



## **Request or Transfer Administrator/Event Director Access**

Please follow the steps below to grant administrative access to a Registration Center listing or Active Giving campaign.

**NOTE:** *The person making the request must be listed as an Administrator/Event Director for the event the new Administrator/Event Director will be added to. If this is not possible please contact Client Support to be connected with an Account Manager.*

1. Submit the request to Client Support at one of the following:
  - a. [ClientSupport@ActiveNetwork.com](mailto:ClientSupport@ActiveNetwork.com)
  - b. 888.620.8717 Option 2
2. When making the request please provide the new user's email address and the Event Name(s)/Listing ID(s) they need to be added to.

**NOTE:** *The new Administrator/Event Director must have an Active.com login. (See instructions below)*

3. Please specify if the new user should be a Full Administrator or a Junior Administrator.
  - a. A Junior Administrator can be restricted to limited aspects of your event (e.g. viewing reports) while a Full Administrator has multiple aspects that can be viewed for the event.
4. Please specify what permissions the new Administrator/Event Director should have:
  - a. Full Administrator Permissions
    - i. Offline (Allows the user to enter offline registrations)
    - ii. Print Waivers (Allows the user to print signed registration waivers)
    - iii. Change Data Non-Monetary (Allows the user to make non-monetary edits to registration information)
    - iv. Results Import Admin (Allows the user to import results to the event)
    - v. Download Coupons (Allows the user to include the coupon field in custom reports)
  - b. Junior Administrator Permissions (Allows the user to view/edit information in each area listed)
    - i. Administration
      - Discounts (Please note this is not the same as a coupon code)
    - ii. General Listing Information
      - General Information
      - Where and When

- Standard Details
- Custom Details
- iii. Customization
  - Registration Messages
  - Waiver
  - Questions
- iv. Organization Information
  - Contact Information
  - Accounting Information
- v. Registration Categories
  - Add New Category
  - Re-order Categories
- vi. Category
  - Price/Close Dates
  - Customize Options
- vii. Registration Reports
  - Fee Summary
  - Recent Activity
  - Registration Statistics
  - Registration Summary
  - Registration Summary Download
  - Payment Summary
  - Payment Summary Download
  - Report Wizard
- viii. Registration Tools
  - Download Registrations
  - Print Registrations
  - View/Email Registrations
  - Broadcast Email
  - Mailings Report
  - Upload Registrations
- ix. Results
  - Timing Company
  - Admin Results

**NOTE:** If the current Administrator/Event Director should be removed from the events, please specify this when submitting the request.

## Setting up an Active.com login

Navigate to [www.active.com/explorer](http://www.active.com/explorer)

### 1. Select Create Account

Active.com navigation bar: Active Home | Directory | Community | Video | eNews | Results | Take A Tour | Support

active.com logo

Buttons: Login Create Account My Active

### Log in to the Active Network

Simplify your sign in! The Active Network is in the process of upgrading all user accounts to a single Active Network Login. After you upgrade your username, your e-mail becomes your new Active Network Login, and you can use it to log in to any site that displays **Active Network Login**.

**Don't have an Active Network Login?**  
Create your login credentials (e-mail and password) once, then use them everywhere on The Active Network.

**Create Account** (highlighted)

- Upload video, discuss your favorite topics with the Active community, comment on articles, and use the new and improved My Active section to link to all your stuff!
- Sign in with your e-mail address instead of a username (note: we keep your e-mail address private!)
- Use the same account to sign in to different Active Network products

Form fields: Email address, Password, Login button.

Registration status: Currently Supported (checked), Registration (checked).

### 2. Complete the form and click **Agree & Continue**

**JOIN**

**NEW USERS: CREATE AN ACCOUNT**

Already have an Active.com account?

( \* Indicates required information. )

**Login Information:**

Email Address:\*

**Your Email Address will be your Username when logging in.**

Password:\*  (6 - 12 characters)

Confirm Password:\*

**Personal Information:** [ [Read our Privacy Policy](#) ]

Display Name:\*

First Name:\*

Middle Name:

Last Name:\*

Birthdate:\* MM / DD / YYYY

Gender:\*  Male  Female

Day Phone: xxx-xxx-xxxx Ext.

Evening Phone:  Ext.

Address 1:\*

Address 2:

City:\*

Country:\*

State:\*

Zip/Postal Code:\*

**Sign up for Free Newsletters**

- Local Events Near You
- Exclusive Deals and Discounts
- Expert Sports Advice



In order to join Active.com, you must by law be 14 or older.

By checking this box, I agree that I am 14 or older.

By clicking the button below, you indicate that you have read and agree to the Active Network's Terms of Use and Privacy Policy.

Agree & Continue

WHAT'S YOUR ACTIVE?