



# JLL Property Triathlon 2024

## Active Registration Guide

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## 1. Creating your Active Account

In order to register an entry into this event, you will need to log into your active account. If it is the first time registering for the event or have been entered into the event by someone else, then you will need to create an active account.

Note: If you have been entered into the event by someone else then you will need to create an active account using the same email address that was used to register you into the event. You will not be able to claim your entry unless the account that you created has the same details as to those currently registered to your entry.

To create an active account, follow these steps:

1. Click on this [link](#) to take you to the active passport page – see figure 1 below.
2. Enter your email address and click “Next”
3. You will then be required to enter your personal details and create a password in order for your active account to be created. See figure 2 below.
4. You have now created an Active account which means that for any events you register for through the Active platform, all your core details will automatically be pre-filled.

Please Note: At this point you have NOT entered the event.

Your active account is the place where you can edit and manage your registration for the event. To view your active account page, click on this [link](#)

Figure 1

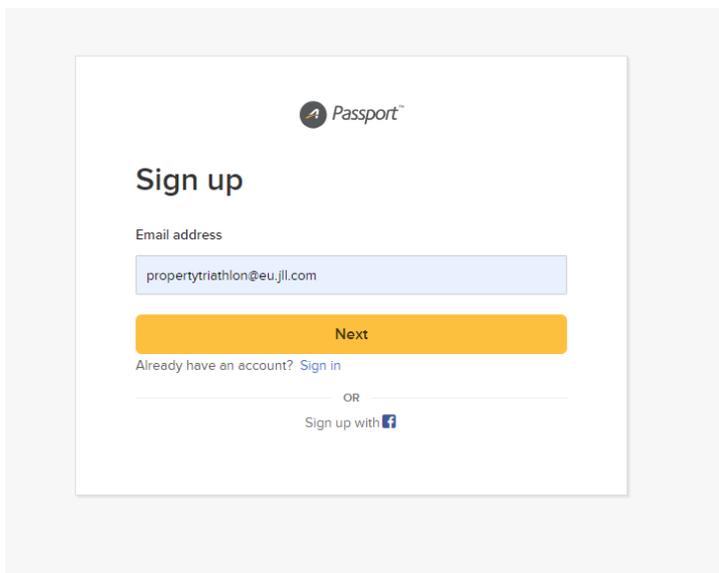
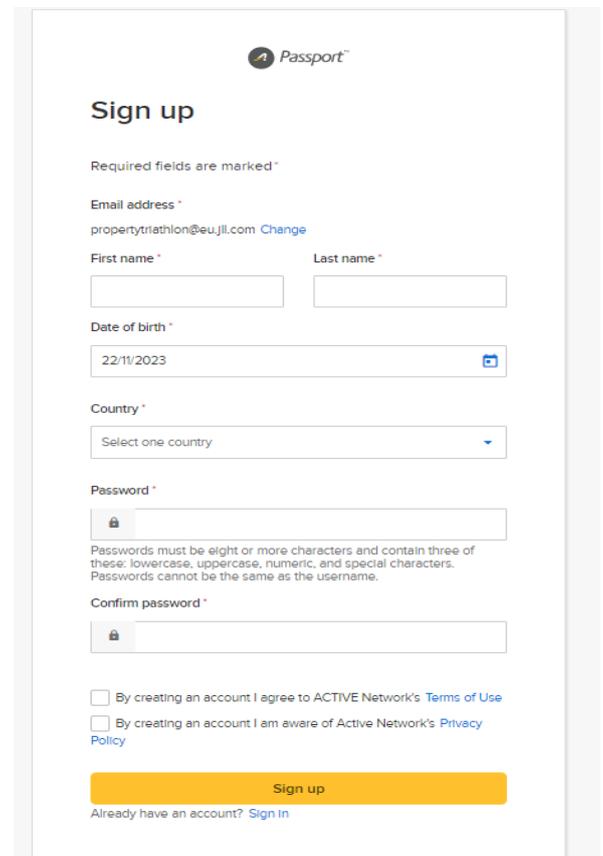


