ACTIVE Timing User Guide

VERSION: 4.1.1

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ACTIVE Network, LLC

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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.

Technical Support Information

If you need further assistance for ACTIVE Timing, please contact our Technical Support team using the information below:

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Change History

Document Version	Software Version	Release Date	Updates
1.0	/	Aug 28th, 2015	Initial draft.
1.1 – 1.3	/	Nov 2015 – Apr 2016	Updates of visual design; Rogue tags; Race layout enhancement; Results management enhancement
1.4	1.7.4	May 20th, 2016	Create events; Account and event logo; Scan tags using barcodes; Race layout in detail or compact mode
1.5	1.7.5	Jun 29th, 2016	Support TUHF tags; Generate UID list; Import/export participants; Mass-delete participants
1.6	1.7.6	Sep 9th, 2016	Usability redesign and enhancements for management of participants, readers, race layout, real-time monitoring.
2.0.1	2.0.1	Sep 30th, 2016	Support duathlon events; New system Settings page; Customize Dashboard view; Optimize reader clocking.
2.0.2	2.0.2	Oct 31st, 2016	New preferences for participant view; Use the system without Active Passport
2.0.3	2.0.3	Nov 21st, 2016	Clear data from ACTIVE Timing and ACTIVEWorks
2.1.0	2.1.0	Dec 12th, 2016	Support multi-sport type events
2.1.1	2.1.1	Jan 9th, 2017	Support Cycling and Walking events; Redesigned event list page; Auto-syncing events with ActiveWorks Endurance
2.1.2	2.1.2	Feb 6th, 2017	False start flag; Display readers using IP addresses; Edit participant result on the Result dashboard
2.1.3	2.1.3	Feb 27th, 2017	Search participants using full name; Cumulative report; Re-load participant list when distance changes
2.1.4	2.1.4	Mar 16th, 2017	Fixed minor reader connection issues
2.2.0	2.2.0	Mar 20th, 2017	Validates readers using socket addresses; Race overview page includes sport type information; View start time by race or wave
2.2.1	2.2.1	Apr 10th, 2017	More reader information and configuration
2.2.2	2.2.2	May 2nd, 2017	Readers for all events
2.3.0	2.3.0	Jun 15th, 2017	Allow changing the sport type of an event and its categories; View and edit participant's detail info and results; Stream tag reads to MyLaps terminals; Allow overriding results of participants without tag info
2.3.1	2.3.1	Jul 27th, 2017	New User Experience Improvement Program; Allow editing and deleting events; Relocated the toolbar on the Participants and Readers pages; Included more information in participant details; Support timing results longer than 24 hours.
2.3.2	2.3.2	Sep 7th, 2017	Support team scoring; Allow adding, editing, and deleting selected races; Split decoder function of Super

			Elite/Elite/Lite readers are configurable only at the event level; Require contact info from anonymous users to submit issues and feedbacks.
2.3.3	2.3.3	Oct 23rd, 2017	Allow display of results on Dashboard per timing point; Enhanced division settings; Division templates; Support Super Elite (UHF/Quattro) readers
2.3.4	2.3.4	Nov 27th, 2017	General language cleanup; Display of participant's triathlon results; Display of reader tag counts; Display reader time shift relative to computer and SYNC link; Mark disqualified team members; Remove a participant from a team; Add participant's 'Finish time' column to the Results tab and renamed 'Result' column to 'Final Result'; Add and delete teams; Add and remove participants to and from teams; Select participant's tag reads for scoring; Grey-out disqualified team members; Separately display results under FINAL RESULTS / FLAGGED RESULTS / DNS / DNF / DQ buttons; Edit division names.
2.3.5	2.3.5	Jan 8th, 2018	Specify column mappings when importing participants and import custom columns; Configurable custom results report export; Filter results by "Men's Overall", "Women's Overall" or other divisions; Export report of DNS, DNF or DQ results to Excel file; Pace, Chip time, Gun time columns in custom reports; Print out Final, DNS, DNF or DQ result reports; Support multiple flags; Expand/collapse participant information on the Dashboard; Data import moved from Results tab to the Dashboard tab.
3.0.0	3.0.0	Feb 8th, 2018	Active Passport account login; Sync locally created events to Active; Report image; Custom report filtering by city/state/country; Bib-tag importing (append or overwrite); TCP/IP Exporter; Result issue reporting and resolution
3.0.1	3.0.1	Mar 5th, 2018	Database retention/removal when uninstalling and reinstalling; Home and Back button navigation optimization; Division report; Dashboard pop-out window
3.0.2	3.0.2	Mar 26th, 2018	Event configuration and results file export and import; Participant importing: map email address column; Reader Data Exporter: unconverted dates and times; Reader Data Exporter: export to a file; Publish results to ACTIVE Results 3.0 website; User interface enhancement for split distance configuration; Issue requests listed by requestor's email.
3.0.3	3.0.3	Apr 18th, 2018	Combine live and final results publishing into the Results Publishing slide-out; Minimum race time; Bib range filter

			by Event code; Event list page Refresh, Create and Import icons relocation.
3.0.4	3.0.4	May 6th, 2018	General Data Protection Regulation (GDPR) agreement; GDPR-compliant wiping of participant identities; Email reply to requests; View tag ID, bib, name, date/time stamp and ignore status of each captured tag read for a reader and filter tag reads by fixed or open time ranges; International address format support.
3.0.5	3.0.5	May 28th, 2018	General Data Protection Regulation (GDPR) terms and conditions agreement; Map bib number range to an updated range to reuse UHF tabs; Final 'Split' points renamed to 'Finish'; Save race clock changes without starting the race; Removed the Cumulative report and added Email, Check point cumulative time, Check point clock time and Finish point clock time columns to the Division report and Custom report.
3.0.6	3.0.6	Jun 19th, 2018	Tag read dates/times no longer converted to PC time zone; Improved Endurance-ACTIVE Results integration guidance on RESULTS PUBLISHING flyout; Live results toggle now controls live streaming of results to both ACTIVE Results and the Event app; Store Race Date in ACTIVE function removed; Race day reminder to turn on Live results streaming; Select multiple tag reads to ignore or apply a time offset; Reprocess tag reads to recalculate the scores even after race finish.
3.0.7	3.0.7	Jul 9th, 2018	Purge log files exceeding 1G and retain last 15 days only; Export participants to an XLSX file; Save unfiltered Tag filter; Improved wave management; Add a new Split point to a race configuration before the Finish point; Do not calculate results for disqualified participants; Select to view Overall results; Export results by participant.
3.0.8	3.0.8	Jul 30th, 2018	Results listings are not published to ACTIVE Results unless Live results turned on or Publish button clicked; Pre-conditions before Live results can be turned on; Automatic publishing of results; Participants page: filter participants by Result flag; Importing participants from an .xlsx/.xls/.csv file: optional Phone/Mobile/Cell number column.
3.0.9	3.0.9	Aug 16th, 2018	Reprocess and recalculate imported tag reads if calculated result is negative; Select races to publish to ACTIVE Results; Create and score a Custom team report; Finish times displayed as soon as participants cross the finish; Retrieve button to trigger retrieval of lost tag reads from

			ARC readers; Configure a Minimum time between each pair of split points; Flag participants with split times less than the configured Minimum time.
3.1.0	3.1.0	Sep 10th, 2018	Authenticate new Timers for the ACTIVE Results website; Create and score a Custom team report; Participants page: flag 'Suspiciously fast' split times; Split or finish results calculated and displayed as soon as participants cross a timing station or the finish line; Live Results SMS messaging.
3.1.1	3.1.1	Sep 30th, 2018	Disqualify a participant from specific division and exclude from division results; UHF reader start, split and finish point tag read logic.
3.1.2	3.1.2	Nov 30th, 2018	Flag participant's gun or chip time as FINAL and make participant's gun and chip times editable; Score top participants by gun time and other participants by chip time; Select to push only gun times or only chip times to ACTIVE Results; Score overall divisions by gun time and all other divisions by chip time; Readers page: view Event label and Point name for an ARC reader; Configure TIME OFFSET for Backup readers; Define Primary and Backup readers for a station; View reader's Event label, Point name and S/N; Flag participant results which have tag reads with time-offsets; Send event file when reporting an issue; Send participant's City and State to ACTIVE Results.
4.0	4.0	Feb 13th, 2019	RunSignup authentication; Download and display RunSignup events (flagged with an 'R') and participants; Restrict users to opening only RunSignup events for which they have permission; Upload new or edited participant information to RunSignup; Publish event divisions, participants, division rankings, final results and overall rankings to RunSignup; Add readers to ARC; Readers tab: filter ARC readers by event label; Edit ARC reader event labels, point names and host names; Adjust selected tag reads; Configure local readers as primary or backup readers; Race configuration > New station: filter ARC readers by event label; Readers tab: display event labels and point names for offline readers; Prohibit users with revoked AW Endurance event permissions to down event or participant data; Display reader antenna status icons in grey or green; Specify gun times down to hundreds and tens of milliseconds.

4.0.1	4.0.1	Feb 22nd, 2019	Hotfix: in the absence of an internet connection, the ACTIVE Timing 4.0 application could not be launched. This issue has been resolved in this release.
4.0.2	4.0.2	Apr 10th, 2019	Retrieve all FS and LS files in the last year for an event label from online or offline ARC readers; Add a default distance to a sport type if no distance can be retrieved from AW Endurance; Event creation: optional Address and ZIP fields; Auto-insert leading zeros in Participants > Tag > Tag Filter > Event code field; Cancel RunSignup authorization; Publish multistage sport (duathlon and triathlon) results to RunSignup; Insufficient RunSignup results credit warning; RunSignup participant data error file; Truncate fields which are too long for RunSignup; Publish participant batches to RunSignup which include deleted participants; Participant info page RE-PROCESS tag reads and results button; Port number fields now default to 27017; Upload spreadsheet to add new or edit existing participant information; Include certificate, photo and video URLs in participant import spreadsheet; Results reports now list participants' First names and Last names in two separate columns; Include multiple race results in results Custom report; Print participants' finisher certificates.
4.0.3	4.0.3	May 1st, 2019	Automatically recalculate invalid results on receiving a new start or finish point tag read; Automatically recalculate results on receiving new registrations or updated participant information from AW Endurance after race start; Do not allow On-site app or 3rd-party sources to overwrite valid chip numbers with null chip numbers; Synchronization of participant data between Active Timing and AW Endurance is now more robust.
4.0.4	4.0.4	Aug 4th, 2019	Readers page: support read-only ACTIVE Reader Cloud (ARC) readers; Live Results SMS messages for spectators (Beta); Print or save the EVENT RESULTS TRACKING flyer (Beta); Unsubscribe from Live Results SMS messages by bib number (Beta); Calculate participant ages as of the event Start date.
4.0.5	4.0.5	Aug 25th, 2019	ARC UHF/DF and directly-connected UHF readers: press trigger to capture gun time; Set “Minimum lap time” reminder when reader is assigned to multiple timing points; Results page: display results for all participants; Live Results SMS messages: subscribe before “Live Results SMS” switch is turned on.

4.0.6	4.0.6	Nov 22nd, 2019	Display the number of Live Results SMS message subscribers; Participants > Data > Check Data Error > Find athletes with missing: > Chip number but with a bib number filter; Click RESULTS PUBLISHING > UPDATE NOW button to immediately push event settings changes to ACTIVE Results; Configure a split timing point as an internal checkpoint for cheat detection; Flag participants missing an internal checkpoint read; Filter results to participants with a missing internal checkpoint; Include internal checkpoint tag reads in Division and Custom reports; Support zero-age participants; Participants tab > Filter: filter by having or missing tag reads at a specific timing point in a race; Include participants DOBs in participant import Excel file; Include participants' gun times in participant export Excel file; Changed "Minimum lap time" to "Gap factor"; Ignore start tag reads earlier than the gun time; If a participant's start tag read is missing, then use gun time to calculate his/her split times, pace and speeds; Include participants' zip codes in Division reports and Custom reports.
4.0.7	4.0.7	Dec 10th, 2019	Live Results SMS: select to send SMS message to Spectators only, Participants only or Both; Participant search box provides suggested participants; Reprocess tag reads and results whenever race configuration is changed; Refresh button to re-process displayed data after changing race settings; Formatting changes to the Division report, Custom report, Participant report, DNS report, DNF report, DQ report and Final results report.
4.0.8	4.0.8	Feb 20th, 2020	Participants' ages can now range from 0 to 120 years; Import participants' address and emergency contact; Import participants' Custom fields; View and edit participants' Custom fields; Participant details page: DELETE PARTICIPANT button; Create custom divisions which group participants by Custom fields; Open Dashboard in another window and use ACTIVE Timing at the same time; Participants page: filter participants by their Custom fields; Participants page: Apply and Cancel buttons; Create waves which group participants by Custom fields; Enhanced printed results by division report.
4.0.9	4.0.9	Apr 27th, 2020	Edit content and layout of result certificates and select printing default or custom result certificate templates; Select to print result certificates by bibs, distances or divisions; Manually assign a participant to a division (even

			if the participant is not eligible for the division); Printed results report: include Disqualifed, DNS and DNF results; Manually bulk assign/unassign participants to/from divisions; Manually assign a participant to a wave (even if the participant is not eligible for the wave).
4.1.0	4.1.0	Jun 22nd, 2020	Require users to be over 18 to create an account and require strong passwords; Move the Teams tab to after the Participants tab; Support retrieval of results for ACTIVEWork Endurance virtual events and disable the Teams, Readers, Race configuration, Reader Data Exporter, Dashboard and Requests tabs, Live results and other non-applicable features; Printing out result certificates for virtual events.
4.1.1	4.1.1	Sep 8th, 2020	On the 'Result Certificate' popup, export results certificates by clicking DOWNLOAD; On the 'Result Certificate' popup, select result certificates by divisions for a specified number of top results.

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About ACTIVE Timing

Overview

ACTIVE Timing is a specialized desktop application for calculating race time results. The application is installed on one or more PCs that are connected to timing readers via Ethernet connections. The readers transmit raw data which is then interpreted by ACTIVE Timing to provide race results.

ACTIVE Timing allows you to:

- Calculate race results for each participant and division
- Calculate real-time results and division winners
- Create a race layout of readers for an event
- Export race results or publish them online

Prerequisites

ACTIVE Timing requires the installation of third-party hardware and software to run normally. The following are supported for use with ACTIVE Timing:

- **Software requirements**

  Windows 7 or higher

- **Hardware requirements**

  IPICO timing products: Fit, Lite, Elite, Super Elite (DF), Super Elite (Quattro/UHF), TUHF readers with IPICO supplied RFID tags

- **ACTIVE.com requirements**

  a. ACTIVE account with Timer or Owner privileges

Getting Started

Setting up Hardware

ACTIVE Timing works with Fit, Lite, Elite, Super Elite, and TUHF readers with IPICO supplied RFID tags. A reader is a timing device that includes Ethernet and wireless communications and a battery. Check the hardware and ensure that:

- Tag IDs and bib numbers are assigned to participants.
- Readers are correctly connected with sufficient power.

Installing ACTIVE Timing

There are two ACTIVE Timing installation suites: cluster suite and full suite.

- **Cluster suite** consists of:
  - Mongo database server component
  - Mongo windows service component
- **Full suite** consists of:
  - Mongo database server component
  - Mongo windows service component
  - ACTIVE Timing component

Before installation, you must choose whether you want to install ACTIVE Timing in basic mode (using one PC) or advanced mode (using multiple PCs).

- **Basic mode**: Using one PC to monitor and store race data
- **Advanced mode**: Using multiple PCs. You require one or more PCs to store race data (storage PCs), and one or more PCs to monitor race data (monitor PCs), and then configure all the PCs into a cluster.

If you wish to use basic mode, then install the full suite on the PC.
If you wish to use advanced mode, you must:

1. Install cluster suites on storage PCs, and full suites on monitor PCs. Note that you cannot install both suites on one PC.
2. Acquire IP addresses of all PCs. You will need the IP addresses to form a cluster when you

connect to database (see section "Connecting to Database").

Connecting to Databases

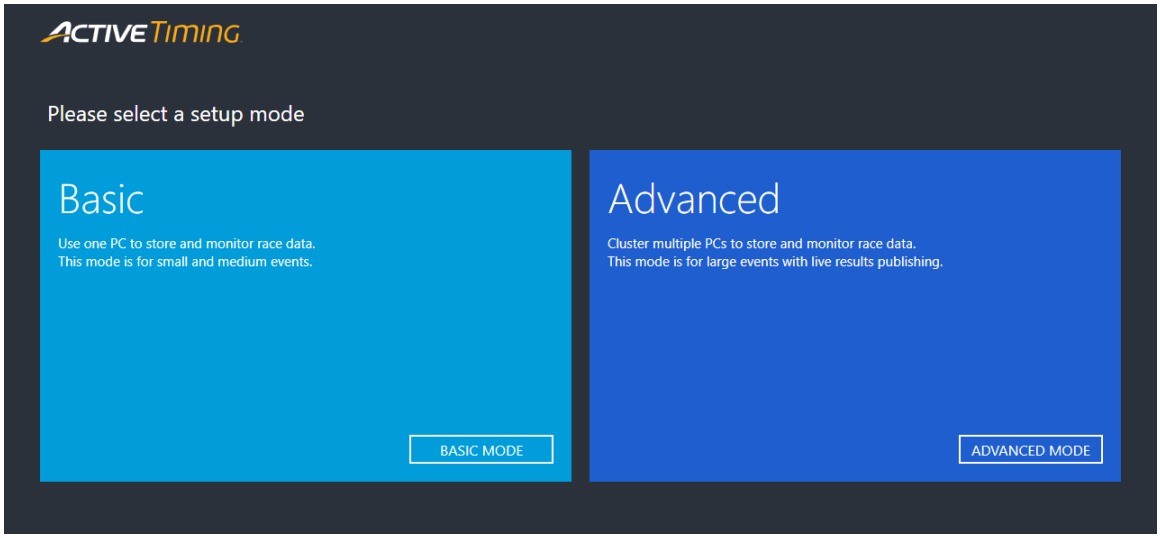
After synchronizing ACTIVE Timing with ActiveWorks Endurance, you must to connect to the databases. As mentioned in the previous section, you can install ACTIVE Timing in basic mode (using one PC) or advanced mode (using multiple PCs).

If you wish to time a small-to-medium-sized event using one PC, select **Basic** to start configuring your race timing.

If you want to time a large event using several PCs in a cluster, select **Advanced** and then:

1. Name the databases.
2. Enter the IP addresses of all connected PCs and then enter the port numbers (the default port number is 27017).
3. Click **CONNECT** to connect to the database. After connection, ACTIVE Timing is ready for use.

Figure 2-1 Connecting to databases – Select a mode

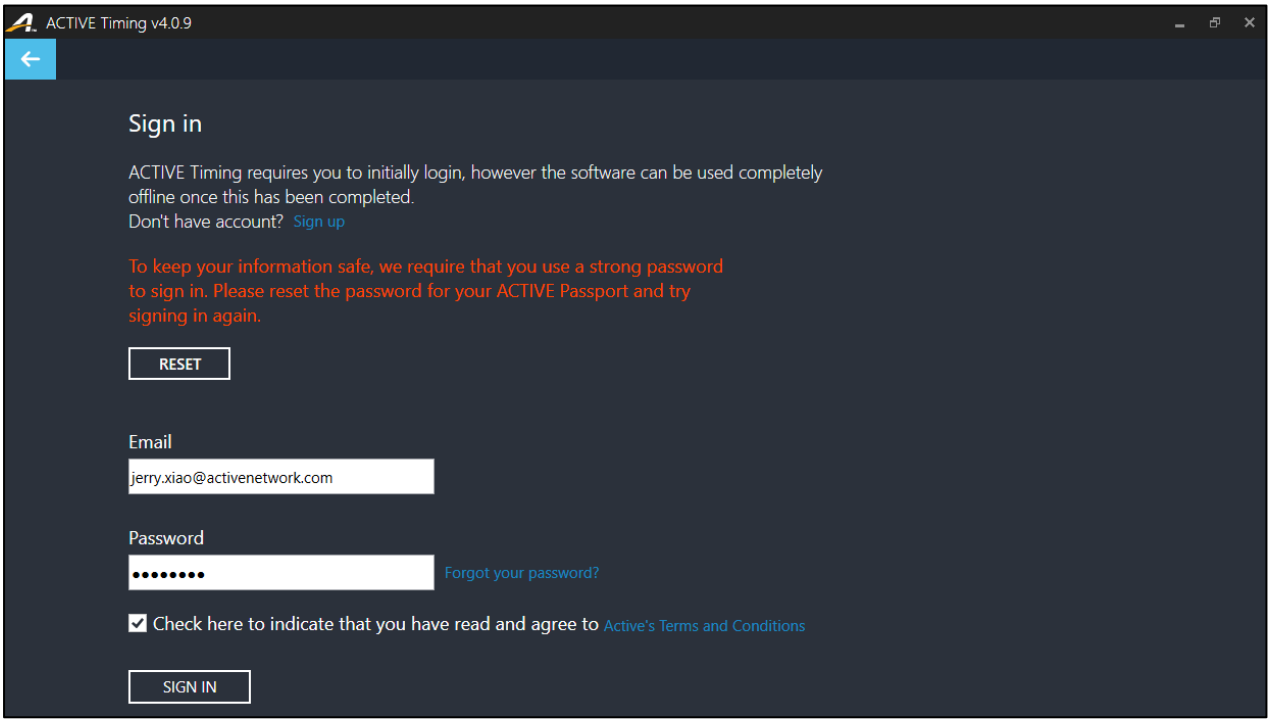


Syncing with ActiveWorks Endurance

If you are using ACTIVE Timing for the first time, you can:

- Use ACTIVE Timing as a stand-alone application, but you must manually create events and pull in participants (you can push locally created events and corresponding results to ACTIVE).
- Synchronize ACTIVE Timing with ActiveWorks Endurance so that your events can be downloaded from ActiveWorks Endurance and imported into ACTIVE Timing.
    - **Note**: ACTIVE Timing supports retrieval of results for virtual events created in ACTIVEWorks Endurance. For virtual events, the **Teams**, **Readers**, **Race configuration**, **Reader Data Exporter**, **Dashboard** and **Requests** tabs, **Live results** and other non-applicable features are disabled.

Figure 2-2 Signing in to sync with ACTIVE Works Endurance

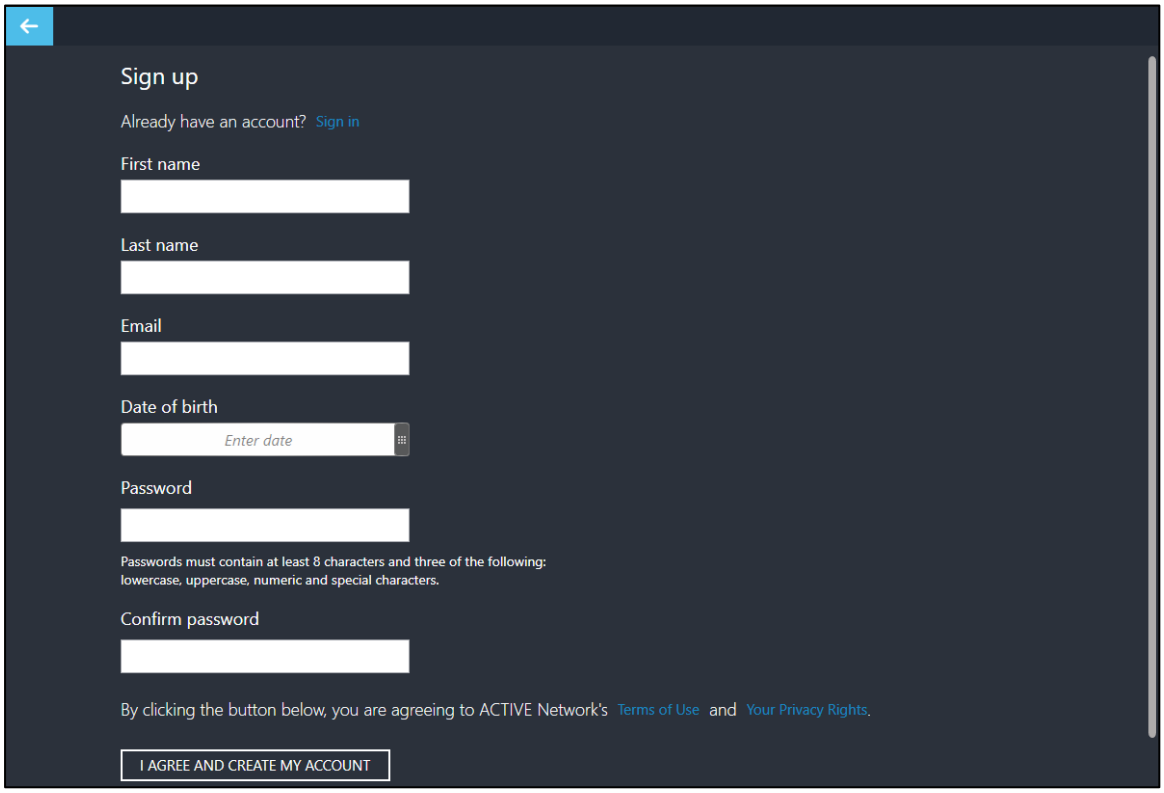


By default, the first-time **Sign in** page is in English. However, after the sync completes, you can click the Settings button and switch to another language in **Settings** > **System** > **Preferences > Language**.

To sync ACTIVE Timing with ActiveWorks Endurance:

1. On the **Sign in** page, enter the **Email** and **Password** for your Active Passport account.

- If you do not have an Active Passport account, then click the **Sign up** link to create an account.
    - **Note**: You must be over 18 to create an Active Passport account and you will be prompted for your **Date of birth**:



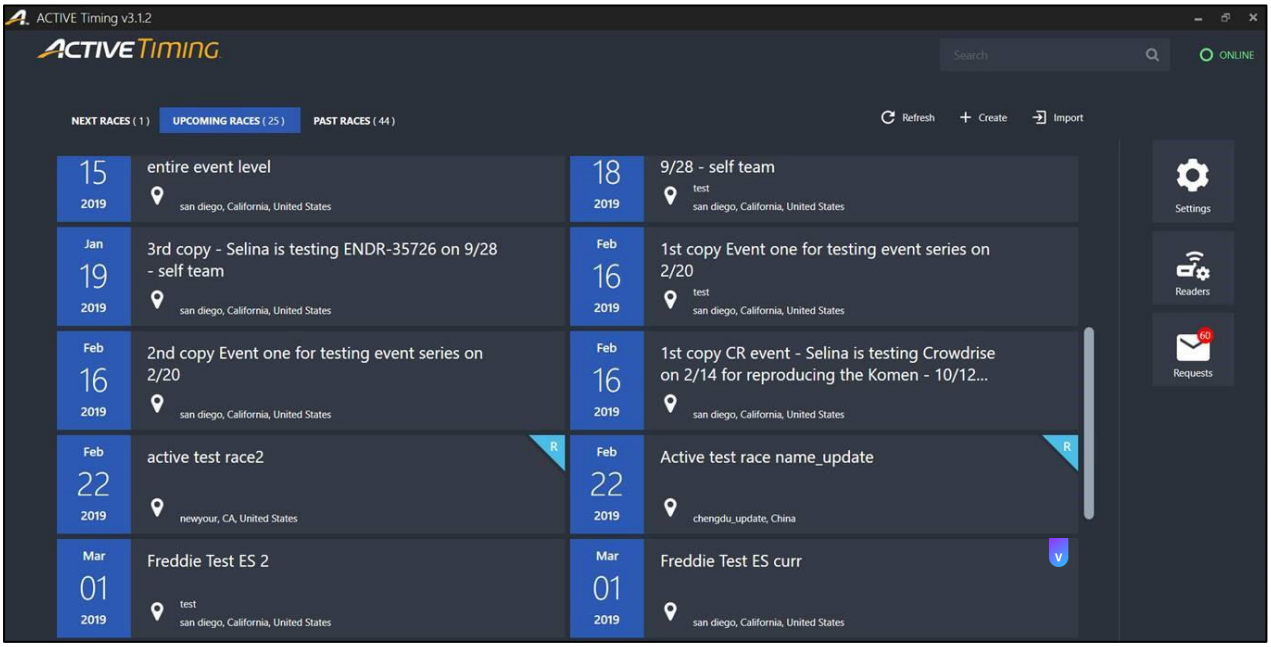
- For the safety of your data, your **Password** must include at least 8 characters and three of the following: lowercase letters, uppercase letters, numbers or symbols. If your **Password** is insecure, then you will be prompted to **RESET** your **Password**.
- Ensure that you are designated by the Event Director as a Timer or Owner for the relevant ActiveWorks Endurance events.

2. Click the **Active's Terms and Conditions** link to open and read the terms and conditions, and then check the checkbox to indicate your acceptance of the terms and conditions.
3. Click **SIGN IN** to link the account to the ACTIVE Timing system and synchronize events and participant information.

When the synchronization completes, imported races are listed on the homepage and categorized into next race, upcoming races, and past races. You can select a race for further configuration.

The event list is automatically refreshed every time you open ACTIVE Timing. In addition, you can click **Refresh** to manually pull events from ActiveWorks Endurance and update the list.

Figure 2-3 Event list after sync



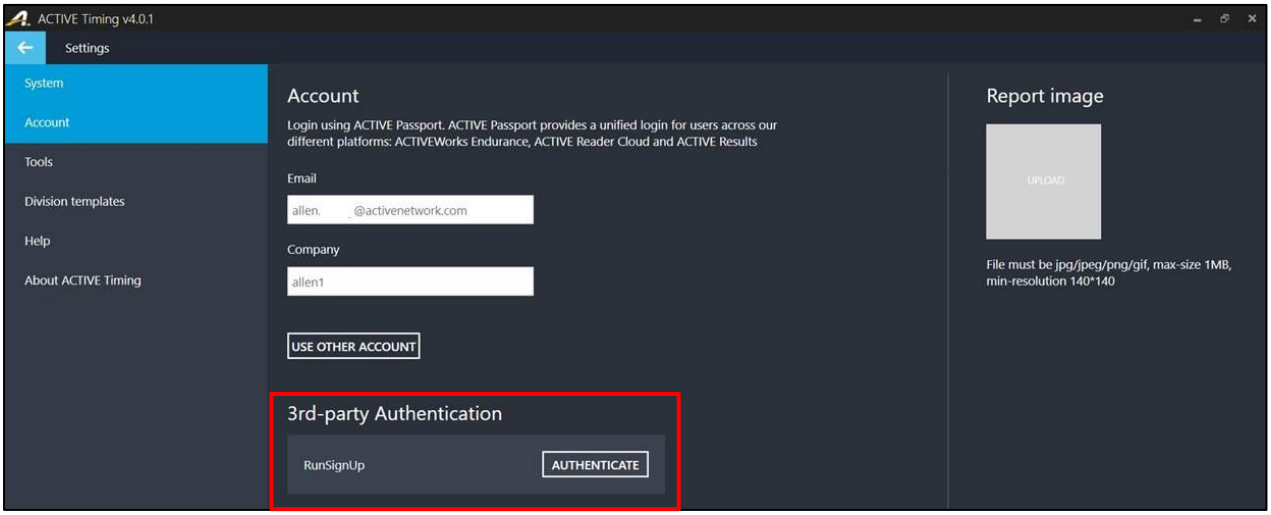
Note: Virtual events synchronized from ACTIVEWorks Endurance are marked with a **V** icon.

RunSignup Authentication

After authentication with RunSignup, ACTIVE Timing can also download RunSignup events and participants.

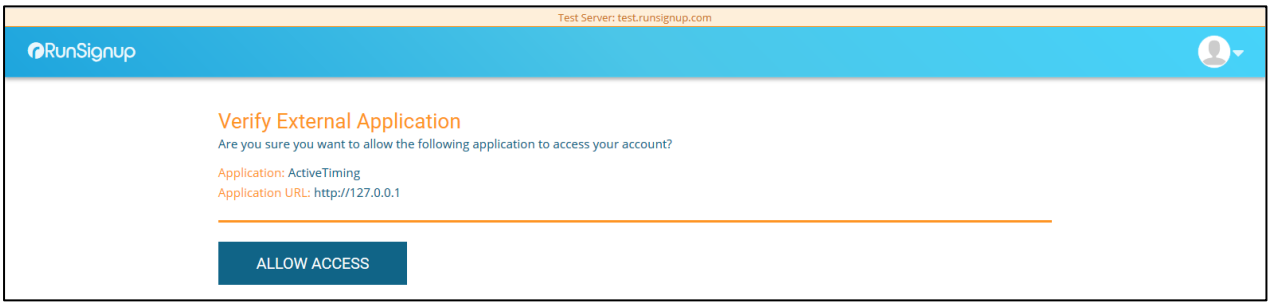
To authenticate ACTIVE Timing with RunSignup:

1. Click the **Settings** > **Account** > **3rd-party Authentication** > **RunSignup** > **AUTHENTICATE** button:

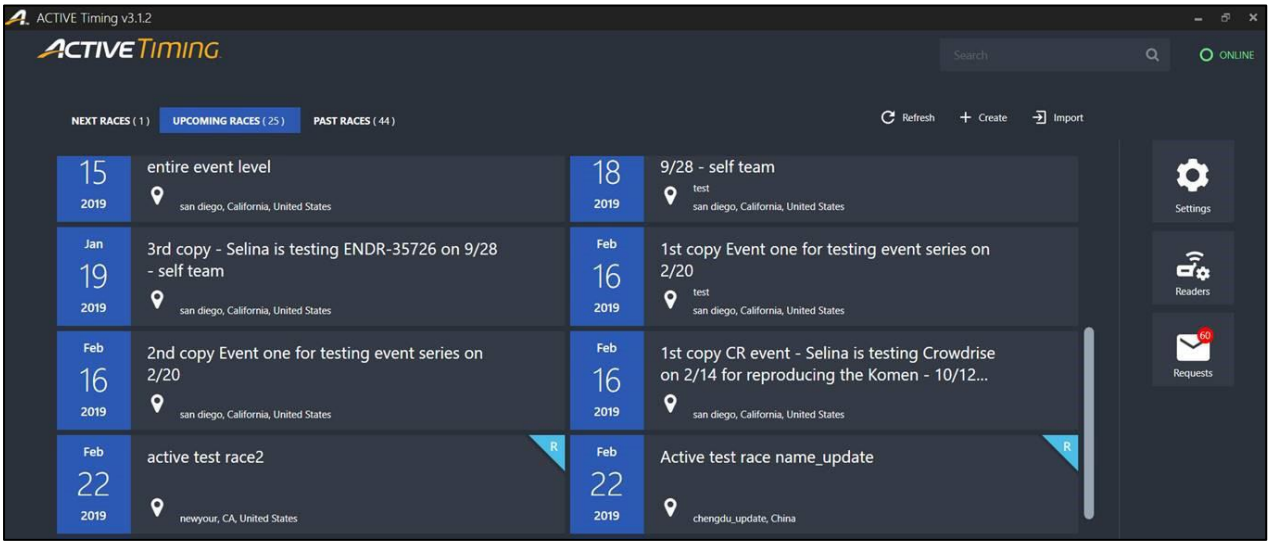


2. A web browser opens with the RunSignup website. Complete the RunSignup authentication process in the web browser by clicking the **ALLOW ACCESS** button.

