

# TrackieReg: Creating a Meet Registration Site

TrackieReg is an online registration platform that more and more Canadian clubs and events have been using to a larger degree in the last 5 years. The platform can be used for club registration, clothing sales, ticket sales for events, and more, though this manual will focus on using TrackieReg for online registration for a track and field meet. TrackieReg is used by several other sports, but clearly by the name, Athletics is for what it was initially designed.

TrackieReg was created and is owned and operated by retired Canadian athlete Adam Stacey. I mention this specifically because a) Adam is a great resource and very responsive to inquiries and issues and b) Adam knows track and field so he's not merely a tech nerd who saw a niche.

So who am I and why do I kind of know what I'm talking about? My name is Emily Kydd and I have used TrackieReg for numerous track and field meets as the primary Secretariat for the Greater Vancouver area during the track and field season. I have created TrackieReg sites and have done entry import/results management for multiple clubs in the lower mainland, earning over 50 on site credits at track meets as the day of event secretariat. What is not seen at the meet is the work that goes into this role prior to the meet, a portion of which is spent on TrackieReg.

This manual will help a beginner use TrackieReg in a step-by-step way, with screen shots to help us along. I am in no way a tech wizard, so I will not skip steps and I will explain why I make the settings I do. TrackieReg is an intuitive and well laid out platform, and really the whole process is a lot less complex than most people believe it to be. Trust me 😊

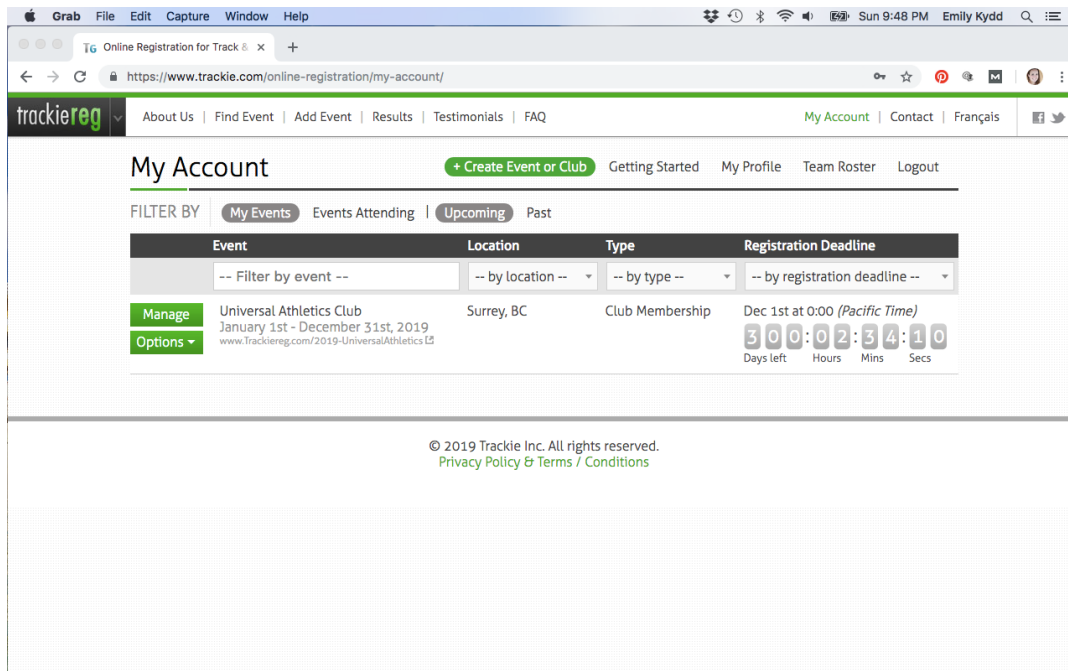
## **1. Creating an account:**

I do not have my own TrackieReg account. I always use the account of the club that is hosting the event. The screenshots you will see for this manual are from the Universal Athletics Club (UAC) account, and for the yearly UAC track meet. For every different meet that I do, I ask the meet organizers for their TrackieReg user login and password and I do all of the work within their own account. I do this for two reasons:

1. This information is owned by the club, not me. The club should be able to access it whenever they want and not need to go through me.
2. Once you successfully create an event in TrackieReg, you can duplicate it as to not recreate the wheel for subsequent events. Theoretically, once an event is created, anybody with a laptop and working fingers should be able to set up the event next time with just a few date and data changes. The more of this that a club can do on their own, the better!

You do not need to pay for a TrackieReg account, the site makes their money with registration fees, that comes later.

Back to the site, here I am logged onto the UAC account. You can see that we do not have an event for the track meet, but we do have the event for club membership. But we're don't worry about club membership, that's someone else's job!



## 2. Creating an Event:

To create a new event, I need to click on the green button that says “+Create Event or Club”

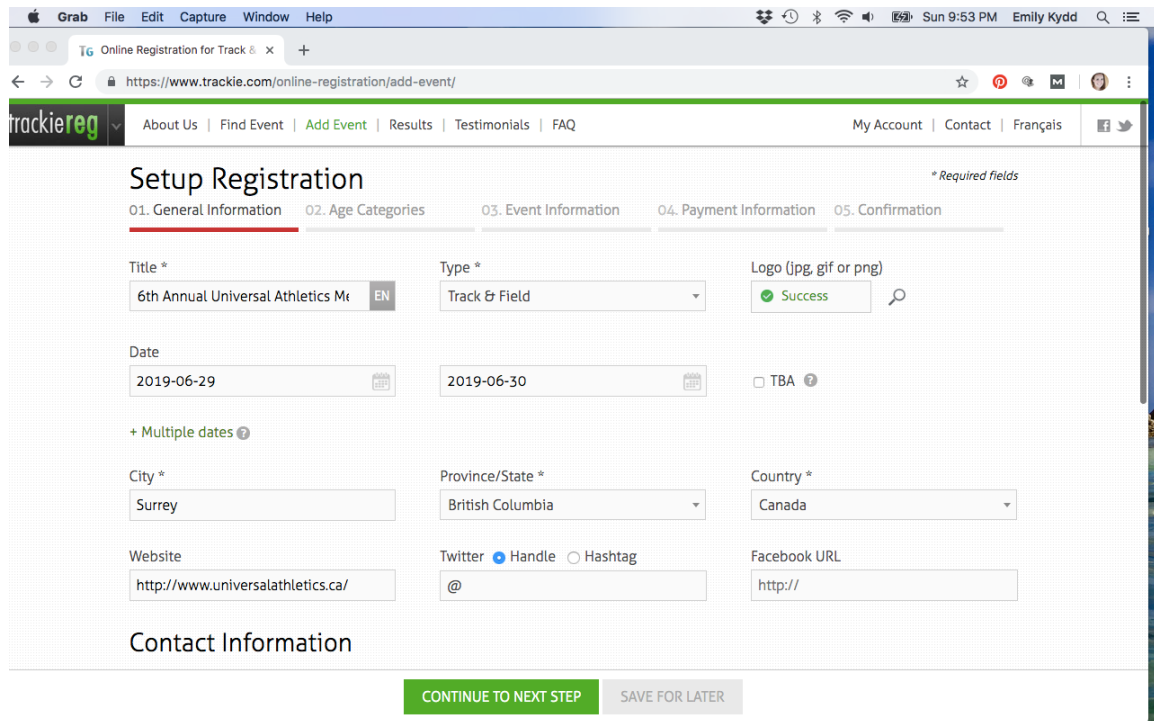
This takes me to the start of the event set-up. There are five stages to setting up an event:

1. General Information
2. Age Categories
3. Event Information
4. Payment Information
5. Confirmation

Each section is important, though I don't have to do it all at once, I can save sections and come back and complete them later. Which is great when I'm waiting for some crucial detail from a meet organizer who just isn't returning my emails...

### 3. General Information:

The first tab that opens is the **General Information** tab. This where I will input all of that big information about the event: name of meet, date, location, link to the host club, logo, contact information etc.



The screenshot shows a web browser window with the URL <https://www.trackie.com/online-registration/add-event/>. The page title is "Setup Registration" and it features a navigation menu with tabs: "01. General Information", "02. Age Categories", "03. Event Information", "04. Payment Information", and "05. Confirmation". The "01. General Information" tab is active. The form includes the following fields:

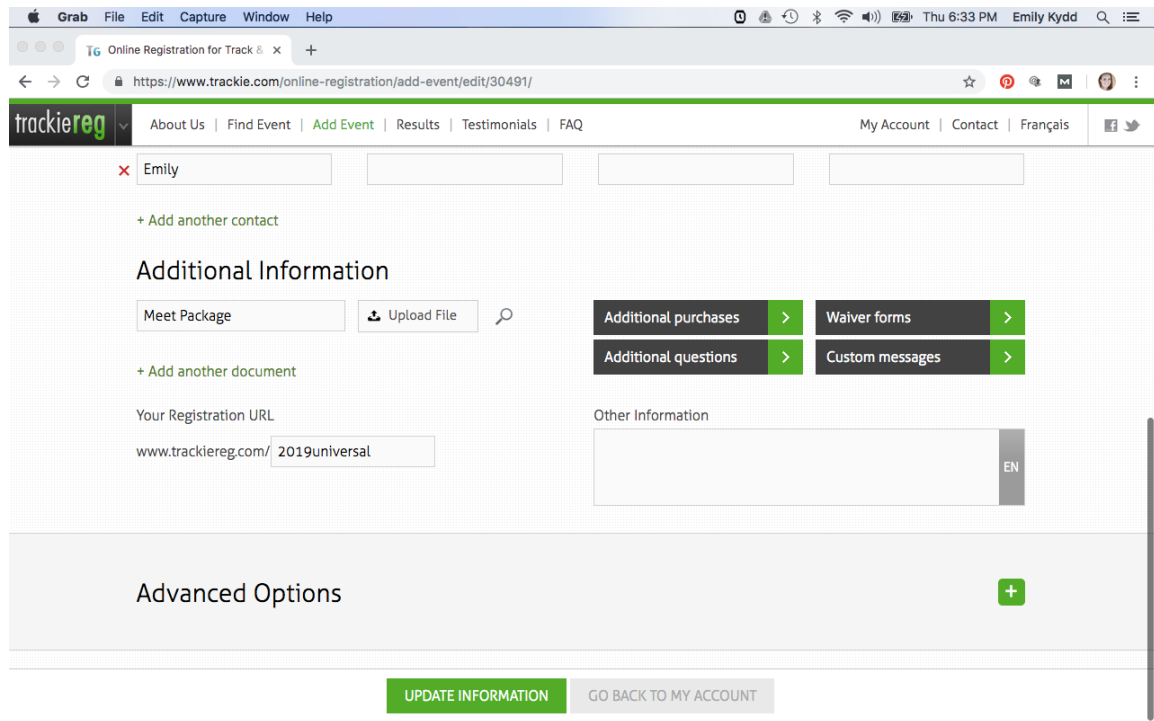
- Title \***: 6th Annual Universal Athletics Meets (EN)
- Type \***: Track & Field
- Logo (jpg, gif or png)**: Success
- Date**: 2019-06-29 and 2019-06-30
- + Multiple dates**: (toggle)
- City \***: Surrey
- Province/State \***: British Columbia
- Country \***: Canada
- Website**: <http://www.universalathletics.ca/>
- Twitter**: Handle (selected) or Hashtag
- Facebook URL**: http://

At the bottom of the form, there are two buttons: "CONTINUE TO NEXT STEP" (green) and "SAVE FOR LATER" (grey).

In this tab, the **Contact Information** is very important, as this is where you decide who will be fielding inquiries and how. I never give out my phone number, because that's recipe for insanity, but the contact information should be the same people who are named as meet manager and meet directors in the technical package. Try not to confuse the matter with more contacts than are needed, as the more cooks there are in this kitchen the more likely the aforementioned insanity may ensue.

Under **Additional Information**, I can attach documents onto the site, like the meet package, schedule, technical guidance, record book, directions to the venue, or any other type of information that may be beneficial for someone registering into the event.

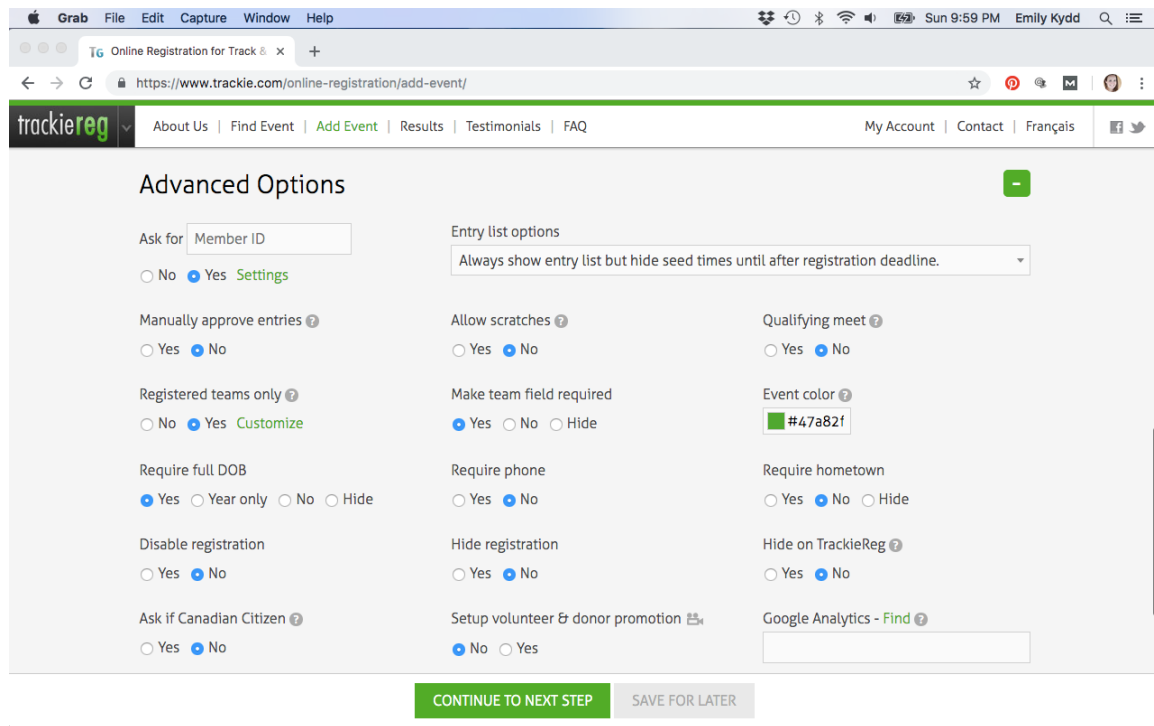
I suggest making all of these documents PDF's before they are uploaded, not only for formatting sake but to ensure none of the information gets downloaded, changed, and then disseminated.



This area of the tab also contains options for **Additional Purchases** (like t-shirts, spikes, drink tickets etc), **Waiver Forms**, and **Custom Questions or Messages**. One example of having used the custom message was for a meet where we had seed standards for certain events like the 10,000m and the pole vault. This is the one place on the event site where I can type in whatever text I choose.

I always create the **Registration URL** to be something relatively simple, in this case 2019Universal. It's not creative or poetic, but it does the trick and is easy to remember.

At the bottom of the General Information tab are the **Advanced Options**. Advanced Options are available in all of the five tabs, and each page has at least one thing that needs attention or could cause you grief later on. So I always click the **Green +** button to confirm those Advanced Options.



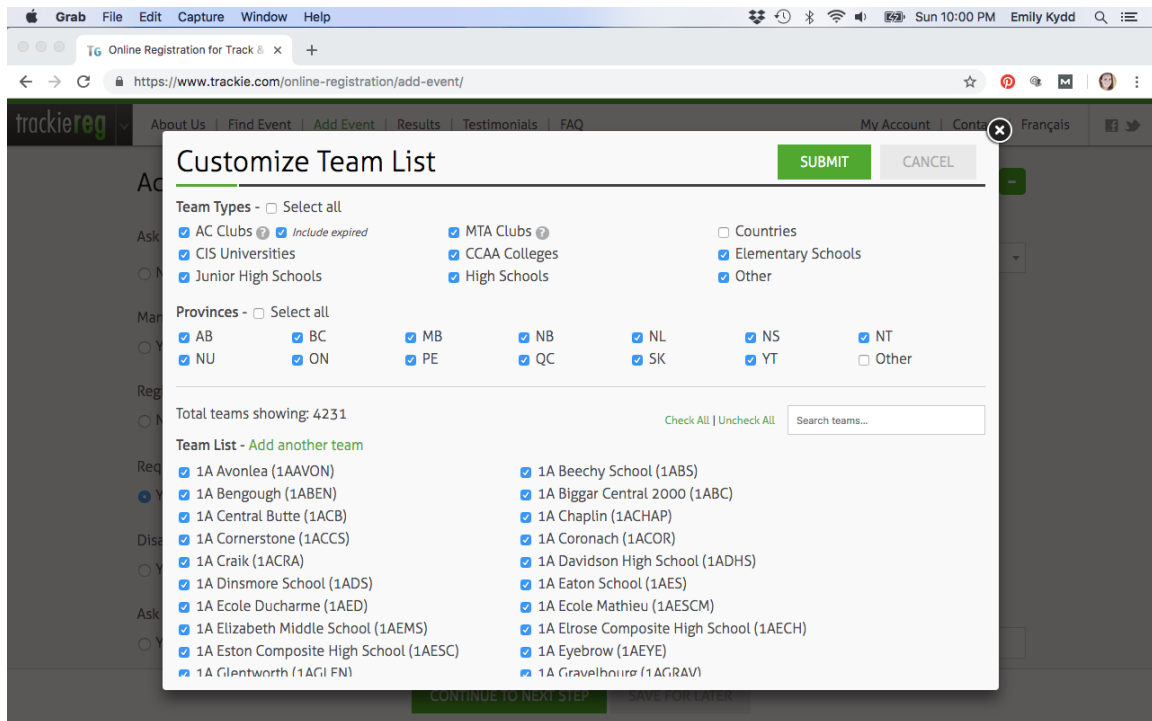
The General Info Advanced Options have some very important selections:

**Member ID:** I will always click yes for this because this will require people to input their local athletics organization number. In British Columbia we have BC Athletics numbers, some countries have country-wide systems. Regardless, we want to know these numbers for identification, insurance, results, records, etc.

**Manually approve entries:** Yikes, no, that sounds like a ton of manual clicking.

**Registered Teams Only:** This is a crucial one! Believe me, this is always a YES. The reason being is that if this is left as a No, registrants manually enter their club affiliations and inevitably I will end up with 18 different spellings of the same club: Universal Track and Field, Universal Track, UAC, Universal Track Club, Universel Running Friends etc. It's a nightmare, especially when people start using acronyms. This will also create duplicated athletes, which I will have to manually remove later in the process. TrackieReg has a very long list of registered clubs and schools in the database, I have never not had one in there. If by chance someone comes out of nowhere, you can always email Adam and he will add this unknown club no problem.

In the **Customize Team List**, I leave everything checked as you never know where people may come from. Don't worry that there are elementary schools in there if you're running a senior meet, that all will get flushed out in the age groups anyways.



