RACEJOY CERTIFIED TIMER FAQ

Updated 1/16/2023

Links to Support and Helpful Tools:

Private RaceJoy Certified Timer Drive:
Centralized Timer Resources

Searchable RaceJoy Support and How-To tools:
Located on the Learning/Support area of RunSignup's website.

Recorded Webinars, Including Timer Tip Tuesdays:
 Access under the Learning/Webinars area on RunSignup's website.

RaceJoy Related Blogs:
Posted on the blog area of RunSignup's website.

FAQ for Races and Participants:
Access RaceJoy's FAQ section on its website for standard answers to typical questions.

RaceJoy Youtube Videos:
Subscribe for updates on new helpful videos.

Where do I send questions or get support?

Info@racejoy.com

Answers to Frequently Asked Questions Below…

RaceJoy General Questions:

What am I responsible for as a RaceJoy Certified Timer?
1. Understand the technology and verify proper setup. Stay up to date on changes and self-training as needed using available tools.
2. **ON RACE DAY(s):** Monitor the event and ensure RaceJoy is working properly and make adjustments as needed.
3. Serve as the point of contact and provide support for race organizers and participants.
4. Uphold policies and processes and protect the user experience.

Feel free to reach out to info@racejoy.com with any questions and to request a review of your setup as needed. We are happy to support you behind the scenes.

What are the policies for offering RaceJoy?
● RaceJoy is only available through official industry timers who own timing equipment, use scoring software, and have experience timing events.
● Timers must purchase an active RaceDay Suite license.
● Events must be enabled at least 5 days prior to event day (includes test events).
● Geo Cheers: No commercials or straight advertising, limit of 3 sponsor related cheers per course, no longer than 30 seconds, refrain from excessive use.
● Test races: enable 5 days prior to test date, create a separate event- do not use production events.
● Races not using RunSignup for their primary registration require pre-approval and pre-payment.
● Certified timers serve as the point of contact for events, ensure proper setup, and protect the user experience.

What if the event is not using RunSignup for their primary Registration?
Email info@racejoy.com to request approval. In order to receive approval, the certified timer must have experience with supporting RaceJoy and is able to provide independent services. The certified timer will also be the point of contact for both the race and the participants. If approved, the price is a minimum of $750 for RaceJoy.

What if the event is a free registration event using RunSignup?
Since there would be no revenue coming in for these events to help cover support costs, these types of events would follow the same process as if they were not using RunSignup for registration. Please see the above process to follow. Note: for free registration events, if you use the fundraising capabilities available at RunSignup, RaceJoy would be free for you to use.

The Race Organizer has questions or wants a demo, what do I do?

The RaceJoy Certified Timer is the point of contact for the event organizers, sponsors, and participants. There are many helpful tools you can use with your race organizers, including blogs, videos, and a RaceJoy Rocks demo. Please familiarize yourself with the product's features. If there are questions you are not sure of, just email info@racejoy.com and we will help you behind the scenes.

What do I do with USER support questions (participants, spectators)?

The RaceJoy Certified Timer is the point of contact for participants and spectators using the app for their events. Copy and paste from RaceJoy's FAQ/Troubleshooting section on its website. For questions not covered in the FAQ or if you think there is a technical issue contact us at support@racejoy.com.

What if someone is concerned about their privacy and others tracking them?

RaceJoy is an opt-in product and participants can choose not to use RaceJoy's tracking. In addition, they can always create a fictitious name and profile.

Basic Setup Questions

Please see the RaceJoy Setup How-To piece for step-by-step guidance

How many days in advance do I need to enable a race for RaceJoy?

Five days. We need this time to go through the backend setup of things.

I'm getting an error message when I try to set up RaceJoy. What do I do?

Verify you are under the 5 day window required to set up an event for RaceJoy. Ensure you are using your name and email address that is tied to your certification. Make sure you have purchased the RaceDay Suite license. Also, if the event is not using RunSignup for registration, email info@racejoy.com to request approval and RaceJoy invoice.

How do I test a race?

Note: we recommend you encourage your events to use RaceJoy Rocks 5K demo that was specifically created to provide an overview of RaceJoy and how it works.

However, you can certainly create test races to try out your setup. These must be loaded at least 5 days in advance of the test date. Create a separate test event in RunSignup. Do not use a production race. Make sure to use TEST RACE in the name and the name of your company. DO NOT use RaceJoy in the test name. Use the date and time that you plan to test RaceJoy. Follow the same process you would with an actual event; creating the map and completing the timing configuration.

Can I get someone to check my RaceJoy or Virtual Results Setup?

Sure! Just email info@racejoy.com to request a review of the setup and include the RunSignup link to the event.