    - **NOTE**: Do NOT proceed with any other actions in ACTIVE Timing until after completing the RunSignup authentication process in the web browser.



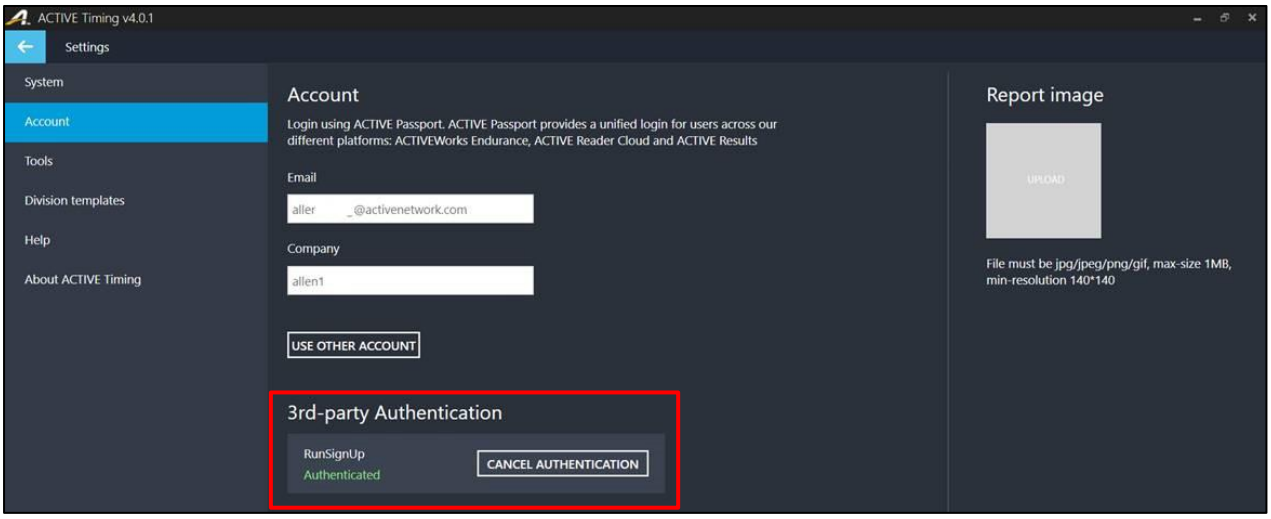
In the event list, RunSignup events are marked with an **R** flag on the top-right corner.



Cancel RunSignup authentication

To cancel your RunSignup authentication, click the **Settings** > **Account** > **3rd-party Authentication** > **RunSignup** > **CANCEL AUTHENTICATION** button.

Note that cancelling your RunSignup authentication will remove all your RunSignup events from ACTIVE Timing.



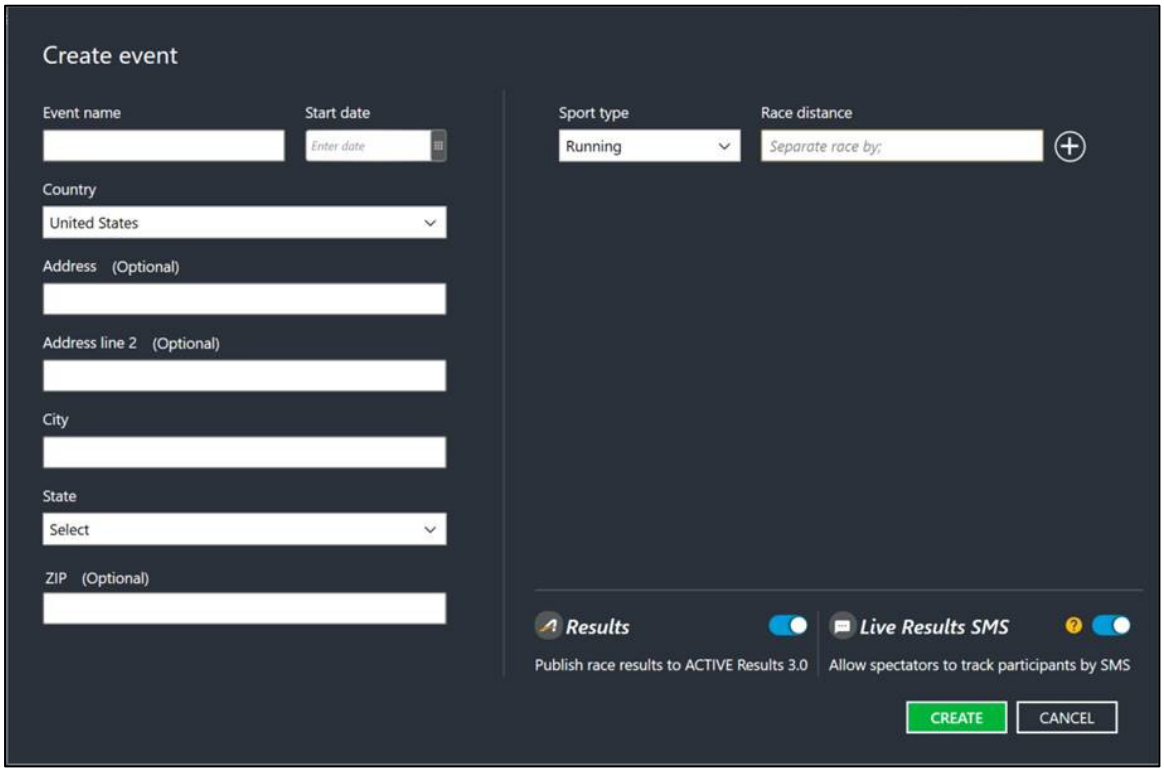
Creating Events in ACTIVE Timing

You can create an event directly in ACTIVE Timing:

1. Click **Create**.
2. Enter the following information: **Event name**, **Start date**, **Country**, **Address** (optional), **City**, **State** (country dependent), **ZIP** (country dependent, optional), **Sport type** (**Running**, **Duathlon**, **Triathlon**, **Cycling** or **Walking**), and **Race distance** for each sport type.
   Click the icon to add up to three different sport types for one event; sport types may not be duplicated.
3. To publish this event's results to the **ACTIVE Results 3.0** website, turn on the Results toggle switch (toggle the switch to blue).
4. To enable participants and spectators to subscribe to participant progress SMS messages, turn on the **Live Results SMS** toggle switch (toggle the switch to blue).
5. Click the **CREATE** button to complete event creation.

Note that events created in ACTIVE Timing:

- Are marked with a yellow corner flag.
- Can be published to Active and can also have their results published to Active.



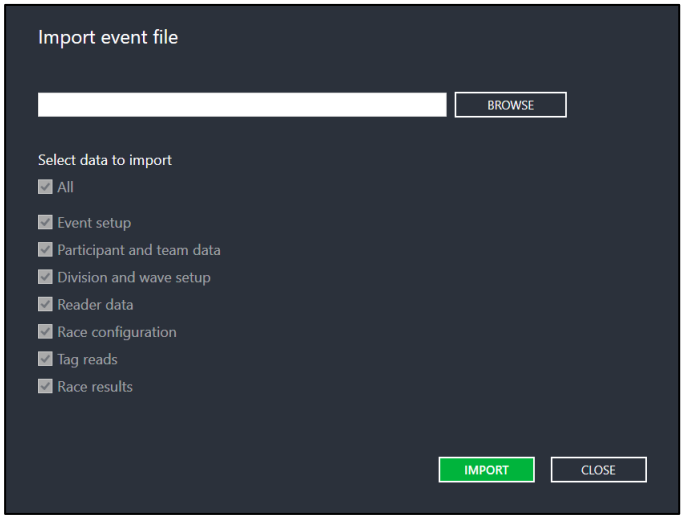
Importing an event from an ACTIVE Timing Export file

You can import an event that was exported to an ACTIVE Timing Export (.ate) file from another instance of ACTIVE Timing. Importing an .ate file imports the event in its entirety, including the event setup, participant and team data, division and wave setup, reader data, race configuration, tags reads and race results, if any.

Note: if the file contains an ActiveWorks Endurance event, then your ActiveWorks sign-in account must have permission to access the event.

To import an event from an ACTIVE Timing Export (.ate) file:

1. Click **Import**.
2. Click the **BROWSE** button to select an .ate (ACTIVE Timing Export) file.
3. Click the **IMPORT** button to import the event.



Managing Readers

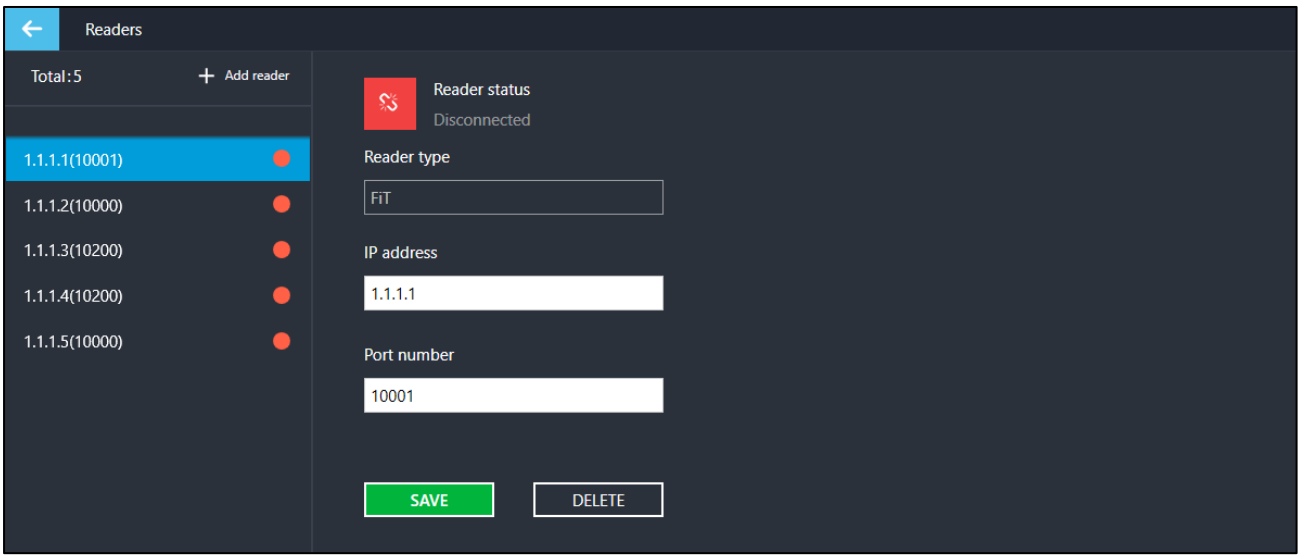
To open the **Readers** page, click the **Readers** icon on the event list page. On the **Readers** page, you can:

- Add readers that can be used across all events
- Edit and remove readers
- View reader connection status

You can also open the **Readers** page and manage readers from the event dashboard > **Readers** page. For detailed instructions on adding readers, see section 6.1 "Adding Readers".

Any changes to the readers will be immediately applied to readers being used in events.

Note that the split decoder function for Super Elite/Elite/Lite readers is configurable only at the event level (select an event and open the **Readers** dashboard).

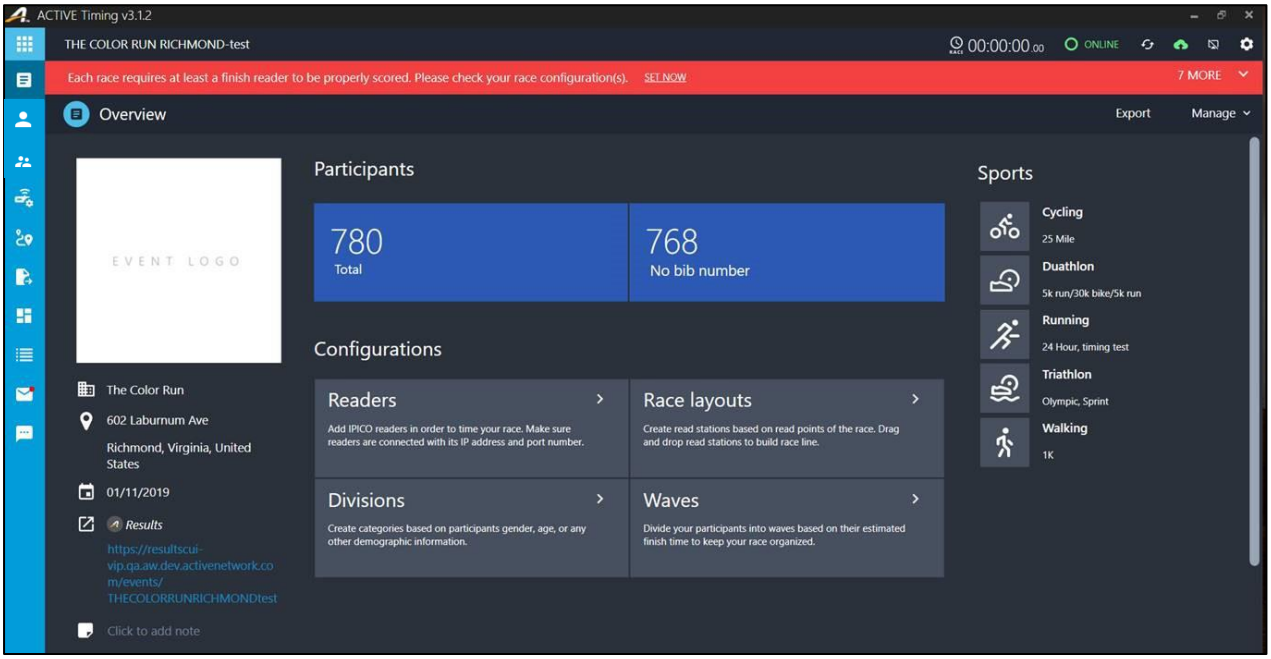


Managing ACTIVE Timing

Viewing Events

After synchronization, events are listed on the ACTIVE Timing homepage. Click an event to open the event **Overview** page, where general event information, participant summary, and configuration shortcuts are displayed. You can upload a logo, add descriptions, and manage sport types for this event.

Figure 3-1 Event Overview page



Note: For virtual events created in ACTIVE Works Endurance, this **Configurations** section is disabled.

Managing Events

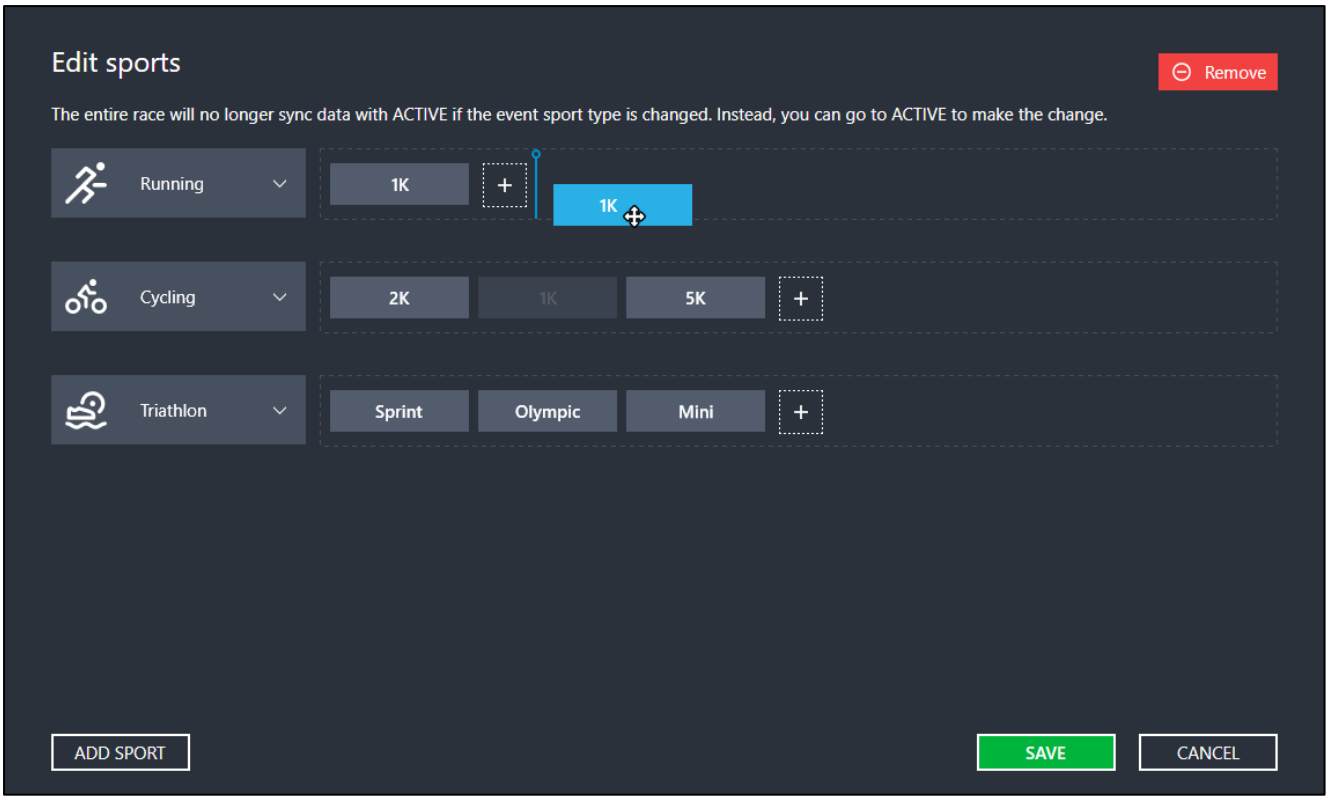
Editing event sport types and races

On the **Manage** dropdown > **Edit sports** page, you can edit, add, or remove event sport types. You can also drag and drop race categories into different sport types, or you can rename, add, or remove sport types.

Note:

- You cannot change the sport type for a race that already has tag reads. You must first clear all tag reads on the Results page before you can change the sport type.

- If the event sport type is changed in ACTIVE Timing, then the race will no longer sync data with ACTIVE. To avoid interrupting the sync, change the sport type in ActiveWorks Endurance instead of in ACTIVE Timing.



Editing event settings

You can edit details for events created manually in ACTIVE Timing in event dashboard > **Manage** > **Edit event**. Note that details of events synced from AWE and those of event categories are not editable.

Note: Changing the event **Start date** will recalculate all participant ages as of the event **Start date** and may also change participants' divisions, waves and results

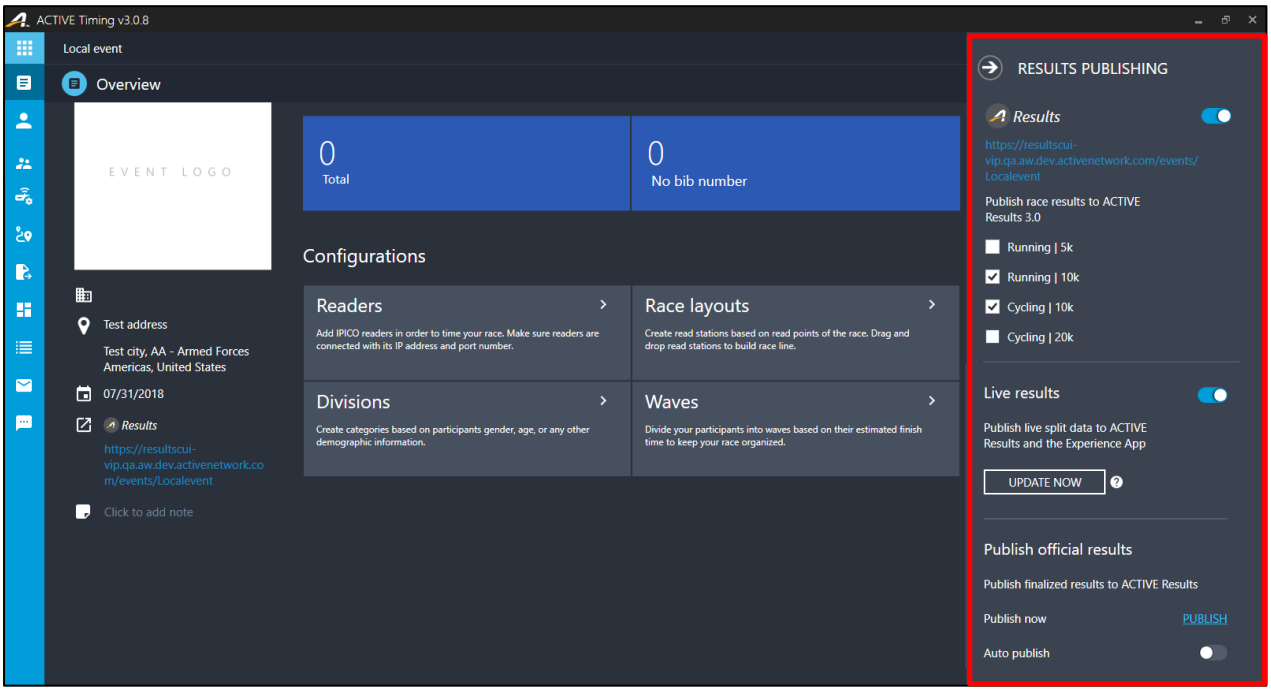
Deleting events

In event dashboard > **Manage** > **Delete event**, you can remove events that you do not wish to keep in ACTIVE Timing. After deletion, all event, participant, registration information and race configurations will be removed and syncing will be stopped. You can always sync back from events in ActiveWorks Endurance.

Status Indicators / ACTIVE Results, Event app and RunSignup integration

There are five indicators at the top of the **Overview** page.

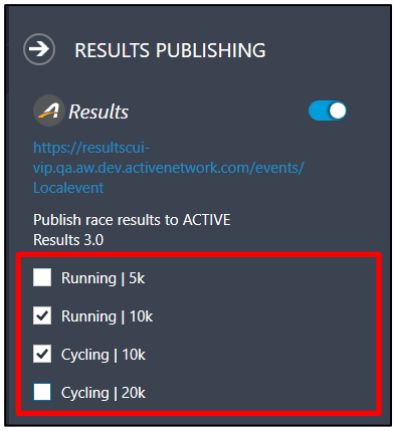
- The timer specifies the race clock based on the start of the overall race or the first wave of the race
- The online/offline icon indicates the status of ACTIVE Timing.
- Click the icon to open the **RESULTS PUBLISHING** side-menu for live streaming and publishing of event results to the ACTIVE Results website and the Experience app, if used:



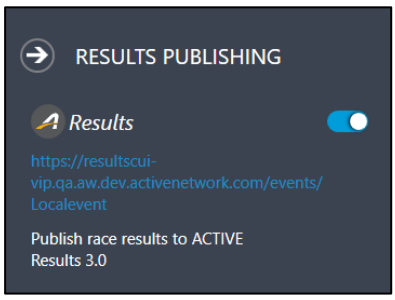
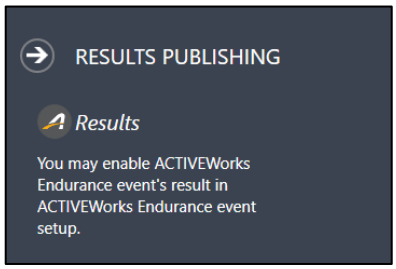
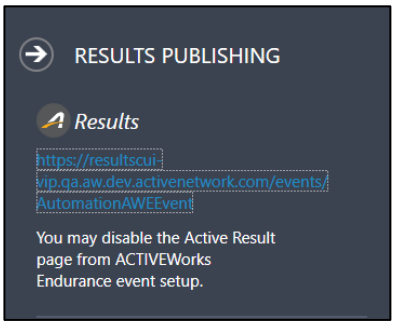
  - To list this event's results on the ACTIVE Results website, turn on the Results toggle (grey = off; blue = on).
    - If this is turned on (blue), then a clickable ACTIVE Results webpage address is displayed below and on the event **Overview** page under the event dates. Results are not sent to the ACTIVE Results webpage until **Live results** is switched on, the **PUBLISH** link is clicked or **Auto publish** is turned on.
    - ACTIVE Timing users are also authenticated as Timers in the ACTIVE Results website.
    - When **Live results** is switched on, individual tag reads are immediately pushed to the ACTIVE Results website as they are received. However, changes to the event's

configuration may require up to 10 minutes before being pushed out. To immediately push out any event configuration changes, click the **UPDATE NOW** button.

- If you are timing only some of your races, then you can unselect races to NOT publish to ACTIVE Results (by default, all races are selected for publishing to ACTIVE Results):



- For an event synchronized from ACTIVEWorks Endurance, this setting can only be changed in ACTIVEWorks Endurance and cannot be changed in Active Timing:

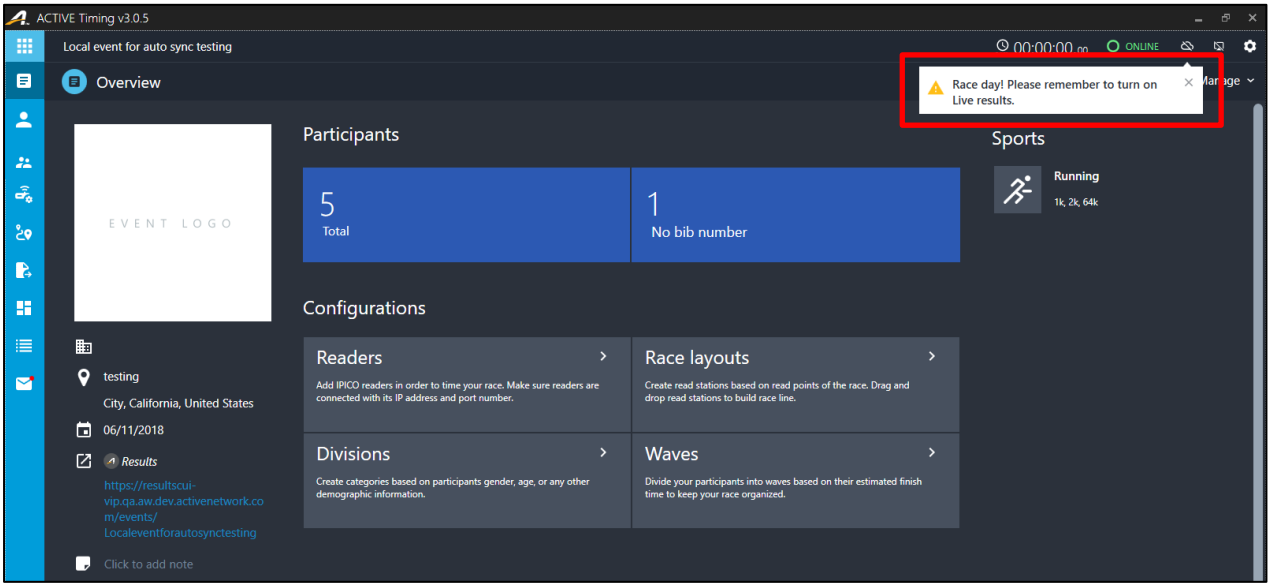
ACTIVE Timing event	**ACTIVEWorks Endurance event**	
ACTIVE Results webpage enabled	**ACTIVE Results** webpage disabled	**ACTIVE Results** webpage enabled
		

- To publish live split data to ACTIVE Results and the Experience App, turn on the **Live results** toggle (grey = off; blue = on). On the day of the event, if the **Live results** toggle is off, then a reminder to turn it on will appear.

  - **Note**: Before **Live results** streaming can be turned on, you must:

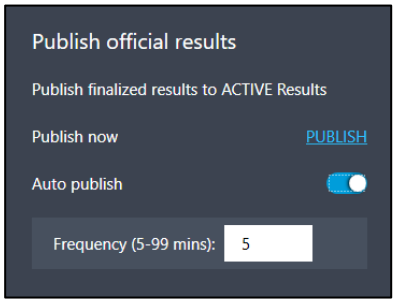
    - Setup at least one race with at least a finish point reader.
    - Configure the gun time.

- Assign bibs to race participants.



- To publish the event's final results to the above ACTIVE Results webpage, click the **Publish official results** > **PUBLISH** link.

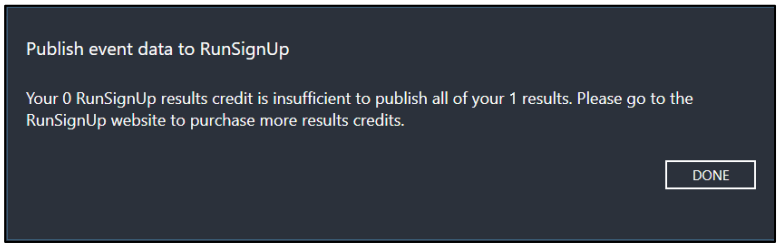
  - If you wish to automatically publish results at a regular time interval, then turn on the **Auto publish** toggle (grey = off; blue = on) and enter the required time interval in the **Frequency (5-99 mins)** box.



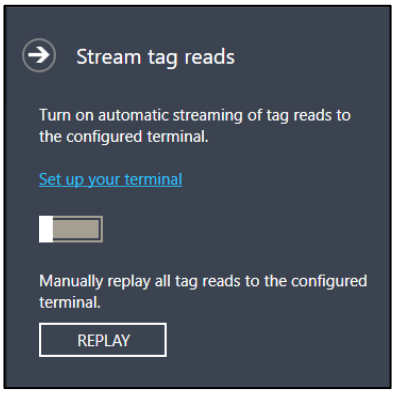
  - **Note**: Before you can **PUBLISH** or **Auto publish** results, you must:
    - Setup at least one race with at least a finish point reader.
    - Configure the gun time.
    - Assign bibs to race participants.

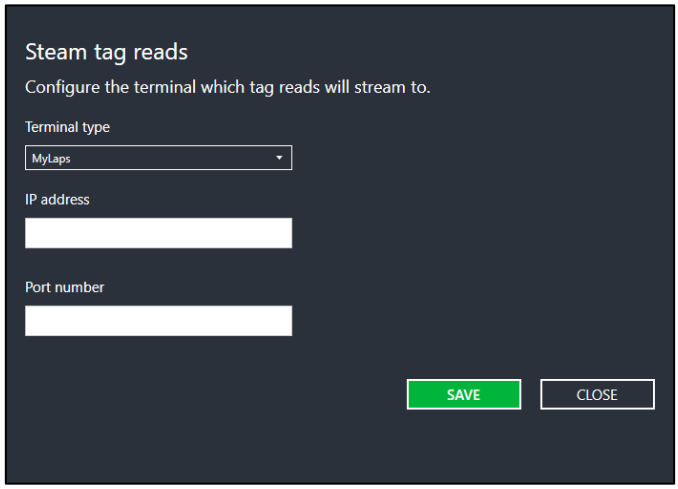
- If you are connected to a RunSignup account, then to publish the event's divisions, participants, final results and rankings to RunSignup, click the **RunSignup** > **PUBLISH** link.

Note: To publish your results to RunSignup, you must have enough RunSignup results credits. If you have insufficient results credits, then the following warning will appear:



- The icon opens the **Stream tag reads** side-menu for live streaming of tag reads to a terminal:
  - Configure terminals to receive streaming tag reads by clicking the **Set up your terminal** link.
  - To automatically stream tag reads to the configured terminal, turn on the **Steam tag reads** toggle (grey = off; blue = on).
  - To replay all tag reads to the configured terminal, click the **REPLAY** button.



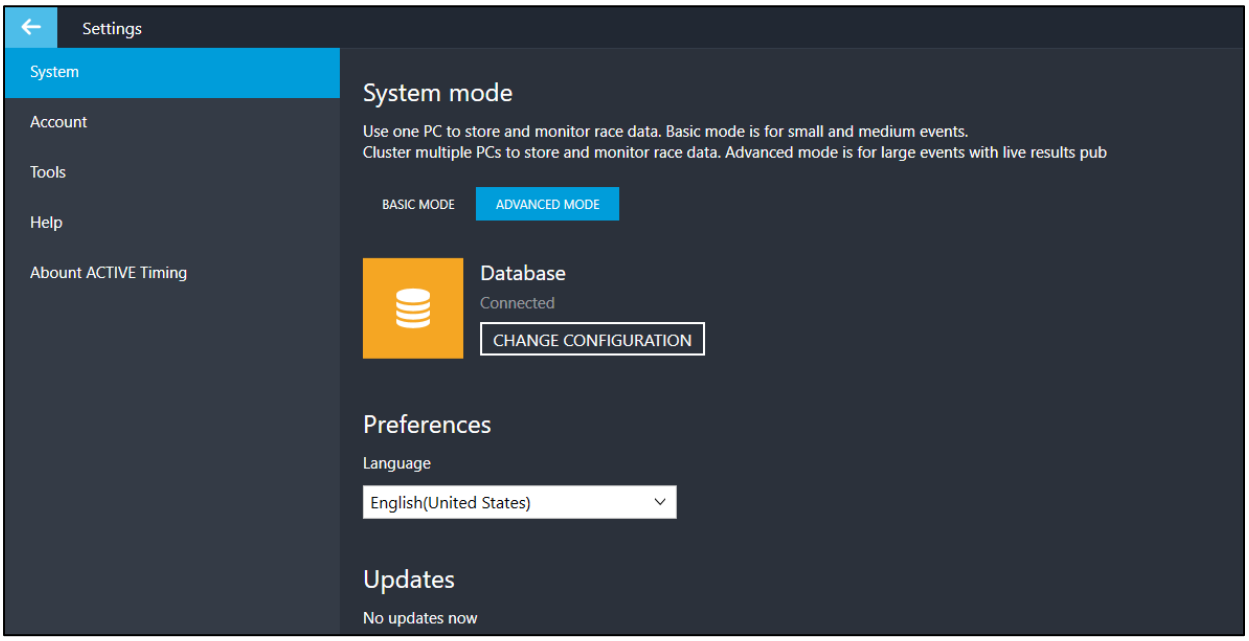


- The icon opens the **Settings** page (see the next section).