I also always **Make the Team Field Required** because then I don't end up with a bunch of people forgetting to input their team affiliation. If they are Unattached that's fine, but they need to input that specifically, instead of just leaving fields blank.

**Require Full DOB:** I always require the full date of birth. It just covers my bases especially if there are Masters athletes who advance to their next age category mid-season as of their birthdays are their age up dates, not their birth years. I could make a cranky age related joke here, but I won't. In some cases as with school meets, the people entering the team don't always know the exact DOB so putting in 1/1/2008 will suffice. The main thing is that that "Year of Birth" is correct for the age group they are being entered in.

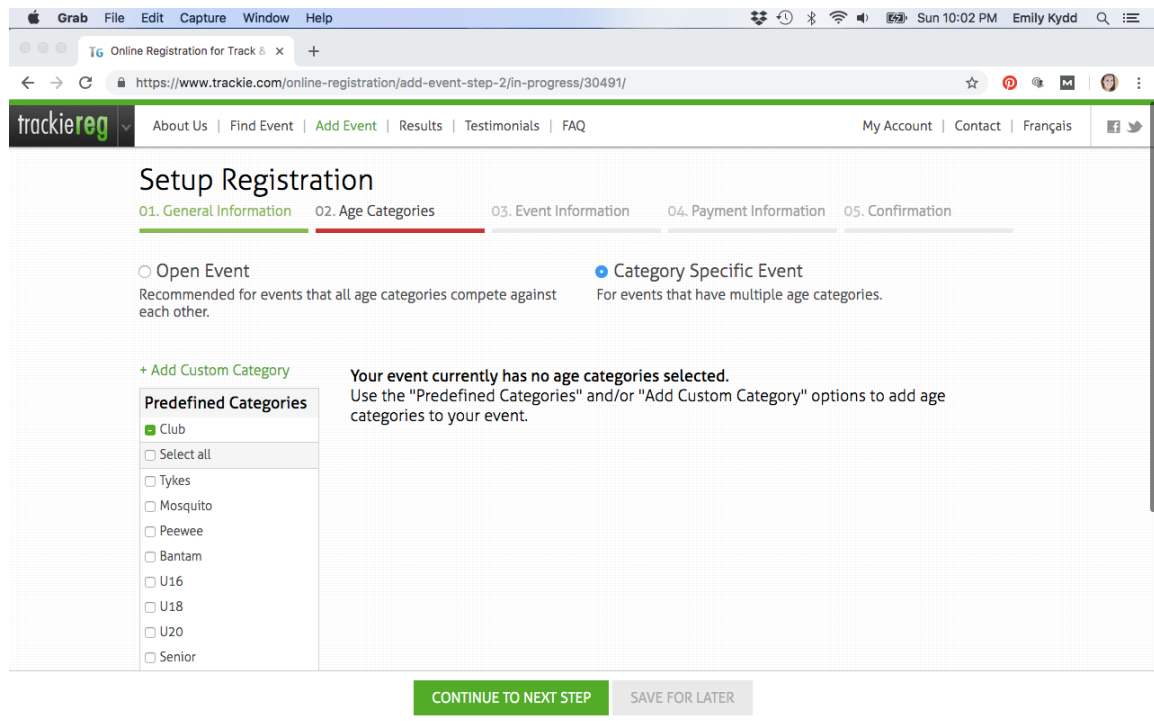
The rest of the options are up to the meet. **Allowing scratches** is a question for the meet organizers. I always leave the **Entry List Option** as "Always show Entry list but hide seed times until after registration deadline". This means that people can see how many people and who are registered in their event to make sure it's worth their while, but not necessarily how they may size up to the competition in terms of seed times or distances.

Generally speaking, refer to the image on how I leave these advanced options checked most of the time. Once completed, I'll click the green **Continue to the Next Step** button at the bottom of the page, which will save my work and bump me to the second tab.

#### 4. Age Categories:

The age category tab is the second tab of five. This is where I will determine what age categories will be allowed to enter this track meet and what those categories will be titled.

There are two choices for the age categories, either the **Open Event** or the **Category Specific Event**. The open event really is just for any event that you don't care about ages at all or everyone is competing against each other. This would be for say a fun run or a year-end party. Sell tickets, get a list of names, doesn't matter. Not what we need for a track meet, so we will concentrate on the **Category Specific Event**.



The screenshot shows a web browser window with the URL <https://www.trackie.com/online-registration/add-event-step-2/in-progress/30491/>. The page is titled "Setup Registration" and has a progress bar with five steps: 01. General Information, 02. Age Categories (highlighted in red), 03. Event Information, 04. Payment Information, and 05. Confirmation. Under "02. Age Categories", there are two radio button options: "Open Event" (unselected) and "Category Specific Event" (selected). Below these options is a section for "Predefined Categories" with a list of checkboxes: Club (checked), Select all, Tykes, Mosquito, Pee wee, Bantam, U16, U18, U20, and Senior. To the right of this list, a message states: "Your event currently has no age categories selected. Use the 'Predefined Categories' and/or 'Add Custom Category' options to add age categories to your event." At the bottom of the page, there are two buttons: "CONTINUE TO NEXT STEP" (highlighted in green) and "SAVE FOR LATER" (disabled).

Once I toggle the Category Specific Event, the **Predefined Categories** show themselves. Many of the age categories typically needed are within these options. I can select whichever predefined ones I need, and then also **Add Custom Category** for any that are missing. The names of the categories can be edited, as can the age ranges. I always order them from youngest to oldest, (by putting the cursor on the name, hold down left click then drag to the correct spot,) to both make sure I don't miss any years and because logical sequences are beautiful.

This is the place where I would make all of the different Masters age categories if the meet was hosting every unique 5 year age grouping for Masters (35-39, 40-44, 45-49 etc) and awarding them separately.

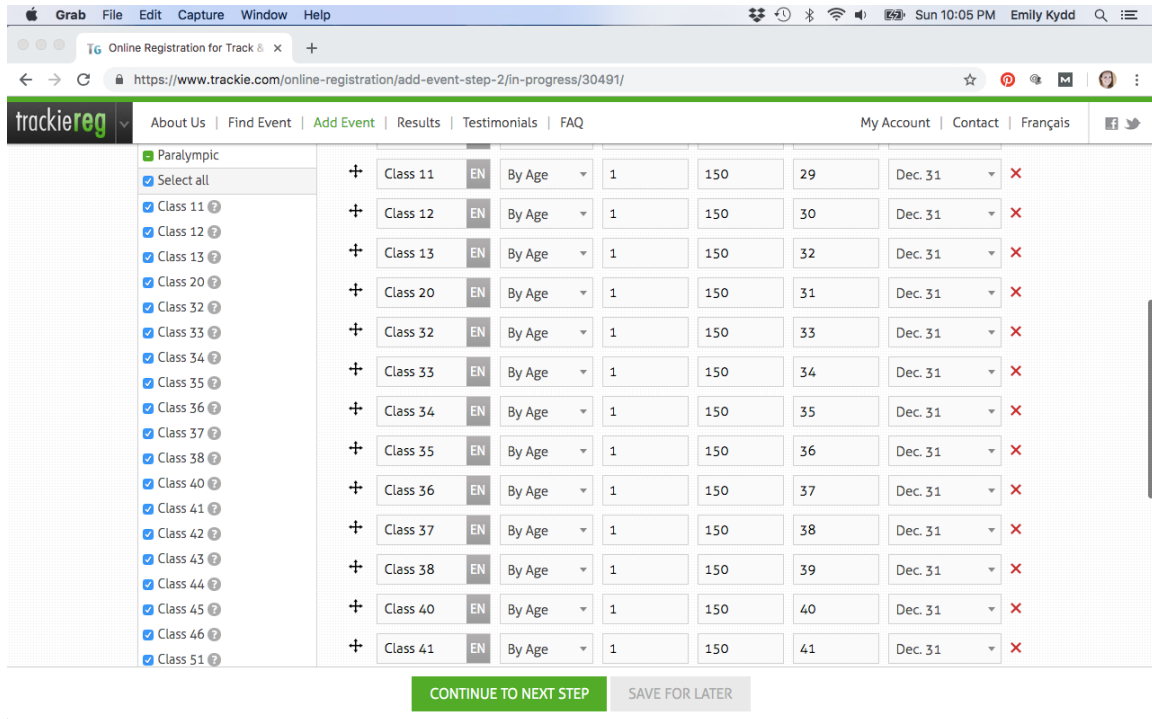
For all categories (save for the unique Masters categories), the **Age Calculated On** is December 31 (commonly known as the Age Up Date, aka when does an athlete move to the next age division). For the Masters categories, change this option to **Event Date** as Masters 'age up' as of the date of the meet, meaning they can move from the 40-44 category to 45-49 if they have a mid-season birthday.

