



Active Registration Guide

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Other questions?

Please contact the JLL Property Triathlon Team via email [here](#)
or by telephone 0208 391 3913.

1. CREATING YOUR ACTIVE ACCOUNT

- ⇒ If you haven't already created an Active Account in previous years, please click on the [link](#) in your email that will take you to the **Active Passport sign up page** - see **Figure 1** below.
- ⇒ Enter your email address and click "next".
- ⇒ You will then be required to enter your details and create a password to create an account – see **Figure 2**.
- ⇒ You have now created an Active account which means that for any future events you register for through the Active platform, all your core details will automatically be pre-filled.

Figure 1

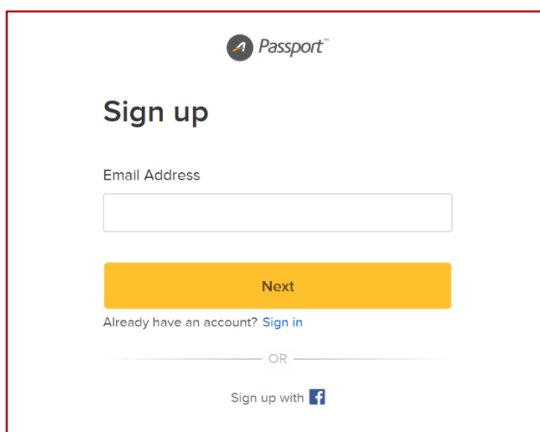
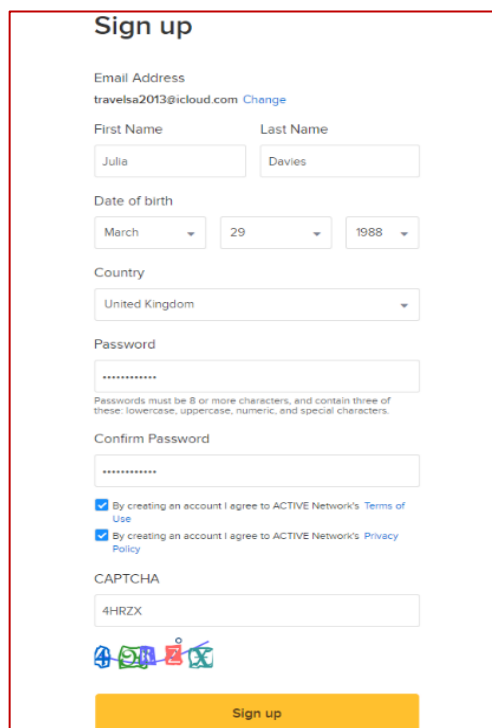


Figure 2



PLEASE NOTE: AT THIS POINT YOU HAVE NOT ENTERED THE EVENT

2. ENTERING THE JLL PROPERTY TRIATHLON 2022

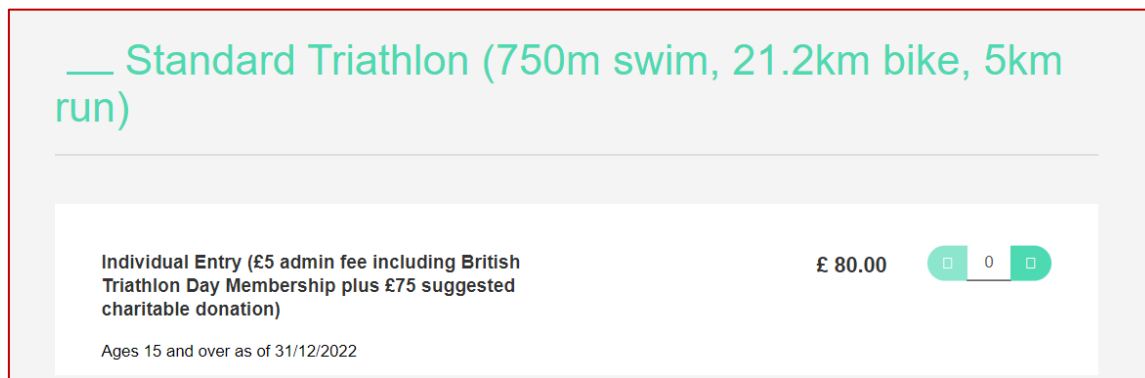
- ⇒ Click on the link in email sent on Tuesday 1 February or the "Register" button on the [JLL Property Triathlon website](#) – see **Figure 3** below.

Figure 3



S

- ⇒ This will take you to the registration page where you will be able to select the race(s) you would like to enter before clicking “Continue” – **see sample screen grab below:**



- ⇒ Enter the email address you used to create your Active Account, all your core details will have been auto filled.
- ⇒ If you can’t remember your password, please click on the link “**Forgot your password?**”
- ⇒ For those of you without an Active Account at this stage, you will be required to create one before continuing with your registration.

3. DON’T FORGET TO GIFTAID IT!!

- ⇒ If you’re a UK taxpayer, **it’s incredibly important that you tick “Yes, I am a UK taxpayer...”** in the “Gift Aid Declaration” – it means every pound you give is worth an additional 25%!
- ⇒ **Please remember to fill in your home address including postcode** – see Figure 4 below.

