

**BMCR Guidance to  
using RiderHQ  
for event organisers**



**January 2022**

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## INTRODUCTION

Rider HQ (RHQ) is an on-line website used by British Masters Cycle Racing (BMCR) and many other organisations for event entry, collection of entry monies in conjunction with Stripe and communication with entrants. Results can be posted on this website, if the organiser wishes to, but should definitely be emailed out to entrants, as well as being posted on the BMCR website and on Facebook (see paragraph 26).

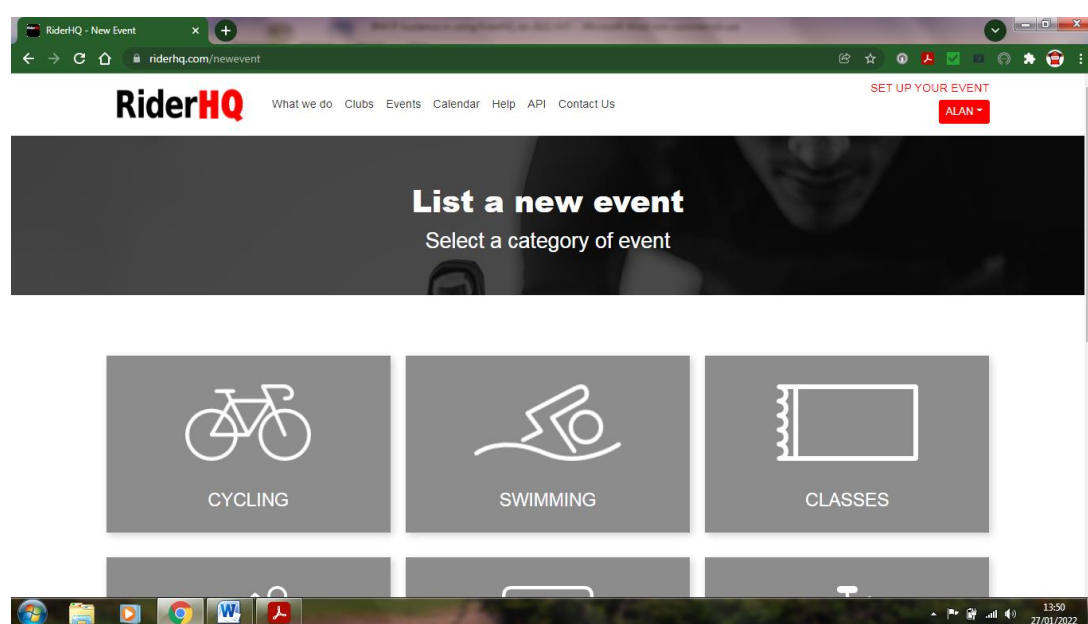
At first, the website can appear complex and difficult to use, but spend some time working through it, in conjunction with this guide and we hope that it will soon become a lot easier, if not second nature. The website has a number of ways to arrive at the same page, such as sending emails to entrants (paragraphs 23 & 37 refer) uploading images to enhance the event's appearance in the calendar (paragraphs 21c & 31g) and downloading reports (paragraphs 24, 35 & 40), this is helpful, but can be confusing to start with. Sections are comprised of sub-sections and sub-sub sections that seem daunting at first, but persevere and you should be able to navigate your way around the website. And if all else fails, help is on hand, by emailing Alan Vallance (alan\_vallance@btopenworld.com) or Mike Amery (Mikeamery58@gmail.com). Please outline the issue and provide a phone number for a call back.

Nat Spurling runs RHQ and if you really get stuck, he is very helpful and can be contacted on nat@riderhq.com. Some recent changes have been made at our request to make the website more specific for BMCR and easier to use, both for organisers and members. These include showing the event's opening date in the event details, rather than the closing date.

The words in **bold** in this guide denote functions/buttons on the website.