Name	Type	Min	Max	Division #	Age calculated on
JD9	EN By Age	9	9	2	Dec. 31
JD10	EN By Age	10	10	3	Dec. 31
JD11	EN By Age	11	11	4	Dec. 31
JD12	EN By Age	12	12	5	Dec. 31
JD13	EN By Age	13	13	6	Dec. 31
U16	EN By Age	14	15	7	Dec. 31
U18	EN By Age	16	17	8	Dec. 31
U20	EN By Age	18	19	9	Dec. 31
Senior	EN By Age	20	150	10	Dec. 31
Wheelcha	EN By Age	1	150	10	Dec. 31

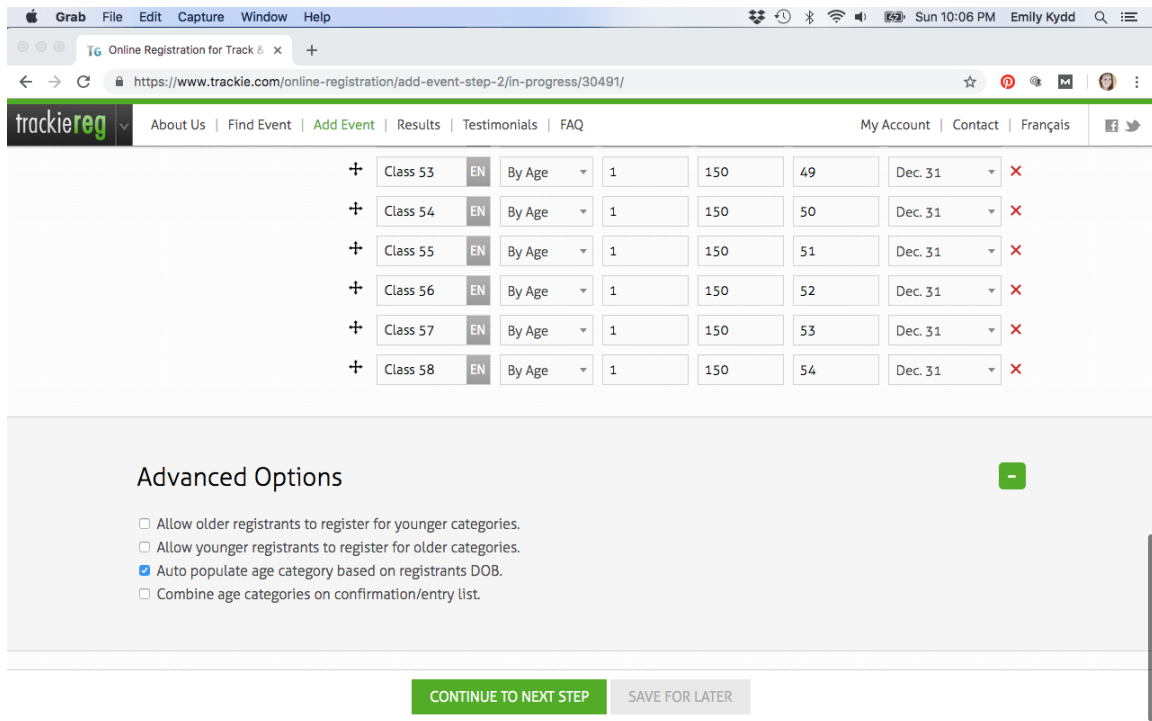
This is also the location where I can create my Paralympic categories. There is the option of having each and every track class (I think there are around 25 classes), available on Trackie. While this is definitely an option, it's also pretty cumbersome, so I often will just have a general Paralympic category, and then have the meet organizers put a note in the package for all Para athletes to get in touch and I will make sure to create an event specific to their class.

The division #'s on this page are important later on when I go to import the entries into the meet management software, but for now I can just leave them be.





The **Advanced Options** in the Age Categories are basic but do make a difference. I always leave the first two boxes empty as most meets have policies that state athletes will compete in their proper age categories, no running up, much less down. I figure if a Meet Organizer wants to bend the rules for someone they can do it outside of the functions of Trackie.



I always check **Auto-Populate Age Category based on Registrants DOB** (this goes back to requiring a full birth date in the General Advanced Options). The two reasons for this are:

1. People often make mistakes and simply select the wrong age category, which is an easy mistake to remedy but means I need to fix it later. And anything that makes more work for me is frowned upon.
2. People new to the sport may not know that their child, who turns 12 in November but is currently 11, runs in the 12 year old division. Almost every meet there is someone at my desk saying "But she doesn't turn 13 until December". Doesn't matter, in track, this year, she's a 13 year old! It becomes even worse when teachers have classes of 5<sup>th</sup> graders and assume they should all run in the same category in Club Meets. Oi vey.

Moving along!

## 5. Event Information

It is in this third tab of the process where I will input all of the events that are available in this meet and designate who can compete in what events. Not all track and field meets offer the same events, and not all age categories do all events, so these details are important, and if one event in one age category is missed I will inevitably hear about it.

- **All track and field meets are Multiple Events.**

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### Setup Registration

01. General Information | 02. Age Categories | **03. Event Information** | 04. Payment Information | 05. Confirmation

Single Event  
When registrants all registers for the same event.

Multiple Events  
When registrants have multiple event options to register for (i.e. 5km & 10km).

+ Add Custom Event

**Predefined Events**

- Sprints
- Select all
- 50m
- 60m
- 80m
- 100m
- 150m
- 200m
- 300m
- 400m

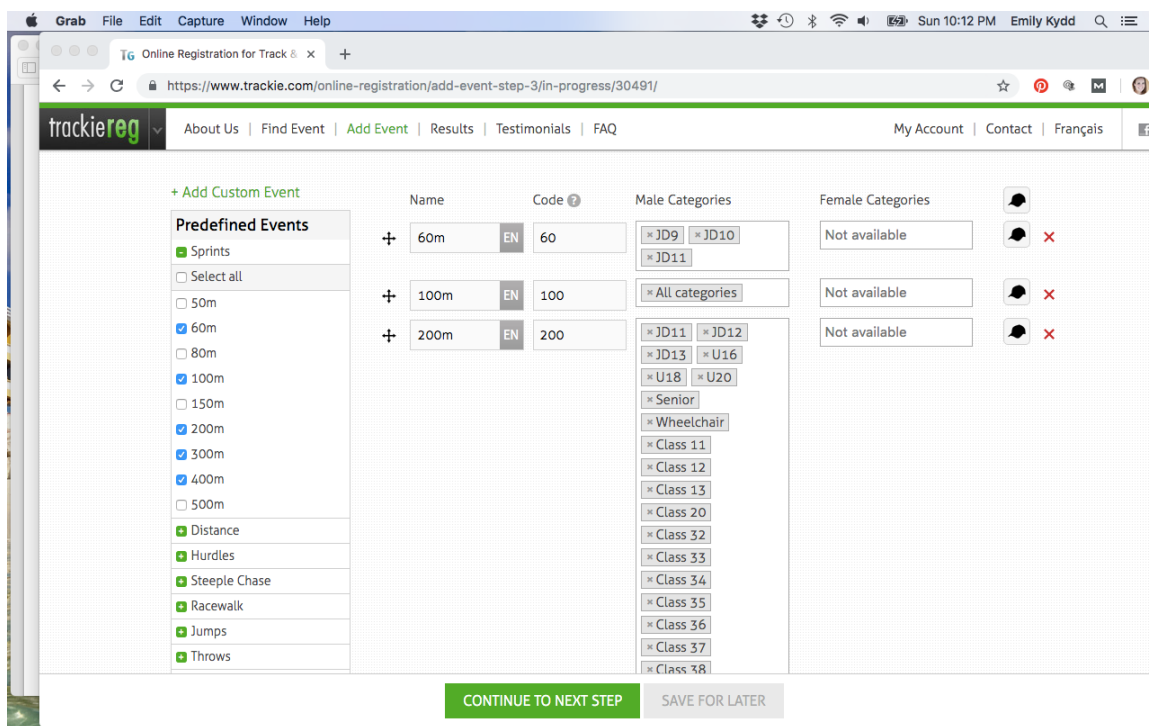
You currently have no events selected.  
Use the "Predefined Events" and/or "Add Custom Event" options to add events.

CONTINUE TO NEXT STEP | SAVE FOR LATER

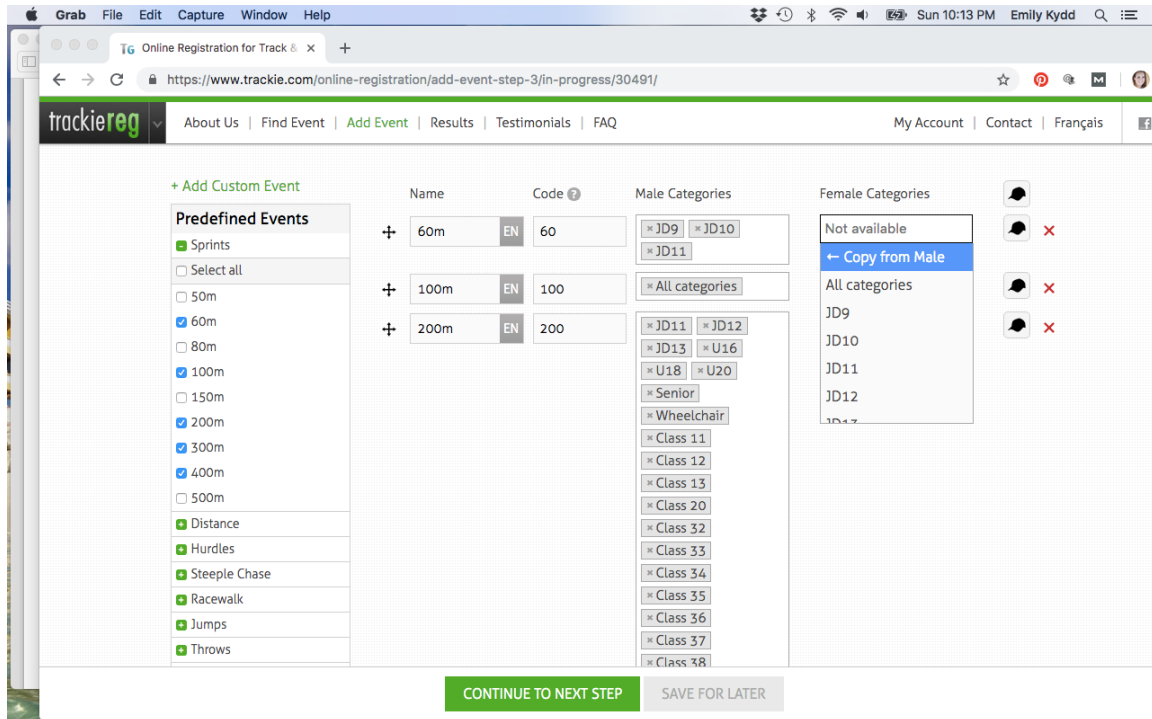
Select **Multiple Events** and the Predefined Events menu will present itself.