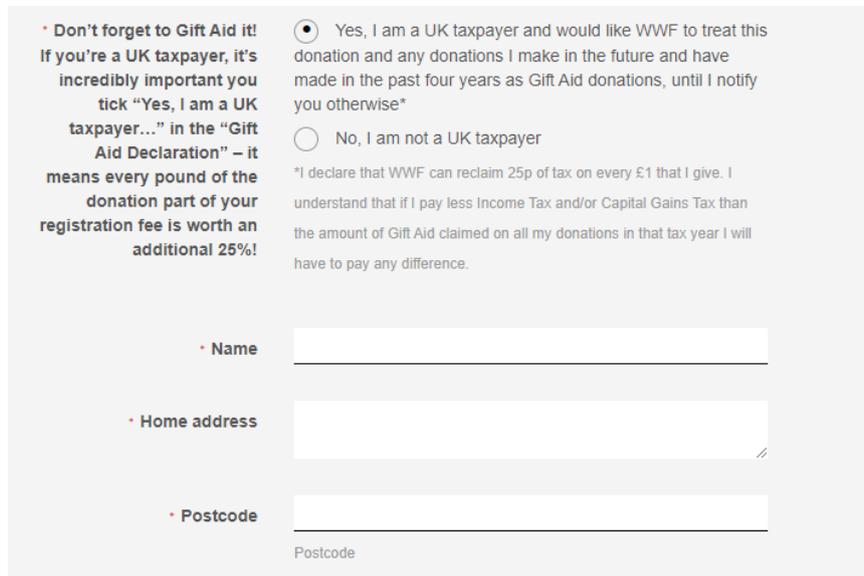
Figure 2



## 2. GiftAid

If you're a UK taxpayer, don't forget to tick "Yes, I am a UK taxpayer.." in the "Gift Aid Declaration" as it means that every pound you give is worth an additional 25%. Please remember to fill in your home address including postcode. See Figure 3 below.

Figure 3



**\* Don't forget to Gift Aid it!**  
If you're a UK taxpayer, it's incredibly important you tick "Yes, I am a UK taxpayer..." in the "Gift Aid Declaration" – it means every pound of the donation part of your registration fee is worth an additional 25%!

Yes, I am a UK taxpayer and would like WWF to treat this donation and any donations I make in the future and have made in the past four years as Gift Aid donations, until I notify you otherwise\*

No, I am not a UK taxpayer

\*I declare that WWF can reclaim 25p of tax on every £1 that I give. I understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year I will have to pay any difference.

**Name**

**Home address**

**Postcode**

Postcode

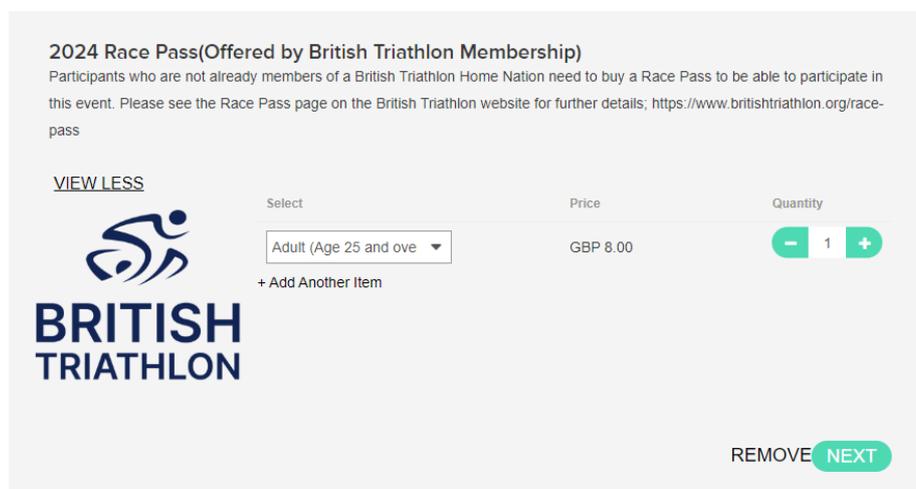
## 3. British Triathlon Race Pass

Every participant is required to hold a British Triathlon race pass in order to participate in the event.