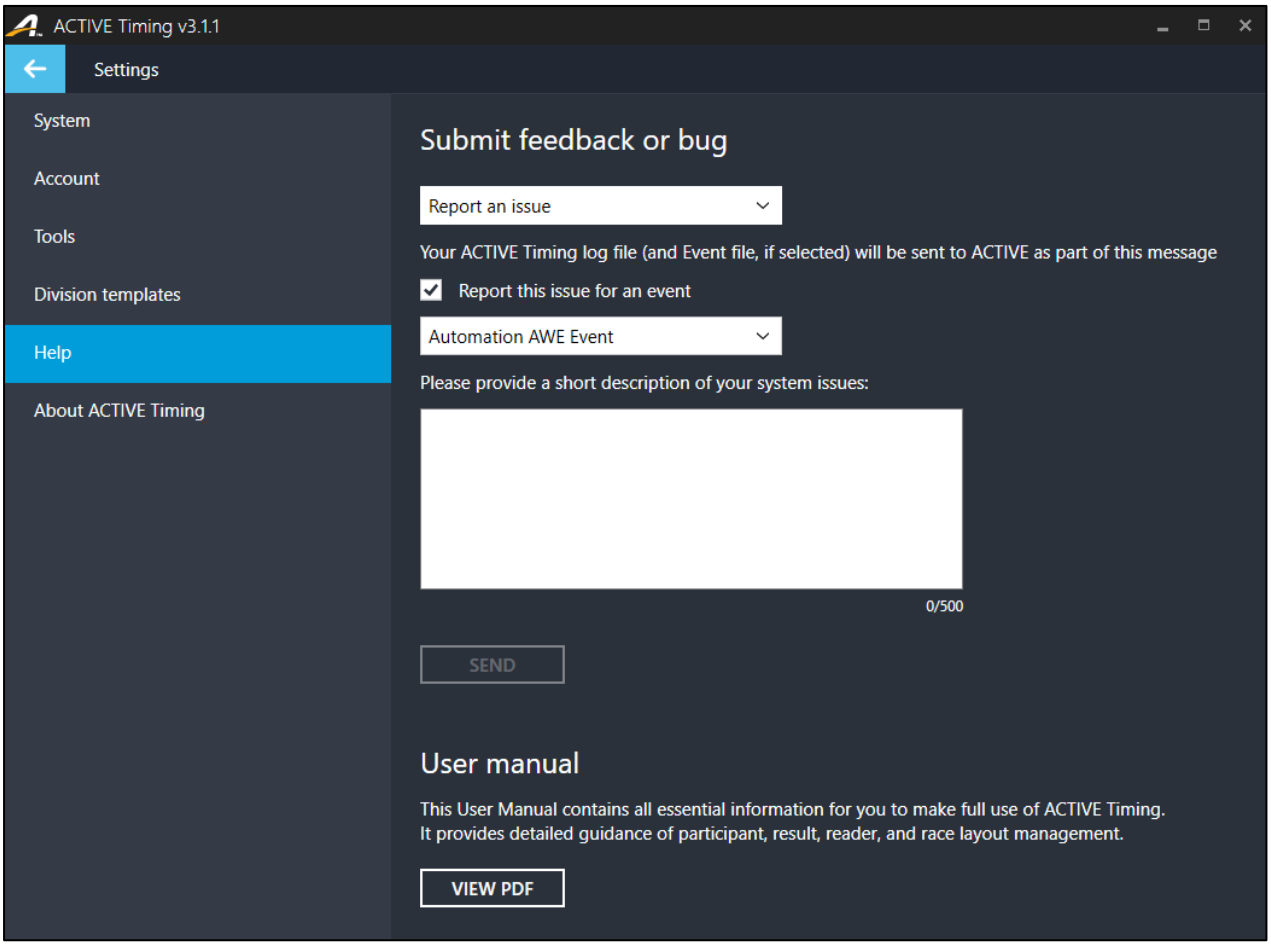
Configuring System Settings

To open the **Settings** page, click the **Settings** button on the event **Overview** or event list page. The Settings page displays the following:

- **System**
  - to choose a system mode: basic or advanced (for details, see section 2.3 "Connecting to Database")
  - to configure the system language
  - to check for software updates



- **Account**: to manage account credentials and **Report image**
- **Tools**: to generate a UID list and to configure terminals that receive tag reads
- **Division templates**: to manage division templates (for details, see section 5.4 "Managing division templates".
- **Help**: to view the ACTIVE Timing User Guide, submit feedback or report an issue (an issue can be reported for a selected event, which will send the event file to ACTIVE for analysis).



- **About ACTIVE Timing**: to view version information or check for updates

Exporting the event to an ACTIVE Timing Export file

You can export the event to an ACTIVE Timing Export (.ate) file, so that it can be imported into another instance of ACTIVE Timing. All of an event's data is exported to an .ate file, including the event setup, participant and team data, division and wave setup, reader data, race configuration, tags reads and race results, if any.

To export the event to an ACTIVE Timing Export (.ate) file:

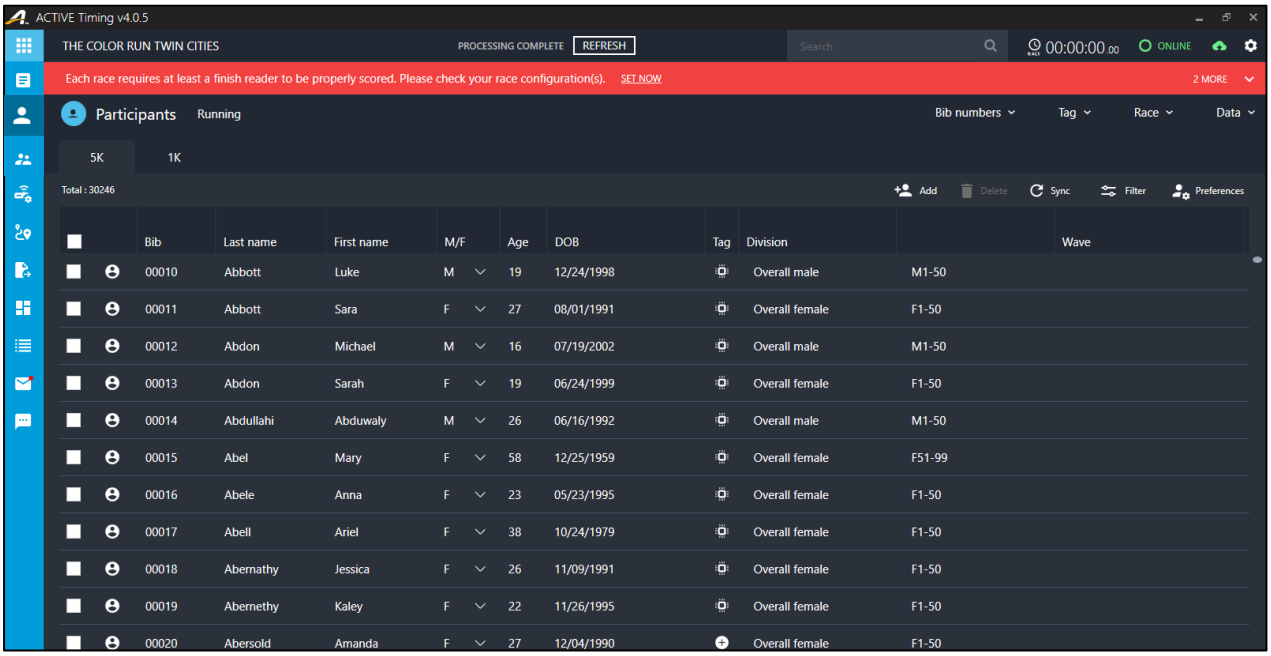
1. On the event page, click the **Export** link.
2. Specify the filename and location at which to save the export file.
3. Wait for the export to complete.

Participant Configuration

After synchronization, race participants are imported and listed on the **Participants** page. For multiple sport types, select the required sport type from the dropdown next to **Participants**.

You must complete participants' **Bib** numbers and **Tag** IDs, and then configure **Race** divisions and **Waves** for the race. Additionally, in **Data**, you can check participant data and import or export a csv. file of participants.

Figure 5-1 Participants page



Bib	Last name	First name	M/F	Age	DOB	Tag	Division	Wave
00010	Abbott	Luke	M	19	12/24/1998		Overall male	M1-50
00011	Abbott	Sara	F	27	08/01/1991		Overall female	F1-50
00012	Abdon	Michael	M	16	07/19/2002		Overall male	M1-50
00013	Abdon	Sarah	F	19	06/24/1999		Overall female	F1-50
00014	Abdullahi	Abduwaly	M	26	06/16/1992		Overall male	M1-50
00015	Abel	Mary	F	58	12/25/1959		Overall female	F51-99
00016	Abele	Anna	F	23	05/23/1995		Overall female	F1-50
00017	Abell	Ariel	F	38	10/24/1979		Overall female	F1-50
00018	Abernathy	Jessica	F	26	11/09/1991		Overall female	F1-50
00019	Abernethy	Kaley	F	22	11/26/1995		Overall female	F1-50
00020	Abersold	Amanda	F	27	12/04/1990		Overall female	F1-50

Note: after editing any race settings (such as race configuration or the gun time), click the **REFRESH** button to reprocess and update the displayed information. The **REFRESH** button does not appear unless race settings have been edited.

Note: for virtual events, only the **Sync** and **Filter** functions are available.

Managing Participants

Participants are listed together by race on each race tab.

You can **Sync**, **Add** or **Delete** the participants on each tab on the **Participants** page, and set filtering rules and preferences.

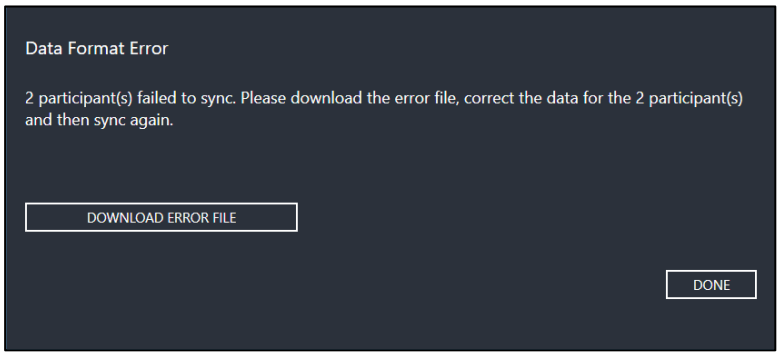
Syncing participants

Every time you open the **Participants** page, your event participants are automatically downloaded and refreshed in the list. You can also manually sync the current participants with ACTIVEWorks Endurance by clicking **Sync**.

Note that participants that are manually added in the ACTIVE Timing (including uploads) will not appear in ACTIVEWorks Endurance.

If you are connected to RunSignup, then clicking **Sync** will sync your participants with RunSignup.

As RunSignup has strict formatting requirements for participant data, if any of your participant data is incompatible with RunSignup, then the following warning will appear.

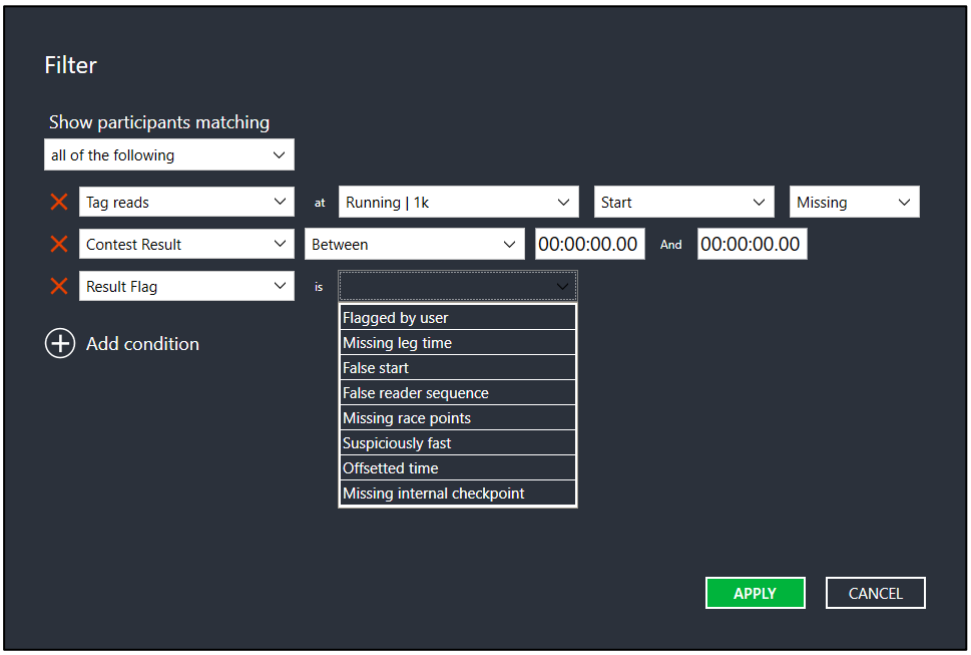


You may edit your participant data to make it compatible with RunSignup. Click the **DOWNLOAD ERROR FILE** button to download and view the error file for details on which participant's data requires editing.

Searching for and filtering participants

- To search for a specific participant, enter the participant's first or last name in the search box (suggested participants will be listed after entering three or more characters).
- To filter the displayed participants:

    1. Select a race tab and click **Filter** to open the filter.
    2. In the **Show participants matching** dropdown list, select to filter for participants that match either **all of the following** or **any of the following** filter conditions.
    3. Click the **+** button to add a filter condition from the dropdown list.
    4. You can filter for participants by their **Age**, **Gender**, **Division**, **Wave**, **Bib Number**, **Contest Result**, **Custom field**, **Result Flag** or if they have or are missing **Tag reads** (disabled for virtual events) at a specific timing point in a race and distance:



5. Click **APPLY**. Participants matching the filtering criteria are listed on the **Participants** page, and the **Filter applied** banner is displayed at the top of the page.
    - To clear all filters and display all participants, click the **×** on the **Filter applied** banner.

Customizing the participant view

1. Select a race tab and click **Preferences**.
2. In the **Participants** section, select whether to:
    - **Use end of year age to calculate participants' age**
    - Show participants' registration information
    - Show participants' contact information
    - Show participants' emergency contact information

Adding participants

Participants who do not exist in ACTIVEWorks Endurance can be manually added in ACTIVE Timing.

1. Select a race tab and click **Add** to add a blank row to the top of participant list.
2. Enter the participant's information: **Last name, First name**, **M/F**, **Age**, **DOB**, and **Race**.
3. Once you enter data into the blank row, a ✓ (save) button and a **×** (delete) button are displayed. The ✓ button is grayed out until you have completed all the required information.
4. Click ✓ to save the participant's information and add another new participant to the list. Click **Done**

to quit adding new participants.

Deleting participants

To remove a participant from ACTIVE Timing, you can select a participant and then click **Delete**.
Note that you can only delete participants who were manually added or imported to ACTIVE Timing. Participants synced from ActiveWorks Endurance cannot be removed in ACTIVE Timing and can only be removed in ActiveWorks Endurance.

Changing races

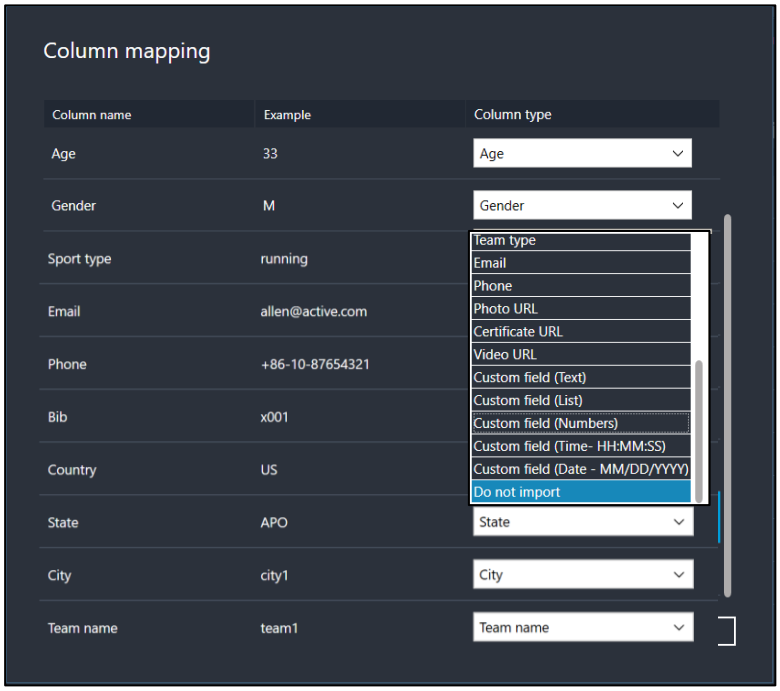
To move a participant to another one race category, select the participant, select **Race** > **Change race** and then select the required race into which to move the participant.

Importing participants

You can upload an .xlsx/.xls/.csv file to manually import participants to ACTIVE Timing.

1. On the **Participants** page, click **Data** > **Import Participants**.
2. (Optional) Click **DOWNLOAD TEMPLATE** for a template file into which you can paste participant information.
    - A valid file must contain at least the following columns: **First name**, **Last name**, **DOB (MM/DD/YYYY)**, **Age**, **Gender**, **Race**, **Sport type**, **Bib**, **Team name**, and **Team type** (note: at least one of **Age** or **DOB** must be included; a zero **Age** is permitted).
    - A participant can belong to only one team, and a team can belong to only one team type.
    - Participants' **Email** address and one of **Phone**, **Mobile** or **Cell** columns are optional.
    - Optional **Photo URL**, **Certificate URL** and **Video URL** columns can be used to upload URLs to participants' photos, certificates and videos. Links to these URLs will appear on each participant's ACTIVE Results webpage.
    - Participants' **Address**, **Address line 2**, **Country**, **State**, **City**, **Zip**, **Emergency contact name**, **Emergency contact phone number** and **Emergency contact relationship** columns are optional and may be included if required.
3. Select your participant file and click **UPLOAD** to upload the file to ACTIVE Timing.
4. In the **Column mapping** popup, for each **Column name** in your file, select the corresponding ACTIVE Timing **Column type** from the dropdown. All the above required column types must be properly mapped to a column in the file.

- For columns in your file that are not required, select **Do not import**.



5. Click **CONTINUE** to import participants. Once completed, uploaded participants are listed on the **Participants** page.

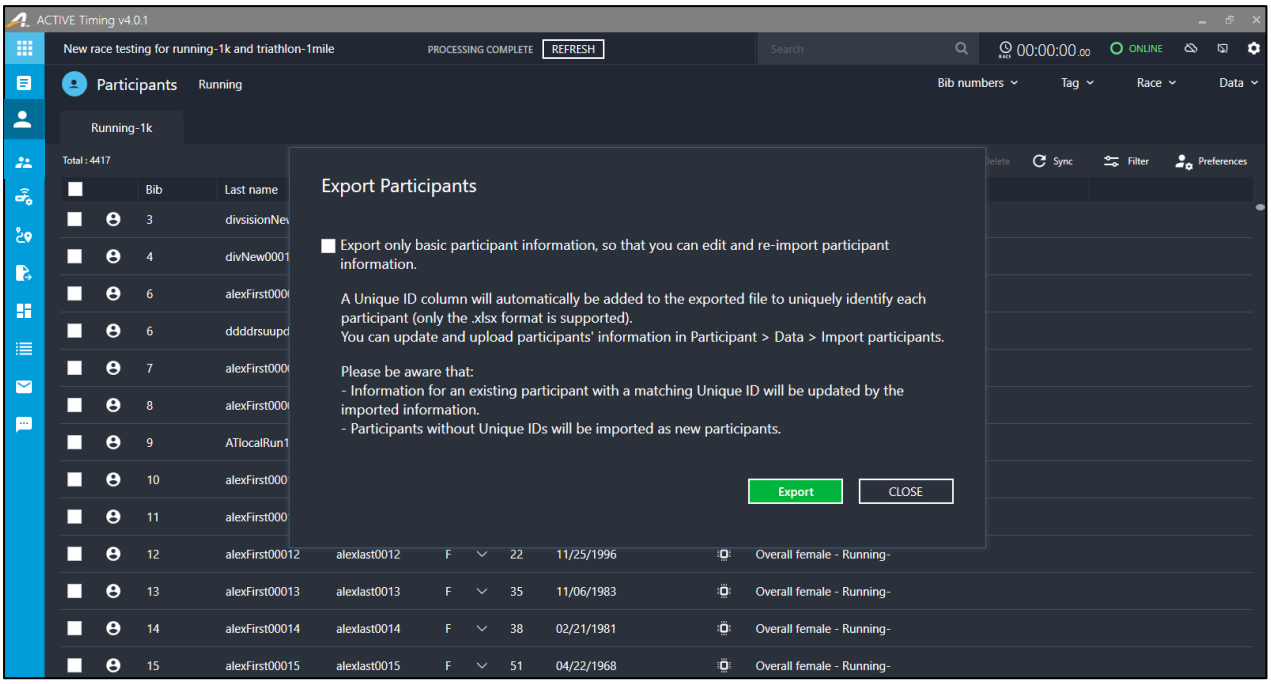
    - If the import fails, then click **DOWNLOAD ERROR FILE** and open the file to view and correct the errors.

Exporting and editing/adding participants

You can export participants in the event to an MS Excel (.xlsx), CSV, PDF or HTML file. On the **Participants** page, click **Data** > **Export Participants** and select the required file format. ACTIVE Timing will export a file listing all the participants in the event.

If you wish to edit the exported file to edit existing participant information or add new participants and then re-import the file into ACTIVE Timing, then select the **Export only basic participant information, so that you can edit and re-import participant information** checkbox. **Unique ID**s will be assigned to each participant in the exported file, so that any changes are made to the correct participants when the file is re-imported. You may also add new participants to the file by leaving their **Unique ID**s blank.

- A **Gun result** column is included in the export which may be used to locate participants in a video of the race.



Viewing a participant

Clicking the icon opens a participant's detailed information page. You can then view or edit the following information:

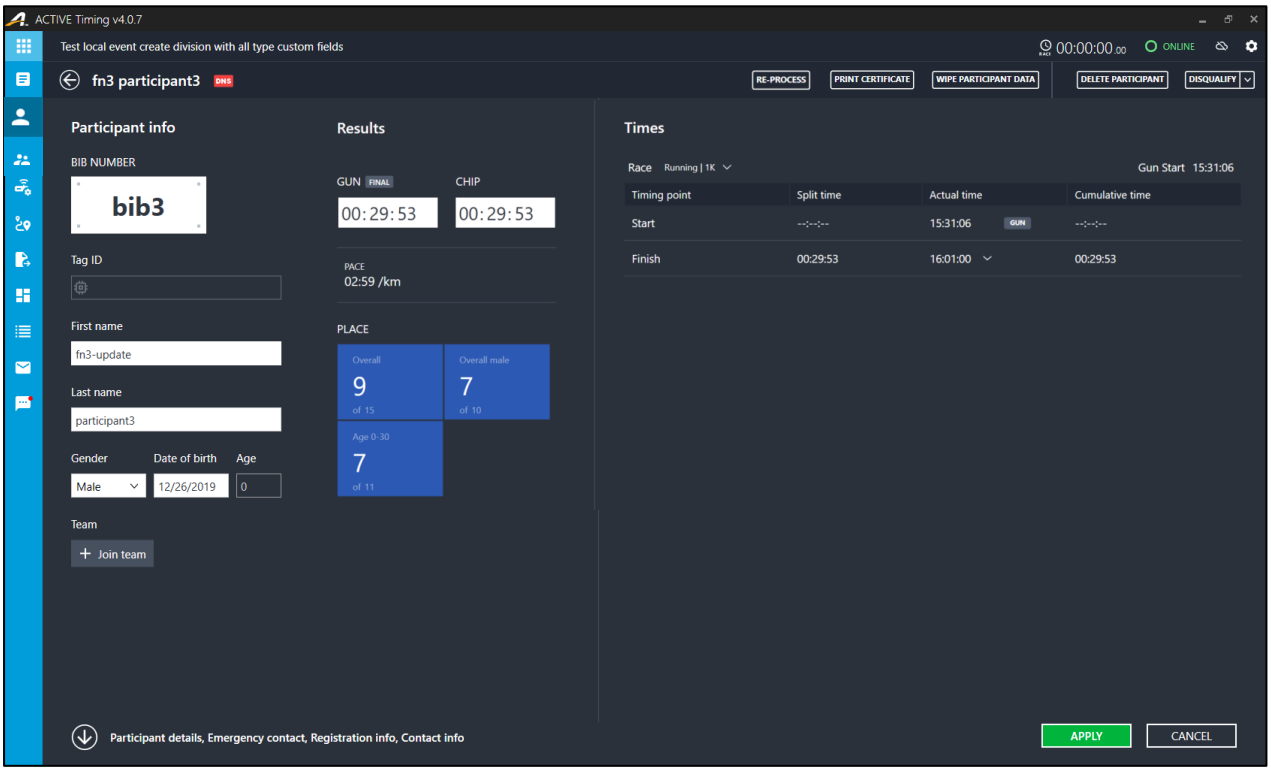
• **Participant info** - **BIB NUMBER** - **Tag ID** - **First name** - **Last name** - **Gender** - **Date of birth** - **Age** - **Team**	• **Results** - **GUN** time* - **CHIP** time* - For triathlons: **SWIM**, **T1**, **BIKE**, **T2**, **RUN** and **PENALTY** times - **PACE** - **PLACE**	• **Times** - **Timing point** - **Split time** - **Actual time** - **Cumulative time**

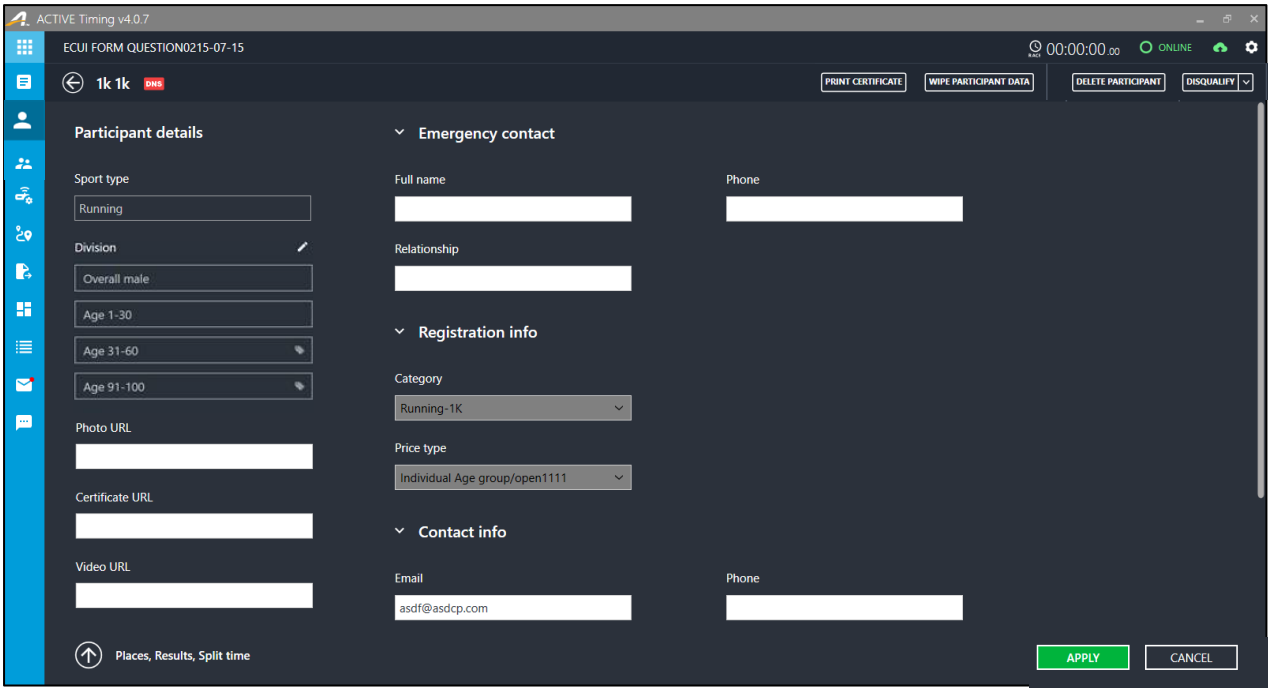
*The **FINAL** flag appears next to either the **GUN** or **CHIP** time to indicate by which time the participant is scored. To configure scoring for the event, see Configuring Scoring Settings. Click the **GUN** or **CHIP** time to edit and make a correction, if required.

• **Participant details** - **Sport type** - **Division** - **Wave** - **Photo URL** - **Certificate URL** - **Video URL**	• **Emergency contact** - **Full name** - **Phone** - **Relationship** • **Registration info** (only for AWE/RSU synced events) - **Category** - **Price type** • **Contact info** - **Email** - **Phone** - **Address** - **City**, **State**, **Country** - **Zip** • **Custom fields** (event specific)

Note: For virtual events, participant information and results (such as the **GUN** time, **CHIP** time and **PENALTY**) CANNOT be edited and the **Times** table is disabled (the message **This event is virtual and does not have tag reads** is displayed).

After editing a participant's information, click the **APPLY** button to save the changes or the **CANCEL** button to abandon the changes (these buttons only appear after participant information is edited).





- The system may automatically flag a participant for **Missing leg time**, **False start**, **False reader sequence, Missing race points**, **Missing internal checkpoint**, **Suspiciously fast** (including participant **Split time**s that are less than the configured minimum split times for each **Timing point**) or an **Offsetted time.** A participant can have multiple flags.
- If a participant fails to start (**DNS**) or finish (**DNF**) the race, then this is also displayed on the participant details page.
- If a participant has missing start tag reads or start tag reads earlier than the **GUN** time, then the gun time is used as the participant's start time and used to calculate their split times, pace and speeds.
- Participant's split or finish results will be calculated and displayed whenever the participant crosses a timing station or the finish line.
- After editing the participant's tag reads, click the **RE-PROCESS** button to reprocess the tag reads and recalculate the results.

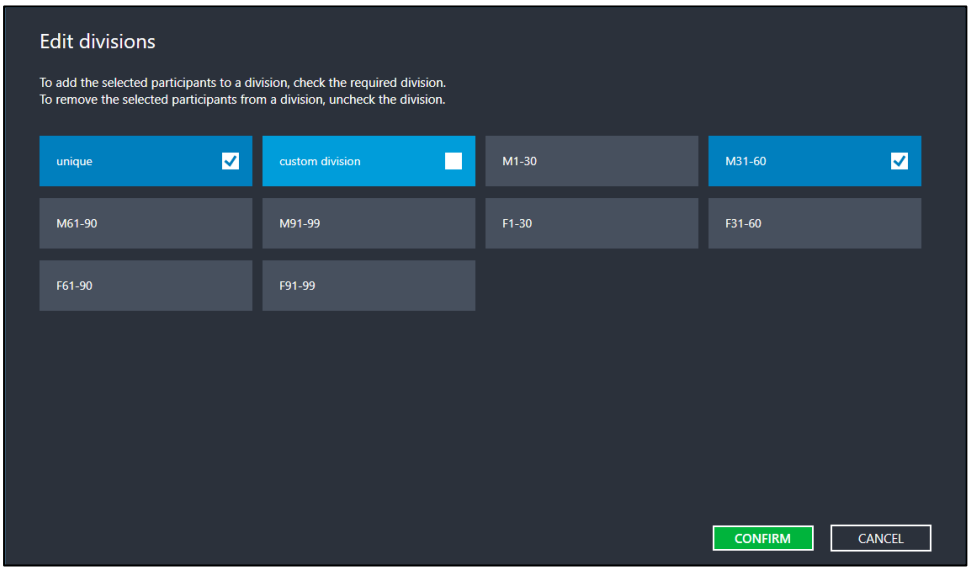
Disqualifying a participant

To **DISQUALIFY** the participant from all divisions and exclude the participant's results, click the **DISQUALIFY** button. Results for disqualified participants are not calculated or displayed. To calculate and display results for disqualified participants, first undisqualify the participant. To undisqualify the participant, click the **DISQUALIFY** button again.

To **DISQUALIFY** the participant from a specific division and exclude the participant's results from that division, click the **DISQUALIFY** > **V** dropdown and then select the required division. To undisqualify the participant from a division, click the **DISQUALIFY** > **V** dropdown and then select the required division.

Manually overriding a participant's divisions

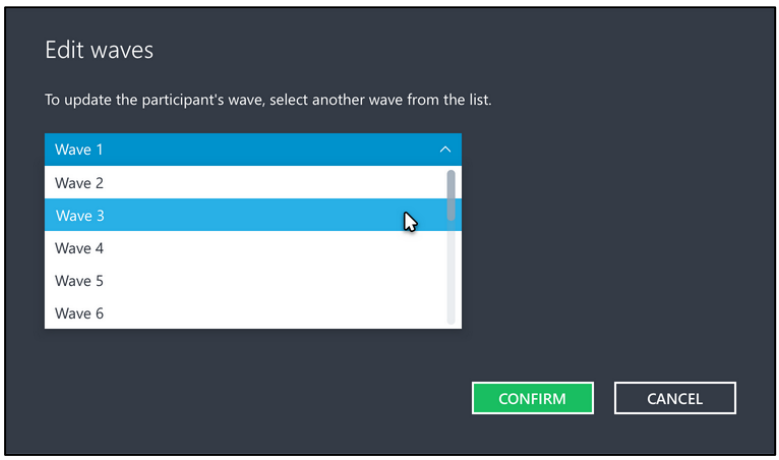
Participants are automatically assigned to **Divisions** by the rules configured for each division. However, to manually edit the **Divisions** to which a participant belongs (and override the **Division** rules), click the **Division** > ✎ icon and then select or unselect the **Divisions** as required:



On the **Participant details** page, **Division**s to which a participant was manually assigned are marked with a 🏷 flag.

Manually assigning a participant to a wave

Participants are automatically assigned to a **Wave** by the rules configured for the waves. However, to manually assign a participant to a wave (and override the wave-assignment rules), click the **Wave** > ✎ icon and then select the required wave:



On the **Participant details** page, if the participant was manually assigned to a wave, then the **Wave** is marked with a 🏷 flag.

