort by: Descending date' dropdown. Below the hashtag field, four photo thumbnails are displayed, each with a small eye icon underneath. The first photo shows a white bird, and the others show various outdoor scenes.

A modal dialog titled 'Photo hashtag:' with a close button (X) in the top right corner. The text inside reads: 'Please setup your photo hashtag to retrieve photos shared by your participants in Flickr.' Below this is a text input field containing the word 'active'. Underneath the input field, a note states: 'Enter one or two photo hashtags separated by a semicolon.' At the bottom right of the modal are two buttons: 'Cancel' and 'Save'.



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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.

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