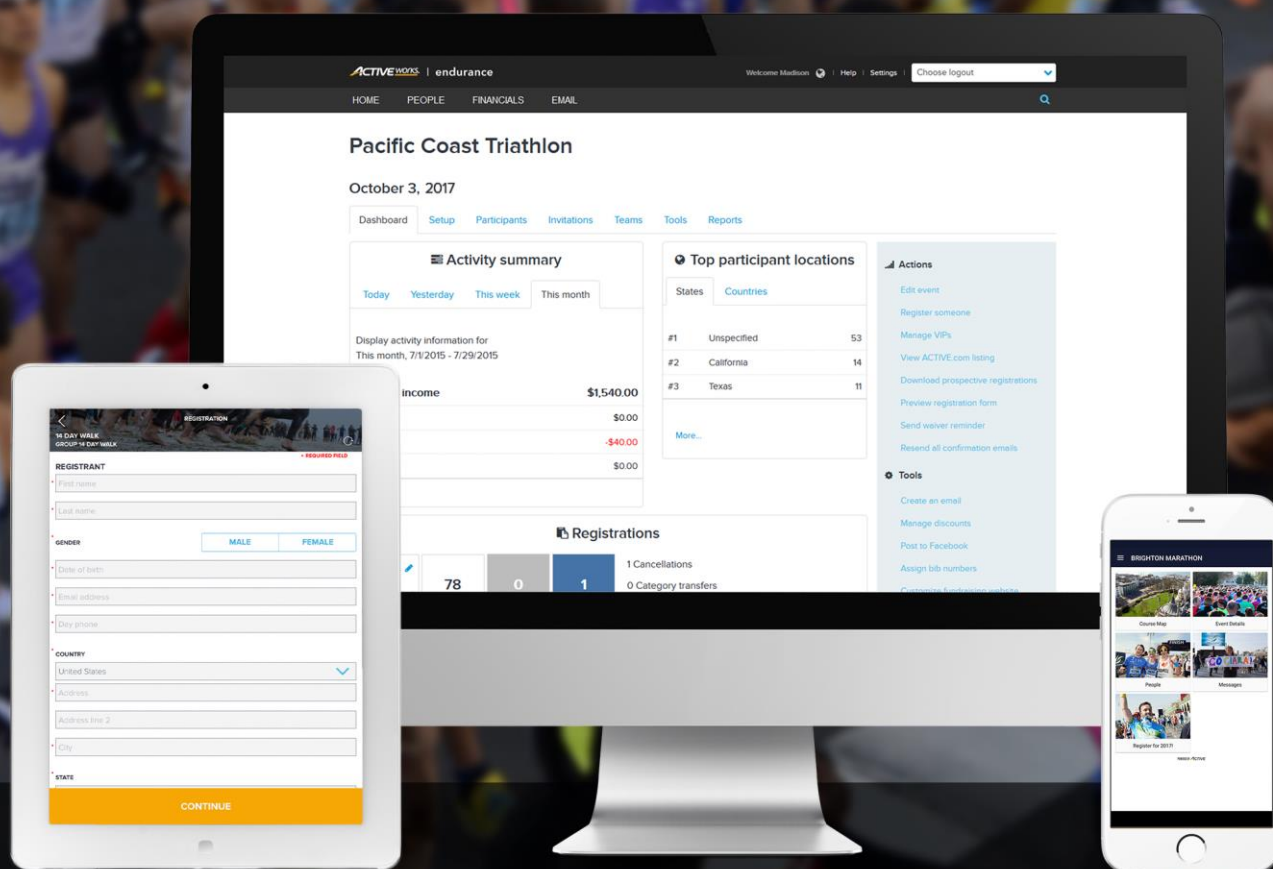




## Product Release Notes for ACTIVEWorks – February 22, 2023



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## Fully customized confirmation emails

The **Confirmation email** engine has been upgraded to allow you to improve the layout and design of your **Event Confirmation Emails** in multiple languages. All ACTIVEWorks users are now able to use either the traditional default system confirmation email or this new custom email.

You can create as many fully customized emails as you need for each category in your event.

The following is a generic custom email to demonstrate how you might update the design of your event's confirmation email:



Primary language  
en\_US

Exit preview mode

OFFICIAL SPONSOR

YOUR BRAND HERE

CHECK IN QR CODE

Your Registration is confirmed for {event\_name} on {start\_date} at {location}.