When registering for the event, you will be required to purchase an adult BTF Race Pass for every participant you are registering. See Figure 4 below.

For relay teams, team captains are required to purchase 3 adult BTF Race Passes for each of their team members when creating their relay team.

Figure 4



**2024 Race Pass(Offered by British Triathlon Membership)**  
Participants who are not already members of a British Triathlon Home Nation need to buy a Race Pass to be able to participate in this event. Please see the Race Pass page on the British Triathlon website for further details; <https://www.britishtriathlon.org/race-pass>

[VIEW LESS](#)

Select	Price	Quantity
 Adult (Age 25 and ove)	GBP 8.00	<input type="button" value="-"/> 1 <input data-bbox="1093 1691 1204 1736" type="button" value="+"/>

+ Add Another Item

REMOVE

If you have not purchased a BTF race pass during registration, then please follow these steps:

1. Log into My Events web page [here](#).
2. Select “purchase merchandise”
3. Select the amount of race passes you wish to purchase and click “continue” to checkout to confirm your race pass purchase.

## 4. Relay Team Registration

### 4.1 How to Register a Relay Team

1. Access the registration form [here](#) and select the amount of teams you would like to register under the “Create a Relay Team” category. See Figure 5 below.

Figure 5

**Create a Relay Team** GBP 101.00  0

£101 suggested charitable donation plus £24 British Triathlon Race Pass.

You are required to purchase 3 BTF race passes for each team member and this will be added as an additional purchase to your order.

To add team members please select the category 'add relay team members/join existing team.

Ages 15 and over as of 12/31/2024

2. Login using your active account details.
3. Fill in your details and create a team name and password. Any personal information given at stage is the information of the team captain (i.e the person registering the team).
4. Next you will need to create a team name and password. See figure 6 below. Please take a note of your team name and password as you team members will need to enter them in order to register onto your team.

Figure 6

**TEAM INFO**

All team members must register in the same registration category as the team captain in order to join a team in this event.

• This registration requires you to create a team.

Create a team

**Create team**

Team members register themselves. As the team captain, you can use the team captain centre to manage and invite team members.

• Team name

• Team password

5. Once you have entered your personal and team's details, click "next" to checkout and pay for your relay team creation.

**Note:** The relay team captain is a non-participating member of the team. The relay captain will be removed from the data once it is organised, leaving just the participating members of the team.

If you are the relay team captain and also participating in the team, then you will need to register again as a team member. For information on how to add team members onto your team, please see section 4.3

#### 4.2 Can I create more than one team?

Yes, more than one relay team can be created under one team captain's name and email address. If you are registering more than one team, the system will require you to register each team first under the title "Create A Relay Team" and create a Team Name and password for each team before you start assigning team members to your teams.

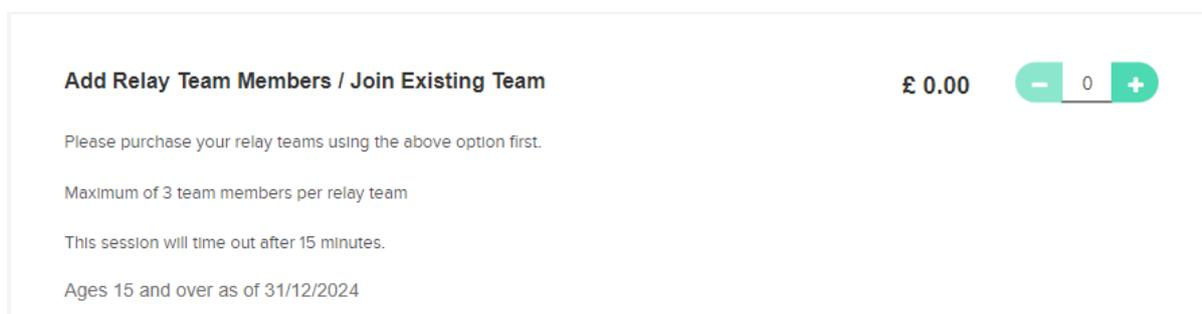
#### 4.3 How do I add relay team members?