Adding/removing a participant to/from a team

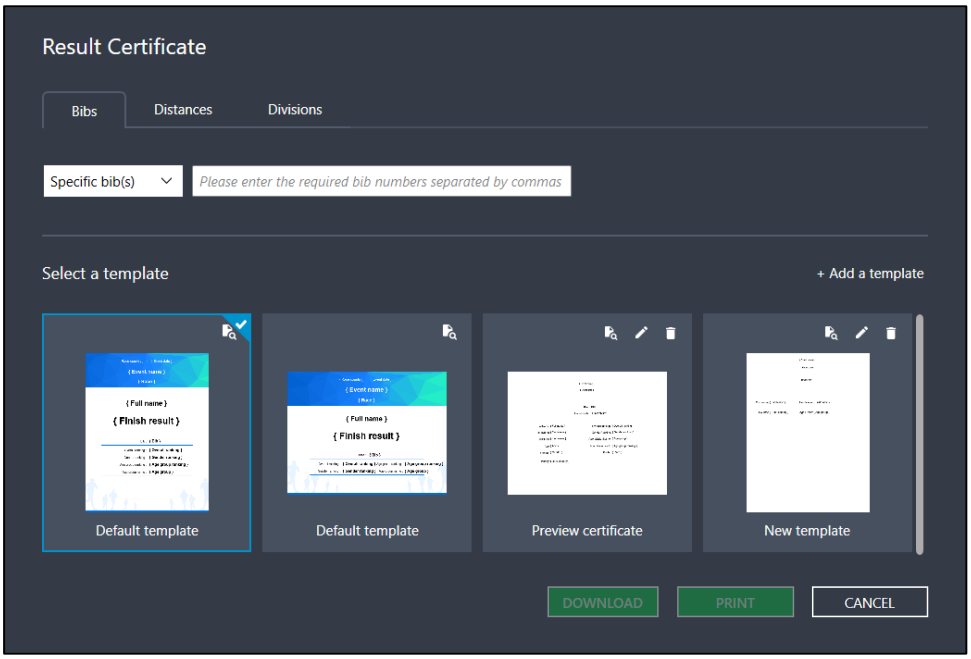
The **Team** section is displayed only if **Teams** have been configured:

- To add the participant to a team, click **+ Join team**, enter or select the **Team name** and then click **SAVE**.
- To remove the participant from the team, click the icon and click **OK**.

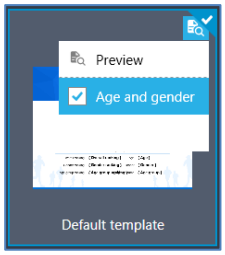
Printing a participant's result certificate

To print out or download a participant's result certificate:

1. On the **Participant info** page, click the **PRINT CERTIFICATE** button:



2. In the popup, the **Specific bib(s)** field is pre-filled with the participant's bib number.
3. Select a results certificate template by clicking the required template.
    - If you do not wish to use a custom template, then you can select either the default portrait or landscape template.
    - For virtual events, any fields in the template that are NOT applicable (such as **Age division** and **Age division rank**) will NOT appear on the printed certificate.
    - To display the participant's age and gender on the certificate, select the > **Age and gender** checkbox on the template.
    - To preview a certificate using a specific template, click > **Preview** on the template.



- To edit a certificate template, click the ✎ icon.
- To delete a certificate template, click the 🗑 icon.
- To add a new certificate template, click **+ Add a template**.

For more information on adding or editing a certificate template, see Editing a results certificate template.

4. To:
   a. print out the results certificates, click the **PRINT** button.
   b. download the results certificates as individual images files and as a single PDF file, click the **DOWNLOAD** button.

Deleting a participant

To delete a participant, click the **DELETE PARTICIPANT** button.

Wiping a participant's identity (GDPR compliance)

For General Data Protection Regulation (GDPR) compliance, if a participant requests that you delete their identifying data, then click the **WIPE PARTICIPANT DATA** button.

- For a participant in an event created in Active Timing, the participant's name and email address will no longer appear in Active Timing, on the ACTIVE Results website or in the Experience app.
- For a participant in an event created in ACTIVEWorks Endurance, the participant's name and email address will no longer appear on the ACTIVE Results website or in the Experience app. Please contact the Event Director to wipe the participant's identity in ACTIVEWorks Endurance, which will also wipe the participant's identity from Active Timing.

Warning: Wiping a participant's identity is an irreversible change.

Managing Bib Numbers and Tag IDs

Bib numbers and tag IDs are important for identification of participants.

Assigning bib numbers

Participants must have unique **Bib number**s.

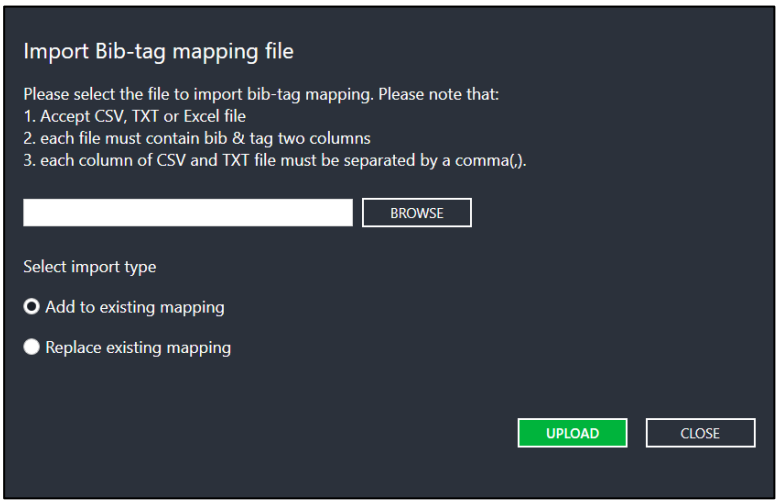
1. On the **Participants** page, select the required race tab.
2. In the **Bib numbers** dropdown, click **Mass Assign**.
3. In the **Assign numbers** dropdown, select the bib number range: **Starting At**, **In a range from**, and **Up to**.
4. Click **START ASSIGNING** to start automatic assignment of bib numbers.

Assigning tags

Participants must have unique **Tag**s.

1. On the **Participants** page, select the required race category tab.
2. In the **Tag** dropdown, you can import participants' tags, individually scan participants' tags, or assign rogue tags to participants.

    - Click **Import** to manually import bib-tag ID mappings from a 2-column .txt, .csv or .xlsx file (first column: bib number, second column: tag ID, no header required):



Select:

- **Add to existing mapping** (default) to append this import to previous bib-tag mappings.
- **Replace existing mapping** to erase all previous bib-tag mappings and use the mappings from this import.

The import process will attempt to import every line in the file. Any erroneous lines (such as duplicate or invalid bib numbers or tag IDs) which could not be imported will be listed in a downloadable .xlsx error report, which you can amend before using it to import again.

Tag IDs previously mapped to bib numbers for each participant in the file are uploaded to ACTIVE Timing.

- Click **Tag Filter** to filter accepted bib ranges for an Event code. For details, see "Specifying tag filters by Event code".

- Click **Scan Mode** to automatic assign tags.
  When a tag is scanned, the system moves to the next participant until the end of the participants list is reached or the user exits **Scan Mode**.

- Click **Rogue Tags** to assign rogue tags to participants. For details, see "Using rogue tags".

3. If you want to change a participant's imported or scanned tag, use a rogue tag to switch out the participant's tag:
   a. in the **Tag** column, click the button, or click **Tag > Rogue Tags**.
   b. Select a rogue tag to merge.

   Note that after merge:

   - The original bib number remains unchanged.
   - Timing results for the rogue tag take precedence.
   - Results for the original tag are replaced.

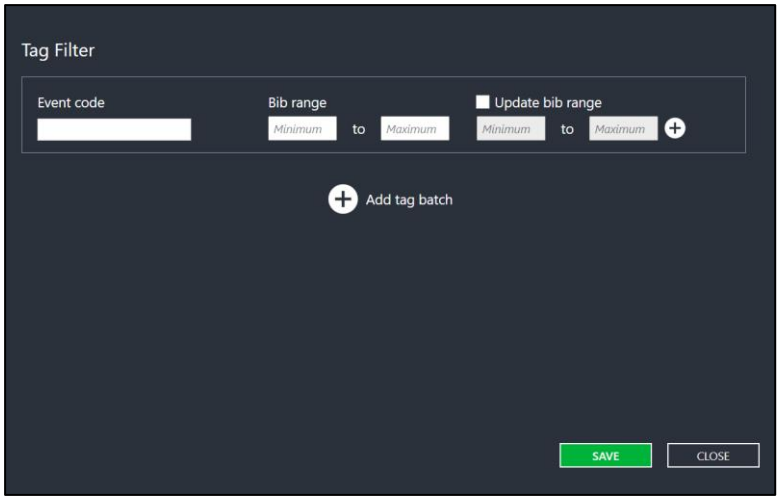
Swapping bib numbers and tags

If the bib numbers for two participants are reversed, you can select the two participants and then click **Bib numbers** > **Swap** to swap their bib numbers, tag IDs and results.

Specifying tag filters by Event code

You can filter accepted bib ranges by Event code. Tag reads corresponding to bibs outside of a filter are ignored and not assigned to the corresponding participants (however, all tag reads are recorded, so if you expand a filter at a later time, any recorded tag reads for included bibs will be assigned to the corresponding participants).

1. On the **Participants** page, click **Tag** > **Tag Filter**.



2. In a tag batch, enter a 6-digit **Event code**, then a 6-digit **Bib range**.
    - **Event code**s shorter than 6-digits will be automatically prepended with leading zeros.
    - To add a new **Bib range** to a batch, click the **+** icon, and then enter the required 6-digit bib range.
    - To remove a **Bib range** from a batch, click the **–** icon.
3. To add a new tab batch for a different event code, click **+ Add tag batch** and repeat the above procedure to add **Bib ranges** to the new tag batch.

Note: Bib ranges within a tag batch and across different tag batches must NOT overlap (no bib numbers can satisfy more than a single **Event code**).

Updating a bib range

If you wish to re-use UHF tags that were ordered for a different event code, then you can select the **Update bib range** check box to map the original **Bib range** to an updated bib range. Enter the **Minimum** and **Maximum** for the updated bib range, noting that the original and updated bib ranges must contain exactly the same quantity of bibs.

Reverting to no tag filters

To revert to not filtering tags:

1. Delete all except one tag batch by clicking the **×** icon on the top-right of each tag batch.
2. In the remaining tag batch, clear the text boxes for the **Event code**, **Bib range** and **Update bib range**.
3. Click the **SAVE** button.

Using rogue tags

Rogue tags are tags with results but are not assigned to any participants. This happens when a tag was incorrectly assigned, or the participant had to be given another tag during a race.

To assign a rogue tag to a participant:

1. In the row for the required participant, in the **Tag** column, hover the cursor over the or icon, and click the button.
2. In the **Update Race Tag** side page, click **VIEW TAGS** to view available rogue tags.
3. Confirm the merge action.

   Note that after merge:

   - The original bib number remains unchanged.
   - Timing results for the rogue tag take precedence.
   - Results for the original tag are replaced.

Clearing bib numbers and tags

To remove the bib numbers and tags from participants:

1. Filter or select the participants whose bib numbers and tags are to be removed.
2. Click **Bib numbers** > **Clear** to remove bib number and tag assignments for the selected participants.

Disqualifying multiple participants

To disqualify multiple participants from all divisions:

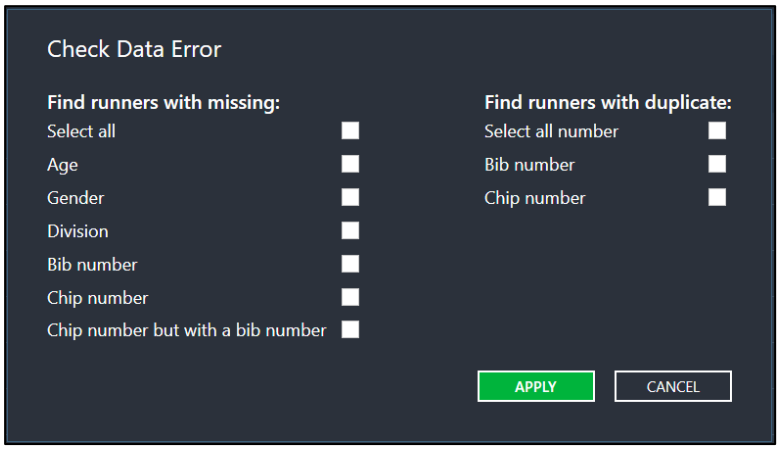
1. Filter or select the participants to be disqualified.
2. Click **Bib numbers** > **Disqualify** to remove results for the selected participants. After a participant is disqualified, the participant's entry is grayed out and the results are removed.

   You can undo the disqualification by selecting the grayed-out participant and clicking **Bib numbers** > **Undo disqualify**.

Note: results for disqualified participants are not calculated or displayed. To calculate and display results for disqualified participants, first undisqualify the participant.

Validating participant information

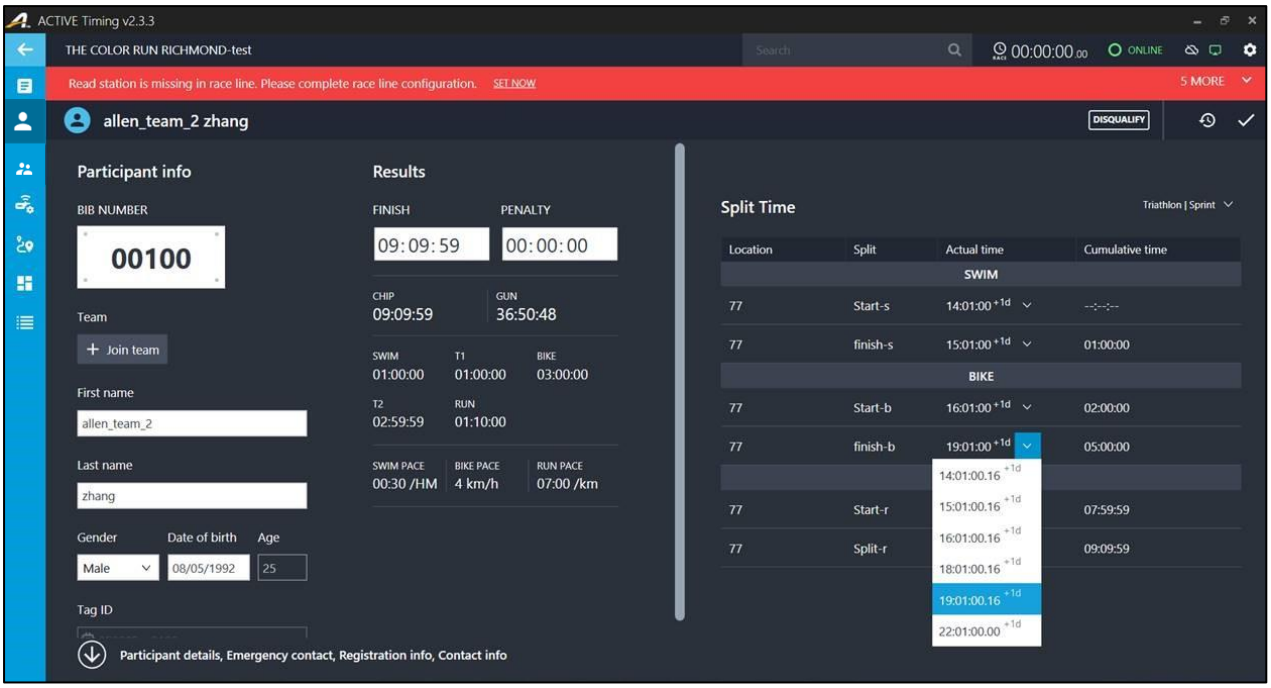
When bib numbers and tags are assigned to participants, you can check for missing participant information or duplicate bib numbers or tags via **Participants** tab > **Data** > **Check Data Error**. Select the required checking criteria to start checking.



If you want to pull up tag ID assignments or check if a participant is carrying the correct tag ID, choose **Participants** tab > **Data** > **Check Tag Info**.

Adjusting a participant's tag read time stamp for scoring

At each timing location in a race, the participant may trigger multiple tag reads and time stamps. You may select which tag read to apply to the participant's score by clicking the dropdown next to time stamp for the location:



Generating a UID list

You can generate a UID list containing mappings between tags and bib numbers. For Super Elite (Quattro/UHF) readers, tag IDs are automatically mapped to bib numbers.

- From the **Settings** side menu, click **Tools**.
- Select a method to generate your list. You can either assign bib numbers to participants by scanning their tags one by one, or automatically generate a mapping between tag IDs and bib numbers. Automatic generating the UID list is used for TUHF readers using UHF tags.
    - **MANUALLY GENERATE**
        1. Enter the starting bib number. A bib number must be 5-digits or less, or start with a letter followed by 5-digits or less.
        2. Start scanning participants' tags. A tag ID must be 12 characters in length and consist of lower-case letters and/or numbers.
        3. Click **EXPORT** to create the tag file.
    - **AUTO GENERATE**
        1. Set the range of bib numbers. If you need multiple ranges, click + to add a range. These bib numbers will be assigned to tag IDs.

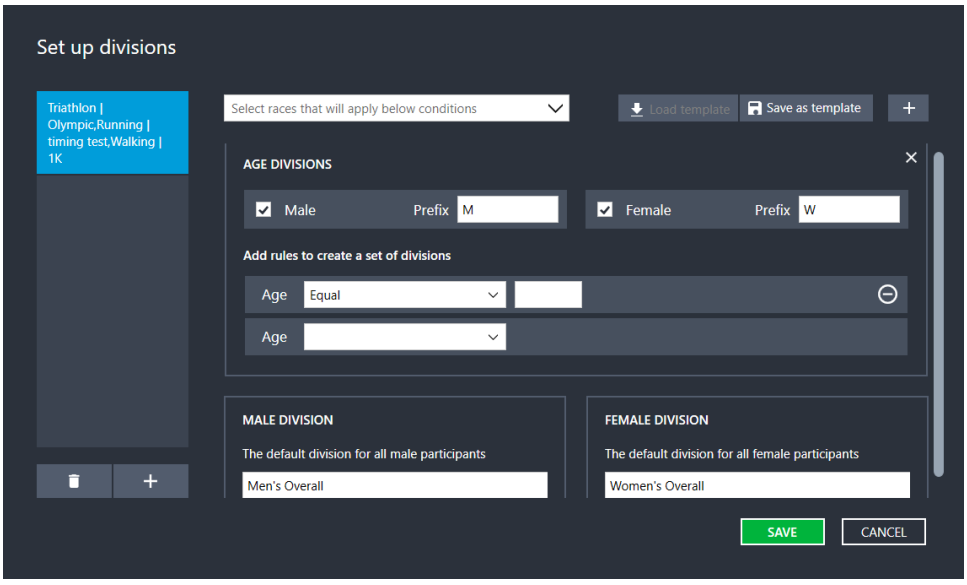
2. Configure a tag batch number, and then set a tag ID range.
    - A tag batch number must be unique and have 6 digits. A tag ID must have 6 digits.
    - You can also click **+** to add more tag ranges for the batch.
3. (Optional) Add more tag batches.
4. After setting up bib numbers and tag IDs, click **GENERATE** to generate the UID list for ACTIVE Timing

Configuring Divisions

Participants can be grouped into divisions, and the winners are determined for each division based on gun time or chip times.

Creating divisions

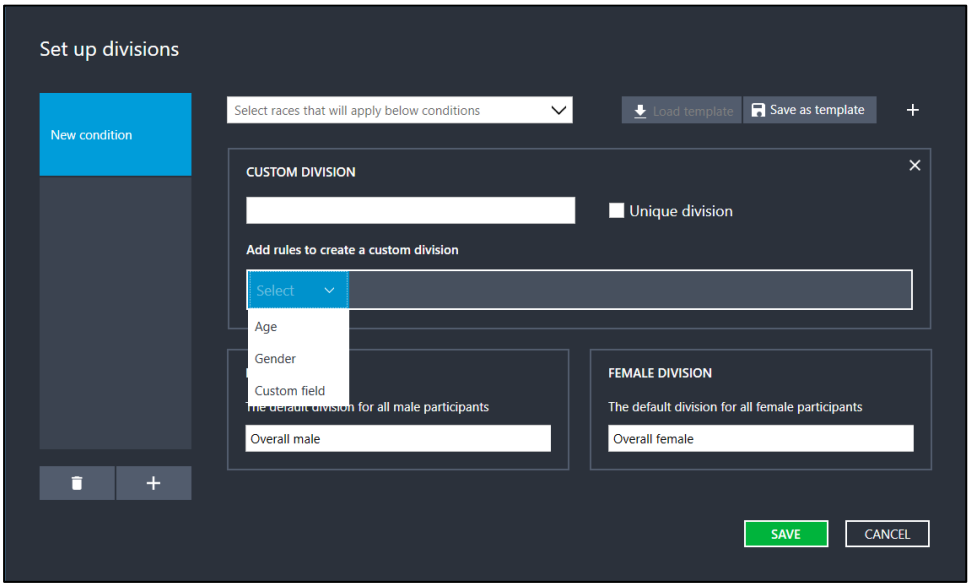
1. Click **Race** > **Create divisions**.
2. Select the races for which you are setting divisions.
3. Create divisions by loading templates, adding age divisions or adding custom divisions:
    - Click **Load template** to use previously created templates.
    - Click **+** and select **Add age division** to add a division based on age.
        - Select the division gender and set an age range.

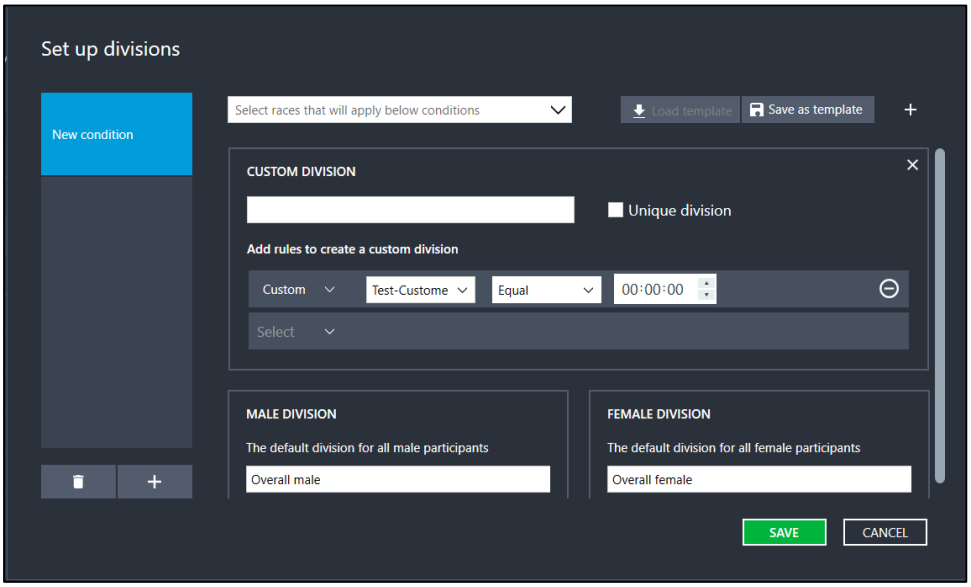


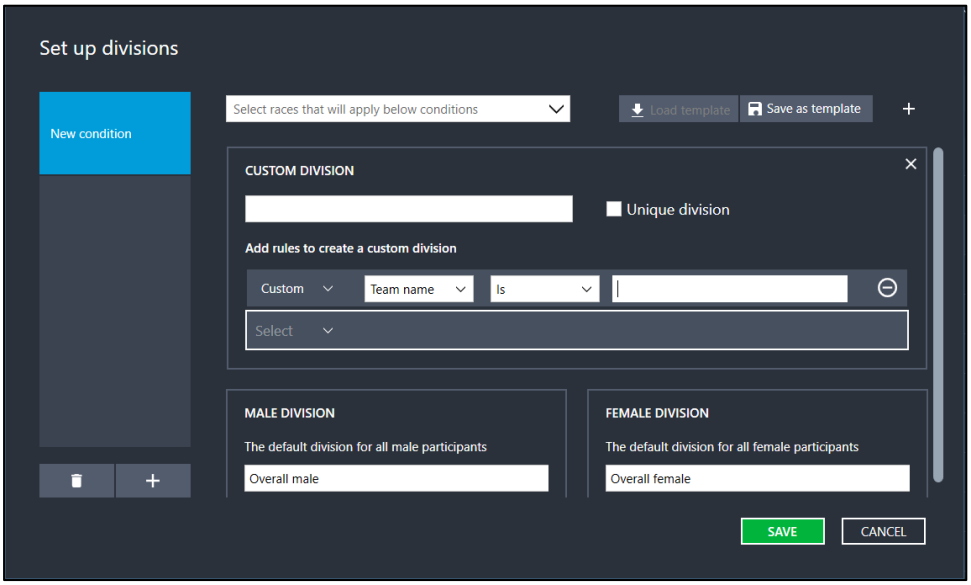
- Click **+** and select **Add custom division** to add a division based on **Age**, **Gender** or **Custom field** (note that custom divisions containing **Custom field**s cannot be saved as templates as **Custom**

fields may be different between different events).

- You can set a custom division as a **Unique division** for participants that may need to be separated out from other divisions. A **Unique division** can be set by race, age, gender, registration category or price type.







4. To save the division settings for future use in other events, click **Save as template**.

5. To save the division settings, click the **SAVE** button.

By default, participants are divided by gender for each race. If there is no race configured for the event, default divisions are **MALE DIVISION** and **FEMALE DIVISION**.

Setting up divisions

1. Select a race tab and click **Preferences**.

2. In the **Divisions** section, configure the following settings:

    - Whether to allow participants to win more than one division:
        - If yes, participants can win any divisions based on their results.
        - If no, then you can configure that participants in the top 1, 2, 3, 4, or 5 places in the division will be prevented from winning again in other divisions.
    - Whether to include **Unique division** participants in **Overall Divisions**:
        - If yes, participants in a **Unique division** will be included in overall divisions.
    - Whether to include **Unique division** participants in **Age Divisions**:
        - If yes, participants in a **Unique division** will be included in any age divisions.

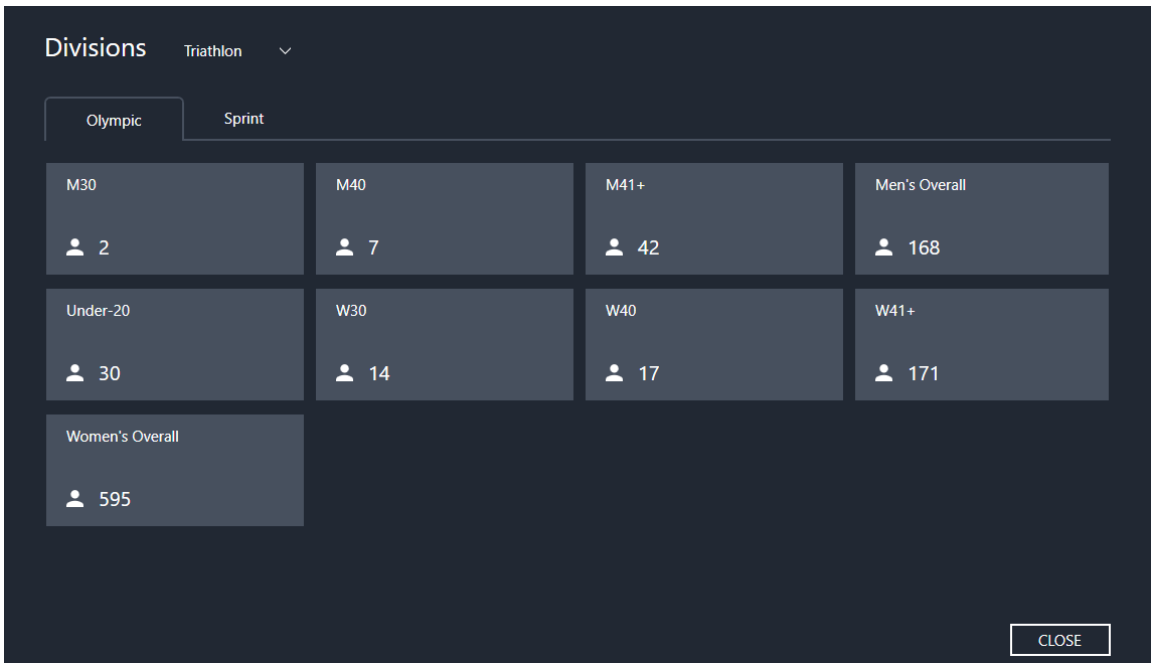
Viewing divisions

You can view race divisions by clicking **Race** > **View divisions**.
Divisions are displayed by sport type (click the dropdown to change sport type) and race (clicking a tab to

change the race).

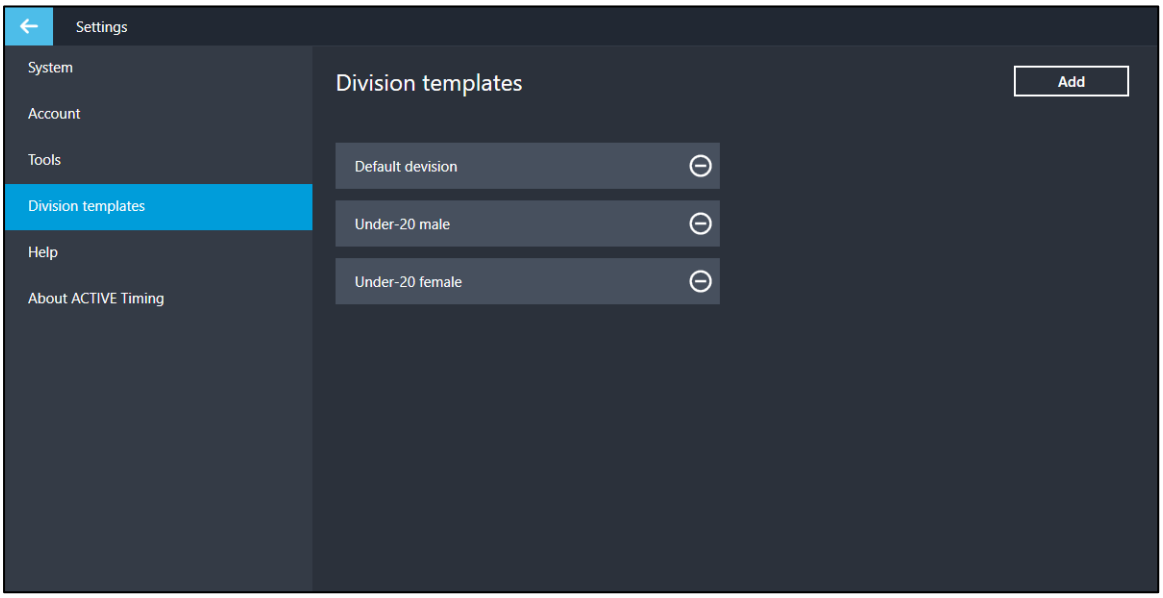
Each division displays the division name and the number of participants in the division.

If a division name is incorrect, then double-click the division name to edit it (duplicate division names within the same race are not permitted).



Managing division templates

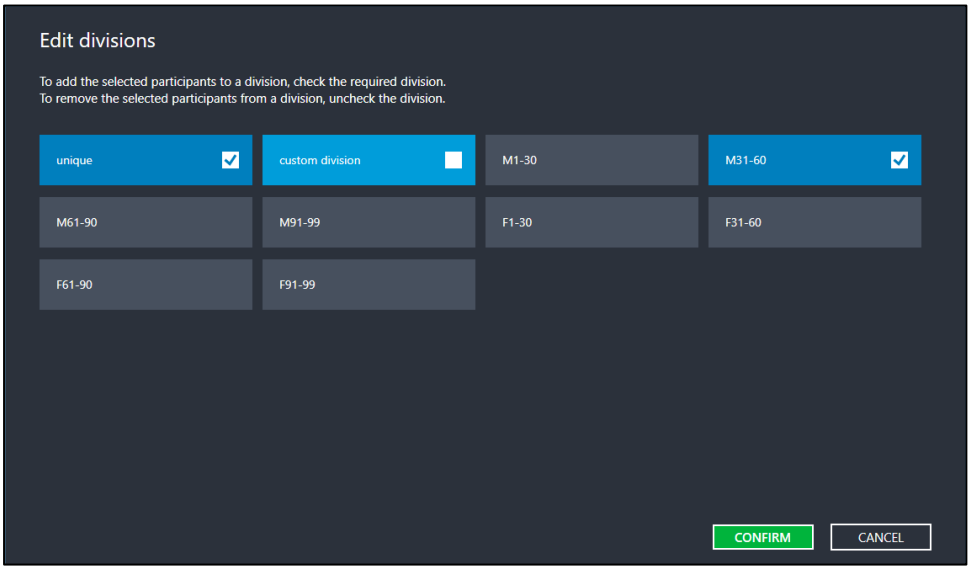
Divisions templates are stored in Event list > **Settings** > **Division templates**. You can add more templates (in the same way as Creating divisions). You can also remove unused templates.



Manually assigning participants to divisions

Participants are automatically assigned to divisions by the rules configured for each division. However, to manually assign/unassign an individual participant to/from divisions (and override the division rules):

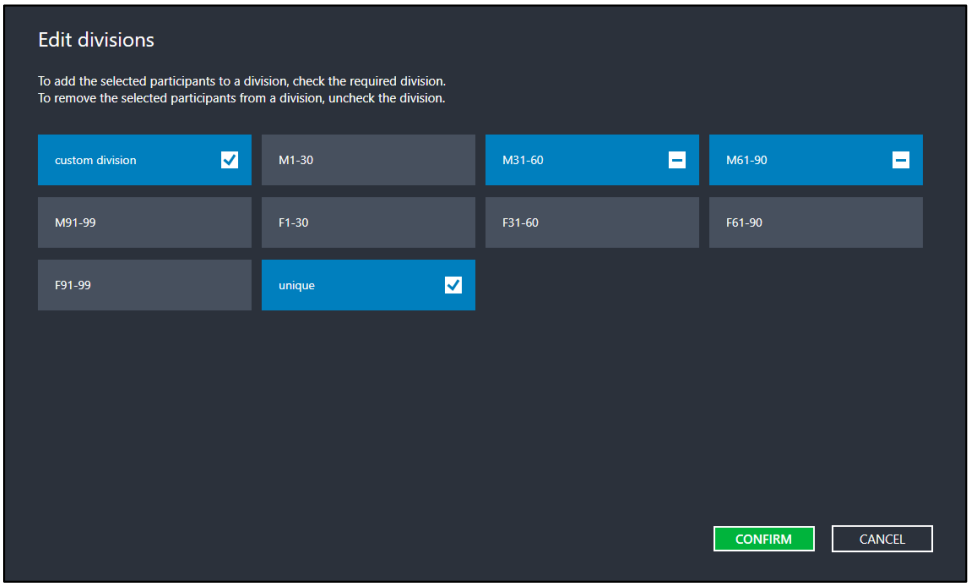
1. Open the **Participants** tab.
2. Double-click the required participant.
3. Open the **Participant details** page.
4. Click the **Division** > ✎ icon.
5. Select or unselect the divisions as required:



6. To save the division assignments, click the **CONFIRM** button.
    - Divisions to which a participant was manually assigned are marked with a 🏷 flag.