When does my race go live in RaceJoy?

For events with defined course routes, your race will go live once you Certify **each** of the courses. For race anywhere events, your event will go live after you complete the RaceJoy setup. There is no delay.

Why is my race not live in RaceJoy?

If your race is NOT live in RaceJoy, make sure you check the Certify Map button on the map building

page for <u>each </u>of the courses and that you have completed your timing configuration table.

The BIB numbers are not showing up for my race in RaceJoy. What is wrong?

Make sure bib numbers are set up for auto assignment and emailed to participants. RaceJoy now integrates with registration and will show assigned bib numbers for participants.

What is Needed for Virtual Results?

Make sure the race wizard content and virtual results are set up correctly. See this guide for step-by-step instructions. Also, make sure bibs are auto assigned and issued to participants.

What are the specifications for the custom recorded geo cheers?

Acceptable file format is MP3. Files cannot exceed 30 seconds (10-20 seconds is recommended). No commercials or straight advertising is permitted and will automatically be pulled. Up to 3 sponsor related "cheers" per course.

Can we use the Geo Cheers for Directional Cues on the course?

Do <u>not </u>rely on RaceJoy to provide turn-by-turn guidance on a course especially for bike events. Key directional cues as an add-on to the course signage are fine. There may be a delay as to when the cue actually gets delivered- so, position these well in advance of the turn.

RaceJoy Pricing and Payment Questions:

What is my price for RaceJoy?

RaceJoy is free for RaceJoy Certified Timers as part of their RaceDay Suite License as long as they are using RunSignup for their primary registration services.

What is my price for the RaceDay Suite and how do I purchase it?

You purchase the RaceDay Suite license from your timer dashboard under Software License.

Pricing will vary based upon the tools you choose to use. If you are only using RaceJoy, then your price is $150. If you are using RunSignup's scoring software (either RaceDay Scoring or The Race Director) OR if you are using RunSignup's text alert system, then you would choose the price band to reflect this.

The RaceDay Suite license fee is a yearly, one-time fee that will then cover all your events and courses using RaceJoy as long as they are using RunSignup as their primary registration provider.

I use a different scoring software. Do I have to use RaceDay Scoring or Race Director to get the certified timer pricing arrangement for RaceJoy?

You do not need to actually use either of these products, but you must purchase the RaceDay Suite license, if you would like to take advantage of the special certified timer pricing for RaceJoy.

How do I get paid for RaceJoy?

You will need to invoice the race for RaceJoy or set up a timer fee where participants pay upon registration (found in your timer dashboard). RunSignup will not be facilitating or managing

payments. You can use your timer dashboard to create and send invoices.

How much should I charge for RaceJoy?
Pricing is your discretion. The typical price for RaceJoy for an on-site event, such as a half marathon and 5K, is $750. Virtual-only events such as a 5K race anywhere event typically are priced lower than this and some timers will offer RaceJoy for free as a value add service. Likewise, ultra distance events require much more time with the map set up and monitoring, and pricing is typically between $1,000-$1,800.

If the race does not use RunSignup for registration, what is the price of RaceJoy for a RaceDay Certified Timer?
Providing RaceJoy to events not using RunSignup for their primary registration is subject to approval. If approved, the minimum price is $750 for RaceJoy.

Types of Events

Does RaceJoy support defined courses with flexible start times or expanded race dates?

Yes. Set these events up as Virtual/Challenge event types in RunSignup's race wizard. Ensure Virtual Results are set up and bib numbers are assigned. Then, in RaceJoy's course setup, set the processing type to **STANDARD** so that the progress alerts will be based on an actual map.

Does RaceJoy support race anywhere events?
Yes. Just make sure to set these events up as Virtual/Challenge event types in RunSignup's race wizard. Also, ensure Virtual Results are set up and bib numbers are assigned. Then, in RaceJoy's course setup page, set the processing type to **RACE ANYWHERE**.

Does RaceJoy support relay race events?
Yes, RaceJoy supports relay events with defined courses only. RaceJoy does not support race anywhere relay events. Please see the how-to video on relay setup instructions.

Does RaceJoy support triathlon or duathlon events?
Yes. Please see the training video on how to set this up.

Does RaceJoy support water events (paddle board, kayak, escorted swimming)?
Yes.

Does RaceJoy work for those using a treadmill?
No. The participant must travel a geographic distance to use RaceJoy.

Does RaceJoy work for Challenge Events using RunSignup's Challenge platform?
Yes. RaceJoy will record and automatically submit the participants' mileage, date the activity is completed, pace for that segment, and elevation gained. Set up the Challenge on RunSignup and make sure to select the Challenge event type in RaceJoy.

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