



How to claim your Trailnet membership on RunSignup

Trailnet has moved ride registration to RunSignup. It is important to claim your Trailnet membership if you want to use your ride discount on Trailnet Classics and Trailnet Community Rides.

Follow the instructions in this guide on the following pages to successfully claim your membership. Thank you for being a Trailnet member!

For further assistance, please email membership@trailnet.org or call 314-297-0061.

Accessing the Club Website on RunSignup

To claim your membership, start by going to the **Renew** tab of the new Club Registration Website or click the direct link here: <https://runsignup.com/Club/SearchForRenew/2223>

If you are the primary member on the account, use the form to search for your membership info that was imported and click **Search**. Find your membership info and click on the link for **Is this you? Claim Account** to start the claim process.

You can search for your membership using 1) only the email address where you received your claim account email OR 2) your first AND last name.

Find your Membership

You can search for your membership with either:

1. Membership number with matching E-mail or last name.
2. E-mail address
3. First and last name

Membership Number

E-mail

First Name

Last Name

SEARCH

NAME	MEMBERSHIP STARTS	MEMBERSHIP ENDS	CLAIM	RENEW
John Smith	01/01/2019	12/31/2019	Is this you? Claim Account	Cannot Currently be Renewed

Initiating the Claim Membership Process

Once you click on the **Is this you? Claim Account** link a pop-up will confirm that you want to send the claim instructions. Click **Claim** to send this email.

Claim User



To claim John Smith, an E-mail will be sent to the E-mail address of this user. This E-mail will contain a link with instructions to complete this process. Once you click "Claim", the E-mail will be sent.

CLAIM

CANCEL

A confirmation message will let you know the claim email has been sent successfully. If you don't see this email in a few moments, check your spam or promotions folder. The title of the email will be Claim Account for Trailnet Members and will be sent from noreply@runsignup.com.

Claim User



An E-mail has been sent to the E-mail address of this user. You should receive this E-mail shortly with further instructions.

If you do not receive this E-mail, the E-mail address for the user may not be correct. Please contact the race director.

Below is an example of what the email will look like. It will contain the link to claim your account. Click **Claim Account** to get started.

Claiming your Account

Please click on the button below to claim your RunSignup Account. If you did not initiate this request, please ignore this E-mail.

CLAIM ACCOUNT

RunSignup

Claiming Your Club Membership

Once you have received this email, there will be 2 scenarios – members that do not have an account on RunSignup and members that already have an account on RunSignup. Follow one of these scenarios via the steps below to complete the claim process.

- 1) If you do not already have a RunSignup user account, you can claim and register your account in one step:

Claim Account

Option 1: Register Your Account

This option lets you register an existing account for the user you selected, by adding a password. To do this, first make sure that the email address you want associated and hit the button for "Register New Account".

E-mail Address

Password

Confirm Password

REGISTER YOUR ACCOUNT

Create a password and confirm your password and then click **Register Your Account** to complete the process.

Account successfully claimed.

- 2) If you already have a RunSignup user account, you can claim and merge the membership with your current account by confirming your user information and selecting Merge with Existing Account under Option 2.

Option 2: Merge with Existing Account

This option allows you to merge the selected unclaimed account with your existing account. To do this, begin by logging into your account, and then decide which data you want to be applied to your account after the merge.

For instance, by selecting a radio button in the "Your Account" column of a specific row, then any spot where the information in the "Other Account" column of that row appears on the website before the merge, will be replaced by the "Your Account" selection after the merge (ex: in participant lists, results sections, donation reports, and so on). Similarly, by selecting a radio button in the "Other Account" column of a specific row, then any spot where the information in the "Your Account" column of that row appears on the website before the merge, will be replaced by the "Other Account" selection after the merge.

After selecting the desired information from each account, hit "Merge with Current User", and you will receive confirmation that the account was successfully claimed. You will also see that your account information has been updated to reflect the selections you made in the previous step (if applicable).

FIELD	YOUR ACCOUNT	OTHER ACCOUNT
First Name	<input checked="" type="radio"/> John	<input type="radio"/> John
Last Name	<input checked="" type="radio"/> Smith	<input type="radio"/> Smith
E-mail Address	<input checked="" type="radio"/> o8519114@nwytg.net	<input type="radio"/> o8519114@nwytg.net
Address	<input checked="" type="radio"/> 8552 2nd Ave	<input type="radio"/> 8552 2nd Ave
City	<input checked="" type="radio"/> Silver Spring	<input type="radio"/> Silver Spring
State	<input checked="" type="radio"/> MD	<input type="radio"/> MD
Zip Code	<input checked="" type="radio"/> 20910	<input type="radio"/> 20910
Country	<input checked="" type="radio"/> US	<input type="radio"/> US
Date of Birth	<input checked="" type="radio"/> 01/01/1970	<input type="radio"/> 01/01/1970
Phone	<input checked="" type="radio"/> 301-555-5555	<input type="radio"/> 301-555-5555
Gender	<input checked="" type="radio"/> M	<input type="radio"/> M

MERGE WITH CURRENT USER

Note: You may need to login first if you see the notification below Option 2.