I open up the various categories of events (Sprints, Distance, Hurdles, Jumps Throws etc) and easily check off which events will be included in the meet. The best way to do this to ensure I'm accurate is to refer to the meet package and schedule.

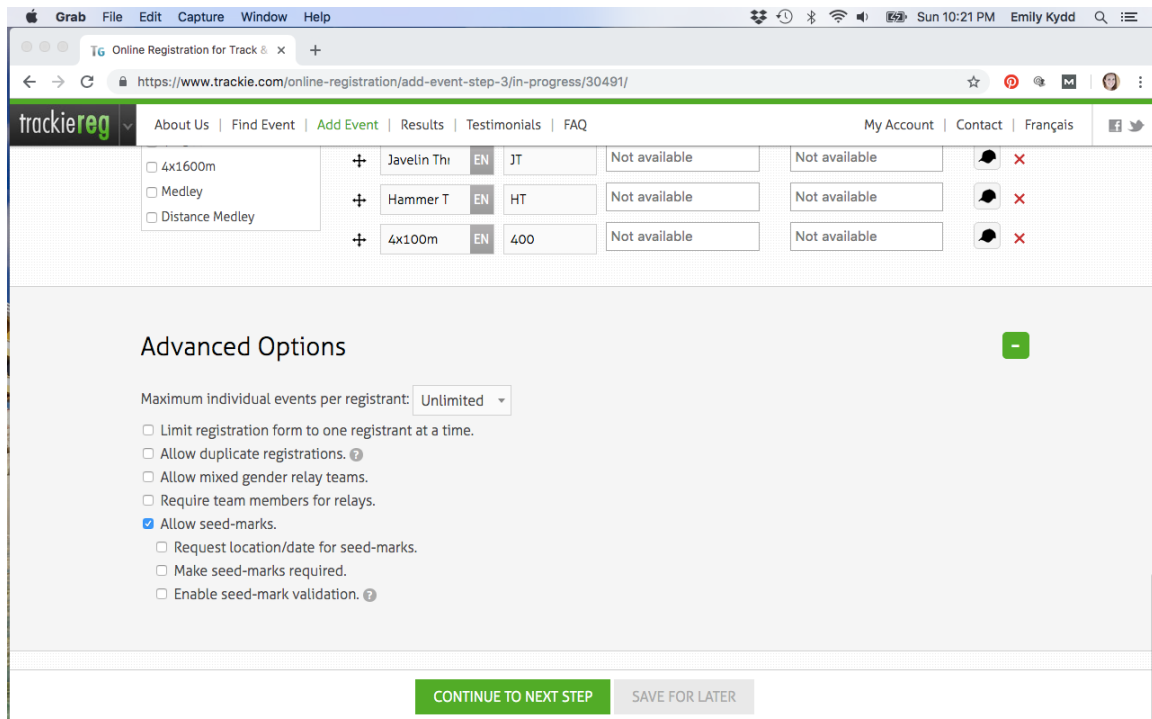
Once I have my events listed on the right hand side, I specify which age groups and genders are able to enter which events. For example in BC, the 60m sprint is only open to JD 9-11 year olds, while the 100m is open to all categories. The 200m is not available for JD's 9-10, which means the rest of the categories need to be entered (this is where entering every para class gets very cumbersome). I can enter the age categories by either choosing from the drop down or starting to type in the category name and it auto-populates.



There are fields for both male and female categories. The only circumstances that the same ages but different genders do different events are with the hurdles, so typically I can toggle into the gender fields and copy from the male categories/female categories.



Lastly, I will open the **Advanced Options** for the Event Information to **Allow Seed Marks**. I could make them required, which I did with the BC Champs and would do with any other elite meet. Depending on the meet, I may also check off the boxes about relay teams to either **Allow Mixed Gender Relay Teams** or **Require Team Members for Relays**.



Once I have all of my event information in and checked twice, I can move onto the money matters!

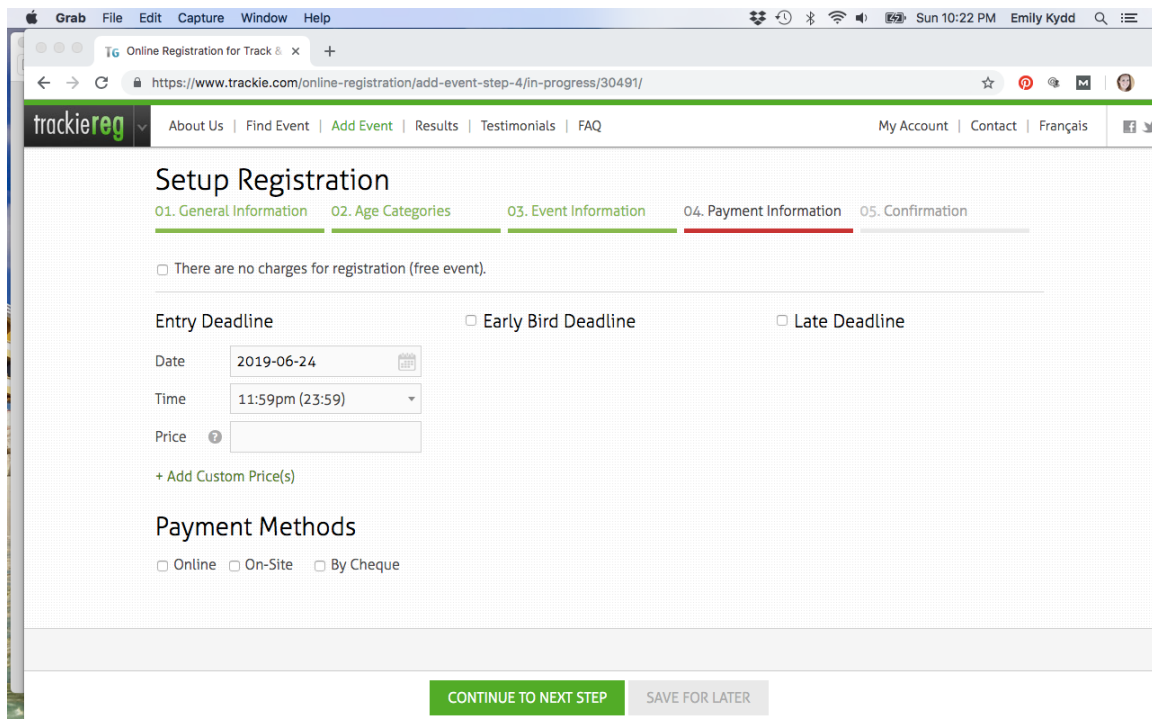
## 6. Payment Information

Obviously making sure the registrants pay for their entries and the meet gets that money is a big deal. I will admit, the first time I did an event in Trackie, I screwed it up. Thankfully, an honest human pointed out the error early and it was easily fixed. So pay attention!!

Firstly, ignore the 'free event' check box. Nothing is free in this world.

Starting with the **Entry Deadline**, the meet organizers should have determined when their registration deadlines are. In my humble opinion, and one that I share quite freely, the best time to cut off registration for a weekend meet is the Monday or Tuesday prior, at 11:59pm. This gives the weekend before the meet for people and clubs to get their entries in, and then one day of leeway. If a deadline is too many days before the start of the meet, I will receive far more late entries than I want to manually deal with, plus the meet then needs to chase these people down for payment.

Typically as long as I have 2-3 days before the start of the meet to settle the entries into the meet management software, I'm fine. I can make early bird deadlines or late deadlines and have different rates associated with these dates, or keep it simple and have one deadline across the board.