Dear {registration\_first\_name},

Here is everything you need to know for race day!

1. Bring your QR code for quick race day check in.
2. Bring a valid photo ID
3. Book your hotel with our travel partner XXXXX
4. You can update/transfer or change your registration details by logging into the MyEvents logo below
5. Connect with people in your area for group training using XYZ App
5. Download our Event App at [using this link](#)

Don't miss your 30% rebate!

You can get a 30% rebate from 2 or more referrals. Referral rebates will be refunded on Jan 1, 2024. You will get an email when you reach a new rebate level, and can check your progress at any time through [My Events](#).

Share your referral link

Refer your friends

View My Events

View & manage your details in My Events

Registration details

Registration ID

{Registration\_ID}

Participant

{Participant\_Name}

Date

{Registration\_Category\_Date}

Location

{Registration\_Category\_Location}

Registration type

{Registration\_Type}

Registration category

{Registration\_Category}

Bib number

{Bib\_Number}

Edit registration

Transfer to another person

Transfer to another category

Add to Apple Wallet

Your company information.

Any other notices you want to provide

Sponsors are listed below - with clickable links

Sponsors & Partners



## Instructions to create a custom email

Navigate to your chosen event > **Event setup** > **Emails sent out** > **Confirmation email**:

### Emails sent out

[Event setup](#)  
[Event details](#)  
[Waivers](#)  
**Emails sent out**  
[ACTIVE.com listing](#)  
[Activation](#)  
[Additional links](#)  
[Event summary](#)  
[Dashboard](#)  
[Tools](#)  
[Preview registration form](#)  
[Questions?](#)  
[Help center](#)

#### Confirmation email

Customize the confirmation email that participants receive and the confirmation page that they see after registering for your event.

[Confirmation email](#) [Confirmation page](#) [Express registration confirmation email](#)

☒ Send confirmation email

#### Email settings

To

Run for fun (Participant's email)

From

{Organization name}

Reply to \*

Subject \*

Registration confirmation for Run for fun

☒ Fully customize content

☐ Append messages to the standard content

#### Emails

> Standard email	Send for: All other categories	✕
> Customized email template 1 <a href="#">✎</a>	Send for: 6 categories ▾	✕ 🗑

Add custom email

You can create custom confirmation emails to send for specific categories/price types.