## HOW TO LIST A NEW EVENT

1. Open [www.riderhq.com](http://www.riderhq.com) and log in using your email address and password. Create an account, if you're not already an account holder.
2. Click on **Events**, then **SET UP YOUR EVENT:-**



3. Click on the **Cycling** button

4. Complete information for **Event Details**, selecting **BMCR Cycling Event** for **Event Type**, to ensure your event appears in the BMCR online race calendar. The questions are self-explanatory, but some extra guidance may be helpful for:-
  - a. **Start time** – use time of first race to start
  - b. **Multi day event** - not applicable for single day races, only stage races over two or more days
  - c. **Repeat Event** – not applicable for single day races, only a series
  - d. **Private event** - do not tick this box

## 5. Fees and Entries

The screenshot shows the 'Fees and Entries' section of the RiderHQ website. It features a form with a 'Free event' checkbox and a table for adding entry types. The table has columns for 'Fee amount', 'Max entries', and 'Entry type name'. Below the table is a red button to add more entry types. At the bottom of the form are links for 'ENTRY DETAILS' and 'EVENT DETAILS', and buttons for 'GO BACK' and 'LIST EVENT'. The footer includes the RiderHQ logo, navigation links, and buttons for 'SET UP YOUR EVENT' and 'MANAGE YOUR CLUB'.

6. Complete the three boxes (**Fee amount**, **Max Entries** and **Entry type name**) for the first race, usually AB, then use **ADD ANOTHER ENTRY TYPE** button for each additional race, e.g. CD, EFGH, and W.

Different fee amounts and maximum number of entrants can be stated for each race. The standard entry fee in 2021 is a maximum of £15 (£20 for National Championships and Stallard Series events). This may increase in subsequent years. The maximum number of entrants for three concurrent races is 30 to 40 in each race, so an overall total of 90 to 120, although some police authorities restrict the total number to 80. The safety of entrants and all concerned need to be considered when deciding upon field size, with reference to your relevant police authority, the nature, length and road width of the circuit and capacity of the race headquarters.

## 7. Entry details

The screenshot shows the 'RiderHQ - New Event' form. At the top, there are three input fields with values '15', '30', and 'C', followed by a red button with a white icon. Below these is a red button labeled '+ ADD ANOTHER ENTRY TYPE'. The 'ENTRY DETAILS' section contains two checkboxes: 'Waiting list' (with subtext 'Operate a waiting list if max entries reached') and 'Enable teams' (with subtext 'Allow entrants to set up and join teams'). Below this is the 'EVENT DETAILS' section with two buttons: 'GO BACK' and 'LIST EVENT'. The footer includes the 'RiderHQ' logo, a navigation menu (Home, Features, Clubs, Events, Calendar, Help, API, Contact Us), and two buttons: 'SET UP YOUR EVENT' and 'MANAGE YOUR CLUB'.

8. **Waiting list** – tick this as it's useful to have a reserve list in case original entrants drop out before the event. The ability to change the title from Waiting list to Reserve list or whatever suits can be done on later pages, see paragraph 14j
9. **Enable teams** – not used by BMCR.