There are two ways that you can add relay team members to your team:

##### Option 1 – Through the Online Entry form

1. Either the team captain or the team members themselves can click on the link [here](#).
2. Select the amount of people you would like to register onto your relay teams via the category "Add Relay Team Members/Join Existing Team" (see figure 7 below) and then click 'continue' at the bottom of the page. Note: a maximum of 3 individuals can be registered onto one relay team.

Figure 7



**Add Relay Team Members / Join Existing Team** £ 0.00

Please purchase your relay teams using the above option first.

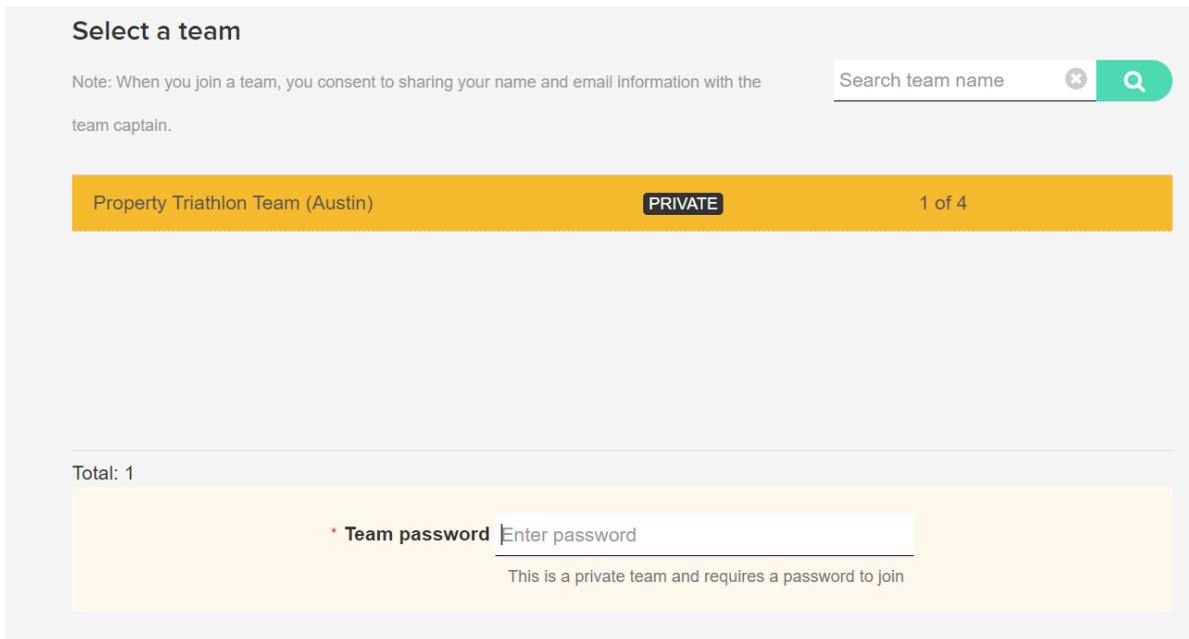
Maximum of 3 team members per relay team

This session will time out after 15 minutes.

Ages 15 and over as of 31/12/2024

3. Once the personal details have been submitted, to join your relay team you will need to select the correct team and enter your team's password – see figure 8 below.