1. Click the **Fully customize content** tab > **Add custom email** button:

Add custom email

☒ Create new

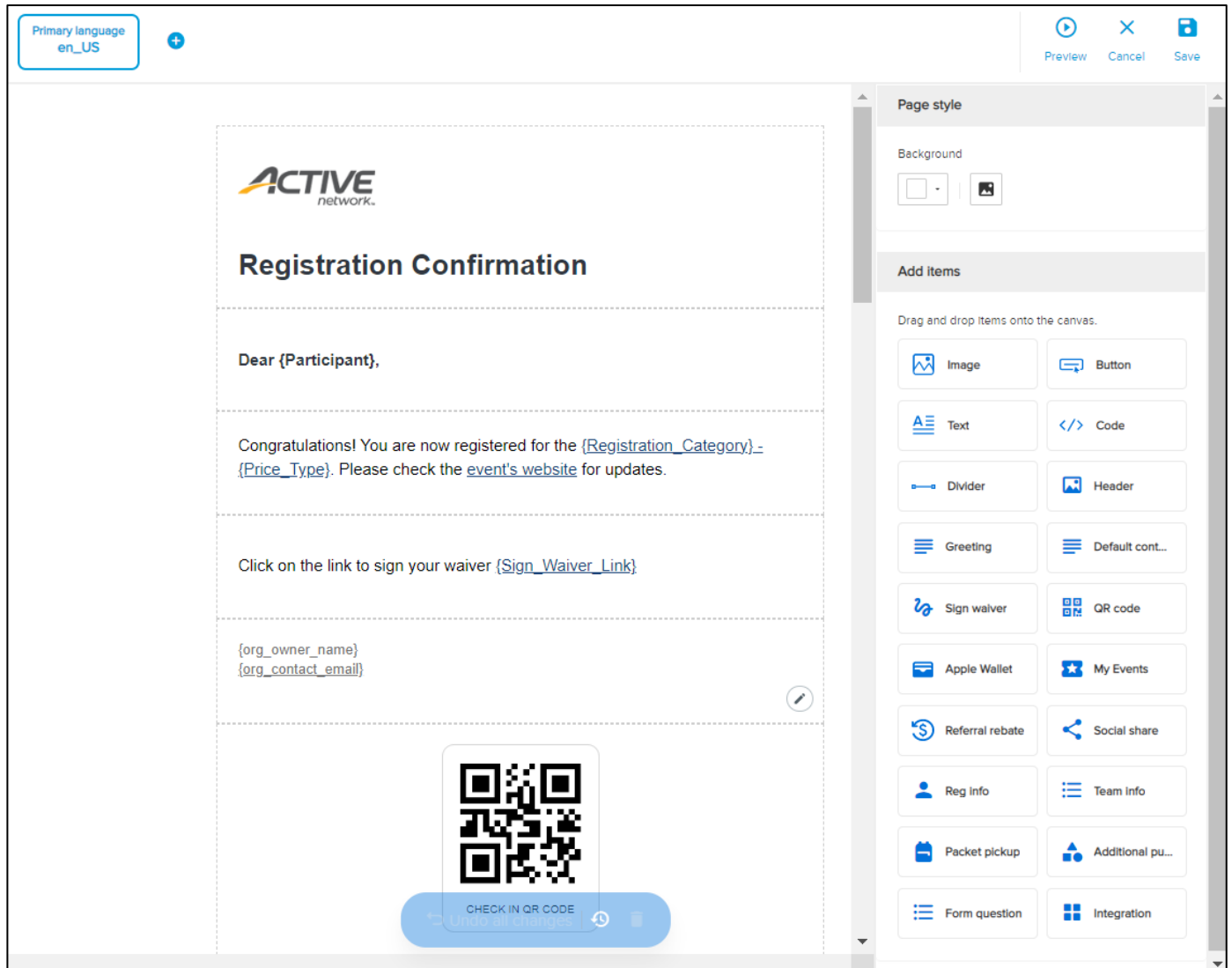
☐ Copy from

Email name \*

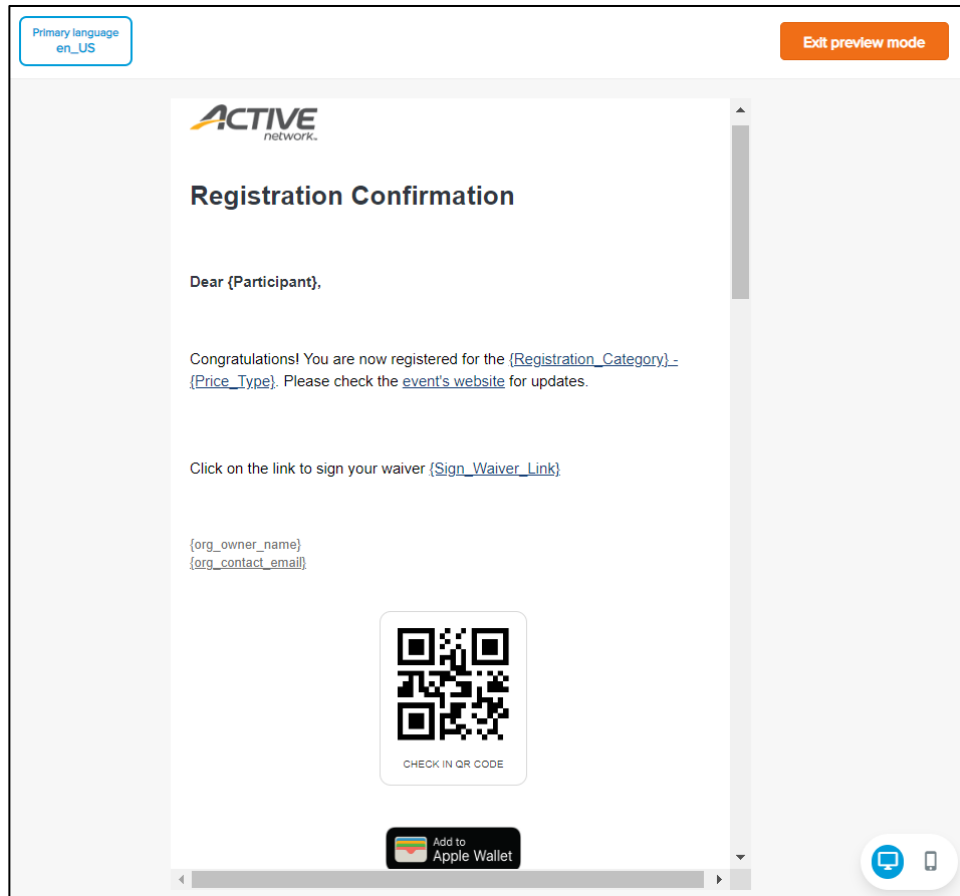
Customized email template 1 27/50

Cancel Next

2. Select either:
  - **Create new** to create a new email template.
  - **Copy from** to copy an existing template (only custom templates from the same event are listed in the dropdown).
3. Enter the **Email name** for your reference and for making future copies (e.g., Template Generic Marathon / Template Half Marathon / Template Full Distance).
  - You can then use these templates to create specific custom emails with unique images.
4. Click **Next** to customize the email content.
  - The system will always pre-load the generic template below as a starting point.
  - For the best look and feel, please resize your images before importing them.



5. By default, the displayed custom email is in the primary language (based on the **Event setup > Event details > Location**). To add custom email content in other languages, click **+** and then follow the procedure in [Customize confirmation email in multiple languages](#).