To manually assign/unassign multiple participants to/from divisions (and override the division rules):

1. Open the **Participants** tab.
2. Select the checkboxes next to the required participants.
3. Click **Race** > **Edit divisions**.
4. To assign/unassign the selected participants to/from a division, click the required division:
    - Unmarked divisions include none of the selected participants. Clicking one of these divisions adds all the selected participants to the division (changes it to ✓).
    - Divisions marked with a ✓ include all the selected participants. Clicking one of these divisions removes all the selected participants from the division (changes it to unmarked).
    - Divisions marked with a - include only some of the selected participants. Clicking one of these divisions adds all the selected participants to the division (changes it to ✓).



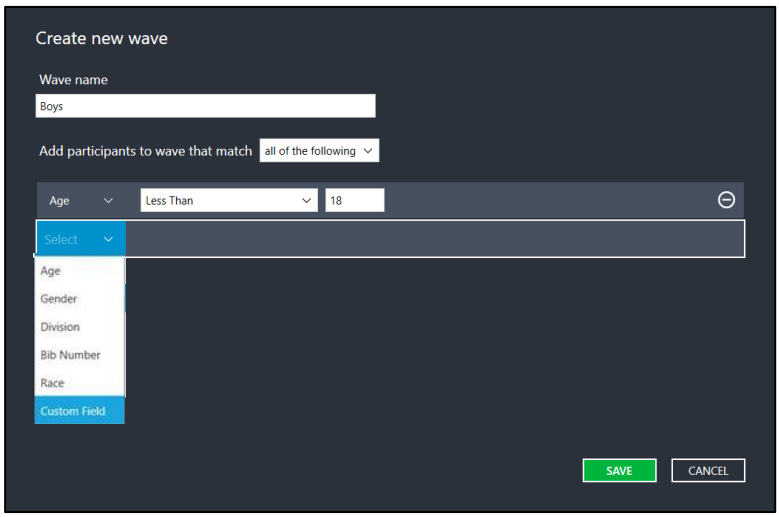
5. To save the division assignments, click the **CONFIRM** button.

Configuring Waves

The wave function allows for you to set different gun times for groups of participants. The different times for each wave can be set under the **Race Configuration** page.

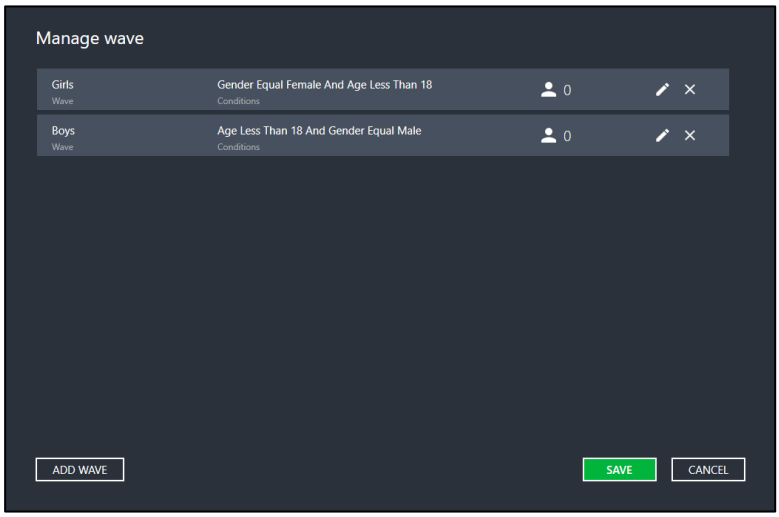
Creating a wave

1. Click **Race** > **Manage waves** > **ADD WAVE**.
2. Enter the **Wave name**.
3. In the **Add participants to wave that match** dropdown list, select to include participants that match **all of the following** or **any of the following** of your selected conditions.
4. Click the **Select** dropdown to select a condition, then configure the condition by selecting or entering the required range and/or value. You can include participants by their **Age**, **Gender**, **Division**, **Bib Number**, **Race** or **Custom field**. Configure as many conditions as required.
5. Click **SAVE** to save the new wave.



Note that if you attempt to create a wave that conflicts with existing waves, the system will display an alert and reject the creation.

Editing or deleting a wave



- To edit an existing wave, click the icon next to the wave and edit the wave as required.
    - To delete a wave condition, click the icon next to the condition.

  Click the **SAVE** buttons to save your changes.
- To delete a wave, click the **×** icon next to the wave, then click the **SAVE** button.

Team Scoring

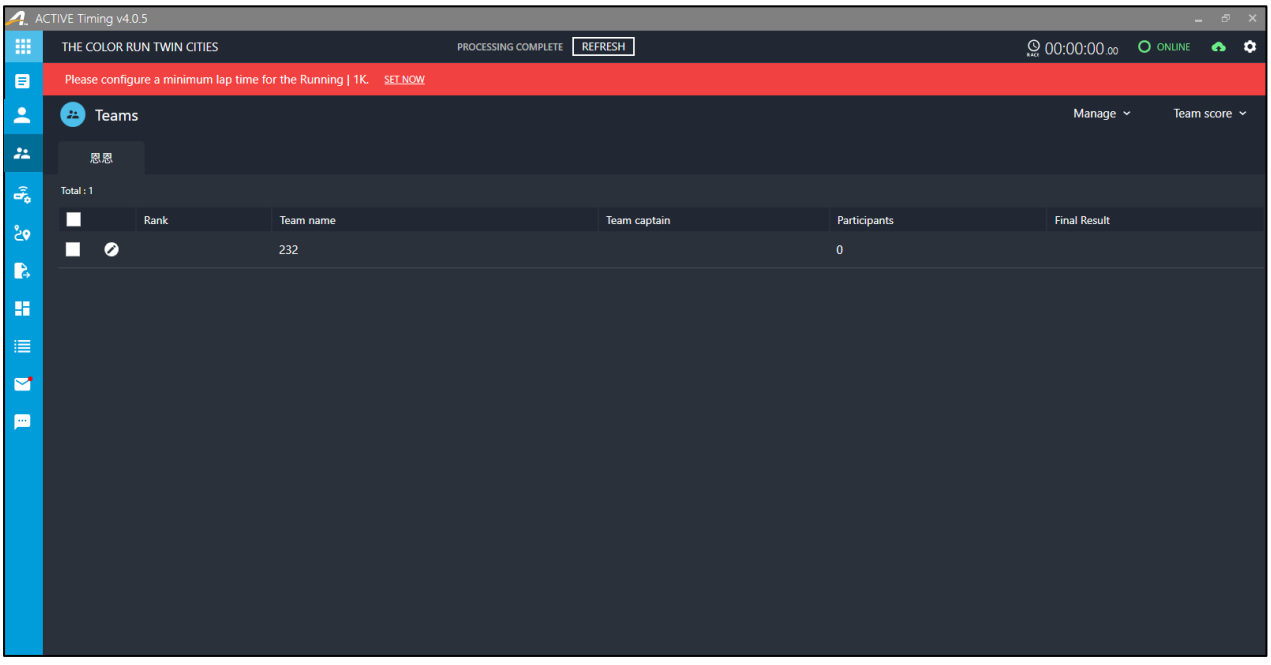
Note: For virtual events created in ACTIVE Works Endurance, this tab is disabled.

ACTIVE Timing supports timing per team. On the **Teams** page, different **Team type**s are displayed on different tabs.

You can assign multiple teams with different **Team name**s to the same **Team type** (e.g. "High school girls" or "Junior school boys"), so that teams of the same **Team type** are displayed together on a tab and scored for comparison.

Note: you cannot assign two or more teams with the same **Team name** to one **Team type**.

Each tab displays all teams of the same **Team type** with each team's **Rank**, **Team name**, **Team captain**, number of **Participants** and the team's **Final Result**.



Note: after editing any race settings (such as race configuration or the gun time), click the **REFRESH** button to reprocess and update the displayed information. The **REFRESH** button does not appear unless race settings have been edited.

To create a new team:

1. Click either the **ADD TEAM** button (visible only if there are no teams) or **Manage** > **Add team**.
2. Enter the **Team name** (must not duplicate an existing team name) and enter or select the **Team type.**

3. Click **SAVE & CONTINUE**.

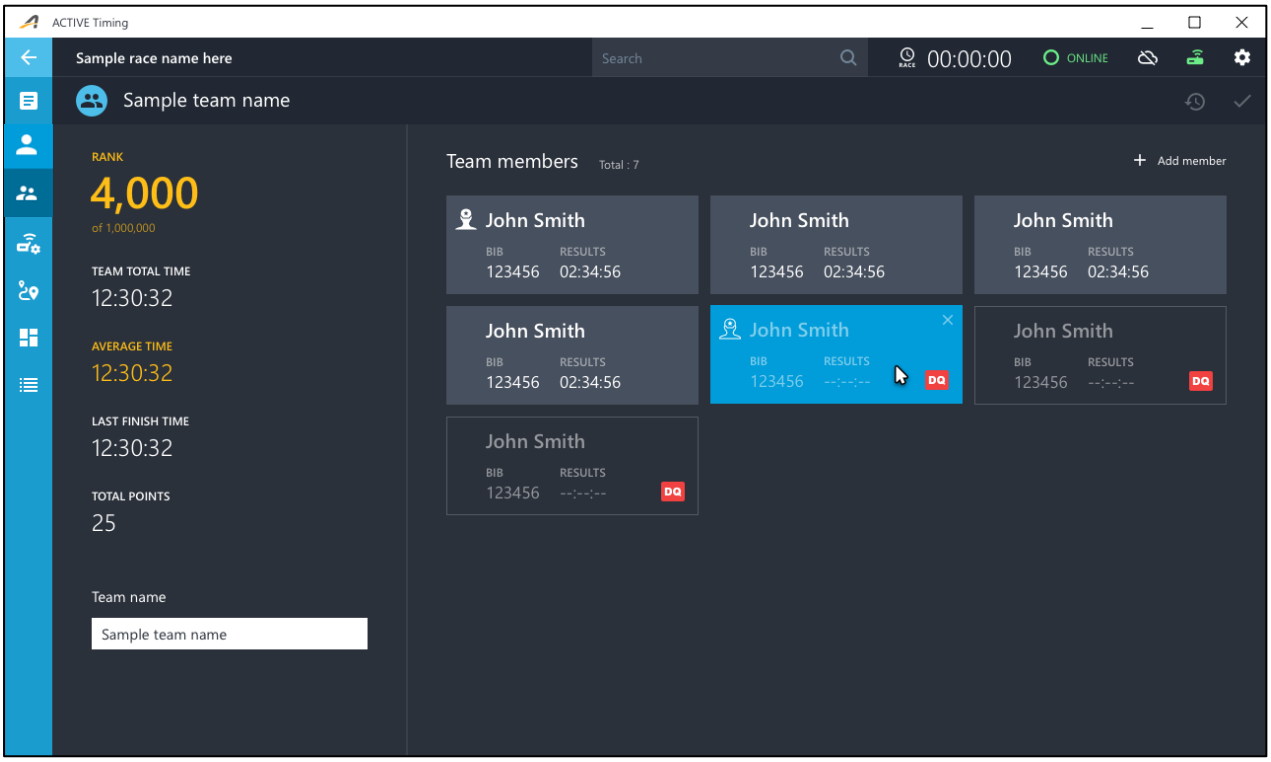
To delete one or more teams:

1. Select the checkboxes next to the teams to delete.
2. Click **Manage** > **Delete team**.
3. Confirm that you want to delete the selected teams by clicking **DELETE**.

Checking team details

After teams are created or participants with team information are imported, teams are listed by **Team type** on the **Teams** page. Click the pen icon to open the team details page, where you can:

- Review team ranking
- Review team total time, average time, last finish time, and total points
- Change the team name
- Check results for each team member (disqualified team members are marked with a **DQ** icon and their results are excluded from the team result).
- To add a participant to the team, click **+ Add member**. In the **please select race** dropdown, select the required race, then select the checkboxes next to the required participants. Click **SAVE** to add the selected participants to the team.
- To remove a participant from the team, click the **×** icon at the top-right corner of the participant's card.



Setting Team Scoring Scheme

On the **Teams** page, in **Team score** > **Score settings**, you can set a team scoring scheme by:

- **Minimum of team finishers to be scored**
- **Top results of each team to be scored**
- **Scoring type for team results**: **Team total time**, **Last finish time**, **Average time** or **Total points**

Note: The number of **Top results for each team to be scored** must be less than the **Minimum of team finishers to be scored**.

Generating a Team Report

To download a team report, click **Team score** > **Generate report**. In the downloaded .xlsx file, each sheet lists teams of one team type. In each sheet, you can review:

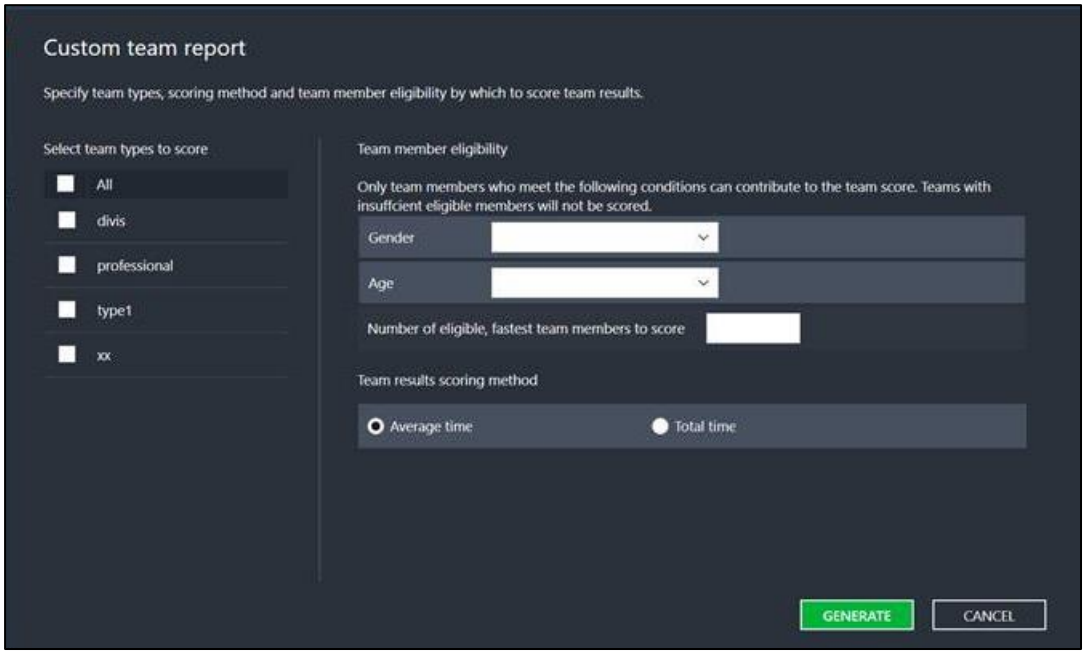
- Agency name, event name, export date and scoring type
- Team ranking
- Team name
- Team type
- Team result: team total time, average time, last finish time, total points

- Team member details: member name, bib number, result

Creating and scoring a custom team report

You may create a **Custom report** which scores a selected subset of participants in your event teams.

Click **Team score** > **Custom report** and then configure the participants to include and score in the report:



1. Under **Select team types to score**, select the required team types.
2. Select the required participant **Gender**.
3. Select and configure the require participant **Age**.
4. Set the **Number of eligible, fastest team members to score** (slower participants will not contribute to the score).
5. Select the required **Team results scoring method**:
    - **Average time**: calculate the team result by averaging the times of the eligible team participants.
    - **Total time**: calculate the team result by summing together the times of the eligible team participants.
6. Click the **GENERATE** button to generate the custom report.

Reader Management

Note: For virtual events created in ACTIVE Works Endurance, this tab is disabled.

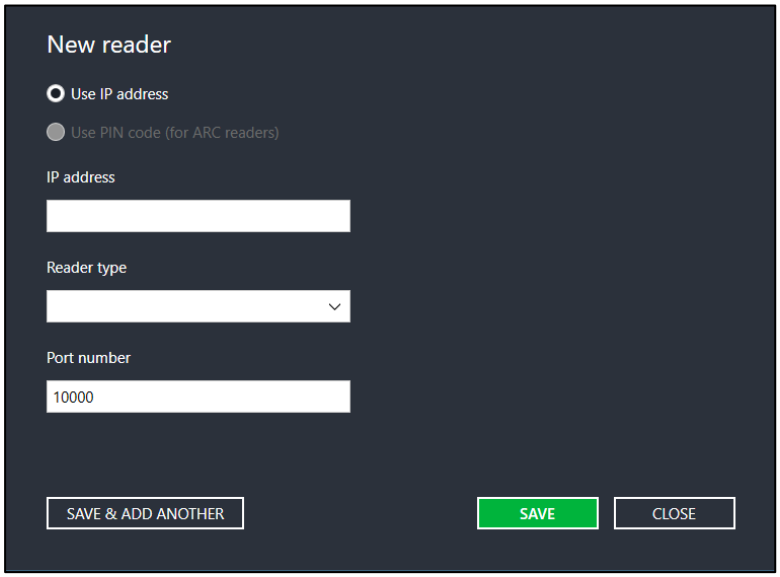
Race timing requires several readers to determine the start time, finish time, and intermediate read points. You must plan the quantity and location of all race readers.

Adding Readers

1. Click the **+** button on the top of the reader list.

2. To:

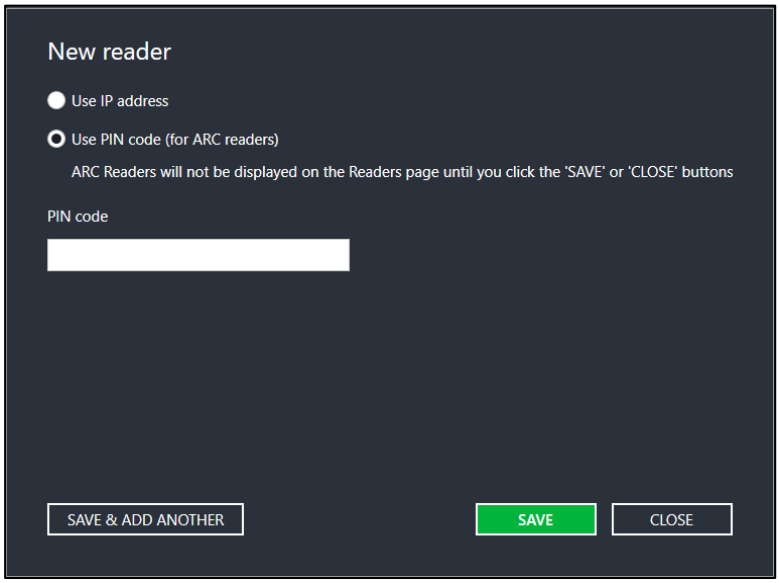
   - Add a local reader to the event, select **Use IP address**, then enter the reader's **IP address**, select the **Reader type** and enter the reader's **Port number**:



   Suggested port numbers:
   - **FiT**: 10001
   - **Lite**: 10000
   - **Elite**: 10200
   - **Super Elite**: 10200
   - **TUHF**: 10000

   For **Lite/Elite/Super Elite** readers, you can enable the **Separate decoder function**. This function separates the reader into two (**Lite**) or four (**Elite/Super Elite**) decoders to time the race. Each decoder can be used as virtual readers and function independently.

- Add a reader to both the event and ACTIVE Reader Cloud (ARC), select **Use PIN code**, then enter the reader's **PIN code** (a 6-digit number; if the **Use PIN code** option is greyed-out, then ARC is disconnected and it is necessary to try again after ARC reconnects):



3. Click **SAVE** to complete or **SAVE & ADD ANOTHER** to add another reader.

Readers are displayed in the reader list for any events. The system will automatically attempt to connect to readers after creation. The status indicator is green for connected readers, or red for readers that failed to connect.

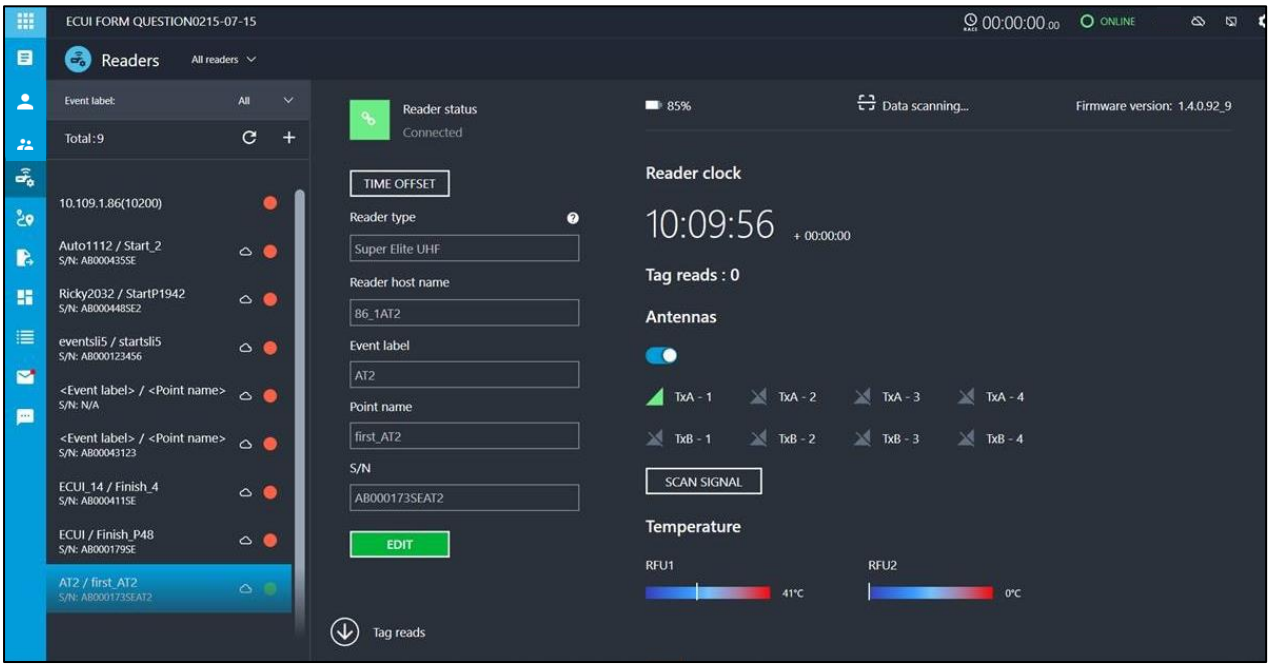
Managing Readers

After readers are created and connected, you can select a reader and:

- View reader details: For Elite and Super Elite readers, you can also view data processing status (scanning/streaming); firmware version; reader temperature; memory status; and signal transmission status. For Super Elite readers, you can also view the battery level.
- Manage reader configurations: For Elite and Super Elite (DF and Quattro/UHF) readers, you can also synchronize the reader time; download the memory file; clear the reader's memory; and turn on/off the buzzer sound.
- Setting reader offset: The offset of each reader is displayed next to the **Reader clock** time.

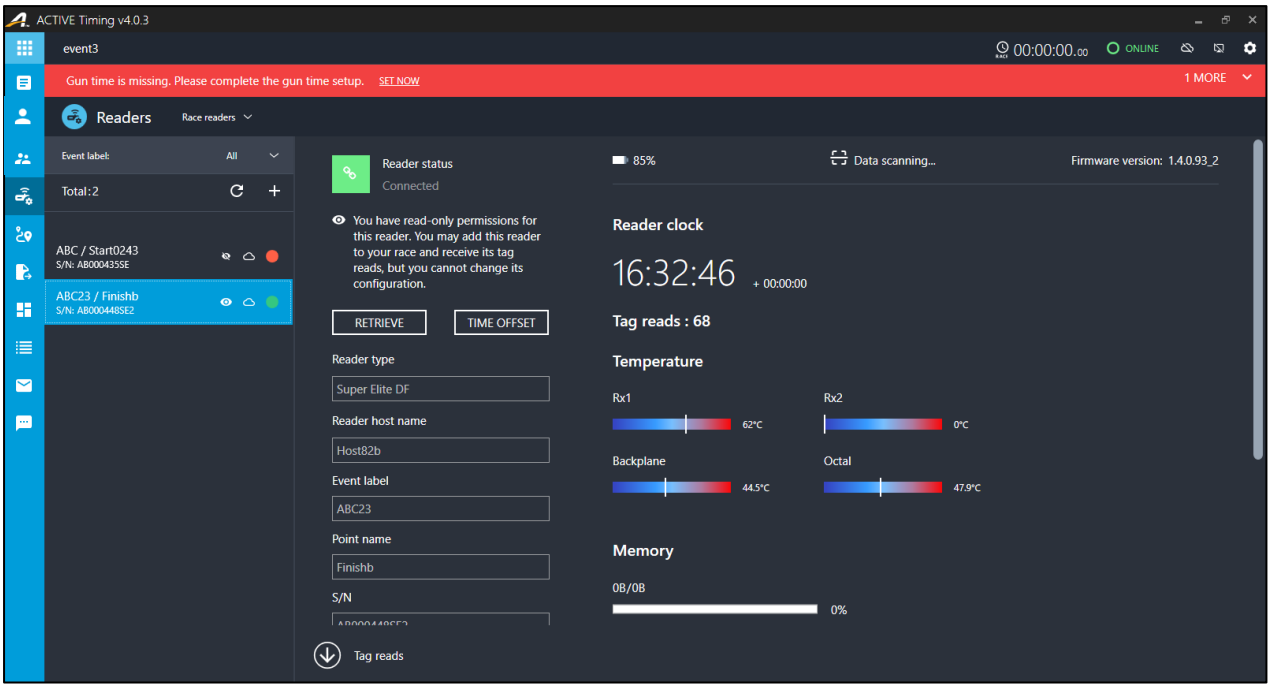
The **Reader clock** is based on the system clock of the PC on which ACTIVE Timing is installed. Any changes to the readers are immediately applied to the readers being used in events.

If there is **Reader time shift** between the **Reader clock** and the ACTIVE Timing PC clock, then this is displayed below the **Reader clock**. If the time shift exceeds 10 seconds, then the **Reader time shift** is highlighted in red. Click the **SYNC** link to synchronize the **Reader clock** with the ACTIVE Timing PC clock.

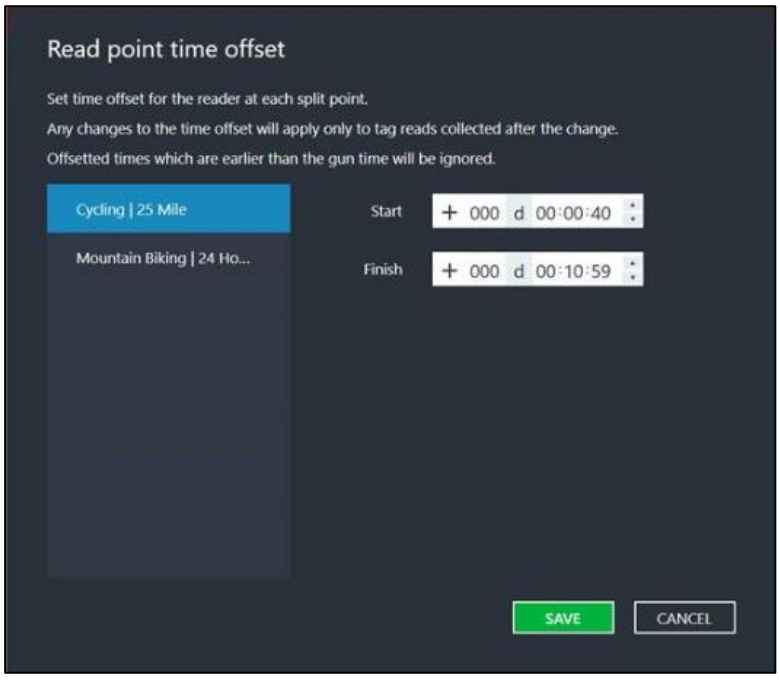


NOTE: for ACTIVE Reader Cloud (ARC) readers only (denoted by a icon):

- In the reader list on the left side of the page, you can filter ARC readers by their event label by clicking the **Event label** dropdown.
- If tag read data retrieval is incomplete or has timed out, then click the **Retrieve** button to manually re-trigger retrieval of lost tag read data from the reader.
- **Reader host name**, **Event label**, **Point name** and **S/N** (serial number) are displayed for ARC readers only. To edit this information (except for the reader **S/N**), click the **EDIT** button, enter the required changes and then click the **SAVE** button.
- Read-only ARC readers (denoted by an icon) may be added to a race to retrieve tag reads, but you cannot edit their **Reader host name**, **Event label**, **Point name** or **S/N** settings.



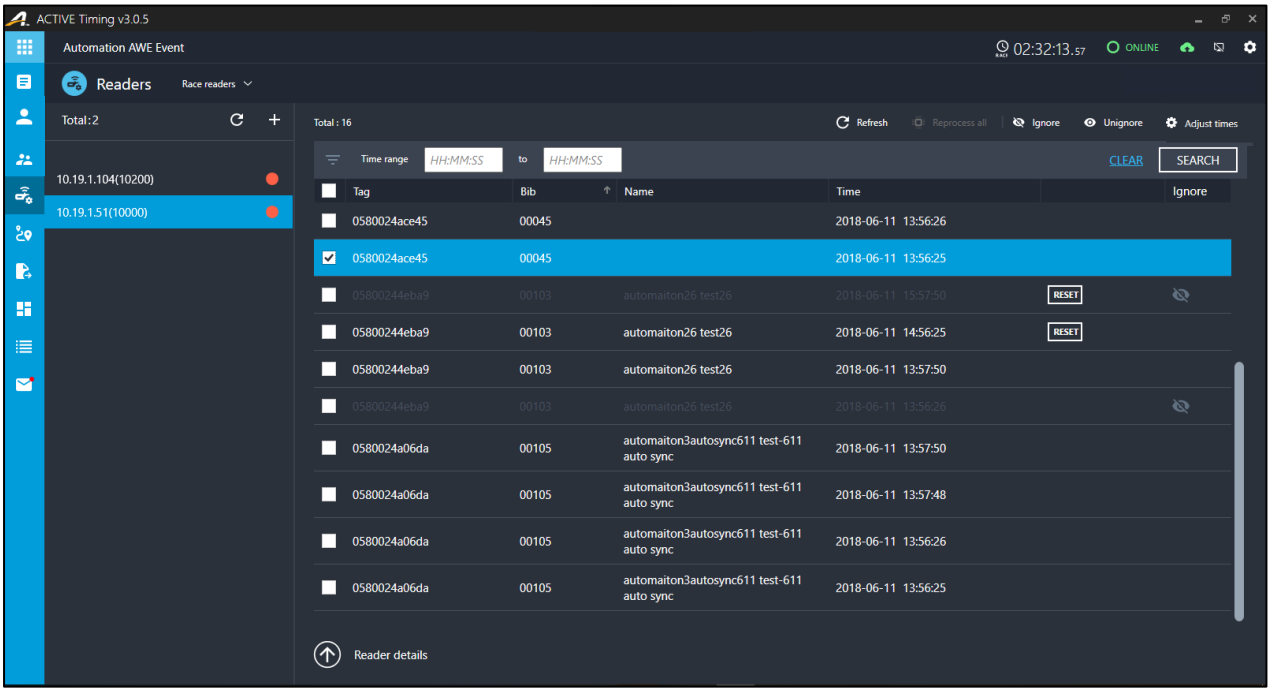
If a reader is a Backup reader to a Primary reader, then you can configure a **TIME OFFSET** to automatically offset a time scanned by the Backup reader. If a participant has a Backup reader tag read, but is missing a Primary reader tag read, then the time offset is applied to the Backup reader tag read time to make it comparable with other participants' Primary reader tag read times. Click the **TIME OFFSET** button, select the required race and then set the time offsets to apply to each split point in the race:



The **Tag reads** field displays a count of the number of tags scanned by the reader. To check that the

reader is operational, scan a tag and then verify that the **Tag reads** count is incremented by one.

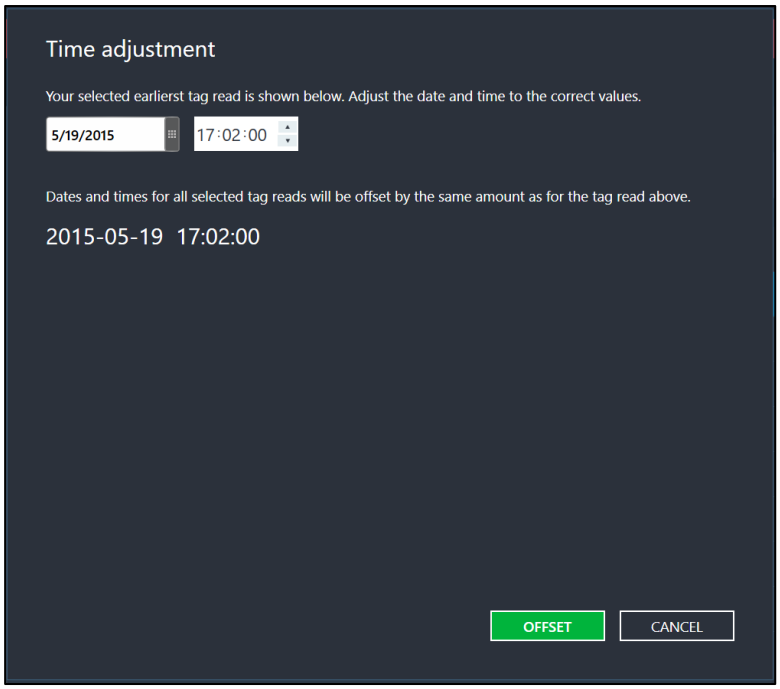
To view details of all tag reads captured by the reader, click the Tag reads link:



- To filter the displayed tag reads to only those:
  - After a specified time, enter the required start time (in 24-hour format) in the left **Time range** field only.
  - Before a specified time, enter the required end time (in 24-hour format) in the right **Time range** field only.
  - Within a specified time range, enter the required start time (in 24-hour format) in the left **Time range** field and the required end time (in 24-hour format) in the right **Time range** field.
- To ignore selected tag reads for scoring, select the checkboxes next to the tag reads and then click **Ignore**. Ignored tags reads are greyed-out and are marked by the icon. To unignore selected tag reads, click **Unignore**.
- To adjust the time of selected tag reads, select the checkboxes next to the required tag reads and then click **Adjust times**:
  - Your earliest selected tag read is displayed. Adjust the date and time fields to the correct value for the tag read.

- All other selected tag reads will be adjusted by the same amount as you have set for the earliest selected tag read.

- Click the **SAVE** button to adjust the time of the selected tag reads.