Figure 4

4. RELAY TEAM REGISTRATIONS

4.1. How do I register a relay team if **I AM NOT** participating in the team but **HAVE ALL MY TEAM MEMBER DETAILS?**

1. Access the registration form and select how many teams you would like to register under the **“Create a Relay Team”** category for either the Standard or Fancy Dress Triathlon – see figure 5 below. **Then**, select the number of people you would like to register in your teams under the **“Add Relay Team Members/Join Existing Team”** ie for 2 relay teams this would be 6 people and for 1 relay team it would be 3 people and then **click “continue” at the bottom of the page.**

Figure 5

The screenshot shows two sections of a registration form. The first section is titled "Create a Relay Team (£6 admin fee including British Triathlon Day Membership plus £104 suggested charitable donation)" with a price of £ 110.00 and a quantity selector set to 0. Below this, it says "Purchase your relay team here." and provides instructions on adding participants. The second section is titled "Add Relay Team Members / Join Existing Team" with a price of £ 0.00 and a quantity selector set to 0. It includes instructions to purchase teams first, lists required details (Name, email, DOB, etc.), and notes a maximum of 3 members per team and a 15-minute session timeout.

2. At this stage you need to login using your Active passport details.
3. Fill in **YOUR** details and create a team name and password. Any personal information given at this stage is only the information of the Team Captain ie the person registering the team. This information is only required in order to purchase the place.
4. Once you have entered your details and created a team name and password **click “next” at the bottom of the page.**
5. Now you’re ready to enter the details of your first team member under the title **“Add Relay Team Members/Join Existing Team”**. **Click “next” when done** and continue until you have completed the process for the other 2 team members. **See figure 6.**

Figure 6

The screenshot shows the "Add Relay Team Members / Join Existing Team" form for a "Standard Triathlon (750m swim, 21.2km bike, 5km run)". It features a list of participants. The first participant, "Participant #2", is marked as "INCOMPLETE" and has a dropdown menu for "Who is this registration for?" and a "COPY" button. Below this are "Participant #3" and "Participant #4", each with a close button (X). A "REMOVE" button and a "NEXT" button are visible at the bottom right of the participant list area.

6. Once you have checked out and paid, this means that you have successfully created your team and added your team members and all members will receive a confirmation email

Please check your junk mail if you cannot see your confirmation email!

4.2 How do I register a relay team if I AM participating in the team and HAVE ALL MY TEAM MEMBER DETAILS?

Please complete the process as in section 4.1 but ensure that you enter your own details again in the “Add Relay Team Members/Join Existing Team” section.

4.3 How do I register a relay team if I DO NOT HAVE ALL MY TEAM MEMBER DETAILS (this is the same process for participating and non-participating Team Captains)?

1. Access the registration form and select how many teams you would like to purchase under the “Create a Relay Team” category and then click “continue”. You do not need to add any members to “Add Relay Team Members/Join Existing Team” at this point.
2. At this point you need to login using your Active account details and then complete the form by filling out YOUR core details. Any personal information given at this stage is only the information of the Team Captain ie the person registering the team. This information is only required in order to purchase the place.
3. Once you have checked out and paid, this means that you have successfully purchased your relay team place. **Please check your junk mail if you cannot see your confirmation email.**

Please note that at this stage your team does not contain any team members.

4.4 How do I add members to my relay team after I have purchased the place?

1. You can do this by accessing the registration form again and selecting the number of team members you would like to register under the option “Add Relay Team Members/Join Existing Team” (see figure 5). It is here that you will need to include yourself in the allocation and enter your details again if you have already registered the team but are also taking part.
2. You will need the Team Password you created when registering the team.
3. Once your details are complete, you can also complete this process for the rest of your team until your team contains all of its team members. Each team member will receive a confirmation email, **please ensure they check their junk mail if they do not receive the confirmation email.**

Please note: Your team members can register themselves as part of your team using the same instructions as 4.4 above. They will need the team name and password in order to register themselves into the correct team.

4.5 Can I create more than 1 Relay Team?

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.

4.6 As Team Captain (participating or non-participating), how do I make changes to my team members?

If you are Team Captain, you are able to make changes to your team by logging into your My Events Active Passport. Find the team member you would like to replace and click the “transfer registration” button. You will then be required to enter the email address of the new team member. They will receive an email with a link to complete their details and therefore, confirm the transfer. Please ensure the new member checks their junk mail if they don't receive the email.

4.7 My team members have not signed their waivers, can I sign the waivers for them?

It is important that all participants in the event sign their waivers if they are to be able to take part on the day.

Team Captains are not able to sign waivers on behalf of their team members. If team members have been registered by someone else, they will need to **'claim their registration'** before they are able to sign their waivers. **Please see below for details on how to do this.**

5. FAQs

5.1 Do I need to claim my registration?

All participants in the event are required to claim their registration in order to access their profile and sign their waivers.

To claim your registration, please follow the steps given below:

- ⇒ Locate your confirmation email – this is sent directly from the booking system, Active. Please search for an email from noreply@awntx3.email.active.com and **check your junk mail if you cannot locate it.**
- ⇒ Make note of your registration ID that is given in the confirmation email and then click the “My Events” button.
- ⇒ Once on the “My Events” page, copy and paste your Registration ID into the box and click submit.
- ⇒ This will then bring up the event on your profile.

5.2 How do I make changes to my own registration as part of a team or an individual?

All changes to your registration can be made via your Active profile. Please see the steps below to make amendments to your registration.

1. Log in to your profile at mydashboard.timeto.com (using the same email address and password that you used to register with)
2. To edit your registration details, such as emergency contact, address and other event questions, please select the **“Edit registration”** button.

5.3 How do I transfer my place to another person?

All transfers can be made via your Active profile. Please see the steps below to make this transfer.

1. Log in to your profile at mydashboard.timeto.com (using the same email address and password that you used to register with)
2. Click the “transfer registration” button. You will then be required to enter the email address of the person you would like to take your place. They will receive an email with a link to complete their details and pay for the place in order to confirm the transfer.
3. The original participant will then be cancelled and receive a refund. **Please ensure the new member checks their junk mail if they cannot locate the email.**

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 or by us calling 0208 391 3913.

Make your mark 