6. Select the background color and image in the **Page style** panel.
7. Customize the email content by dragging-and-dropping fields as required from the **Add items** panel to the template.
  - Items added are automatically translated into the language of the displayed template except for any text that you enter. Please enter your text in the required language.
8. In the top-right corner, click **Preview** to preview the email in desktop (🖥️) or mobile phone (📱) mode:





9. Click **Save** to save the custom email.

10. In the **Send for** dropdown, select the categories/price types for which the confirmation email will be sent:

Emails	
> Standard email	Send for: All other categories
> Customized email template 1	Send for: 6 categories

**Add custom email**

You can create custom confirmation emails to send for specific categories/price types.

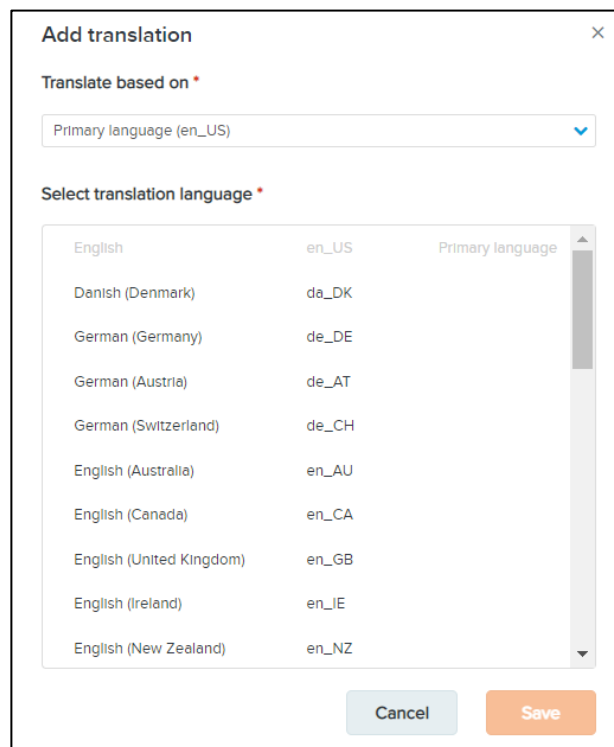
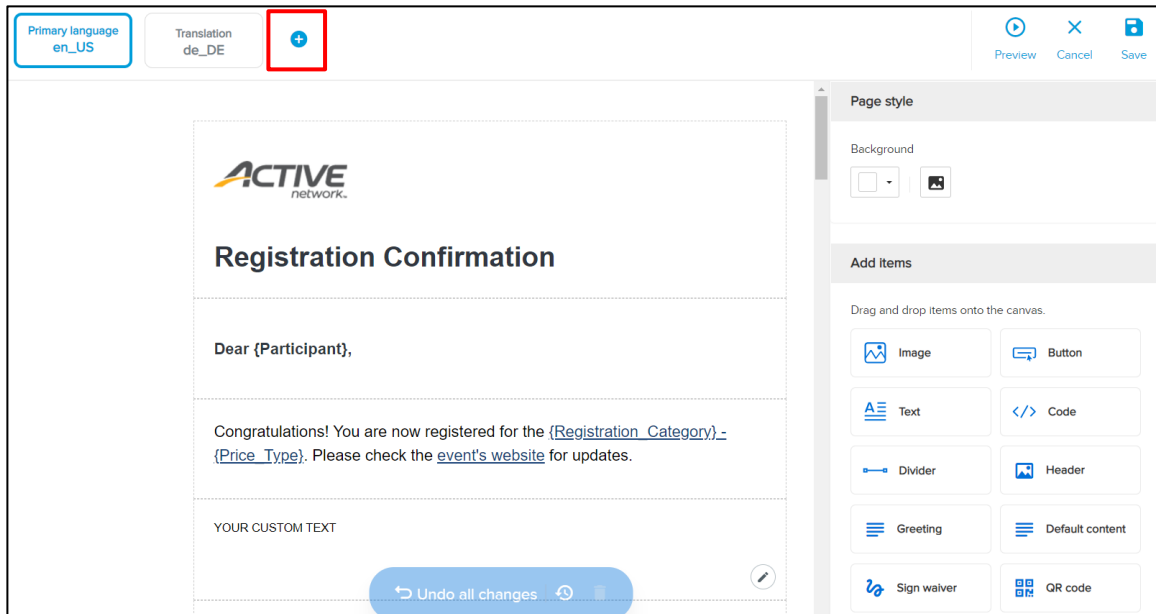
- To edit a custom email template, click .
- To delete a custom email template, click .