Tag reads with a time offset are marked with a **RESET** button. To undo the time offset on a tag read, click the **RESET** button.

- The race must be re-scored after:
  - Ignoring or unignoring tag reads.
  - Applying a time offset to tag reads.
  - Editing the **Gap factor** or **Minimum overall time** after the race has finished.

  To re-process the tag reads for scoring, click **Reprocess all**.

- To return to the **Reader status** page, click **Reader details**.

Clearing Reader History Data

1. On the **Readers** page, select the readers to clear.
2. Click **Clear Data** to remove all data saved on the selected readers.

Race Configuration

Note: For virtual events created in ACTIVE Works Endurance, this tab is disabled.

The timing of a race is divided into several timing points (including the start point and several splits of the race) so that ACTIVE Timing can effectively monitor the race progress and calculate race results.

By default, ACTIVE Timing determines participant times using the following tag read rules:

Timing point	Reader type (FS = First Seen tag read, LS = Last Seen tag read)			
	UHF		Other	
	Primary	Backup	Primary	Backup
Start	Last LS	Last LS	Last LS	Last LS
Split	Last LS	Last LS	First FS	First FS
Finish	First LS	First LS	First FS	First FS

Note:

- Non-clustered readers follow the **Primary** reader rules above.
- If the LS tag read specified above is missing, then the FS tag read is used.
- If the FS tag read specified above is missing, then the LS tag read is used.
- Tag reads without FS/LS flags are flagged as LS by default.
- The above default tag read rules cannot be altered by Timers.

You must complete the following configuration to set up a valid race layout:

- Assign readers to read stations.
- Set timing points for each race or sport type.
- Assign reader stations to timing points.
- Setup the race time.
- Configure distances between each timing point.

Figure 7-1 Race configuration page - running

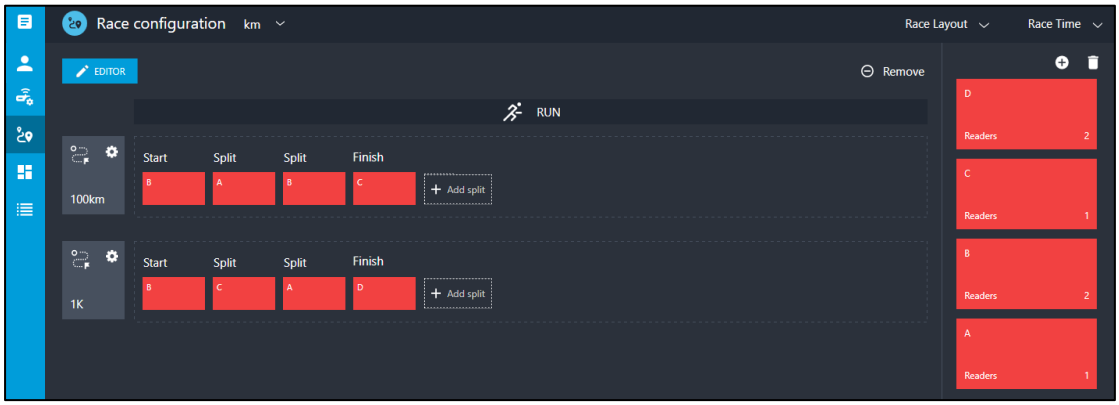


Figure 7-2 Race configuration page – duathlon

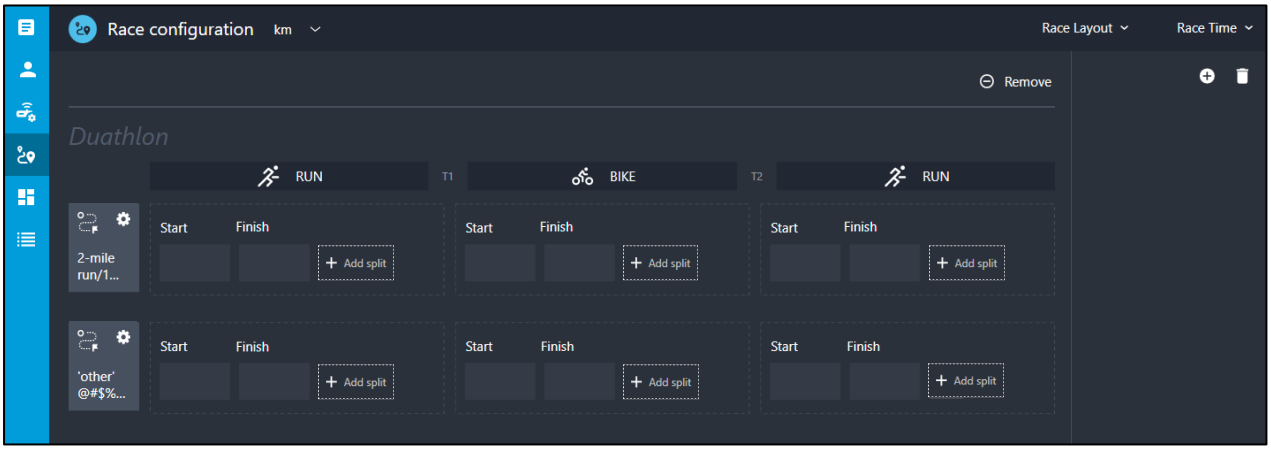


Figure 7-3 Race configuration page – triathlon

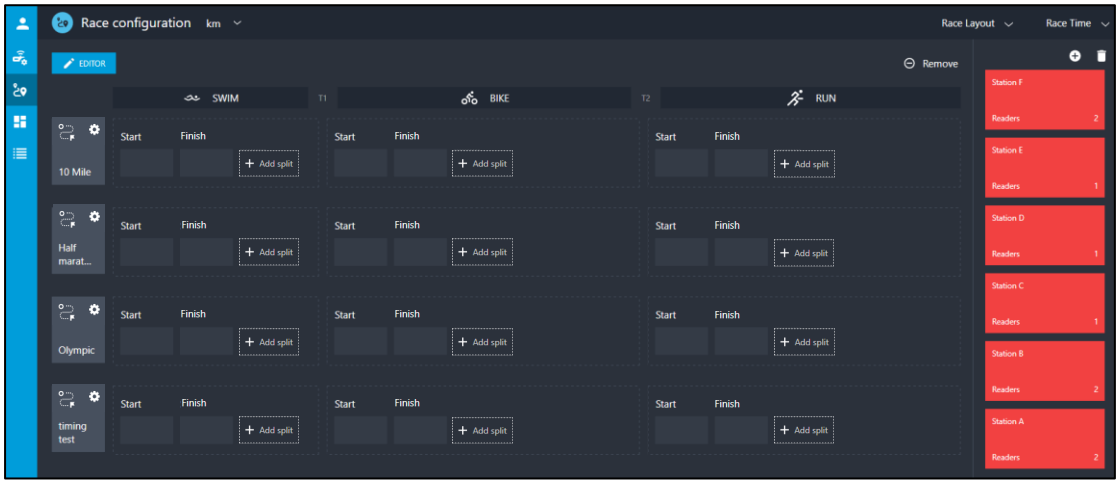
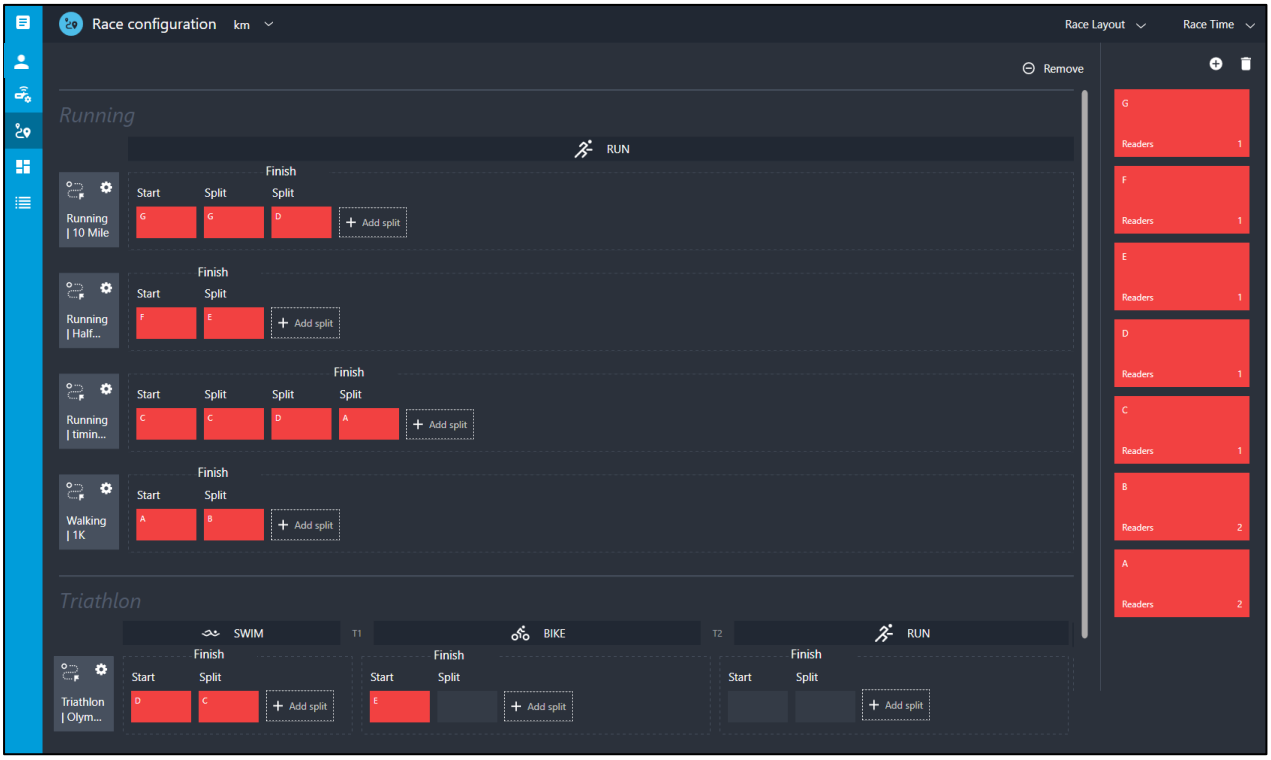


Figure 7-4 Race configuration page – multi-sport event



Managing Race Layout

Creating read stations

A read station can have one or more readers to time the race.

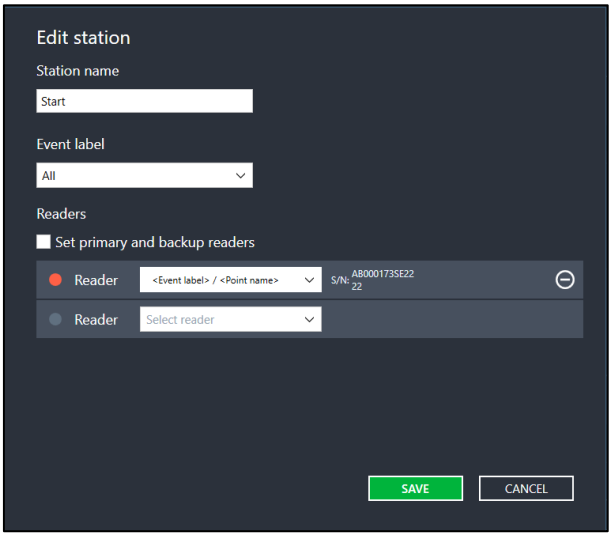
To set up read stations:

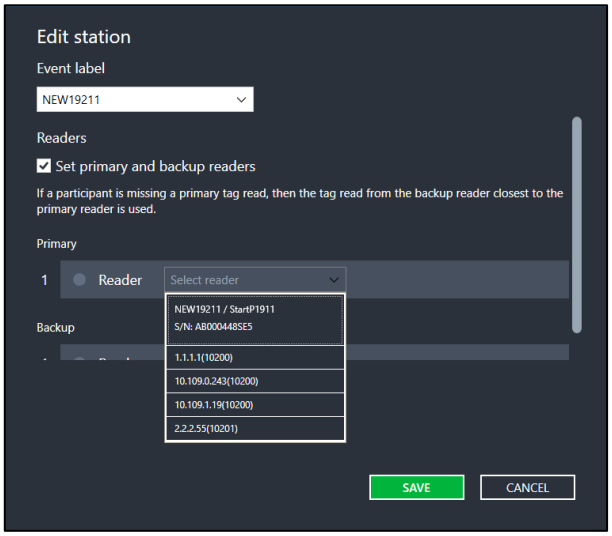
1. On the **Configure race** page, in the stations pane on the right, click the ⊕ button or double-click the split (timing point) that you added.
2. Enter the **Station name**.
3. If ACTIVE Reader Cloud (ARC) readers were added to the event, then you may filter which ARC readers are displayed by selecting the required ARC reader **Event label**.
4. Select readers for the station:
   - If a station is using multiple readers, then select the required **Reader**s from the dropdown menus, or click **–** to delete a reader.
   - If a station is using primary and backup readers, then select the **Set primary and backup readers**

checkbox, and then in the **Primary** and **Backup** sections, select the required **Reader**s from the dropdown menus.

- To delete a reader, click **–** next to the reader.
- To change a reader to a **Primary** or **Backup** reader, click the **SET AS PRIMARY** or **SET AS BACKUP** button next to the required reader.

5. Click the **SAVE** button, or if you wish to create another station, click the **SAVE & ADD ANOTHER** button.





The read station is added to the read station pane. Each card represents a read station. The color of the card indicates the status of the read station:

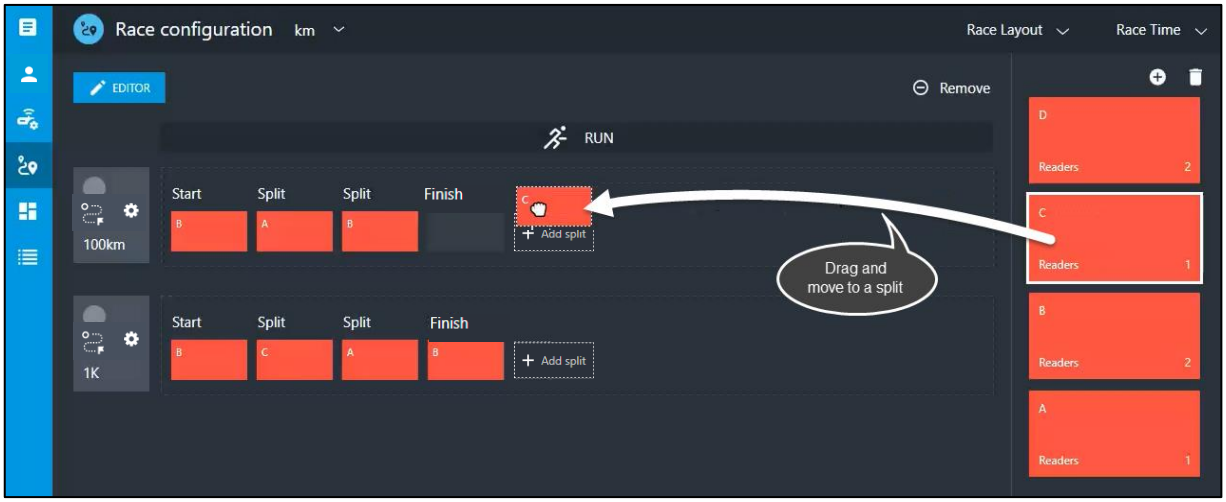
- Red (all readers are offline)
- Yellow (some readers are offline)
- Green (all readers are online)

Arranging the race layout

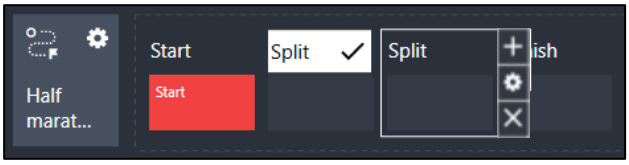
The race layout can be manually arranged or by importing a pre-defined file.

- **Importing a race layout**
  In **Race configuration** > **Race Layout** > **Import**, you can use an exported .xml or .txt file to make additions and changes to the race layout, then import the file with your customized settings into ACTIVE Timing.

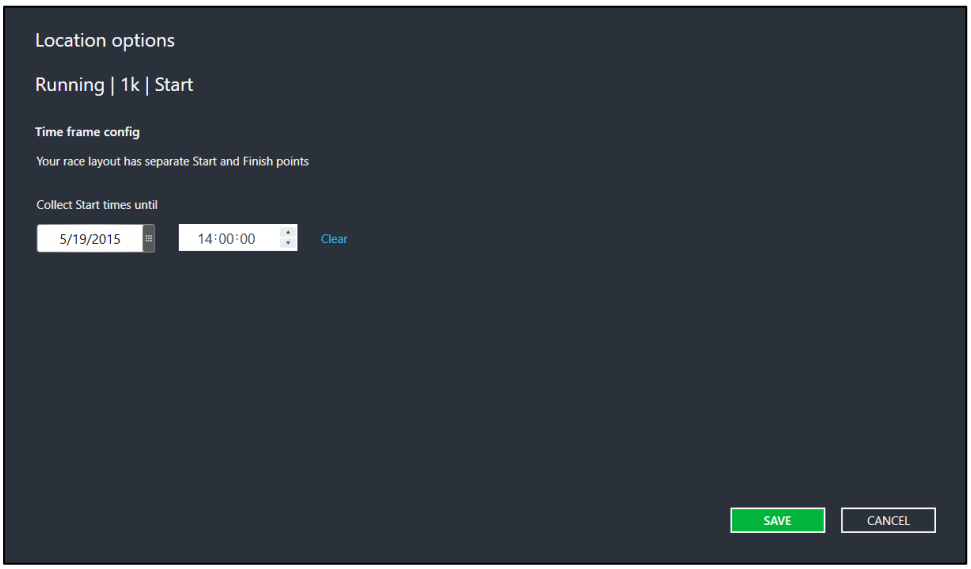
- **Manually arrange the race layout**
  After you have created read stations, you can drag the station to the timing points in each race. A station can be used at multiple timing points.



- To add a new **Split** point (before the **Finish** point) to a race category, click **+ Add split**.
- To edit a **Split** point name, double-click the name, edit as required and then click ✓:
- Hover the cursor over a **Split** label, then:

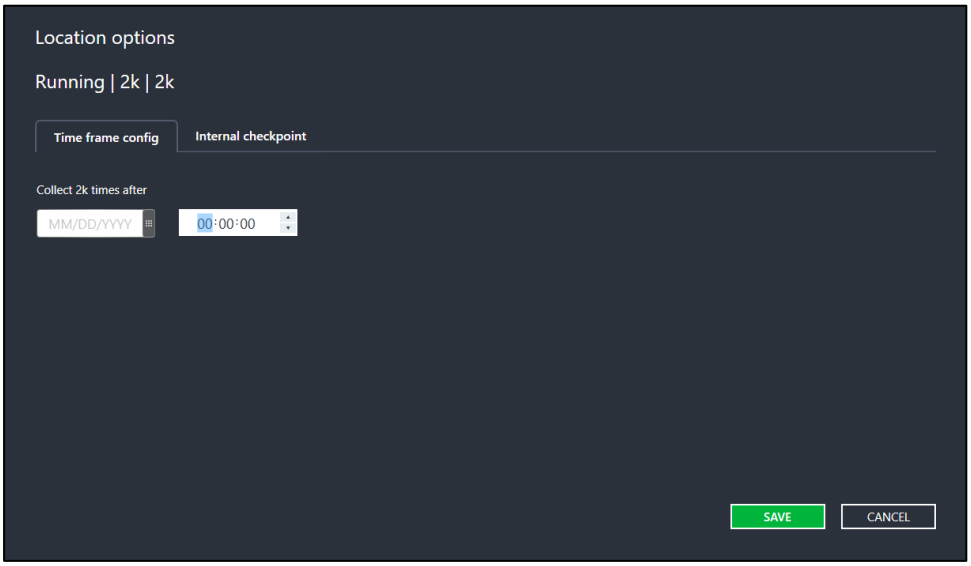


  - Click **+** to add another **Split** after this split.
  - Click ⚙ to configure the timing point:
    - To configure a **Time frame** on a **Start**, **Finish** or common **Start/Finish** point before or after which tag reads collected by the timing point are valid for use in results (Timers can still manually select to use any tag reads that were collected outside the Time frame), set the **Collect Start times until** or **Collect Finish times after** dates and times as required:

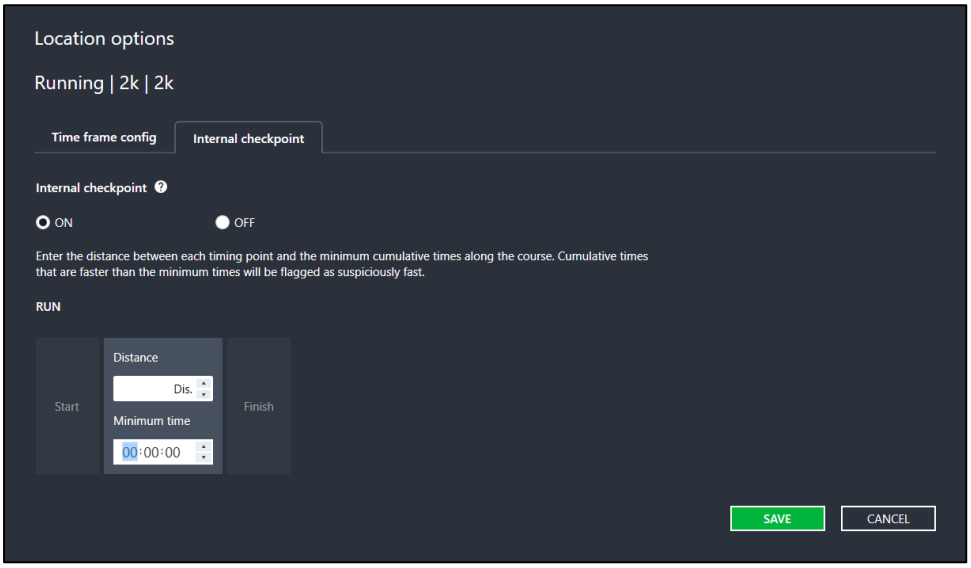


Note: a common **Start/Finish** point allows you configure both **Collect Start times until** and **Collect Finish time after** dates and times:

- To configure a **Time frame** on a non-**Start** or non-**Finish** timing point, set the **Time frame config** tab > **Collect** *<timing point name>* **times after** date and time as required:



- To configure a non-**Start** or non-**Finish** timing point as an internal checkpoint (for use as a check mat or cheater mat where internal checkpoint tag reads are NOT included in results or Live Results SMS notifications), select the **Internal checkpoint** tab > **ON** radio button and then enter the **Distance**s between timing points and **Minimum time**s (cumulative) at each timing point (cumulative times less than the **Minimum time** will be flagged):



  - Click **×** to delete the **Split** point

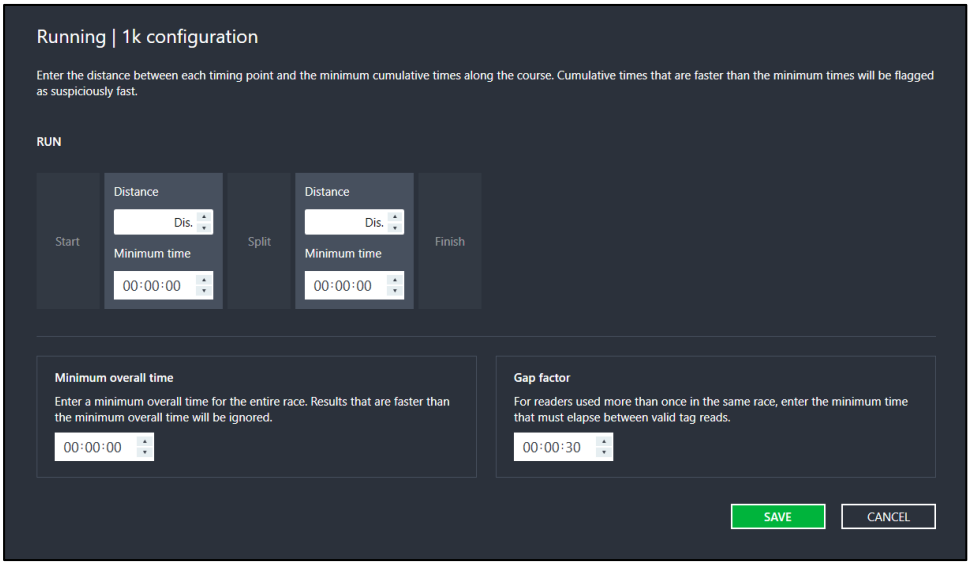
Click a race icon (

) to set the distance and minimum time between each pair of timing points (distance between splits).

- Specify the **Distance** and **Minimum time** between each pair of timing points to avoid false

scans. Any tag read at a station with a time less than this **Minimal time** is flagged as **Suspiciously fast**.

- Specify a **Minimum overall time** to avoid false finish scans. Any result with an overall time less than this **Minimum overall time** is ignored.
- If one reader is assigned to two or more timing points (such as a circular race layout with the same reader at the **Start** and **Finish** points), then specify a **Gap factor** to avoid false lap scans. Only lap times greater than this **Gap factor** will be used as valid results for the lap; lap times less than this **Gap factor** will be ignored. If you forget to set a **Gap factor** when you assign a reader to more than one timing point, then ACTIVE Timing will remind you to do so.

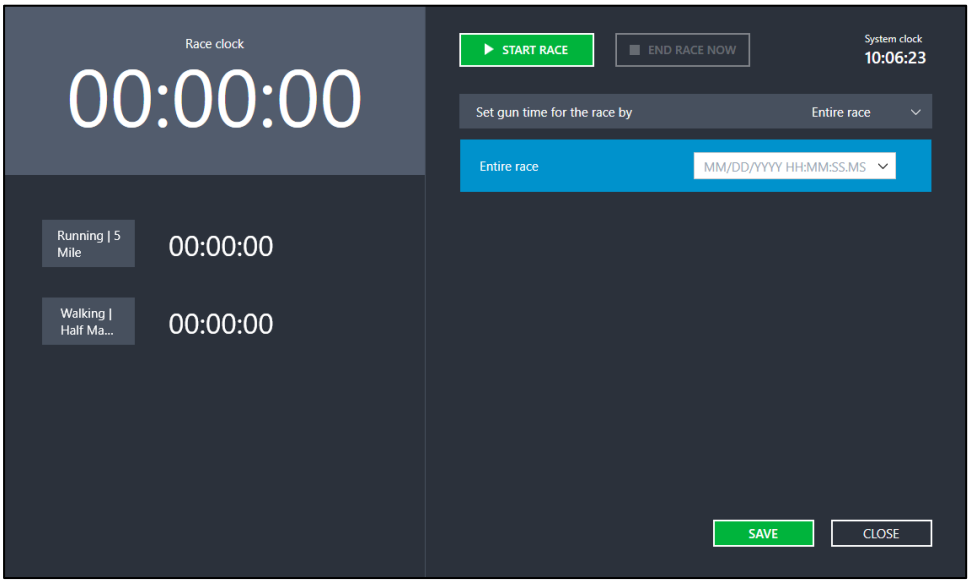


Managing Race Time

Set gun times for the entire race, each wave or each race

Clicking the race clock on the top-right opens the clock management dashboard, where you can:

- Set gun times for the **Entire race**, **Each wave** or **Each race**. Gun times may be set in any of the following formats (where MS represents hundreds and tens of milliseconds):
  - MM/DD/YYYY HH:MM:SS.MS
  - MM/DD/YYYY HH:MM:SS.M
  - MM/DD/YYYY HH:MM:SS
- View the **Race clock**, **System clock**, and the timing of each sport type or wave.



If you score the event by the **Entire race**, you can:

- Set a future time as the start time of the entire race. ACTIVE Timing will start timing at the configured time.
- Set the current time as the start time of the entire race. You can click **START RACE** or press the timestamp pushbutton/external trigger on readers to capture the current race time. The captured timestamps will be listed in the **Entire race** dropdown. The first option in the dropdown will be the most recently captured timestamp.

If you score the event by **Each wave**, you can:

- Set a future time as the start time for each wave. ACTIVE Timing will start timing for the wave at the configured time.
- Set the current time as the start time for each wave. You can click **START WAVE** or press the timestamp pushbutton/external trigger on readers to capture the current race time for the highlighted wave. Then, the system will move to the next wave and you can click **START WAVE** or press the triggers on the readers again to capture timestamp for the next wave.
- Drag and drop a wave start time to adjust its sequence.

If you score the event by **Each race** (event categories), you can:

- Set a future time as the start time for each wave. ACTIVE Timing will start timing for the wave at the configured time.
- Set the current time as the start time for each race. You can click **START RACE** or press the timestamp button/external trigger on readers to capture the current race time for the highlighted race. Then, the system will move to the next race and you can click **START RACE** or press the triggers on the readers again to capture timestamp for the next race.
- Drag and drop a race start time to adjust its sequence.

Note: If you have set the start time for the entire race and then switch to setting the start time by each wave or race, then:

- The start time of the entire race will be the **Race clock** if you do NOT save the timestamps for waves/races.

- The start time of the earliest wave will be the **Race clock** if you SAVE the timestamps for waves/races.

Click the **SAVE** button to save any changes made to the race time settings without starting the race or wave.

Setting a time limit and end time

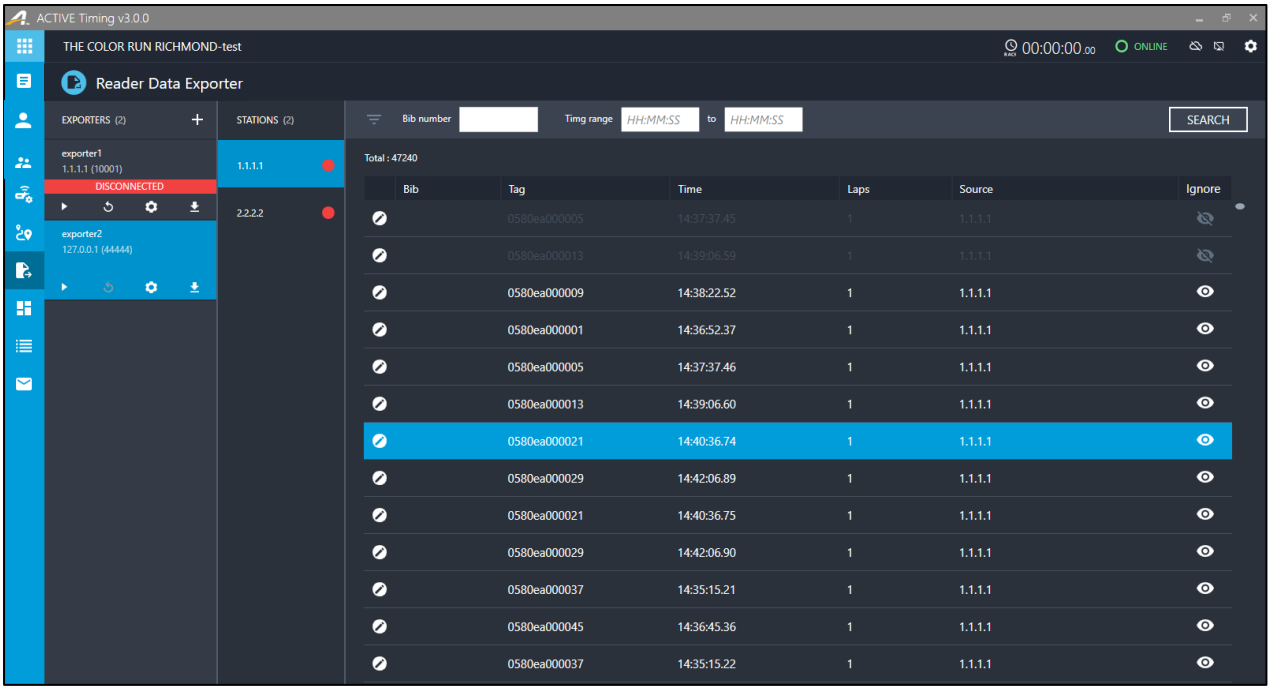
You can configure a maximum finish time for the entire race at **Race configuration > Race time > Course time limit**. The time limit may be configured at 0.5-hour intervals ranging from 0.5 to 99.5 (6 hours by default). The race automatically completes after the configured time limit.

You can also manually end the race by clicking the **END RACE NOW** button.

Reader Data Exporter

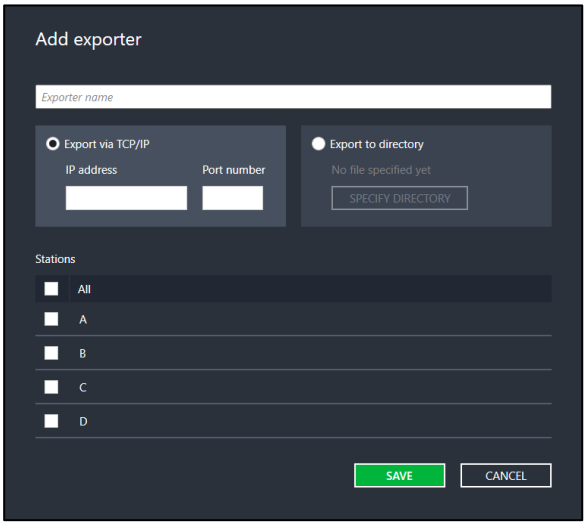
Note: For virtual events created in ACTIVE Works Endurance, this tab is disabled.

The Reader Data Exporter feature (located under the tab) allows Timers to stream raw tag reads (timing data) from ACTIVE Timing to external scoring systems. Exported tag reads contain raw dates and times from the reader; NO conversion to the time zone of the ACTIVE Timing PC is performed.



To add an exporter:

1. Click **+**:



2. Enter an **Exporter name** to identity this exporter.
3. Select either to:
    - **Export via TCP/IP**: enter the **IP address** and **Port number** to which raw tag read data will be streamed.
    - **Export to directory**: click the **SPECIFY DIRECTORY** button and then select the export directory and edit the export filename, if required.
4. Select the checkboxes next to the **Stations** whose data will be exported.
5. Click **SAVE**.

For each exporter:

- To start or resume tag read data streaming, click .
- To pause streaming, click .
- To replay all tag read data from the exporter, click .
- To edit the exporter's name, stations, IP address/port or directory/filename, click .