Figure 8

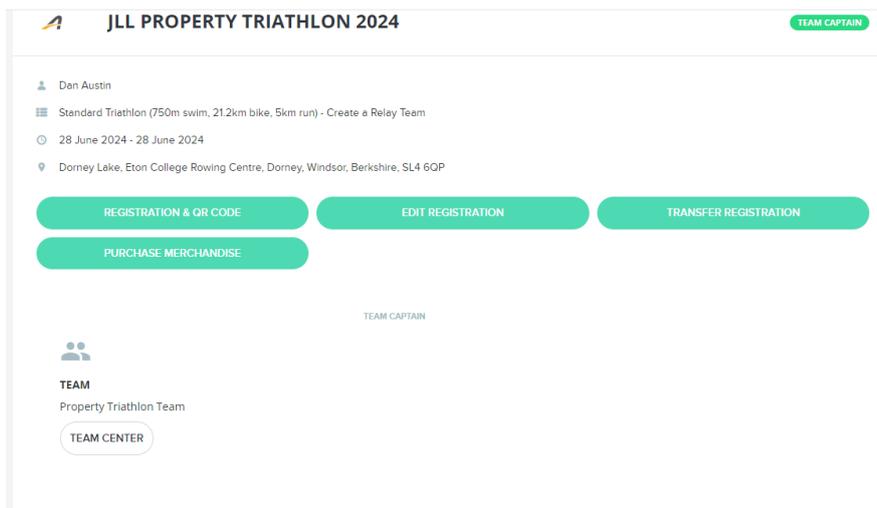


5. Click “next” to sign the waivers and “continue” to checkout to confirm your place within the event. A confirmation email will then be sent to the email address registered to the entry.

### Option 2 – Through the team centre

Once you have purchased a relay team – the team captain will be able to log into the team management portal [here](#). Within the team management portal, the team captain will be able to monitor and manage the relay team. An example of what your team centre homepage can be found in figure 9 below.

Figure 9

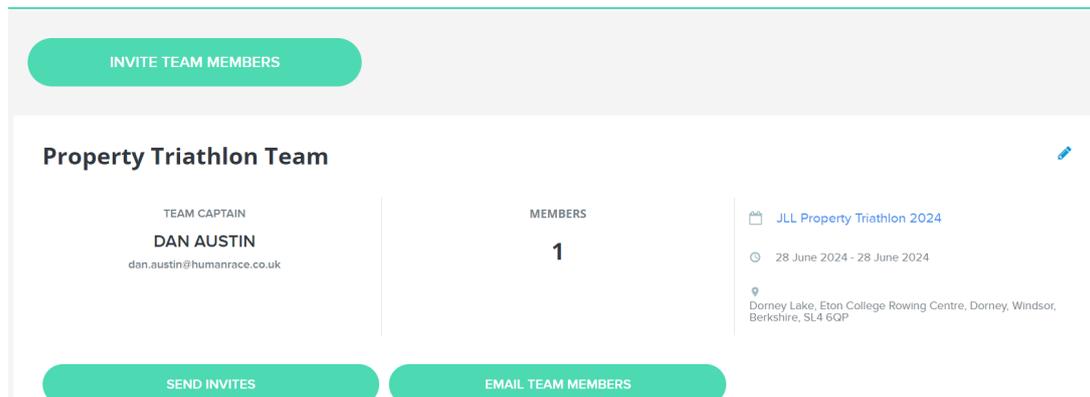


To invite members to your team through the team centre, follow the steps below:

1. Log into the team centre portal
2. Select the “team center” tab from the homepage.

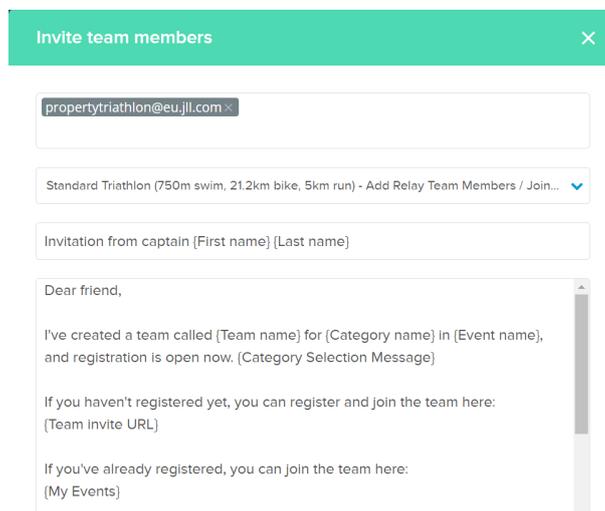
3. Select the “Invite team members” button – see figure 10 below.

Figure 10



4. Copy and paste your team members email addresses into the tool – see figure 11 below.

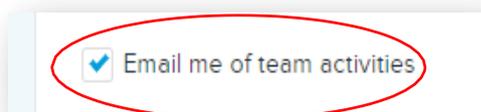
Figure 11



5. Edit the subject line and email body so it's personal to your team members.
6. Select “Send Email”

**Note:** You will automatically receive notifications from the Team Console when a change happens, i.e. a runner registers or you delete a runner from the team. If you'd like to stop this please untick the following box – see figure 12 below

Figure 12



#### 4.4 When's the deadline to add team members to my relay team?

The deadline to add team members to your relay team is **Tuesday 18<sup>th</sup> June 2024 at 17:30**. You will not be able to make any changes to your relay team past this date.

## 5. Registration FAQs

### 5.1 How do I cancel team members from my team?

To cancel team members from your relay team, please contact the property triathlon team on [propertytriathlon@eu.jll.com](mailto:propertytriathlon@eu.jll.com)

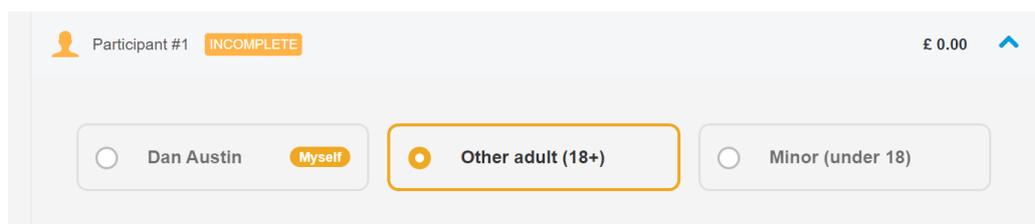
### 5.2 Can I purchase multiple Individual entries?

Yes, you can purchase multiple individual entries, however you will need all of the individual's personal and emergency contact information in order to register them into the event. You will not be able to register them without this information.

### 5.3 Can I enter someone into the event on their behalf?

Yes, you can enter someone into the event providing you have the permission of the participating individual. In order to complete the registration, you will need all of their personal details for them to be registered. It is also important that when registering the individual that you specify on the entry form that you are entering a "Other Adult (18+)". See figure 13 below as an example.

Figure 13



The screenshot shows a registration interface for 'Participant #1' with an 'INCOMPLETE' status and a price of '£ 0.00'. There are three radio button options: 'Dan Austin' (with a 'Myself' label), 'Other adult (18+)', and 'Minor (under 18)'. The 'Other adult (18+)' option is selected and highlighted with a yellow border.

Note: if you enter someone else into the event on their behalf then they will not have signed the event waivers. The participating individual will need to claim their registration onto their MyEvents account in order to sign their waivers. More information on how to claim your registration can be found in section 5.7.