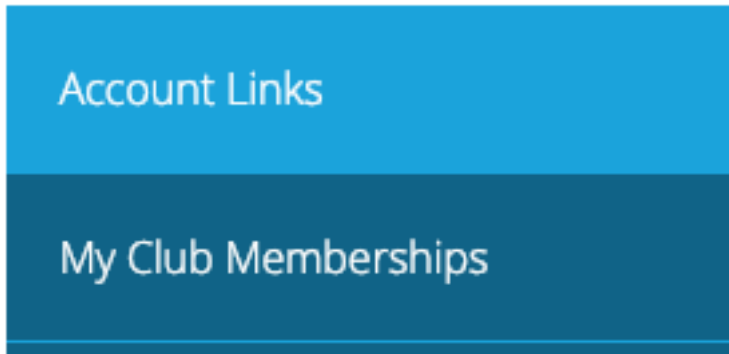
Option 2: Merge with Existing Account
Please Login First

Select the updated fields and click Merge with Current User to complete the process.

Account successfully claimed.

Viewing and Editing Your Club Membership

Once you have claimed the membership, you will see it appear in your profile under the **My Club Memberships** link at the bottom of your RunSignup profile page. Alternatively, here is the direct link to view memberships under your account: <https://runsignup.com/MyClubMemberships>.



For more information on accessing and exploring your RunSignup profile, check out this guide: <https://help.runsignup.com/support/solutions/articles/17000062604-access-and-explore-your-profile>

You can add another member of your household to the Club. Manage your Club Membership and add the additional members so they can be listed as members and receive Trailnet membership perks.

- 1) From your RunSignup profile click on the **My Club Memberships** link at the bottom of the page: <https://runsignup.com/MyClubMemberships>.
- 2) Click on the blue **Manage** button for your Trailnet Membership.

John Smith's Memberships

CLUB	MEMBERSHIP ID	MEMBERSHIP NO.	MEMBERSHIP DATES	MEMBERSHIP DETAILS	MANAGE	RENEW
Montgomery County Road Runners Club	#00324077 Membership Card		Jan 1, 2019 - Dec 31, 2019	Family Registered: Jan 16, 2019	MANAGE	

[BACK TO PROFILE](#)

- 3) On the left-hand side click on **Add Member** and then select New Member to add additional family members. Do this for each family member.

- Club Home
- My Membership
- Add Member
- Upgrade Membership
- Cancel Membership

Membership #00324077

New Member

✓ (Select member to add)

New Member

John Smith

ADD MEMBER

If you already had an account on RunSignup, you may be able to choose your additional members, otherwise, fill in the form to add them.

Club Home

My Membership

Add Member

Upgrade Membership

Cancel Membership

Membership #00324077

New Member

New Member

Who are you registering? *

☒ I am at least 18 years old and registering someone else 18 or older.

☐ I am at least 18 years old and registering someone under 18 years old as their parent or guardian.

By selecting this box, you are indicating that you are the parent/guardian of the person you are about to register. Additionally, if the child is under the age of 13, you are consenting to the collection and use of the information about the child for the purpose of the registration as described in our privacy policy.

New Member Information

First Name *
Jane

Last Name *
Doe

E-mail *
jane.doe@email.com

You can include your middle name or initial if desired.

Address

Address *
8552 2nd Ave

City *
Silver Spring

Country *
United States

State *
MD - Maryland

Zip Code *
20910

Additional Information

Date of Birth *
01/01/1970

Phone *
301-555-5555

Gender *
☐ Male ☒ Female

Format: mm/dd/yyyy
Used for age group calculations

Format: ###-###-####

ADD MEMBER

Click **Add Member** to add additional family members to the account. After each member is added you can review the list of members on the account.

Club Home

My Membership

Add Member

Upgrade Membership

Cancel Membership

Membership #00324077

MEMBERSHIP LEVEL	Family
REGISTRATION DATE	01/16/2019 2:30pm
MEMBERSHIP COST	\$0.00
PROCESSING FEE	\$0.00
TOTAL AMOUNT PAID	\$0.00

Members

MEMBER NO.	NAME	GENDER	DATE OF BIRTH	E-MAIL	PHONE	ADDRESS	REMOVE MEMBER
	John Smith	M	01/01/1970	john.smith@email.com	301-555-5555	8552 2nd Ave Silver Spring, MD US 20910	N/A - Primary Member
	Jane Doe	F	01/01/1970	jane.doe@email.com	301-555-5555	8552 2nd Ave Silver Spring, MD US 20910	REMOVE FROM MEMBERSHIP

For more information on your RunSignup account, you can view a list of help guides here: <https://help.runsignup.com/support/solutions/17000080450>

Thank you for being a member of Trailnet!