



Ace your Race

New On Board Email!



Race Directors will now get an automated email letting them know that their race submission has been received by our web team. Our informative onboarding message includes:

- Confirms your race listing with active links to the race page / admin area.
- Provides informative links to race resources, support services and social media!



Thank you for submitting your race - the following information has been submitted:

Race Name: Running Room Halloween 5K
Race: id = 15454
Event: id = 45875

Your virtual race site has been saved. We will update you when our events team has completed the build of this race, but you can keep track here as well [view here](#). The Running Room Events team will set up your race within 3 – 5 business days and follow up with an email when it's completed.

The details submitted by you have been entered into your race management page, you must be logged in to view this page - [Running Room Halloween 5K](#). If you are new to these race management pages and would like some assistance managing these pages please reach here - raceregistration@runningroom.zendesk.com and we will get in touch with you to help out. In the meantime, we encourage you to familiarize yourself with our Race Director Support Tools:

- **Attention Race Directors** : This page is the first stop for any new Race Director as it outlines all information necessary for helping you get started with online registration.
- **Member Dashboard** : Opt-in for e-mails via your dashboard profile to receive important updates, tips, new feature updates to help you manage your race. You must be logged in to manage your e-mail preferences. If you are not logged in currently you will automatically be redirected to the login page and once logged in your members dashboard will be available. We recommend that you set your preferences to accept race direct emails in order to stay current with any changes to Running Room's online registration system. You can unsubscribe at any point and we do not share your contact information.
- **Running Room Race Directors Facebook** : Visit and sign up for our Race Director Facebook group for helpful information and to access a great communication tool with other Race Directors. This is a private group, so participation must first be permitted by the group moderators.
- **Running Room Support** : Please feel free to visit our support desk for any other questions or concerns. You will find important race director help topics that address common race director questions.

Thank you for choosing Running Room online registration.

Running Room Events Team
raceregistration@runningroom.zendesk.com

Thanks,
Running Room Events Team