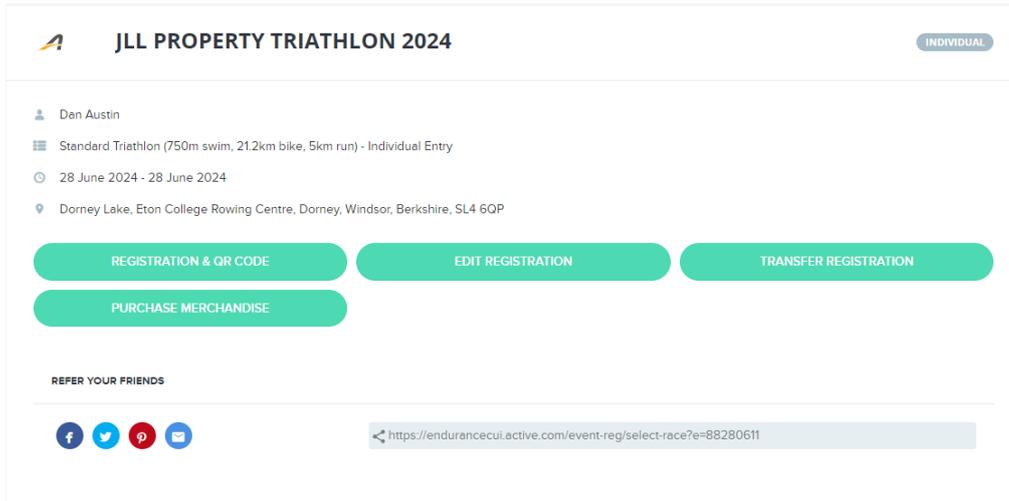
### 5.4 How do I transfer my entry?

If you are unable to participate in the event, then you are able to transfer your entry to someone else. Please note that the deadline to transfer your entry is **Friday 14<sup>th</sup> June at 17:30**.

To transfer your entry, follow these steps:

1. Log into your active account.
2. Under your entry, click the "transfer registration" tab. (See figure 14 below)

Figure 14



3. Enter the email address of the individual who you are transfer the entry to. See Figure 15 below.

Figure 15

**Transfer the registration to**

Enter the e-mail address of the new participant below.

The new participant will receive an e-mail inviting them to claim your registration. Your registration remains in your name until the new participant claims it.

\* E-mail address

\* Confirm e-mail address

Your registration will be cancelled when the new participant claims it, but you'll still be able to view it on ACTIVE.com. You'll also be responsible for paying any transfer or processing fees that may apply.

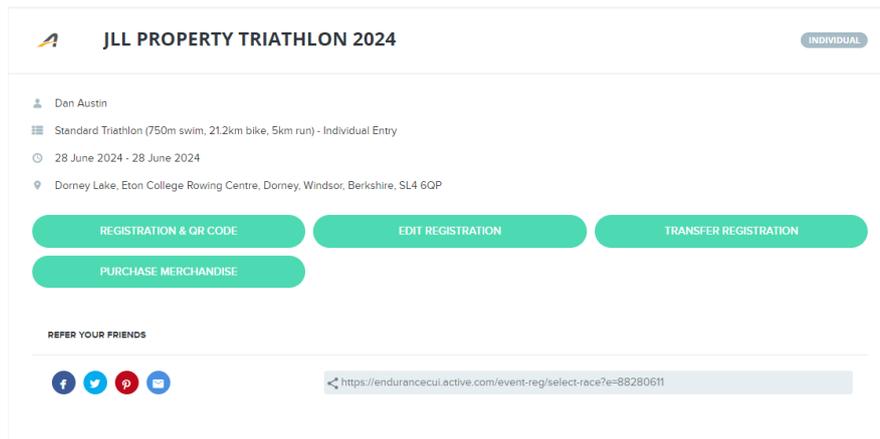
4. The new individual will then receive an email invite asking to accept the transfer. The new individual needs to complete the registration process, including payment of the entry fee in order to accept the transfer.
5. Once this has been completed and the new individual has been confirmed into the event, the original participant will have their entry cancelled and entire entry fee refunded (minus booking fees).

### 5.5 How do I edit my registration details?

You can make changes to your registration details via your MyEvents account. To edit your registration details, such as emergency contact, address and other event questions, please select the “Edit registration” button. See Figure 16 below.