## 10. EVENT DETAILS –

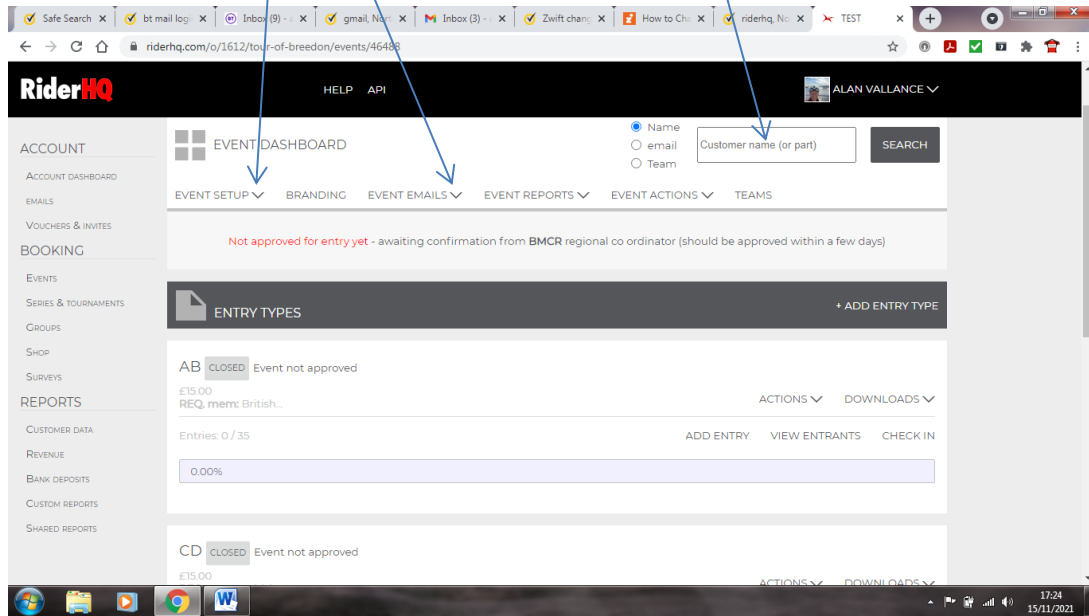
The screenshot shows the 'RiderHQ - New Event' form, specifically the 'EVENT DETAILS' section. It features a rich text editor titled 'Additional information' with a toolbar containing options for Paragraph, Bold (B), Italic (I), Link (chain icon), Bulleted list, Numbered list, Quote, Undo, and Redo. Below the editor is a red button labeled '+ ADD ANOTHER ENTRY TYPE'. At the bottom of the section are two buttons: 'GO BACK' and 'LIST EVENT'. The footer is identical to the previous screenshot, showing the 'RiderHQ' logo, navigation menu, and 'SET UP YOUR EVENT' / 'MANAGE YOUR CLUB' buttons.

11. **Additional information** – add useful details for the entrants, such as race distances/times, entrant selection criteria, parking restrictions, signing on process, circuit details/hazards, circuit type e.g. flat, undulating, hilly), a link to the circuit map, available refreshments, prizes and so on. Anything you think would be useful for entrants to know in advance and might “sell” your event to maximise entries.
12. Click **LIST EVENT** button and this takes you through to the **EVENT DASHBOARD**, where more specific information is added. Your Regional Co-ordinator will need to approve your event before it is published on RHQ, but the following can be added, in the interim.

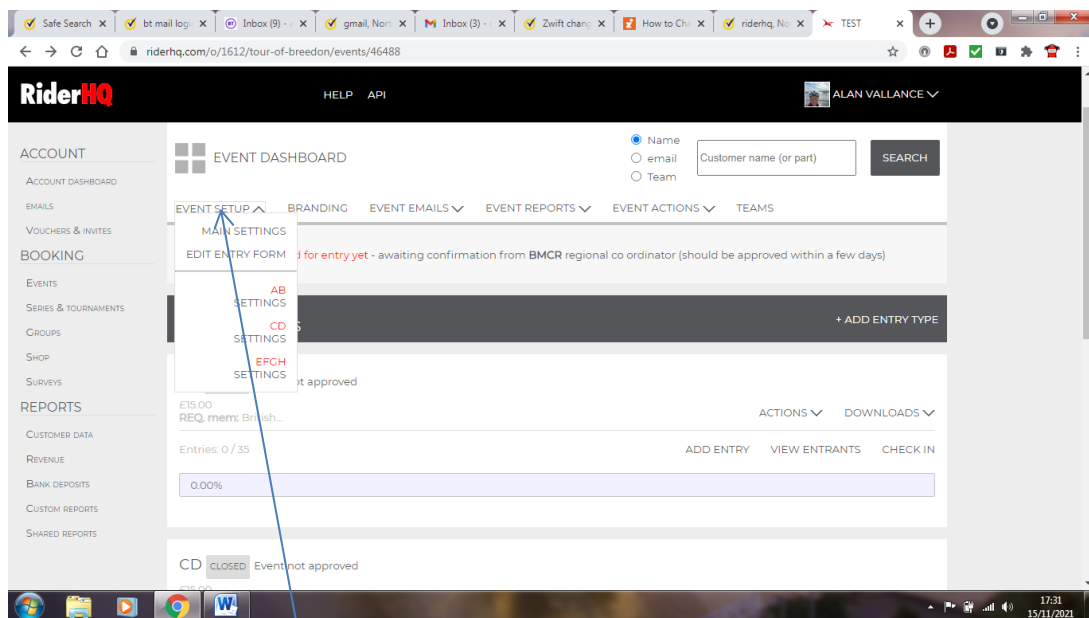
### 13. EVENT DASHBOARD

This can be the most confusing section! There is a search button enabling you to quickly find an entrant, once the event is set up and riders start entering.