## Customize confirmation email in multiple languages

If you do not customize the confirmation email in other languages, then your consumers will receive confirmation emails based on your primary language.

To customize the confirmation email in other languages, on the top-left side of page, click + and then:



1. In the **Translate based on** dropdown, select the existing template on which to base the new template.





2. In the **Select translation language** list, select the language of the new template.

For example, you have the following custom emails:

### Primary language en\_US

The screenshot shows the email template editor for the primary language en\_US. At the top, there are two tabs: 'Primary language en\_US' (selected) and 'Translation de\_DE'. The email content includes the 'ACTIVE network.' logo, the title 'Registration Confirmation', a salutation 'Dear {Participant},', a congratulatory message with placeholders for registration category and price type, a section for 'YOUR CUSTOM TEXT', and a QR code labeled 'CHECK IN QR CODE'. At the bottom, there is a blue button labeled 'Undo all changes'.

### Translation de\_DE

The screenshot shows the email template editor for the translation language de\_DE. At the top, there are two tabs: 'Primary language en\_US' and 'Translation de\_DE' (selected). The email content is the German translation of the primary language template, including the 'ACTIVE network.' logo, the title 'REGISTRIERUNGSBESTÄTIGUNG', a salutation 'Hallo {Participant},', a congratulatory message with German text and placeholders, a section for 'YOUR CUSTOM TEXT', and a QR code labeled 'CHECK IN QR CODE'. At the bottom, there is a blue button labeled 'Undo all changes'.

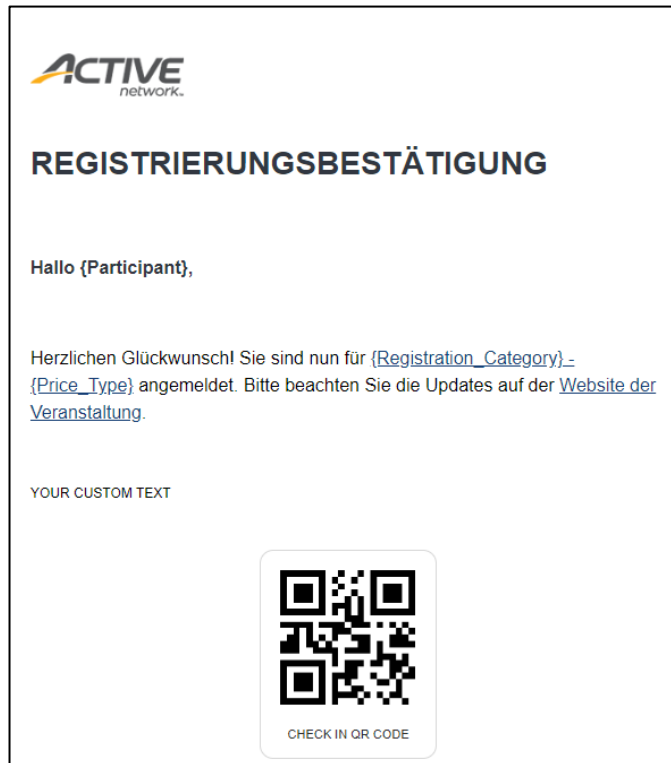


Your customers will then receive either of the following confirmation emails after registration:

### Translation de\_DE

Sent to registrants whose browser language is:

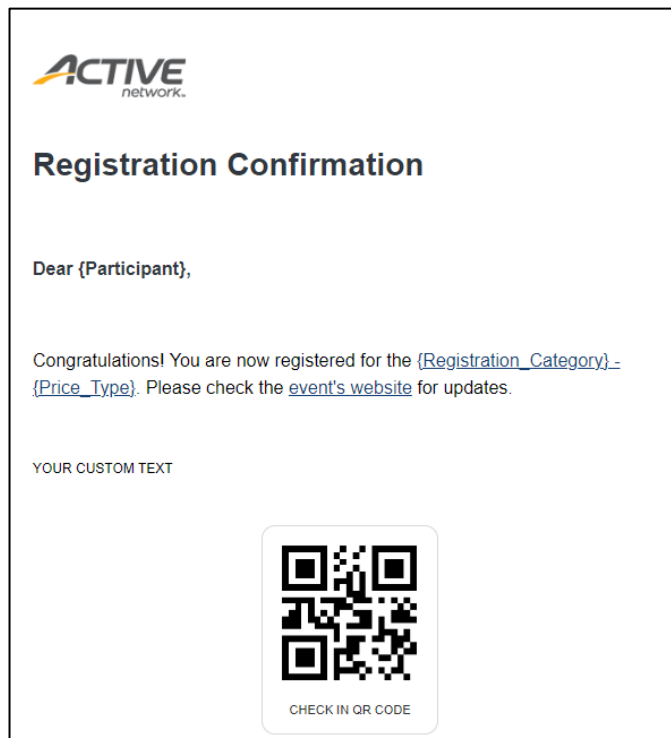
- de\_DE



### Primary language en\_US

Sent to registrants whose browser language is:

- en\_US
- any language for which no translated template is configured





**Note:** All editable fields including **Text** fields, **Button** names, etc. remain in the same language as entered. In this example, all registrants of this event will see the custom text 'YOUR CUSTOM TEXT' (thus you must translate and re-enter this text in the required language).

## Improved event-level custom report filter for multiple-option questions

**Custom Registration Reports** now have improved filtering for question types with multiple options.

Previously, when filtering a custom report by a question with multiple answer options, the report would only return registrations if the filter option was the **ONLY** selected answer.

Now, the report returns all registrations where the filter option is **ONE** of the selected answers.

For example, as an event organizer, you have a question **How did you hear about this event?** with **Active.com**, **Facebook**, **Family / Friend**, **Past participant** and **Other** as answer options. When creating a custom report in the event > **Reports** > **Custom Registration Reports**, filtering registrations by **Question response** > **How did you hear about this event?** > **Past participant**, you can now see all the 7 registrations which have **Past participant** as **ONE** of their answer selections (even if they also selected other answer options):



## Edit custom registration report

### Add and remove columns \*

Choose the data you want to appear in your report. Drag and drop to reorder and move items.

Copy columns from an existing report

Select an event



#### Available

Bib number



Event number



Unique person ID



Registration ID



Wave



Add all >

#### Selected



Registration number



User ID



Participant name



How did you hear about this event?



< Remove all

### Filter results

Refine the list of people who will appear in your report.

People who match all of the following conditions



Question response



How did you hear about this



Past participant



Add condition

Active.com  
Facebook  
Family / Friend  
Past participant  
Other

Clear

Registration number	User ID	Participant	How did you hear about this event?
800000001	xxxxxx	xxxxxxx	Past participant
800000002	xxxxxx	xxxxxxx	Past participant, Active.com
800000003	xxxxxx	xxxxxxx	Past participant, Facebook
800000004	xxxxxx	xxxxxxx	Past participant, Active.com, Family / Friend
800000005	xxxxxx	xxxxxxx	Past participant, Active.com, Family / Friend
800000006	xxxxxx	xxxxxxx	Past participant, Family / Friend
800000007	xxxxxx	xxxxxxx	Past participant



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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).

ACTIVE Network, LLC

Dallas Corporate Office

5800 Granite Parkway – 12th Floor

Plano, Texas 75201