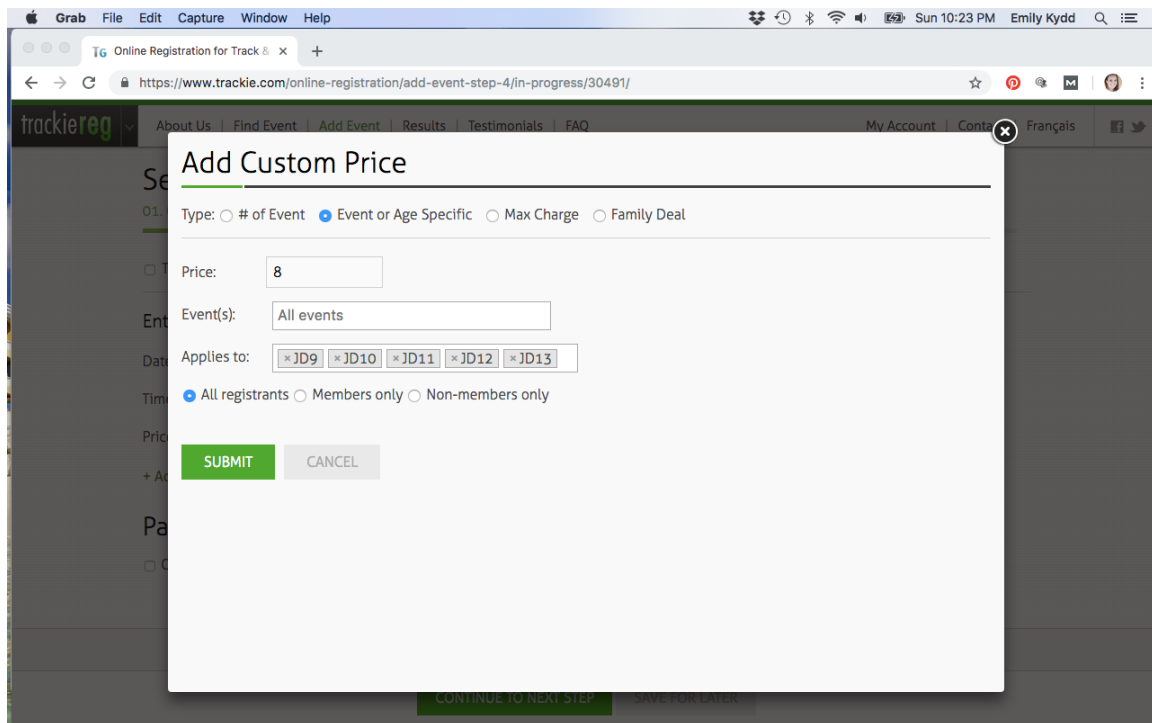


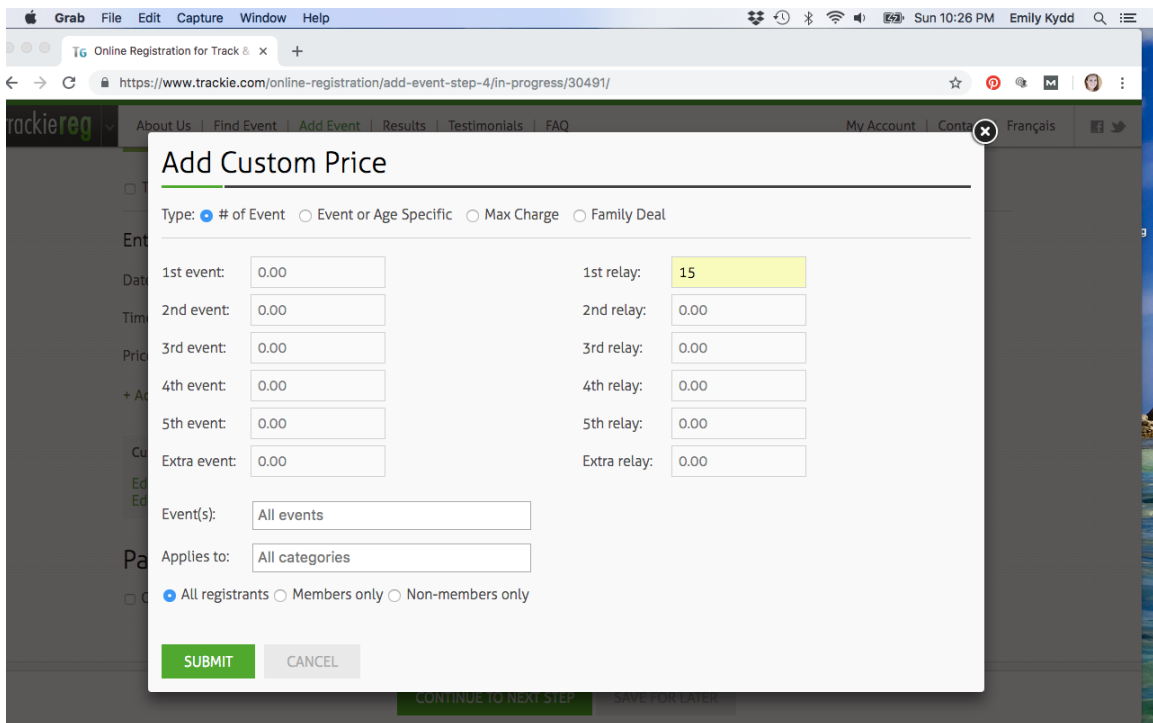
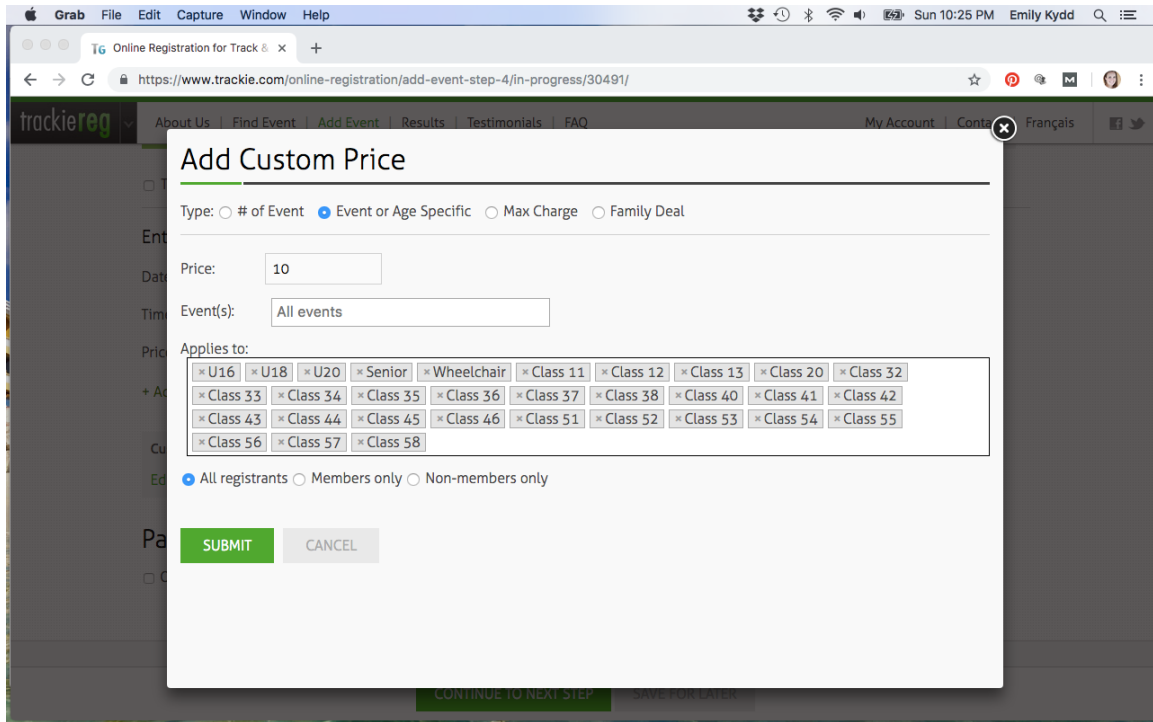
The screenshot shows a web browser window with the URL <https://www.trackie.com/online-registration/add-event-step-4/in-progress/30491/>. The page is titled "Setup Registration" and has a progress bar with five steps: 01. General Information, 02. Age Categories, 03. Event Information, 04. Payment Information (highlighted in red), and 05. Confirmation. The "Payment Information" section includes a checkbox for "There are no charges for registration (free event)." which is unchecked. Below this, there are three radio buttons for "Entry Deadline": "Early Bird Deadline" (unchecked), "Late Deadline" (unchecked), and "Entry Deadline" (checked). The "Entry Deadline" section has a date field set to "2019-06-24", a time dropdown set to "11:59pm (23:59)", and a price field. There is also a link to "+ Add Custom Price(s)". The "Payment Methods" section has three radio buttons: "Online" (checked), "On-Site" (unchecked), and "By Cheque" (unchecked). At the bottom, there are two buttons: "CONTINUE TO NEXT STEP" (green) and "SAVE FOR LATER" (grey).

As for **Price**, do not enter anything into the field on this front page. For the majority of track meets, there are multiple pay rates. Either JD's pay less than older athletes, or relays are \$15 when individual events are \$8. Maybe Masters get a discount after their 7<sup>th</sup> event entry, who knows.

To complete pricing information, I will open the “**Add Custom Price(s)**” page and complete everything in there. Again, leave the Price field on front page blank, because if you have both a custom price and a price filled in, they will cancel each other out and entries will end up costing \$0. Trust me.

Within this Custom Pricing pop-up, I will add multiple custom prices for whatever I need them to be. Again, I can select what age categories or what events I want to apply to this specific price.





When I return to the main **Payment Information** page, I can now see my three custom prices and can access them again by clicking the green **Edit** link.

Grab File Edit Capture Window Help

Online Registration for Track & Field

https://www.trackie.com/online-registration/add-event-step-4/in-progress/30491/

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There are no charges for registration (free event).

**Entry Deadline**  Early Bird Deadline  Late Deadline

Date: 2019-06-24

Time: 11:59pm (23:59)

Price:

+ Add Custom Price(s)

Custom Prices for "Entry Deadline"

Edit - By specific event or category ?  
 Edit - By specific event or category ?  
 Edit - By # of events ?

**Payment Methods**

Online  On-Site  By Cheque

CONTINUE TO NEXT STEP SAVE FOR LATER

Grab File Edit Capture Window Help

Online Registration for Track & Field

https://www.trackie.com/online-registration/add-event-step-4/in-progress/30491/

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**Payment Methods**

Online  On-Site  By Cheque

Processing fee - Why is there processing fees & price chart

Charge each registrant  Absorb processing fee

How would you like to handle refunds?

Manually submit refunds  No refunds  Automatically refund scratches

How would you like us to transfer funds to you? Choose from previous payment method

Into your bank account  By cheque  Into my PayPal account  Other payment method

Account name: Universal Athletics

Transit #:

Institution #:

Account #:

\* Your bank account information can be found at the bottom of a cheque.