Note the six sections across including **EVENT SETUP**, **BRANDING**, **EVENT EMAILS** and so on. The ones with down arrows have drop down menus, which are all described in turn below, starting with **EVENT SETUP**.



### 14. EVENT SETUP –



- Click on **EVENT SETUP**, then **MAIN SETTINGS** – These settings apply to the overall event and it is possible to amend some of these for individual races, as stated below. **MAIN SETTINGS** opens to give the headings of **DETAILS**, **OPEN/CLOSED** etc.
- DETAILS** - repeats information previously entered. Helpful to check this is correct. A link to your own website can be added.
- OPEN/CLOSED** – includes event status, event start time and date, when entries close and if entries on the day are allowed. There's a reminder - **The entries open**

**date is fixed at 8 weeks before for BMCR events.** The closing date is normally 21 days before. Tick yes or no for allowing entries on the day.

#### d. ENTRY TYPES & FEES

**RiderHQ** HELP API ALAN VALLANCE

ACCOUNT  
ACCOUNT DASHBOARD  
EMAILS  
VOUCHERS & INVITES  
BOOKING  
EVENTS  
SERIES & TOURNAMENTS  
GROUPS  
SHOP  
SURVEYS  
REPORTS  
CUSTOMER DATA  
REVENUE  
BANK DEPOSITS  
CUSTOM REPORTS  
SHARED REPORTS

DETAILS OPEN/CLOSE **ENTRY TYPES & FEES** ENTRANTS PRIVACY

**AB** [EDIT DETAILS](#)

Status	Entries	Waiting list	Entry fee	Instalments	Groups	Teams	Fundraising
CLOSED Event not approved	35	20	£15 +service fee		ON		

**CD** [EDIT DETAILS](#)

Status	Entries	Waiting list	Entry fee	Instalments	Groups	Teams	Fundraising
CLOSED Event not approved	35	20	£15 +service fee		ON		

**EFGH** [EDIT DETAILS](#)

Status	Entries	Waiting list	Entry fee	Instalments	Groups	Teams	Fundraising
CLOSED Event not approved	35	20	£15 +service fee		ON		

[+ ADD ENTRY TYPE](#)

Event status: [CLOSED](#) [EDIT EVENT STATUS](#)

☐ Set overall maximum entries  
If set, total up entries across all entry types and ensure doesn't exceed this number

☒ Assign numbers per entry type  
If ticked, number entrants per entry type, starting from the values you specify below (you can also overwrite numbers later, regardless of how you assign on entry)

Waiting list / pre registration

**e. Set overall maximum entries** – If you tick this box, you can set an overall maximum numbers of entrants, in addition to the individual race limits, see paragraph 16c.

**RiderHQ** HELP API ALAN VALLANCE

ACCOUNT  
ACCOUNT DASHBOARD  
EMAILS  
VOUCHERS & INVITES  
BOOKING  
EVENTS  
SERIES & TOURNAMENTS  
GROUPS  
SHOP  
SURVEYS  
REPORTS  
CUSTOMER DATA  
REVENUE  
BANK DEPOSITS  
CUSTOM REPORTS  
SHARED REPORTS

☒ Assign numbers per entry type  
If ticked, number entrants per entry type, starting from the values you specify below (you can also overwrite numbers later, regardless of how you assign on entry)

Number "AB" from

Number "CD" from

Number "EFGH" from

☒ Add Service fee on top  
Show the entrant a separate 'Service fee' for the **RiderHQ charge**. If unticked the entrant will be charged the exact entry fee you specify and we will deduct the RiderHQ charge before paying the balance to you.

