

## FAQ's

### **I lost my confirmation email! Can I have another one sent?**

RunSignUp allows you to access your registration through your [Profile](#). From there you can resend your confirmation email if you have misplaced it, or if you have not received it

*Note: If you did not receive your confirmation, make sure to check the spam folder in your email client.*

- You can resend a confirmation email by navigating to Profile > Upcoming Events > Resend Confirmation.

### **How to change add-on on existing Registrations?**

Some races allow you to purchase add-ons with your registration, such as wristbands, cowbells, banquet tickets, or other race related items. If you forgot to purchase an add-on, then the race may allow you to do this after registration, from your profile.

On certain races, the race director may give you, as the runner, the ability to change your add-on selection by following these steps:

- [Sign In](#) to RunSignUp
- Go to your [Profile](#)
- View your events under Upcoming Events
- Click Manage Registration next to the registration that you are editing.
- Click Add-On menu item located on the top OR left of Race page
- Edit the quantity of the Add-On that you would like
- Click Continue

### **Why is my registration not showing in my profile?**

*Don't worry! Most of the time you are registered, but your registration is just associated with a different account. Here are reasons why this happens:*

1. Your registration is associated with a sub-account of another user.
  1. Someone registered you for a race using their account, so you were created as a sub-account.
2. Your registration was imported.
  1. A lot of races will process entries manually. You just need to claim your uploaded account as described [here](#).

2. You used a different email address to register.
3. You can merge accounts with different email addresses by following the guide [here](#)
3. You did not complete your registration.
  1. First look to see if you are registered on this race's "Find a Participant" page. If you still do not see yourself and have a charge on your credit card that has posted, please contact [info@runsignup.com](mailto:info@runsignup.com). If you do not see yourself here, and you also have no charge on your account, then you are not yet registered.
4. You registered under a typo.
  1. If you find your registration on the race's "Find a Participant" page, but you don't see it under your account (and you have claimed ALL possible accounts as explained above), then you may have registered under a typo. Please contact [info@runsignup.com](mailto:info@runsignup.com)

### **How to Update T-Shirt (Giveaways) for Existing Registrations\***

Some races offer t-shirts or other giveaway items that go along with registration. If you selected the wrong size option for your t-shirt, or made any other incorrect option selection, then the race may allow you to correct this from your profile.

- [Sign In](#) to RunSignUp
- Go to your [Profile](#)
- See Upcoming Races
- Click **Manage Registration** next to the registration that you are editing
- Click the **Giveaway** menu item
- Change your Giveaway selection
- Click **Continue**

*\*We will do our best to accommodate your request for the 5K shirts and mail them out accordingly. However, please be aware that the shirt you receive may not always be the size you selected, depending on the needs and availability at the event.*

### **How to Join an Existing Group**

- Group's are set up by a "Group Administrator", and then can be joined by any registrant who meets the criteria for that group. If you would like to join an existing group, then this tutorial will teach you how to do so either during or after registration.

### **Join a Group During Registration**

1. Navigate to the Race Page of the race
2. Click **Sign Up** to begin the registration process
3. Enter in all participant information

4. Select your event
5. Answer “**Yes**” for the question “**Would you like to join a Team?**”
6. Click **Continue**
7. Select the group/team you would like to join from the drop down menu
8. If a password is required, enter in the password your Group Administrator set.  
\*\*Remember passwords are case sensitive.\*\*

Proceed through the registration process and you will reach a screen with this information. Select “Join Existing Group/Team”. Find your group and carry on with the registration!

### **How to Edit Group Password**

Group passwords allow you to limit the members of your group to only those who know the password. In some cases, you may forget your password or enter it in incorrectly during the time of group setup.

If you need to update your group password, then this section will show you how to easily do so as the group administrator from your RunSignup [Profile](#).

1. [Sign In](#) to RunSignup
2. Go to your [Profile](#)
3. Click [My Groups/Teams](#)
4. Click the **EDIT GROUP NAME/PASSWORD** button
5. Enter a new password into the **Optional Password** field
6. Click **Update Group/Team**

### **Create or Edit a Group Password**

To change or set a group password, log into the account of the group administrator, and go to the [Profile](#) page.

From there, go to the **Groups** tab, find the group that you want to edit the password for, and select **Edit Group**. This is where you can edit the password.

### **If I can't make the race, do I still get my items or a refund?**

Unfortunately, we do not offer refunds, but we will mail your items to you.

### **If I can't attend, can someone else go in my place and update the registration information?**

Yes, you can send an email to [FundDevelopment@girlscoutsaz.org](mailto:FundDevelopment@girlscoutsaz.org) or update it during the check-in registration on the day of the event. Alternatively, you can also visit our pre-check-in with the original registration.

### **Did you know that this race is a partnership?**

Yes, Girl Scouts is partnering with State Forty-Eight, whose mission is to drive local innovation and inspire community action through supporting and empowering Arizona entrepreneurs and nonprofit organizations.

### **How long is a 5K?**

A 5K is 3.1 miles.

### **Will there be a place to leave a drop bag for the race?**

No. Runners, walkers, and joggers are responsible for their own personal items.

### **Can you register at the event?**

A: Unfortunately, registration for the event has fully closed and we can't accommodate on-site registrations this year. We've hit runner capacity! It's such a great problem to have but also a major bummer to turn people away.

### **Where are the bathrooms?**

A: The bathrooms are located in the West and East Passages and both The Lola and Sugar Factory.

### **Do racers receive a medal?**

A: Yes, racers, and all other participants, will receive a medal after they cross the finish line.

### **Where is the emergency station?**

A: It is located on the far west side of the Runner's Village, look for the ambulance beyond the start/finish line.

### **Q: Where do I go to get help or if I have race inquiries?**

A: Please go to the main registration area for assistance.

Reference webpage: [Tutorials for Runners - RunSignup](#)