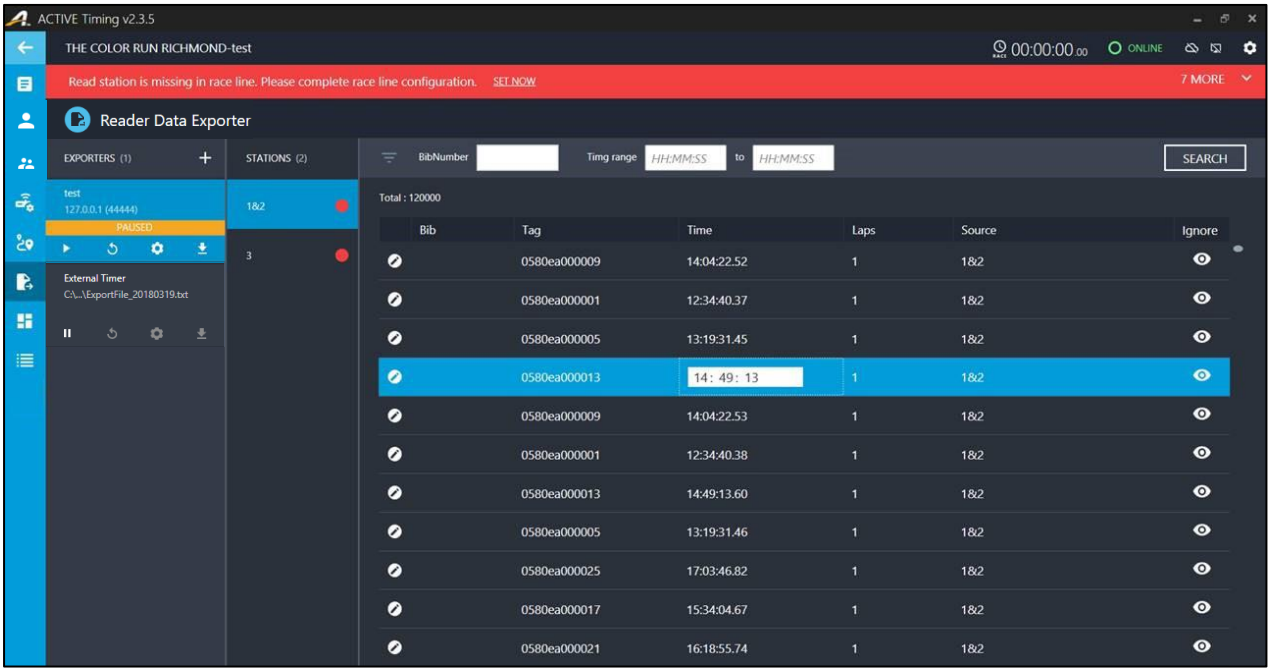
- To save the exporter's tag read data to a text file, click .

In the **STATIONS** column, click a station to view the tag read data from that station. Filter the displayed tag read data either by:

- **Bib** number: enter the required **Bib** number and click **SEARCH**.
- **Time range**: enter the required **Time range** and click **SEARCH**.

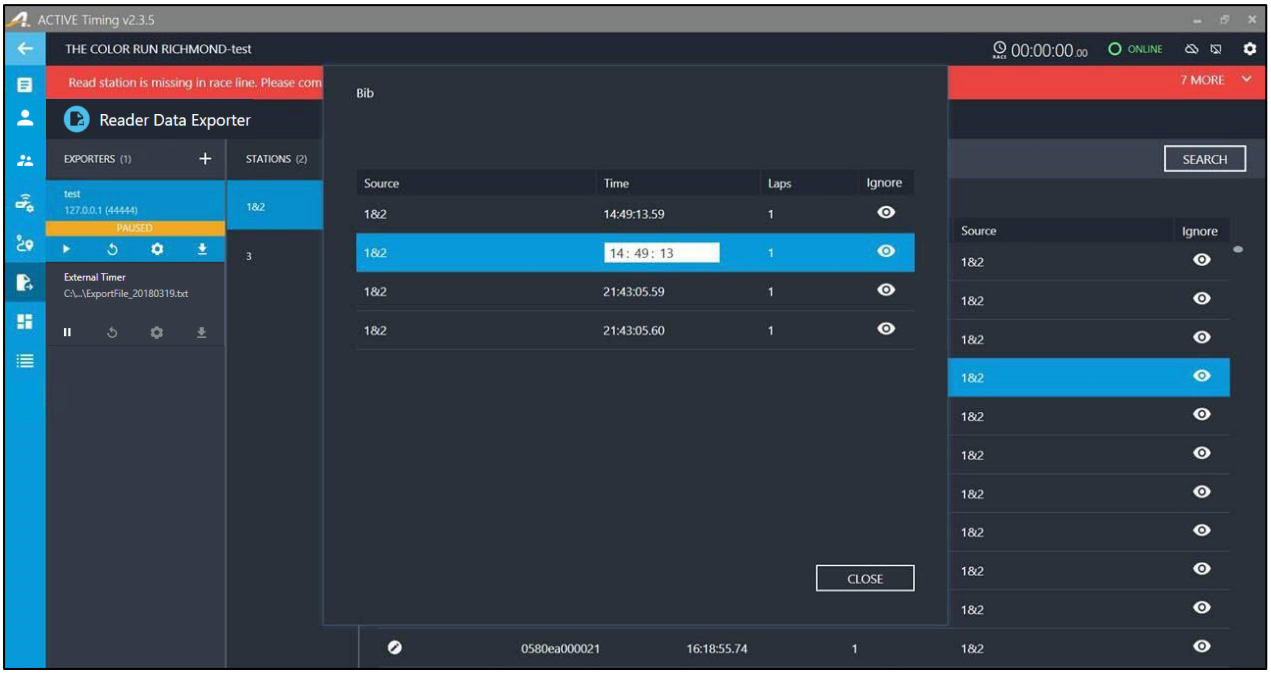
To exclude a tag read from export, click the **Ignore** ( ) icon.

To edit the time of a tag read for export, click the **Time** field for the required tag read:



Double-click a **Bib** number to view all the tag reads for that Bib. You may also:

- Click the **Ignore** ( ) icon to ignore a tag read for export.
- Edit the time of a tag read for export by clicking the **Time** field for the required tag read.


ACTIVE Timing v2.3.5
THE COLOR RUN RICHMOND-test
00:00:00.00
ONLINE
Read station is missing in race line. Please com
7 MORE
Reader Data Exporter
EXPORTERS (1)
STATIONS (2)
test
127.0.0.1 (44444)
PAUSED
External Timer
C:\...\ExportFile_20180319.txt
1&2
3
Bib
Source
Time
Laps
Ignore
1&2 14:49:13.59 1
1&2 14 : 49 : 13 1
1&2 21:43:05.59 1
1&2 21:43:05.60 1
CLOSE
SEARCH
Source
Ignore
0580ea000021 16:18:55.74 1 1&2

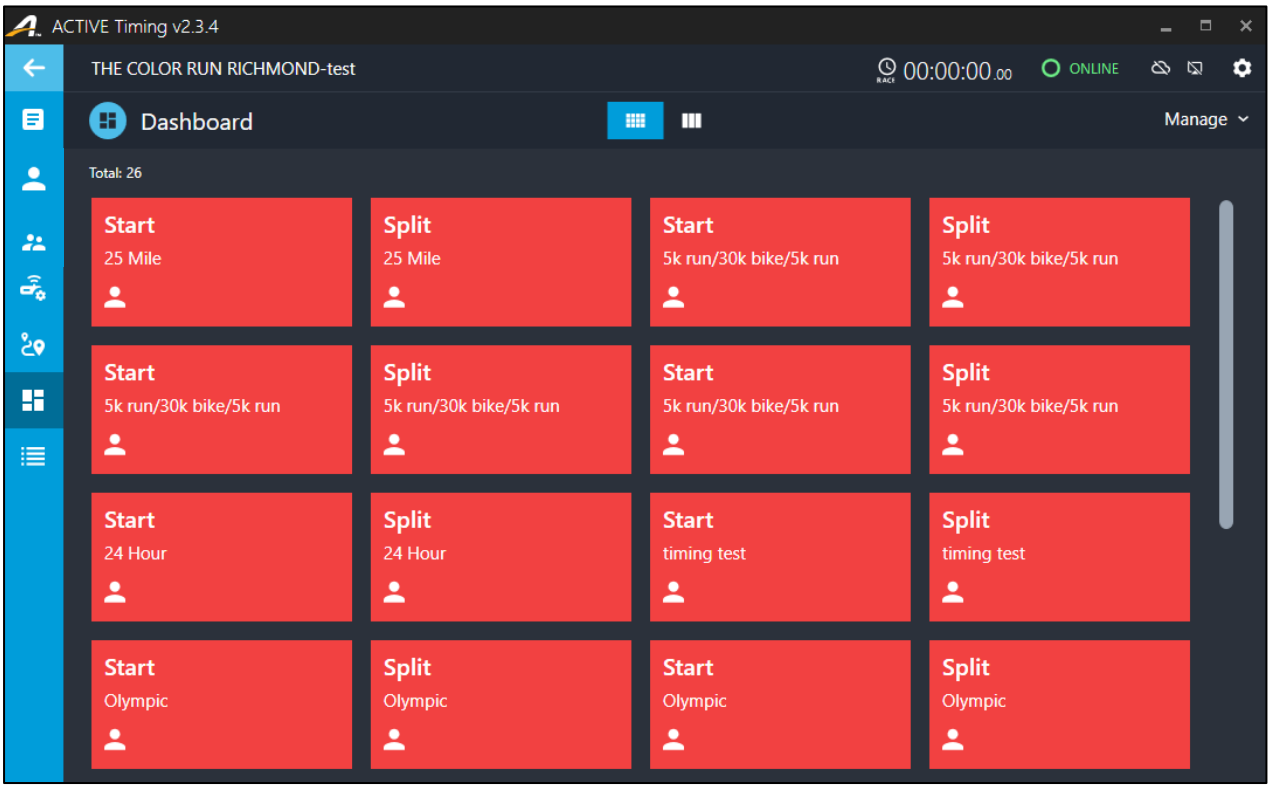
Real-time Dashboard

Note: For virtual events created in ACTIVE Works Endurance, this tab is disabled.

After you have set up the race layout for the event on the **Race configuration** page, go to the **Dashboard** page.

On the **Dashboard**, click the:

- icon to view all timing points on one page, but with participant information collapsed.
    - Click the required timing point to expand the view to include participant information.
    - Click the icon to return to the collapsed view.

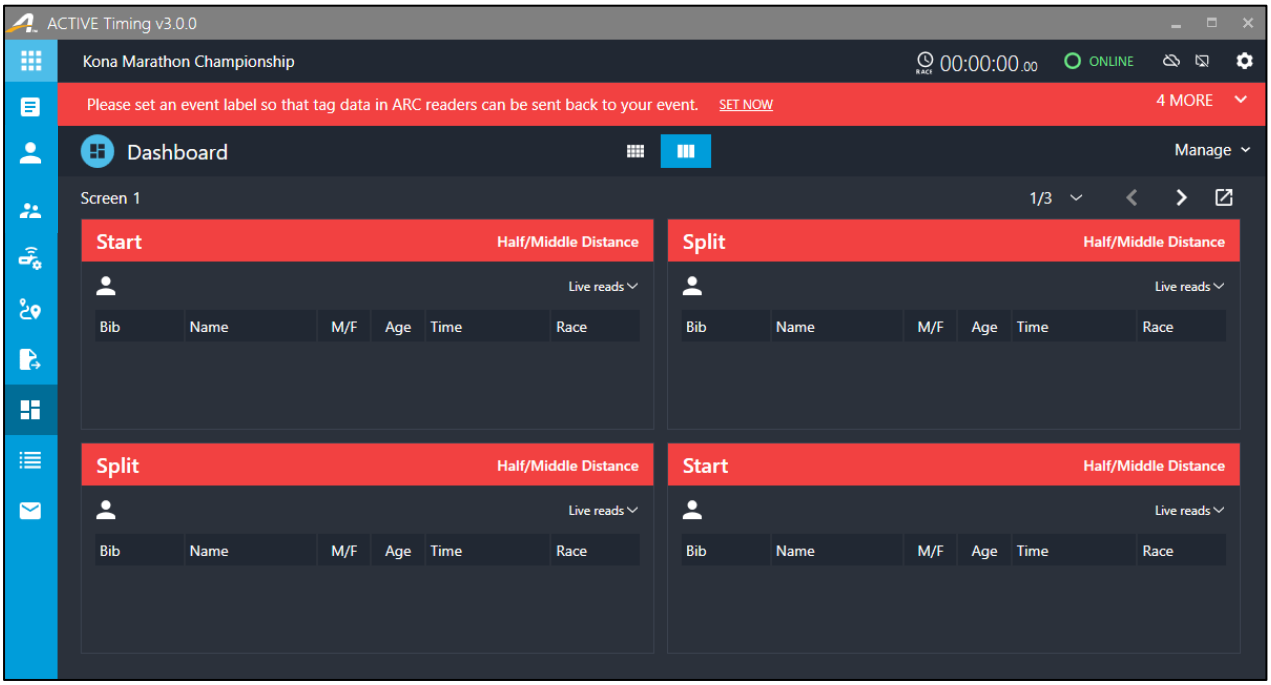


- icon to view 4 timing points per page with expanded participant information (you may customize the number of timing points displayed per page in **Manage** > **View setting**).
    - Switch between pages by clicking **<** or **>**, or select the required screen from the numerical dropdown.
    - To pop-out a specific page to a separate window (which can then be dragged to different monitor screen and resized), click the icon. Only one page can be popped-out at a

time. You may continue to use the main ACTIVE Timing window at the same time as having a dashboard page open in another window, but you cannot change race configurations while a dashboard page is open in another window. To close a popped-out page, click the × icon at the top-right of the window.

- When the race starts, this page will count and display the participants crossing each timing point in real-time. For each timing point, you can select to view live reads (**Live reads**), or the first 50 participants crossing the timing point (**First 50 reads**).

- Click the icon to return to the collapsed view.



Prior to timing the race, you must verify that:

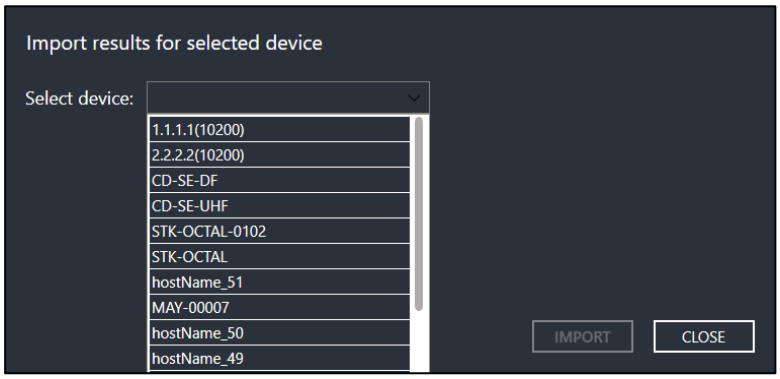
- Participant information is correctly configured (use the **Data check** function as described in *Section 5.3*)
- Required readers and related read stations are all online (on the **Race configuration** page, all stations are displayed in green)
- Race layout is properly configured as described in *Section 7.1*
- Reader clocks have been synchronized with the ACTIVE Timing system (by checking the **Race clock** on **Race configuration**)

If all above conditions are met, you can wait until the race begins or start race timing immediately (for details see *Section 7.2*).

Importing results

If a reader is disconnected during the race, then you can manually import raw tag read data from the reader via a .txt file:

1. Click the icon to expand participant information.
2. Click **Manage** > **Import data**.
3. In the **Select device** dropdown, select the required reader and then click **IMPORT**.
4. Select and open the required tag read data .txt file.

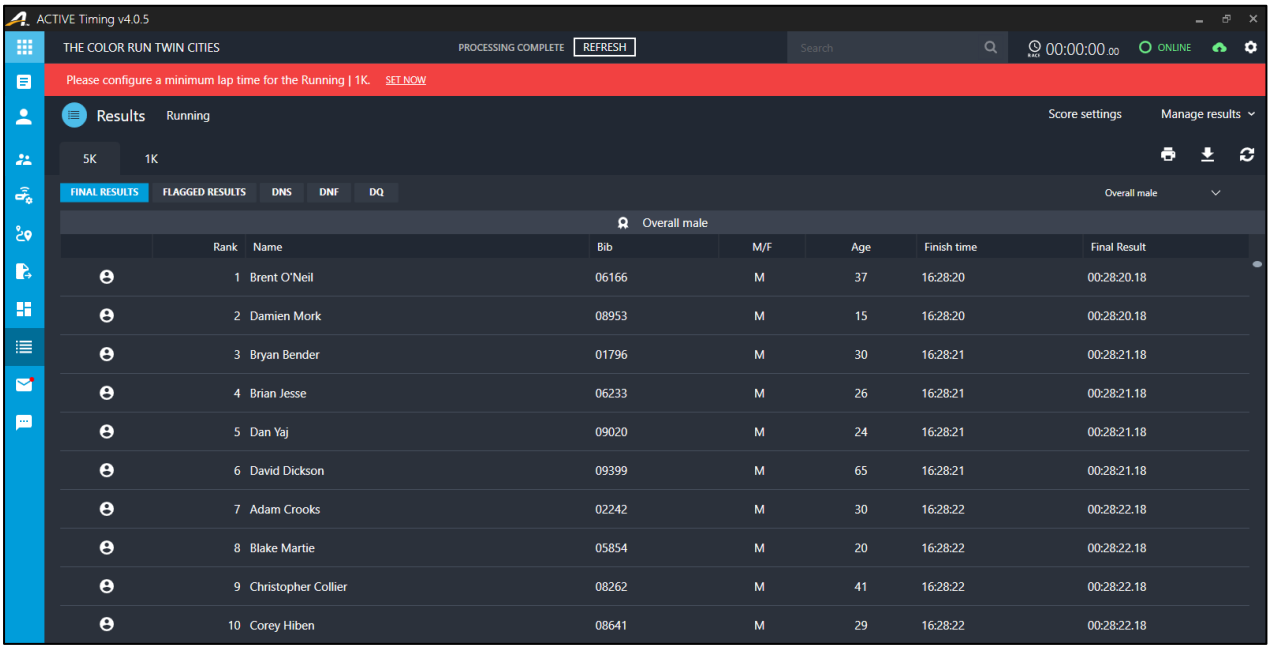


5. Imported tag reads should appear in the relevant timing point.

Results Management

On race completion, the ACTIVE Timing system stops timing for each participant and calculates race results automatically. Race results are displayed on the **Results** page.

Figure 9-1 Results page

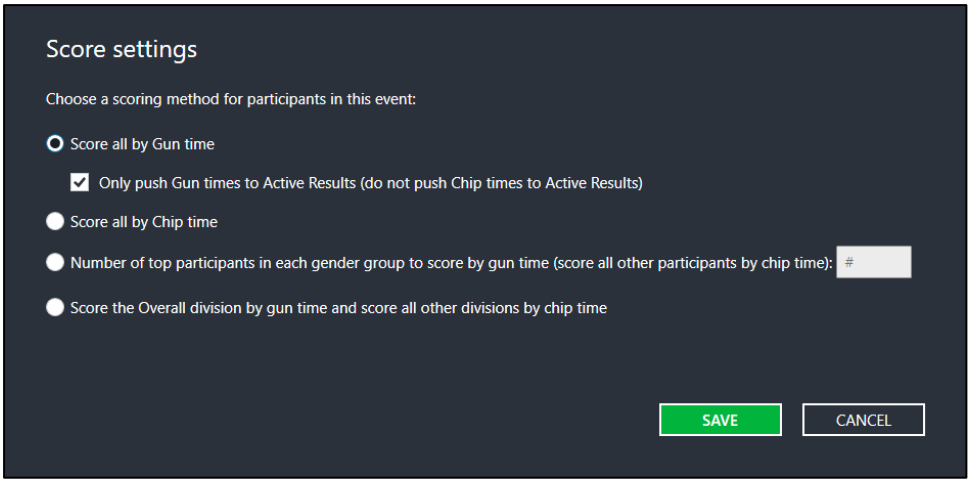


Note: after editing any race settings (such as race configuration or the gun time), click the **REFRESH** button to reprocess and update the displayed information. The **REFRESH** button does not appear unless race settings have been edited.

Note: results for participants marked as disqualified (**DQ**) are not calculated or displayed. To calculate and display results for **DQ** participants, first unmark the disqualification.

Configuring Scoring Settings

To configure how the event is scored, click **Score settings**:



- To score participants by gun time or chip time, select:
  - **Score all by Gun time**: to score all participants by the starting gun time and participants' finishing chip times.
  - **Score all by Chip time**: to score all participants by their starting and finishing chip times.
  - **Number of top participants in each gender group to score by gun time (score all other participants by chip time)** and then enter the number (**#**) of top participants (in each gender group) to score by gun time and score all other participants by chip time.

  Depending on the selected option above, you may also configure whether only gun times or only chip times are sent to the ACTIVE Results website, by selecting to:
  - **Only push Gun times to Active Results (do not push Chip times to Active Results)**
  - **Only push Chip times to Active Results (do not push Gun times to Active Results)**
  - **Push Gun times only for the top participants and Chip times only for all other participants to Active Results**
- To score overall divisions (**Overall**, **Men's Overall** and **Women's Overall**) by gun time and all other divisions (such as age groups) by chip time, select **Score the Overall division by gun time and score all other divisions by chip time**. Note that if you select this scoring method, then:
  - You can no longer select to push only gun times or only chip times to the ACTIVE Results website.
  - Teams scored by **Team total time**, **Last finish time** or **Average time** will be scored using their gun times.

Viewing Results

Checking results for each sport type

If there are multiple sport types in your event, you can select the required sport type from the dropdown to switch the result dashboard between sport types.

Click the tab for the required race to view the race results.

To display only **FINAL RESULTS**, **FLAGGED RESULTS** or **DNS**, **DNF** or **DQ** results, click the required button.

To export and download **DNS**, **DNF** or **DQ** results to an Excel .xlsx file, click the icon.

To print out the **FINAL RESULTS**, or **DNS**, **DNF** or **DQ** results, click the icon.

Checking division rankings

When all participants complete the race, ACTIVE Timing calculates participants' race results and determines the winners for each division.

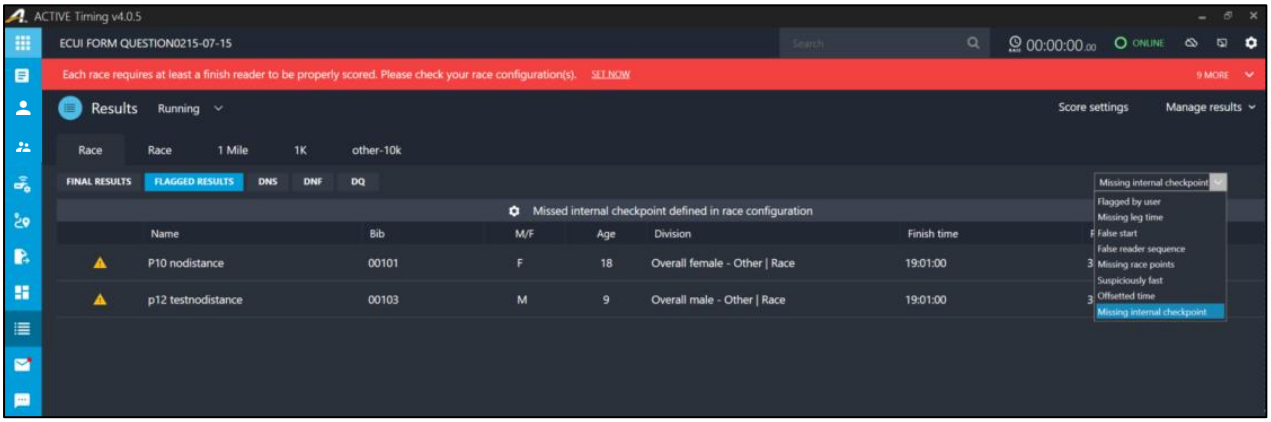
By default, race results for the **Men's Overall** division are displayed. To display **Women's Overall**, **Overall** (covering all divisions) or other division results, click the **Men's Overall** dropdown menu on the top-right of the results list and select the required division.

You can:

- Select the number of top places to be displayed (default: **Top 10**) from the dropdown menu.
- Click the button to refresh the list (this function is disabled for virtual events).

Checking results for flagged participants

If something suspicious occurred when participants passed a read point (for example the participant dropped read points) the system will automatically flag the participant for later investigation. You can also manually flag the participant by clicking the flag button for the participant. All flagged participants are listed and grouped under **FLAGGED RESULTS**. You can filter them in the dropdown by selecting **Flagged by user**, **Missing leg time**, **False start**, **False reader sequence**, **Missing race points**, **Suspiciously fast**, **Offsetted time** or **Missing internal checkpoint**. A participant can have multiple flags.



If you select to view **Suspiciously fast** participants, then the **Suspicious splits** column displays the name of the split point where the participant's split time is less than the configured **Minimum time** for the split point.

If you select to view participants with **Offsetted times**, then the **Offsetted splits** column displays the split points where the participant's times were offset.

Checking results for a specific participant

Click a participant name to open the participant's detailed information page. You may edit the participant's results or personal information on this page. For details, see the section "Viewing participant details".

Managing Results

Importing results

If a reader is disconnected during the race, you can manually import tag read data from the reader via a .txt file. This feature has been relocated to the Dashboard, please see "Importing results".

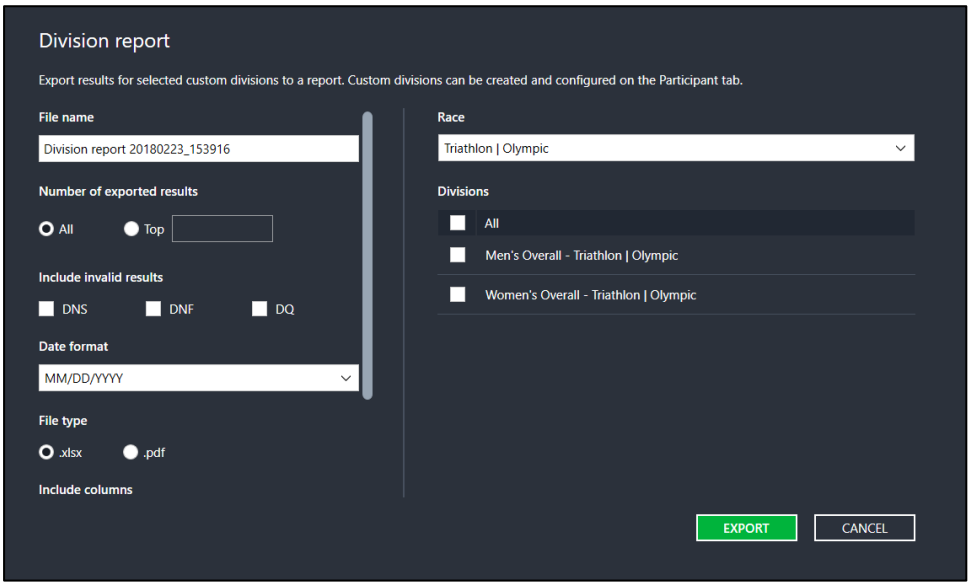
Exporting results

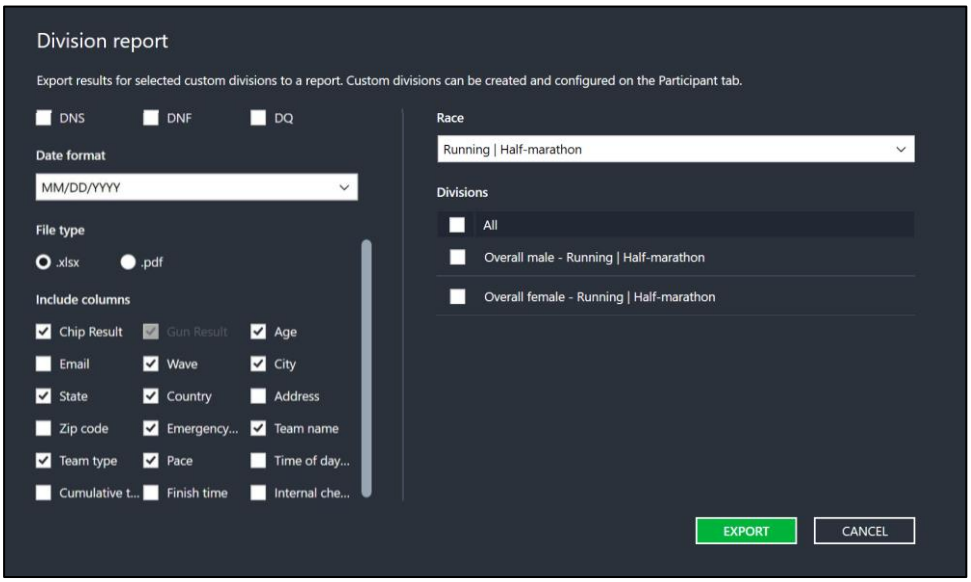
- **Export DNS, DNF or DQ results**

To export and download results on the **FINAL RESULTS**, **DNS**, **DNF** or **DQ** pages to an Excel .xlsx file, click the icon.

- **Export division report**

On the **Results** page, click **Manage results** > **Export** > **By division** to export a **Division report** to an .xlsx or .pdf file. You may customize the **Division report** as required by selecting the number and type of included results and associated data columns:



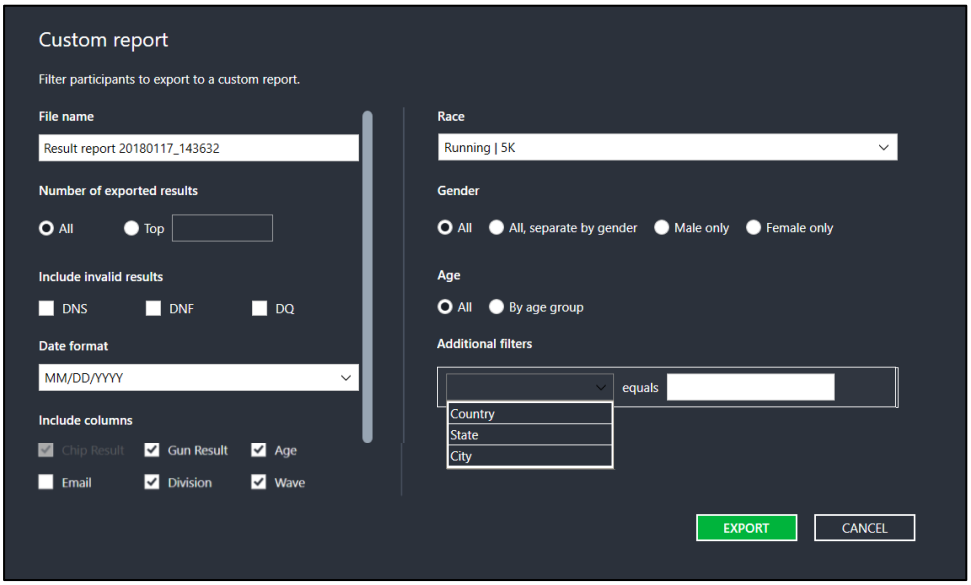


- **Export results by participant report**

On the **Results** page, click **Manage results** > **Export** > **By participant** to export an MS Excel (.xlsx) report of results sorted by participant.

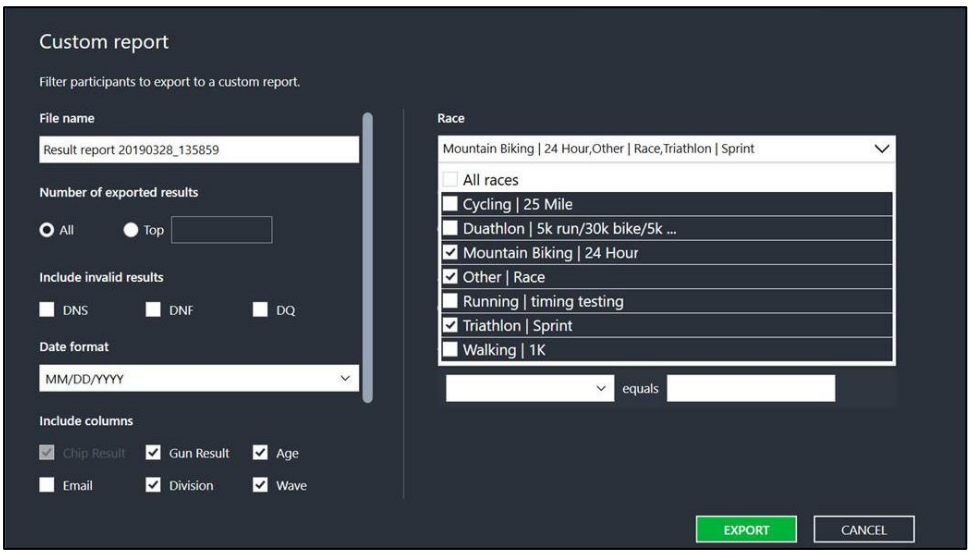
- **Export custom results report**

On the **Results** page, click **Manage results** > **Export** > **Custom report** to configure and export a custom results report:



Note:

- To include results from multiple races in the custom report, multi-select the required races in the **Race** dropdown:



- If the race is configured to be scored by Gun time, then the **Gun Result** column is automatically selected and cannot be unselected from the custom report. Timers can select to add the **Chip Result** column to the custom report in addition to the **Gun Result** column.
- The **Pace** column displays the pace for the entire race or for each section in a Triathlon.
- The **Gender** and **Age** settings include or group participants in the custom report by your selected settings.
- The **Additional filters** allows you to include participants in the custom report only when the selected custom field equals your specified value. You can select to filter for participants

belonging to a specified **Country**, **State** or **City**.

Editing results

On the **Results** page or participant personal information page, hover over the result to edit and then click the result field. Type in the new result and press Enter. After the change, the ranking on the result tab will be updated accordingly.

Note: for triathlon events, only the final results are editable.

Publishing results to ACTIVE Results

To publish finalized results to ACTIVE Results, click the icon > **PUBLISH** button.