☐ Display fee ranges  
Include entry form price adjustments in the 'entry fee' shown, e.g. £20-25. If unticked, just show the default price

Waiting list / pre registration

**f. Assign numbers per entry type** –the first number in each race can be assigned here, so that the Start Sheet is printed accordingly. Don't use the same number in different races or judging could be a nightmare! Some organisers prefer to use a separate spreadsheet as the start sheet, as it gives flexibility to have, for example a few spare numbers for on the day entries and a clear number differentiation between different categories. The Start Sheet can be downloaded onto an Excel spreadsheet (or PDF), so can be amended as you wish in this program, see paragraph 25.

- g. **Add Service fee on top** – ensure this box is ticked (default) or the RHQ service fee will be deducted from the entry fee.

The screenshot shows the 'Waiting list / pre registration' settings in the RiderHQ interface. The left sidebar contains navigation links for ACCOUNT, BOOKING, and REPORTS. The main content area has the following settings:

- ☐ **Display fee ranges**  
Include entry form price adjustments in the 'entry fee' shown, e.g. £20-25. If unticked, just show the default price.
- Waiting list / pre registration**
  - Hold spaces for (hrs)**  
24  
How long before a waiting list / pre-registration space expires (in hours) [How waiting lists work](#)
  - ☒ **Custom waiting list name**  
You can use your own name for the waiting list (e.g. call it a 'reserves list') to make it clearer to your entrants how you intend to use it.  
Custom waiting list name: RESERVE  
'list' will be added to your custom name
  - ☒ **Show waiting list position**  
Show people their position on the waiting list

At the bottom right, there are buttons for **SAVE CHANGES** and **CANCEL**.

- h. **Display fee ranges** – not used by BMCR.
- i. **Waiting list/pre registration – Hold spaces for (hrs)** - the default is 24 hours for a reserve to take a spare place. Popular events may wish to use a shorter period.
- j. **Custom waiting list name** – you may wish to change this to Reserve list by ticking the box and entering RESERVE.
- k. **Show waiting list position** – Tick this box, which is the default.

Once saved, (and it's best to save after each section) click **CONTINUE EDITING SETTINGS**, then **ENTRANTS**.

## I. ENTRANTS:-

The **ENTRANTS** and **PRIVACY** sections apply to the overall event, rather than individual races.

The screenshot shows the 'ENTRANTS' settings in the RiderHQ interface. The left sidebar is the same as the previous screenshot. The main content area has the following settings:

- ☒ **Allow edit entry**  
Entrants can edit their entry details  
**Allow until (days before start)**  
21  
e.g. if set to '10' then entrants can edit their entry until 10 days before the start day
- ☐ **Allow move entry**  
Entrants can move their entry from this event to any of your other events (or other entry types in the same event). If the destination is more expensive they will be asked to pay the difference before the move takes effect.
- ☐ **Allow multiple entries per user**  
Allow entrants to enter themselves multiple times
- ☐ **Allow entrants to delete their entry**  
Allow entrants to delete their entry (without refund). You can un-delete them, but they can't un-delete themselves once deleted.
- ☐ **Issue tickets**  
Tick this if you want entrants on this list to print tickets and bring them to the event. An ID will also be generated, which you will see on the entrants list and you can use to check against the ticket

At the top of the main content area, there are tabs for **DETAILS**, **OPEN/CLOSE**, **ENTRY TYPES & FEES**, **ENTRANTS** (active), and **PRIVACY**.



- m. **Allow edit entry** – usually ticked to allow entrants to amend or add information to their entry.
- n. **Allow until (days before start)** – The default is 21 days, which is sensible, but experience shows that there will be changes in entrants after this, so best not to finalise start sheets until closer to the event. The number of days should not be after the closing date to prevent changes being made, which you could easily miss. Entrants can always email you with any important changes.
- o. **Allow move entry** – not usually ticked, to prevent moves to other events without the organiser's knowledge.
- p. **Allow multiple entries per user** – not ticked – one rider – one ride
- q. **Allow entrants to delete their entry** – usually ticked to allow withdrawals with no refund. This can only be done before the period selected in the **Allow until (days before start)** question, usually 21 days.