⑈ ⑆ 5 ⑆ \*    ⑆ 2 3 4 5 ⑆ 7 8 \*    ⑆ 2 3 4 5 ⑆ 7 8 9 \*

Cheque #      Transit #      Institution #      Account #

CONTINUE TO NEXT STEP SAVE FOR LATER

I will always select “**Online**” for the **Payment Method**, as I want people to use their credit cards when they register and not show up ‘on-site’ to the track meet with cash or cheque. The thought of this makes me break into a cold sweat.



For the Processing Fee, I will always check the “**Charge Each Registrant**” box, unless the host club feels like paying all of the processing fees out of the entry fees, which I inherently doubt. This is where TrackieReg make it’s money.

The **Refund** question is one for the Meet Organizers. It goes hand in hand with the **Allow Scratches** decision from earlier in the set-up. I would say no, but that’s just me.

Of course, the process of the host club actually **getting funds transferred** from TrackieReg is an important one, and can be done by cheque, Paypal, direct bank account deposit, or other. Most of the clubs around here prefer into the bank account, so I will simply enter the account details.

The **Advanced Options** for Payment Information are quite straight forward. I will want payment in Canadian dollars, I will not charge tax, and I will set the time zone for the local context.

The **Non-Member Fee** can be used for people who are not members of their local athletics governing body. For example, if an athlete is not a member of BC Athletics, they will need to pay this \$3 fee to purchase a day of event membership. It’s all about insurance and liability really.

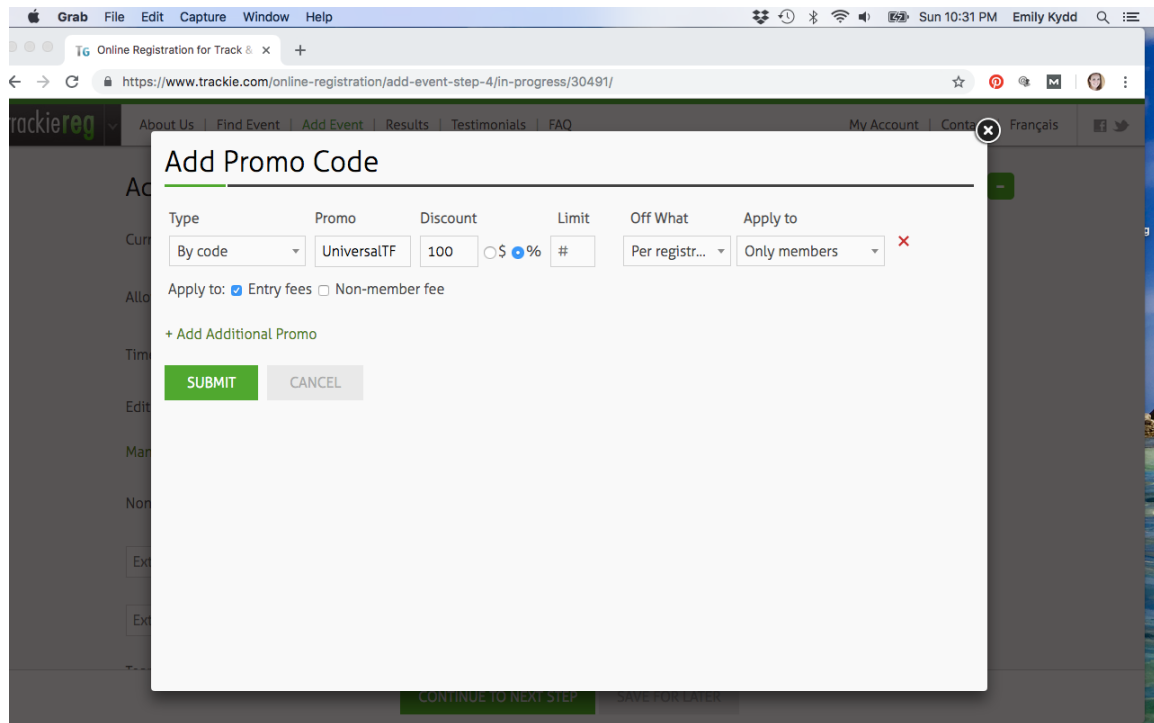
The screenshot shows the 'Advanced Options' section of the TrackieReg website. The form includes the following fields and options:

- Currency: CAD \$
- Charge tax:  Yes  No
- Allow extra registration time after deadline: 10 minutes
- Timezone: Pacific Time Zone
- Edit entry deadline:  Same as registration deadline
- Manage Promo Codes
- Non-member fee: \$ 3, All registrants,  Don't allow non-members to register
- Extra fee #1: \$ , All registrants,  Non-members only, Per registrant
- Extra fee #2: \$ , All registrants,  Non-members only, Per registrant

At the bottom of the form, there are two buttons: 'CONTINUE TO NEXT STEP' (highlighted in green) and 'SAVE FOR LATER'.

The final detail under the Payment Information is to **Manage Promo Codes**. You may think, wait, nobody gets a free ride with my meet! Actually, that’s often not true. Typically, members of the host club do not pay for entry into their own

meet, so with Trackie I can easily set up a promo code for the coaches of Universal to enter their athletes through the site but have a \$0 invoice.



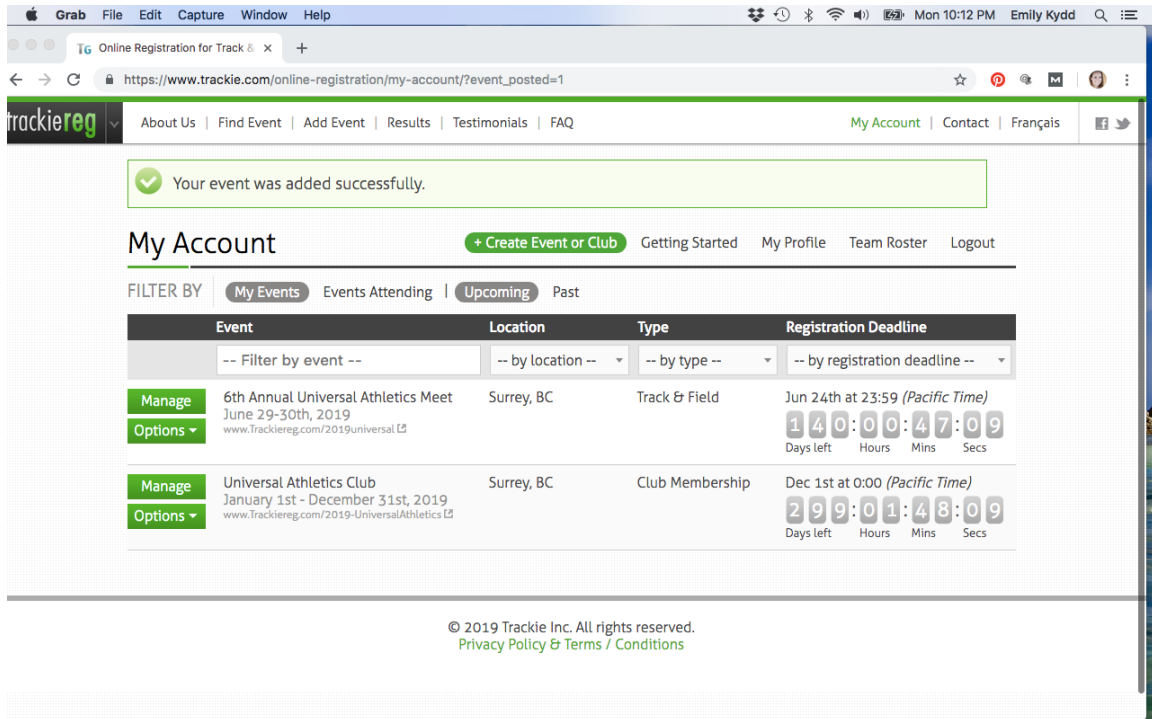
To **customize the promo code**, I can make up a code and give it to the people doing the entries to give a certain percentage or dollar amount discount, or I can set it to be for anybody from a specific club. Be careful with the second option, as I have had people who were unattached register under the host club and then not have to pay for their entries. Sneaky #%&\*%!

Once I complete my custom codes, I'll return to the main Payment Information page and **Continue to the Next Step**.

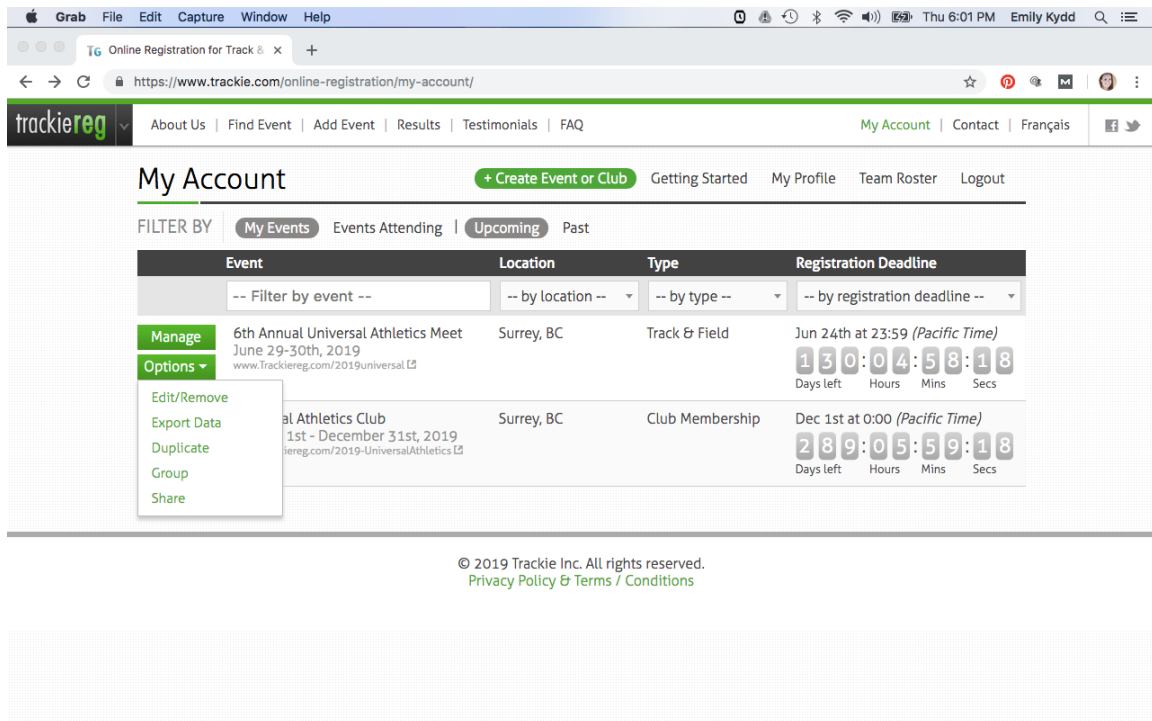
## 7. Event Confirmation and Taking it Live!

