MRC Online Entries and RacMan FAQs

Last Update: June 2024

There are a number of frequently asked questions relating to either the online entry system or the RacMan Race management software that some of us may not be sure of, have forgotten, or just didn't know. The intention of this help sheet is to provide some of the answers and hopefully help Hasler Races, National Championships and other marathon events run more smoothly with as few errors as possible, while helping the people who support the system minimise their workload and improve it.

The FAQs are split into sections: Paddlers; Clubs & Team Leaders; Race Organisers

FAQs for Paddlers

- Keep your national governing body (PaddleUK, Paddle Scotland, Canoe Wales etc.) membership up to date. If you are a new paddler and don't yet have a suitable membership, this will be covered as you make your entry by selecting New Paddler. An additional payment will be added. Make sure your team leader is aware that you have entered as a new paddler.
- Check your details are correct
- Make sure your Team Leader knows your updates or changes of details
- Check for promotions and demotions after races once the Official Results are published, your Team Leader should have them if you cannot find them.
- If you are making your own entries make sure you enter your information accurately.
- If you make a mistake and can't change it tell your Team Leader.
- If there is a flag ⚠ against any of the data check if it need updating.

  (e.g. **Memberships is out of date** (This cannot be ignored. Update it). **Ranking does not match the Ranking List** (If you want to race in a *higher* Ranking Division than your Ranking, this can be ignored. If you are trying to enter a *lower* division than your Ranking, this is not allowed – maybe you have just been promoted)).

- Some flags can be ignored (e.g. if your name is Benjamin, your membership probably has that, but the Ranking List may say Ben)
- If you entered a race but have been promoted since the entry, make sure the organiser or your team leader know that your entry should have been updated.
- If you make your entries via your Team Leader, make sure they have all the information they will need.

FAQs for Clubs & Team Leaders

- Keep the club information about paddlers up to date on the PaddleUK online Club Portal
- Ensure that membership renewals take place
- Add all new paddlers as Associate Members if they don't have individual "on the water" National Governing Body membership.
- Inform the Regional Marathon Advisor (RMA) of changes that affect paddlers (Junior to Senior, Senior to Veteran, paddlers wanting to do their 1st race.)
- Check promotions & demotions when official results are published, making sure that paddlers are also aware of these.

- If you make entries on behalf of club paddlers, make sure all the details are entered. If any flags ⚠ appear, follow them up

- If club paddlers are making their own entries, check the list of club entries and note any of the flags beside data. ⚠ Follow these up before the race prompting them as necessary. See above **FAQs for paddlers** for examples of ones that can be ignored and those that must be followed up.

- If you make entries for paddlers not already registered and in the Ranking List, make sure the race organiser is aware of this. Or better still If you have any entries, probably in the GS Divisions or Div 9 that are not already registered and on the Ranking List please make a list of these and send to the Race Records Officer so that entries can be made for them **before the event.**

- If you enter a new paddler who doesn't yet have National Governing Body Membership, this will be covered as you make the entry by selecting New Paddler. An additional payment will be added.

FAQs for Race Organisers

- RacMan is being updated and refined all the time.
- Please only use the very latest version of RacMan for your race if you are downloading it.
- **THERE IS NO NEED TO DOWNLOAD RACMAN OR THE RANKING LIST.** The file downloaded from the online entry system is now a fully functioning version so no other version needs downloading. (First option when you click **Export**.)
- After exporting the file, right click on it **before opening.** Go to **Properties** and tick **Unblock** if necessary.
- The ranking list is updated from the results and may not be up to date until Friday – make sure your version of RacMan only has the latest.
- Remember your results file updates the Ranking List too which is why it's important for organisers who are running the file offline to have the latest versions, or it undoes recent promotions/demotions and corrections.
- If you are running the race offline, your RacMan race file should be downloaded no sooner than the Friday night before the race. Earlier versions may undo developers and Race Records Officer's hard work and the current Ranking List. You can download an earlier version to check how it works, but delete it before you download the one to use for the race to avoid confusion.
- You should follow up any of the flags ⚠ beside data from the online entries relating to missing/or out of date membership particularly Div 9 or GST Divs **in the days before the event.**
- If a flag shows a paddler entered above their ranked division that is permitted.
- If a flag shows a paddler entered below their ranked division, check the Rankings sheet update the entry before downloading your file
- Where Div 9 or GST are flagged as unranked but have membership details, it is likely to be their first race. The Team Leader should correct this (see above **FAQs for Clubs and Team Leaders**)
- **Online amendments & functions before downloading a RacMan File**
- The **publish** option lets you set up a link that you can then put on your website / social media etc with all the current entries, so people can check they are entered OK before the race.
- The **cancel** function will cancel the entries selected, you should get a prompt to confirm and you can always go into the cancelled entries to restore them if you were to make a mistake.

- When switching an entry to another race, it will not currently renumber the boat but you can easily do this afterward using the Renumber Entries function, either in auto mode or by supplying a specific number if you prefer.
- You don't need to check in entries unless you are using the online system to also process results. If you are using Racman on the day you can just ignore it.
- When running the race offline, you can also make amendments on the day if paddlers or team leaders inform you of them. (Duplicates, incorrect classes, very recent promotions.)

During the race
- If you are working offline make sure you enter start times for all Divisions into RacMan
- Make sure all finish times are recorded
- If you record starts & finishes manually (handwritten) keep the sheets numbered, in order & available after the event.
- Enter finishes into RacMan
- The only "do not!" DO NOT calculate elapse time manually and then enter the elapse times
- Save versions of the file frequently as you go so you can go back a stage if necessary.
- Run the RacMan functions for Times, Positions, Exports
- There are now some extra columns for time allowance and penalties along with some drop down options to select the reason for them. On the html export there is now a notes field which shows penalties and allowance reasons.
- The export by club PDF has been adjusted so that if a K2 has paddlers from 2 clubs both paddlers are shown on the club relating to paddler 1 rather than both clubs. This may be changed in the future to the first club alphabetically.
- There is now an auto save option. If you wish you can type "True" in the autosave cell on the MRC sheet and it will then automatically do a save as each time you click one of the calculation buttons like Times, Positions, Podium, Export, Export to PDF or HTML. The disadvantage is it will not save versions should you need to backtrack.

After the Event
- Forward the completed files (RacMan & HTML) as soon after the event as possible to RMA, Ranking Officer & Race Records. The same day if possible.
- Ensure that paper records are kept and are available from someone contactable should they be needed for reference.
- If you get any entries, as Late "on the day" ones probably in the GS Divisions or Div 9 that are not already registered and on the Ranking List, please make a list of these and send with your results files so that entries can be made for them. Team Leaders should have done this, so there should not be many if any.