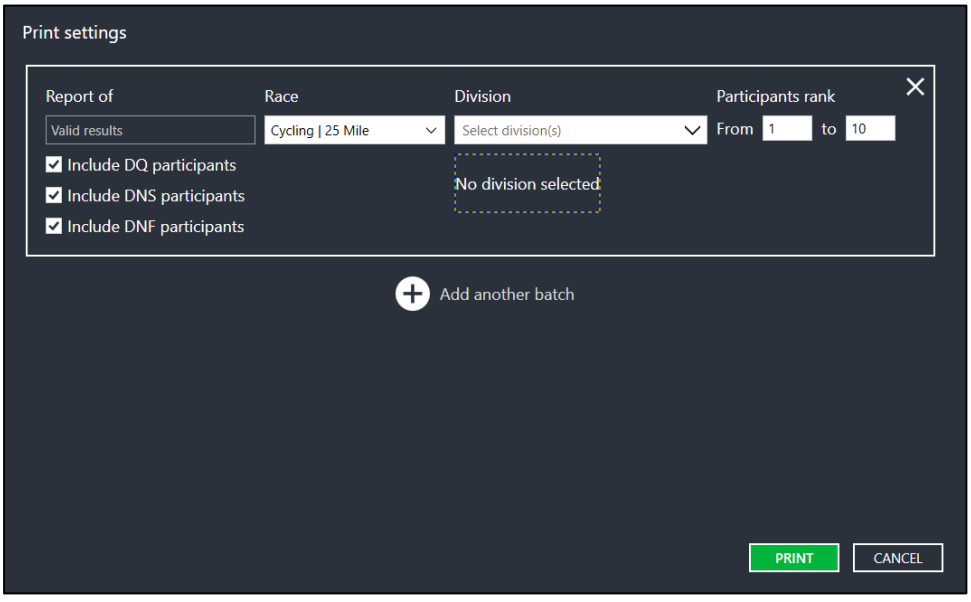
Ensure that the network connection is uninterrupted when publishing or streaming results.

Printing results

To print out results, on the **Results** page, click **Manage results** > **Print** > **Overall** or **By division**.

You may select to include only valid results or also results for **DQ** (disqualified), **DNS** (no start time) and **DNF** (no finish time) participants in the printed results report.

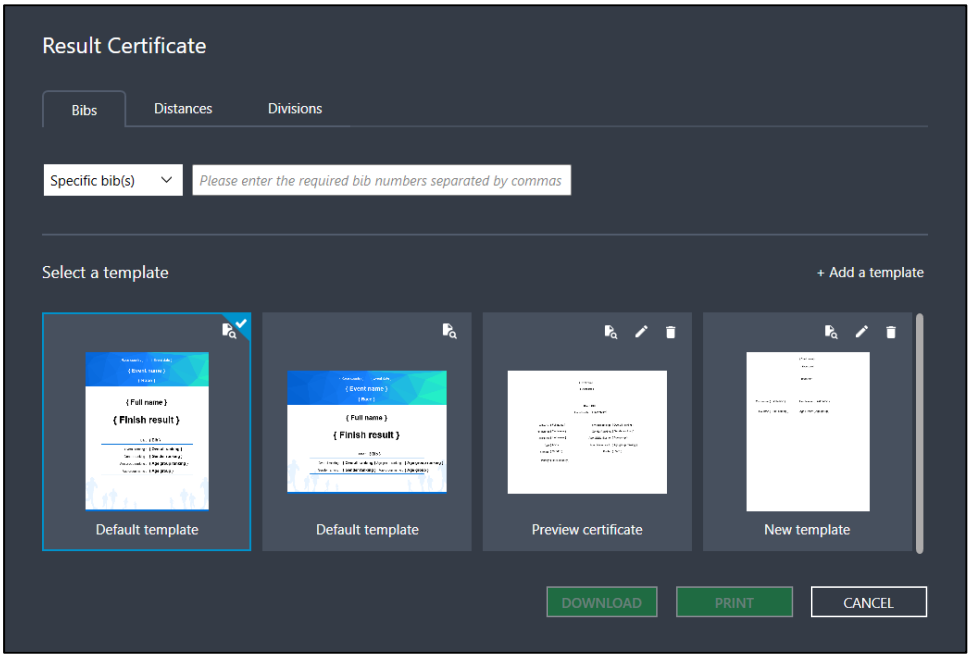
To add another batch of results to the printed report, click **Add another batch**.



Printing results certificates

To print out or download participants' results certificates:

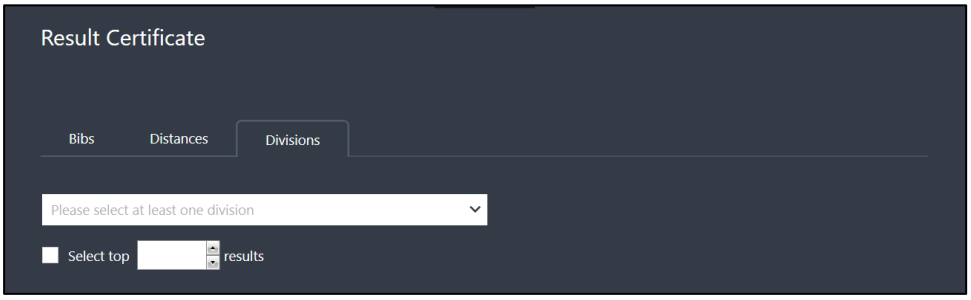
1. On the **Results** page, click **Manage results** > **Print** > **Print Certificate**.
2. To print out certificates for participants by **Bib** numbers, **Distances** or **Divisions**, click the corresponding tab:
    - In the **Bibs** tab, in the dropdown, select to enter bib numbers by:
        - **Specific bib(s)**, and then enter the required bib numbers separated by commas:



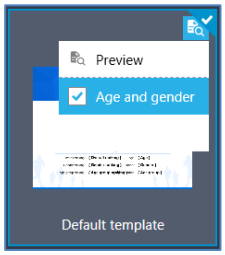
        - **A range of bibs**, and then enter the **from** and **through** bib numbers:

    - In the **Distances** tab, select the required distances (you may select multiple distances):

- In the **Divisions** tab:
    - Select the required divisions (you may select multiple divisions).
    - To select only a specific number of top results, select the checkbox next to **Select top** [ ] **results** and then enter the number of top results required.



3. Select a results certificate template by clicking the required template.
    - If you do not wish to use a custom template, then you can select either the default portrait or landscape template.
    - For virtual events, any fields in the template that are NOT applicable (such as **Age division** and **Age division rank**) will NOT appear on the printed certificate.
    - To display the participant's age and gender on the certificate, select the > **Age and gender** checkbox on the template.
    - To preview a certificate using a specific template, click > **Preview** on the template.

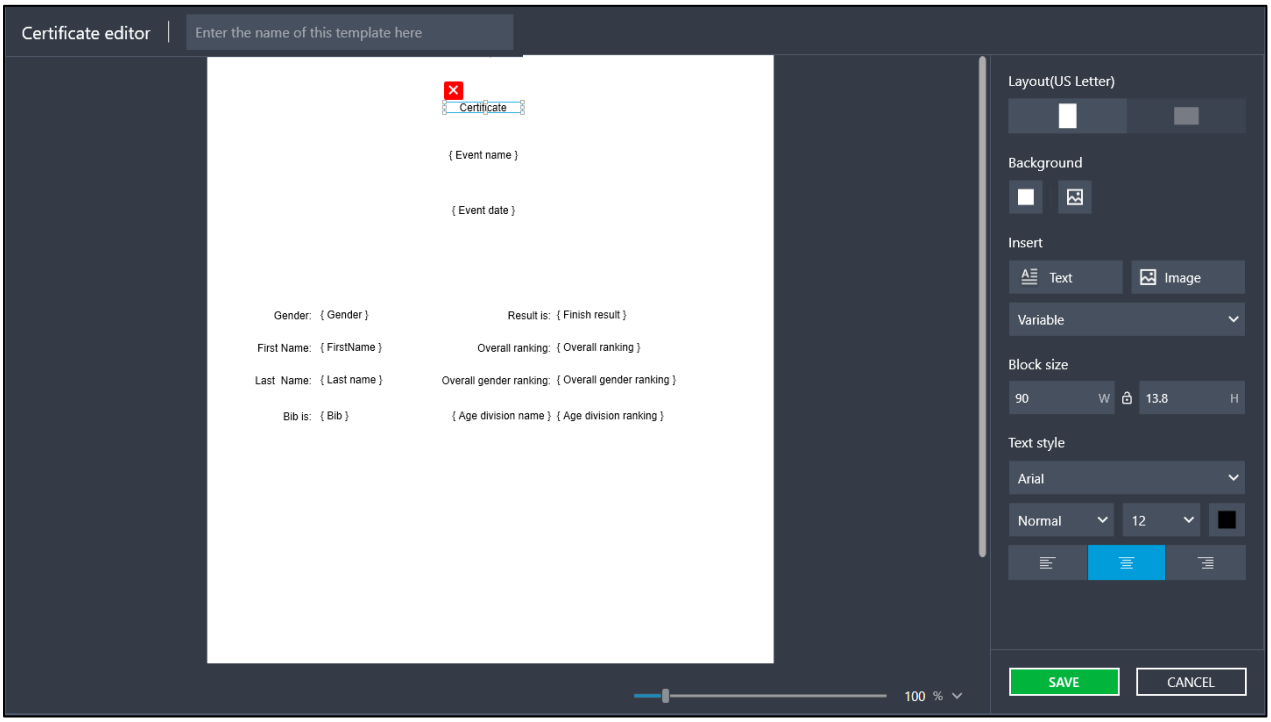


    - To edit a certificate template, click the icon.
    - To delete a certificate template, click the icon.
    - To add a new certificate template, click **+ Add a template**.

    For more information on adding or editing a certificate template, see Editing a results certificate template.

4. To:
    - print out the results certificates, click the **PRINT** button.
    - download the results certificates as individual images files and as a single PDF file, click the **DOWNLOAD** button.

Editing a results certificate template

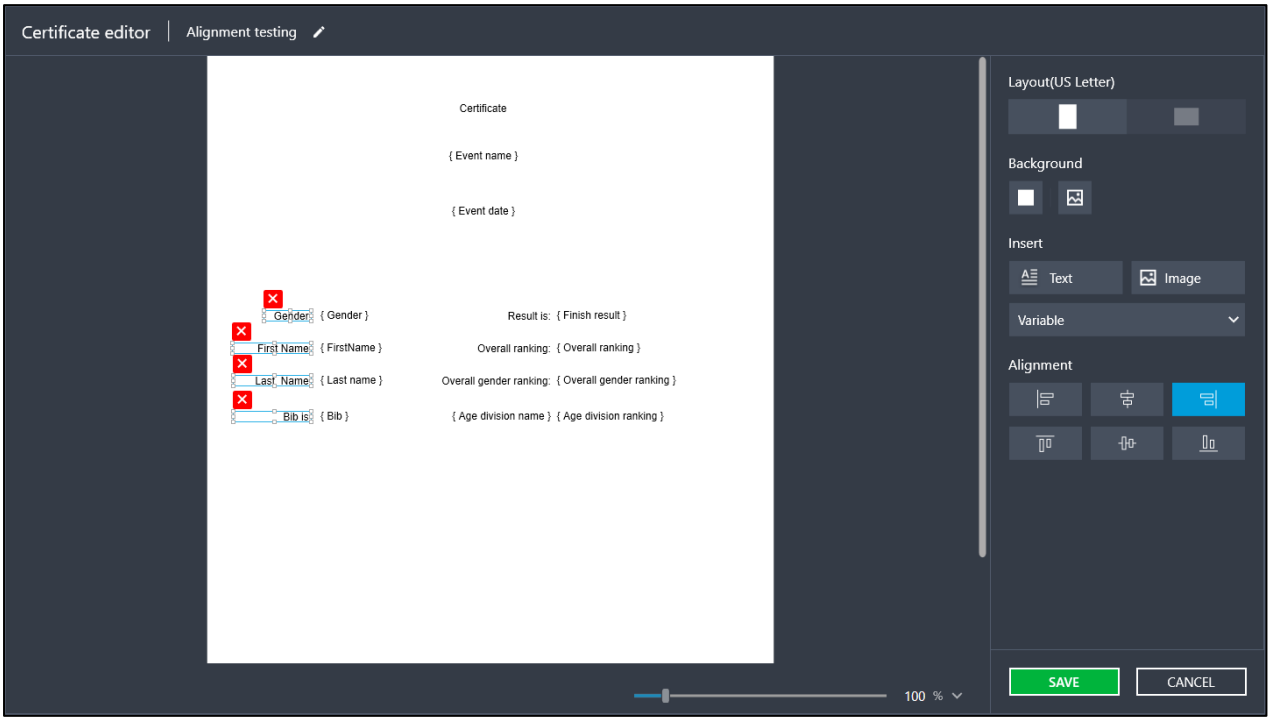


To create or edit a results certificate template:

1. Enter a name for the template in the **Enter the name of this template here** box.
2. Set the certificate **Layout** to portrait or landscape orientation.
3. Change the **Background** color or insert a background image as required.
4. Click **Insert** > **Text** or **Image** to insert a text field or image in the template as required.
5. For **Text** fields:
    - Select and insert any required **Variable** fields to display event or participant specific information (such as the event name or participants' names, genders, ages or results).
    - Change the **Text style** to the required font, style, size and color.
    - Change the alignment of the text in the field by clicking the align left, center or align right icon.
6. Re-size any **Text** or **Image** fields by:
    - Clicking-and-dragging the edges or corners of the field.

- Entering the required dimensions in the **Block size** section.
- To toggle between locked and unlocked aspect ratio, click the icon.

7. To delete an unwanted **Text** field or **Image**, click the corresponding **×** icon.
8. To align multiple fields on the template, press and hold the CTRL key whilst clicking the required fields and then click the **Alignment** > left, center, right, top, middle or bottom icons as required:



9. To save the template, click the **SAVE** icon.

Clearing results

Click **Manage results** > **Clear** to clear all result data for the selected races. This includes tag event information, participant results, and reader counts (bib numbers and UID data will not be affected). You can also selectively **Clear data from ACTIVE Results and the Experience App**. Once the data is cleared, you will need to re-synchronize all event data again to ACTIVEWorks to use the live results feature.

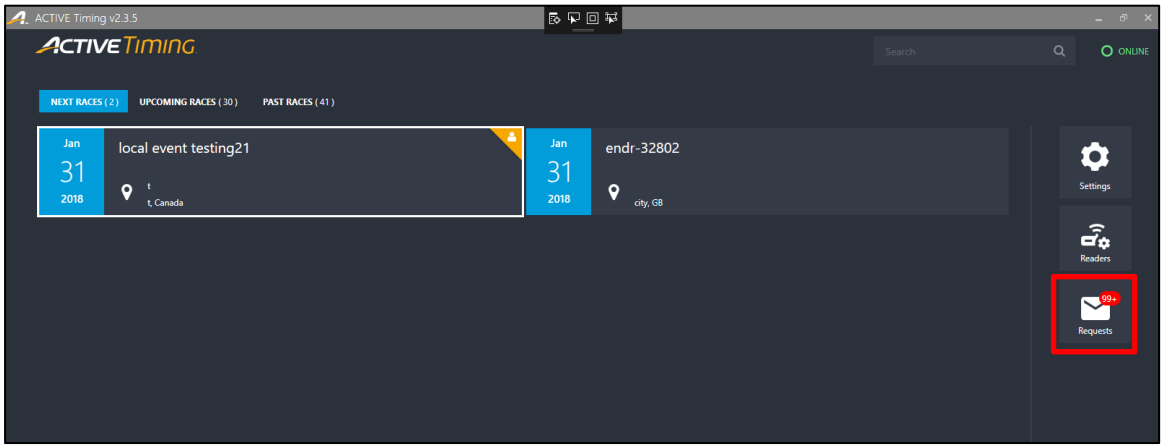
Note: The **Manage results** > **Clear** function is disabled for virtual event results.

Result Issue Reporting and Resolution

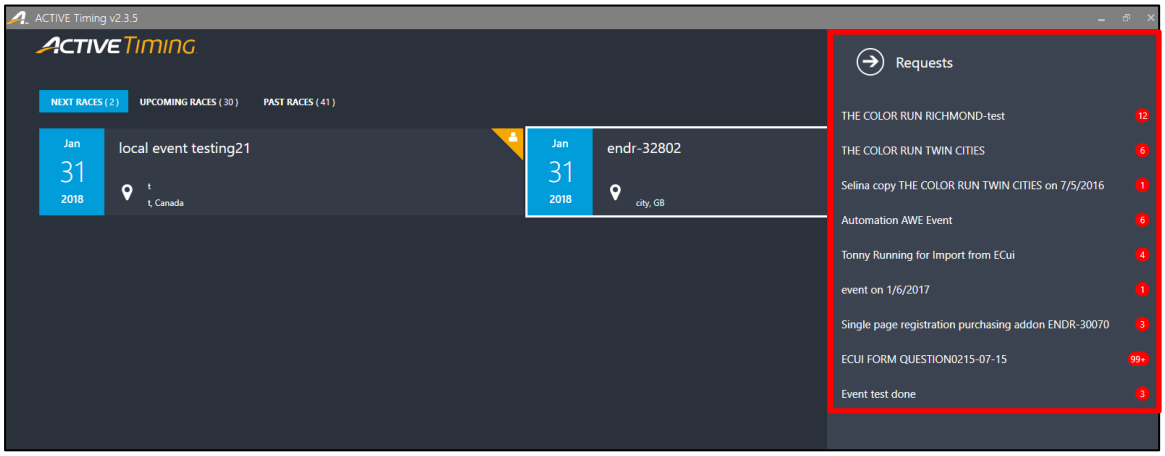
Note: For virtual events created in ACTIVE Works Endurance, this tab is disabled.

For Active Timing results which have been published to the Active Result website, event participants can report an issue with their result, which will appear in Active Timing.

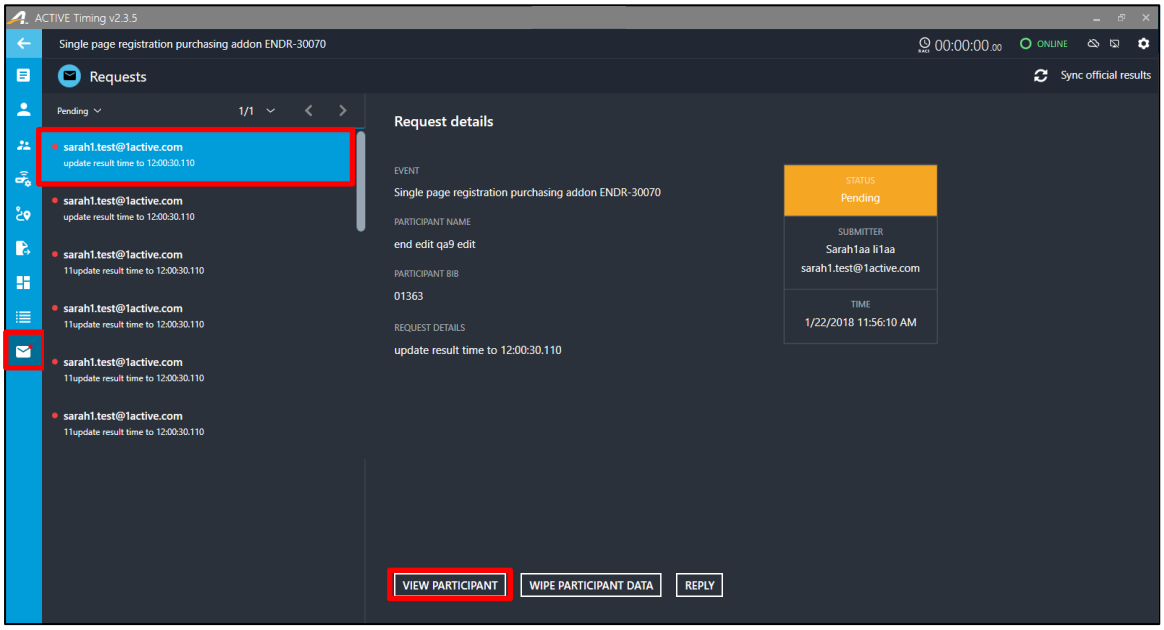
To view result issue requests, click the **Requests** icon:



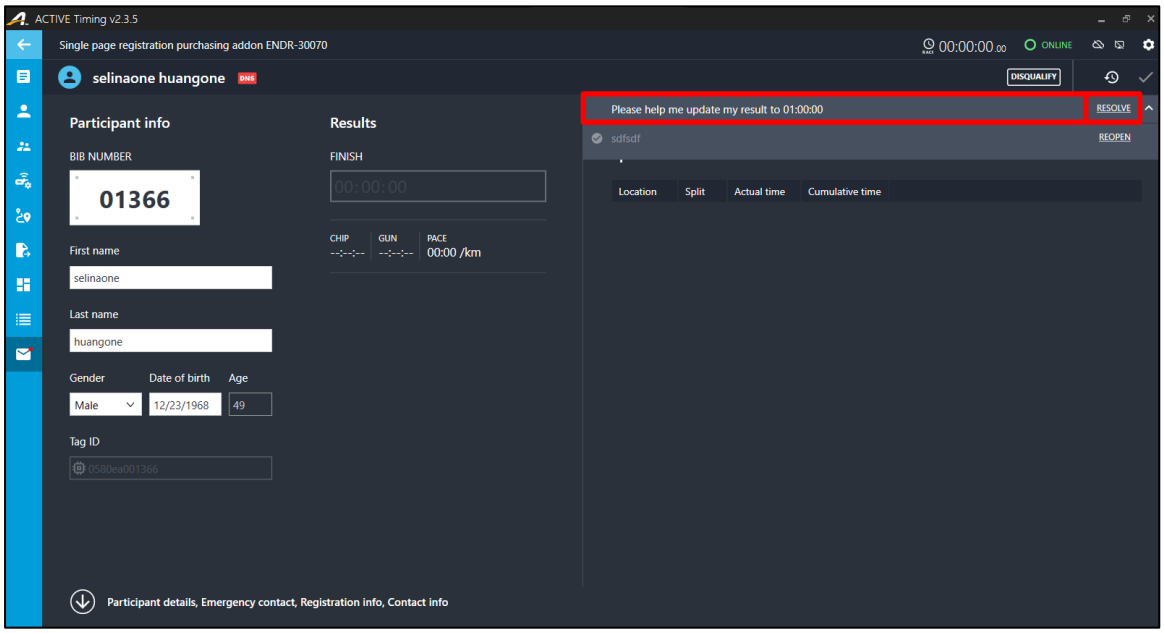
Requests are listed by event, with a number in a red circle indicating the number of unresolved issues for the event. To resolve result issues for an event, click the event name:



The **Requests** page for the event lists each request by the requestor's email address. Click a request to view the **Request details**.

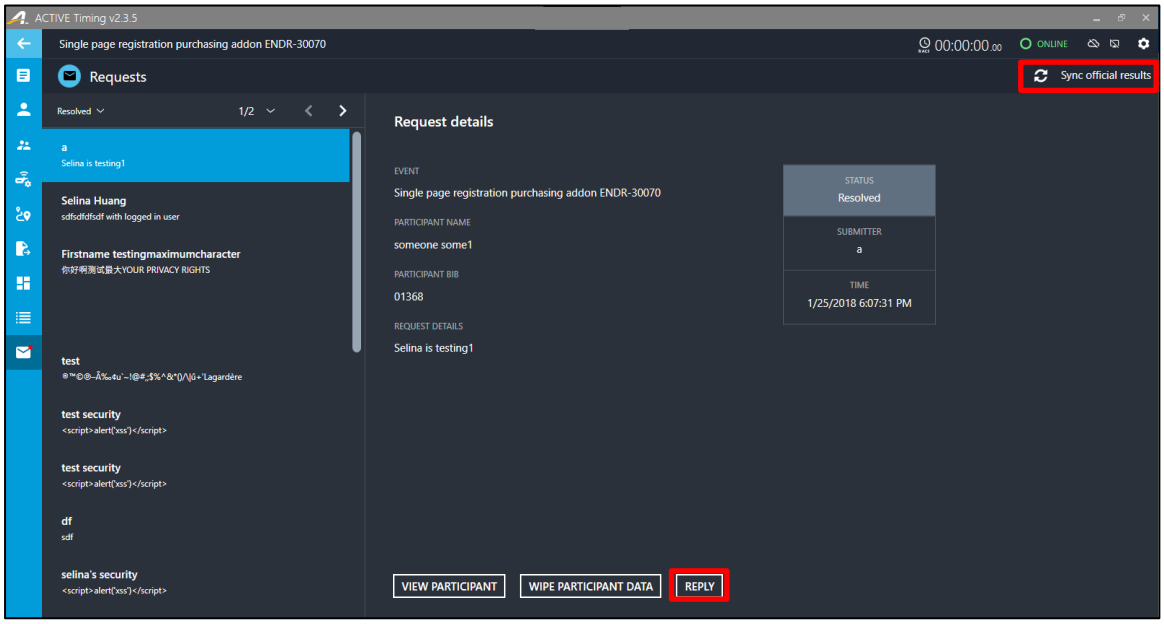


Click the **VIEW PARTICIPANT** button to view the contested results:

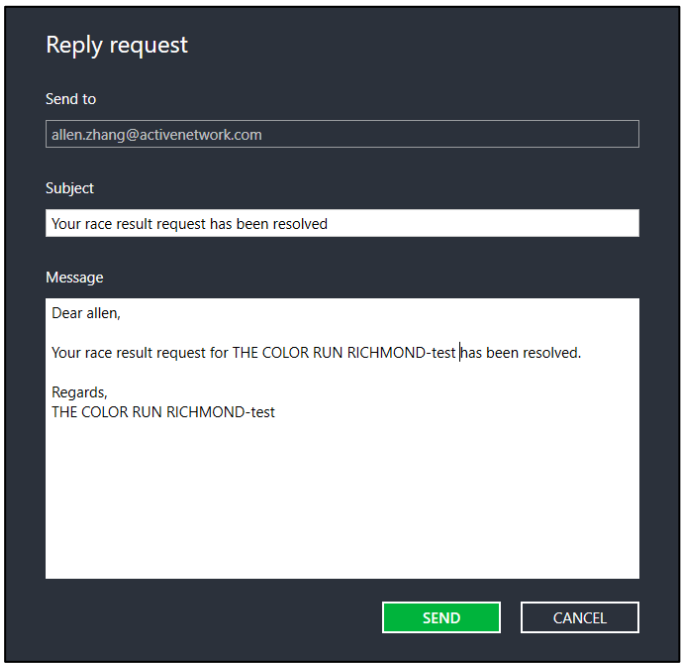


Edit the participant's result as required, then click the **RESOLVE** link to resolve this issue.

On returning to the **Request details** page, to upload the resolved results to Active, click **Sync official results**:



On the **Request details** page, you may also click the **REPLY** button to respond to a request by email:



Wiping a participant's identity (GDPR compliance)

For General Data Protection Regulation (GDPR) compliance, if a participant requests that you delete their identifying data, then click the **Request details** page > **WIPE PARTICIPANT DATA** button.

- For a participant in an event created in Active Timing, the participant's name and email address will no longer appear in Active Timing, on the ACTIVE Results website or in the Experience app.

- For a participant in an event created in ACTIVEWorks Endurance, the participant's name and email address will no longer appear on the ACTIVE Results website or in the Experience app. Please contact the Event Director to wipe the participant's identity in ACTIVEWorks Endurance, which will also wipe the participant's identity from Active Timing.

Warning: Wiping a participant's identity is an irreversible change.

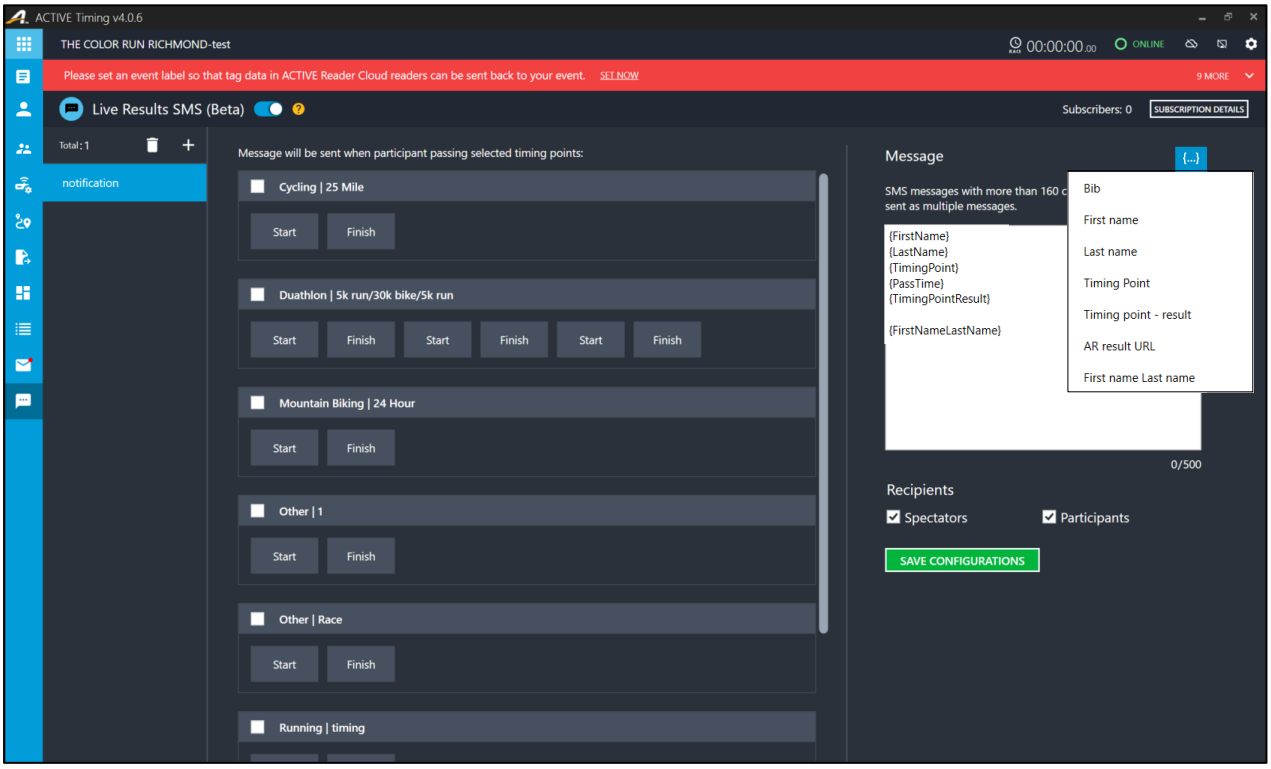
Live Results SMS (Beta)

Note: For virtual events created in ACTIVE Works Endurance, this tab is disabled.

The **Live Results SMS** feature allows timers to send participant progress SMS messages to participants and/or spectators when participants cross specified timing points. SMS message content may be customized as required and can contain the participant's live results.

Note: Internal checkpoint (cheater mat) tag reads are never sent out as Live Results SMS messages.

Note: SMS messaging features are free of charge in this release, but future releases will charge a small fee per SMS message.



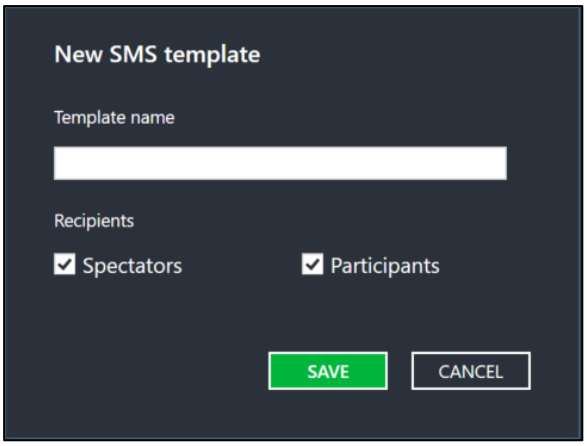
To enable Live Results SMS messaging, turn on the **Live Results SMS** switch (toggle the switch to blue).

- Live Results SMS messaging works in conjunction with the **RESULTS PUBLISHING > Live results** feature, hence **Live Results** must also be switched on. If **Live Results** is switched off, then Active Timing will remind you to turn on the **RESULTS PUBLISHING > Live results** switch on the day of the race.

- Spectators and participants can subscribe to Live Results SMS messages before the day of the event (before the **Live Results SMS** switch is turned on) but will not be sent any results SMS messages until after the **Live Results SMS** switch is turned on.

To configure when **Live Results SMS** messages are sent during an event:

1. To create a **New SMS template** (e.g. you may have one template for when participants cross a split point and another template for when participants cross the finish), click **+** and then enter the **Template name**, select the required **Recipients** (**Spectators** and/or **Participants**) and click **SAVE**:



   - To delete a template, click and highlight the unwanted template and then click the trashcan icon.

2. Select the required timing points. When participants cross the selected timing points, they will be sent the SMS message.

   - To select all timing points in a race, select the checkbox.

3. In the **Message** box, enter the SMS message text:

   - To insert a variable field in the SMS message (such as the participant's name, name of the timing point or result at the timing point), click **{...}** and select the required field from the drop-down menu. Available variable fields include:

     - The participant's **Bib** number, **First name**, **Last name** or **First name Last name**.
     - The **Timing Point** just crossed by the participant and the participant's result at that timing point (**Timing point – result**).
     - The ACTIVE Results website address (**AR result URL**).

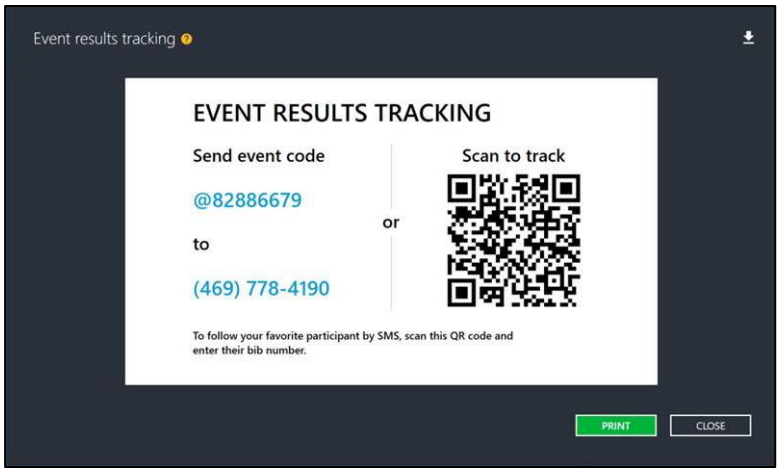
4. In the **Recipients** section, select the checkboxes as required to send the SMS message to **Spectators** and/or **Participants**.

5. Click the **SAVE CONFIGURATIONS** button.

Spectators can subscribe to SMS messages for a specific participant by either:

- Sending the event code in an SMS message to a special mobile number.
- Scanning a QR code which automatically creates a SMS message on their phone. Spectators can then enter the required participant's bib number in the SMS message before sending it.

To view instructions for spectators to subscribe to SMS messages, click the **SUBSCRIPTION DETAILS** button:



- To print out the **EVENT RESULTS TRACKING** flyer, click the **PRINT** button.
- To download and save the **EVENT RESULTS TRACKING** flyer to your computer, click the ⬇ icon.

The number of Live Results SMS messages subscribers is displayed after the **Subscribers:** field.

Subscribers can unsubscribe at any time from SMS messages for a participant by replying with the message:

STOP [bib number]

Instructions for unsubscribing will be sent by SMS to spectators after they subscribe.