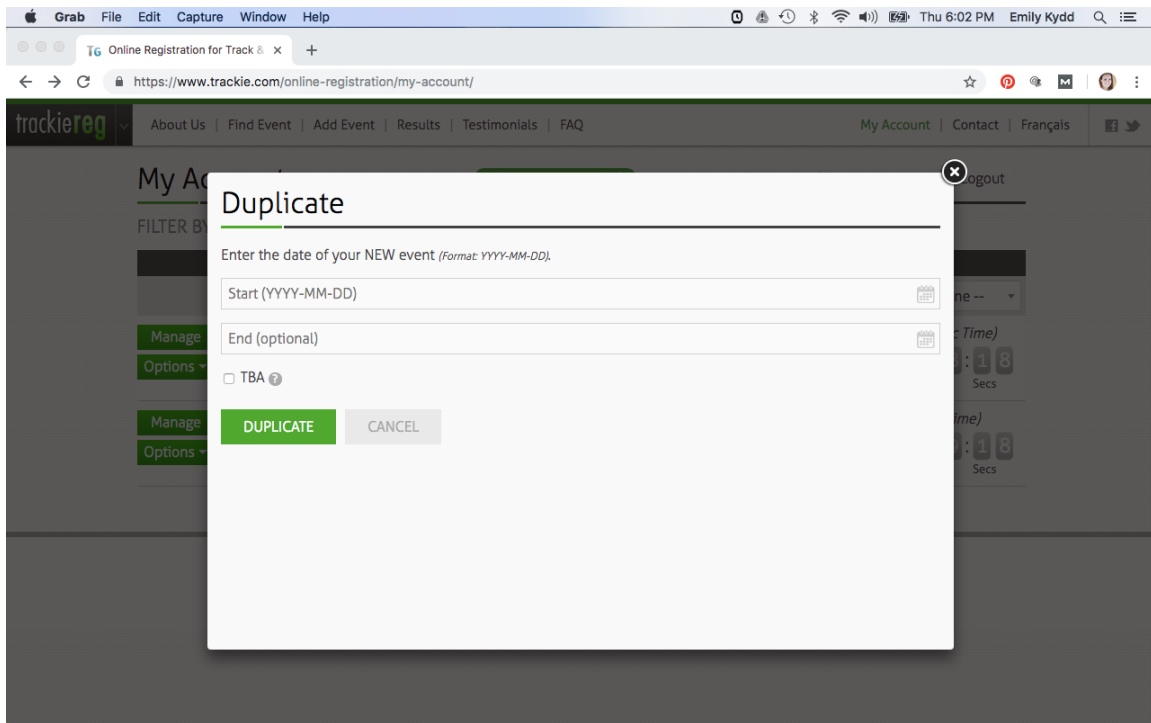
Finally I come to the **Event Confirmation** page, where I can review all of the information for the whole event, make edits or additions, and generally fret about any mistakes I may have made. I will then eventually **Confirm the Event** and my event is now live and searchable on the TrackieReg website with a countdown clock and everything.

I can come back to the event and edit it under the green **Options** drop down button to the left of the event name. I can also click on **Manage** to see the event entries and keep an eye on things as the deadline gets closer.



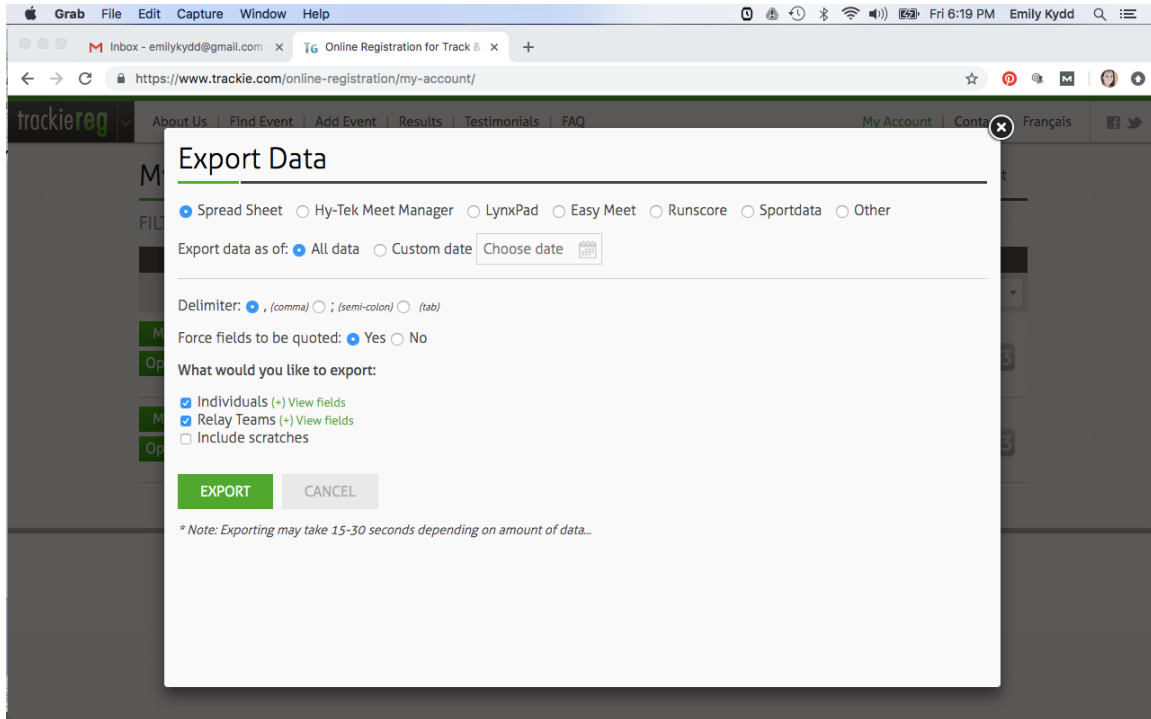
As I said previously, once I have an event in the system, and if that event will be yearly or monthly, there is no need to recreate the wheel. Next year, under the **Options** menu in My Account, I can choose to **Duplicate** the event. Just enter the new dates for the next event, and I can change the details for dates, times etc, but I don't need to re-do the entire process.





Once my event is correct and live, I will generally leave it be. I like to have events up as early as possible, just so this step is out of the way well before the rush of the track season hits. I will check back on Trackie several times in the weeks leading up to the event just to make sure everything is going smoothly, though truthfully I'm more likely to hear from someone else if there is a mistake: "What do you mean there is no U16 Shot Put?!" I can also fix other people's mistakes from the back end like "Nooo, I entered into the 100m but wanted into the 200m".

Once the entry deadline hits, I will come back into Trackie to export the entry data into whatever meet management software is being used. This is done through the green **Options** dropdown on the main account page next to the event. I will click **Export Data**, which will prompt a pop-up. I will select which meet management software I will be importing the data into, and follow the directions for that specific interface and click **Export**. A CSV document will begin to download and I will save that onto my desktop to be imported into my meet management software.



With that simple step, everything I need to do with TrackieReg is complete, Adam makes sure the club gets paid, and all is well.

### Key Tips for Success:

- Having a clear and complete meet package and schedule from the meet organizers is crucial.
- If I have questions about meet policy, I ask the Meet Director. It's not typically on me to create policy or make calls, though I am known to be more of an "Ask for forgiveness later than permission now" kind of person. Which granted, doesn't always work out for me.
- Key options to check:
  - Require teams, choose from list of teams
  - Require birth date, and do not allow athletes to enter events outside of their proper age categories.
  - Never have both a price and custom pricing. Ugh.
- There is a function from the event main page to email all entries, which is a good way to contact everyone who is entered through a mass email should there be some sort of update that needs to be given, or after the event if you want to send a Thank You email to all who attended. Which is nice!
- Contact Adam if you have issues or questions ([info@trackie.com](mailto:info@trackie.com) or voicemail: 1-877-456-5544). There are some [demo videos](#) out there, and he can assist from his end very well.
- Remember, anything that I do with Trackie, makes sense for the meets that I work with, you may need different options or selections. So just because I do it this way, it doesn't mean this will be right for your meet. You do you.

I hope this manual has been useful for you in your quest to manage the best track meet ever. Thank you to Universal Athletics in Surrey, British Columbia for allowing me to use screen shots from their account for this manual.

Best of luck in your event preparation!

*Disclaimer:*

*This manual was written February 2019 and is not affiliated with TrackieReg. Should updates or alterations be made after this date, they may not be included in this manual.*