Please note that the deadline to make changes to your registration is **Friday 14<sup>th</sup> June at 17:30**.

Figure 16



### 5.6 Do I need to sign the event waivers?

Yes, all participants are required to sign the event waivers before the event day in order to participate in the event. If you entered the event yourself, then you will have signed the waivers when purchasing your places.

However, if you have been entered into the event by someone else, then you will have not signed the waivers when you were entered into the event. You will need to claim your registration in order to sign the event waivers. For information on how to claim your registration, please see section 5.7.

### 5.7 How do claim my registration?

All participants are required to claim their registration in order to sign the event waivers. To claim your registration, you will need to follow these steps:

1. Log into your active account. If you haven't created an active account, you will need to do so before you can claim your registration. Information on how to create an active account can be found in section 1.
2. Click on the "Claim Registration" box. See figure 17
3. Enter your Registration ID and click 'submit'. See figure 18. Your registration is the R-Number located on your confirmation email. If you cannot find your registration ID then contact the property triathlon team.
4. Once you have claimed your registration, your entry will appear on your account and a pop-up will appear asking you to sign the event waivers. You will need to sign these in order to participate.

Figure 17

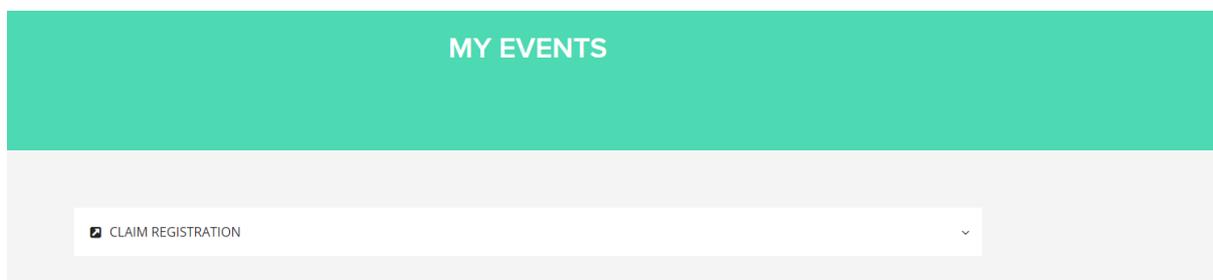


Figure 18

CLAIM REGISTRATION

R-15985DFW\|

SUBMIT

### 5.8 Can I enter multiple events on the day?

Yes, you can enter more than one event at the event. Please note that you will need an entry for each of the events and you will need to wear the correct race number assigned to your entry on the day.

If you are participating in multiple events, you are only required to purchase one BTF Race Pass during registration. One Race Pass will cover you for the multiple events that you are participating in. Select the “I am a member of British Triathlon” answer, if you have already purchased a race pass during your first registration for the event.

### 5.9 Can I enter an Individual Event and as part of a relay team?

Yes, you can enter as part of a relay team in addition to an individual entry. It is important that you are registered within your individual event category and as part of your relay team.

### 5.10 Can I get a refund on my entry?

Unfortunately, as your entry fee goes directly to our charity partner, we do not offer refunds for this event. If you are unable to participate in the event and we wish to gain a refund on your entry fee, then you will need to transfer your entry to a new individual. For more information on how to transfer your entry please see section 5.4.

### 5.11 Can I defer my entry to next year?

Unfortunately, we do not offer deferrals to 2025’s event. Your entry is valid for 2024 only and cannot be transferred over to 2025’s event.

### 5.12 What is a Green Athlete?

A green Athlete is our eco-friendly option, where you are opting out of a finisher medal and the money saved will be donated to our charity partner WWF.

**Any other questions regarding the registration process or if you have general questions, please contact the JLL Property Triathlon team on [propertytriathlon@eu.jll.com](mailto:propertytriathlon@eu.jll.com)**