The screenshot shows the 'ENTRANTS' settings page on the RiderHQ website. The sidebar on the left contains the following navigation links: ACCOUNT (ACCOUNT DASHBOARD, EMAILS, VOUCHERS & INVITES), BOOKING (EVENTS, SERIES & TOURNAMENTS, GROUPS, SHOP, SURVEYS), and REPORTS (CUSTOMER DATA, REVENUE, BANK DEPOSITS, CUSTOM REPORTS, SHARED REPORTS). The main content area has the following settings:

- ☐ **Allow entrants to delete their entry**  
Allow entrants to delete their entry (without refund). You can un-delete them, but they can't un-delete themselves once deleted.
- ☐ **Issue tickets**  
Tick this if you want entrants on this list to print tickets and bring them to the event. An ID will also be generated, which you will see on the entrants list and you can use to check against the ticket.
- ☐ **Show entrant numbers**  
Shows entrant numbers on the entry list and on entrant details. Useful if you want entrants to know the number assigned to them by RiderHQ (numbers are assigned in the order they enter). Un-tick if you plan to change these numbers later (so as not to confuse entrants).
- ☐ **Generate entrant bibs**  
Allow entrants to download a bib for printing with their bib number, ahead of the start day.
- ☐ **Generate entrant certificates**  
Allow entrants to download a certificate with their time after you upload results.

At the bottom of the main content area are two buttons: **SAVE CHANGES** (red) and **CANCEL** (grey). The browser's address bar shows 'riderhq.com/events/av-test-event/settings/entrants'. The user's name 'ALAN VALLANCE' is visible in the top right corner.

- r. BMCR would not usually tick any of the remaining boxes – **Issue tickets**, **Show entrant numbers**, **Generate entrant bibs** and **Generate entrant certificates**.

## s. PRIVACY –

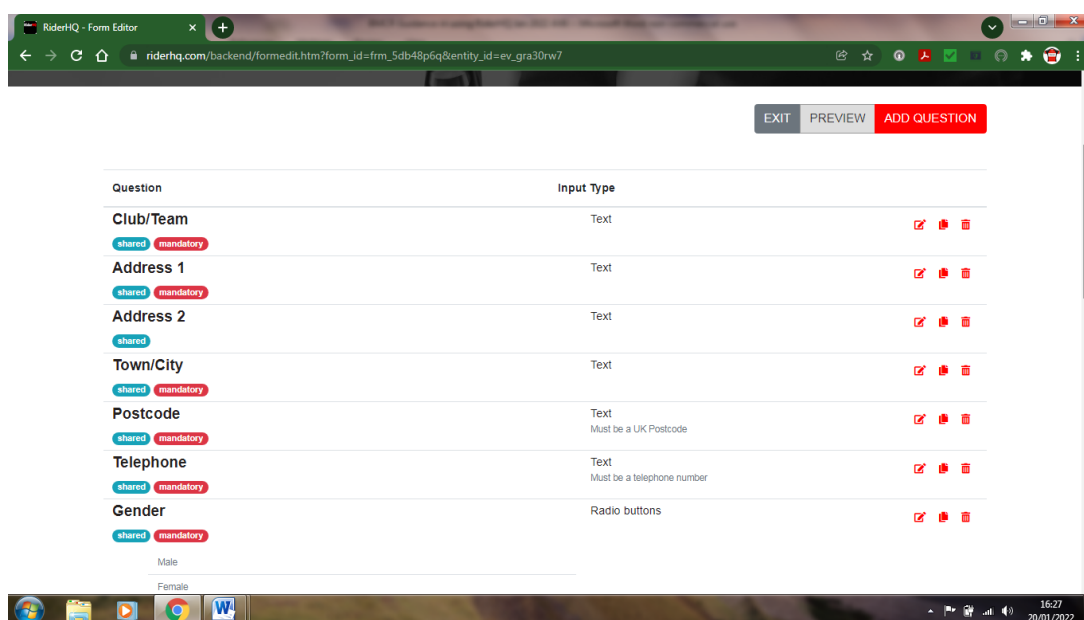
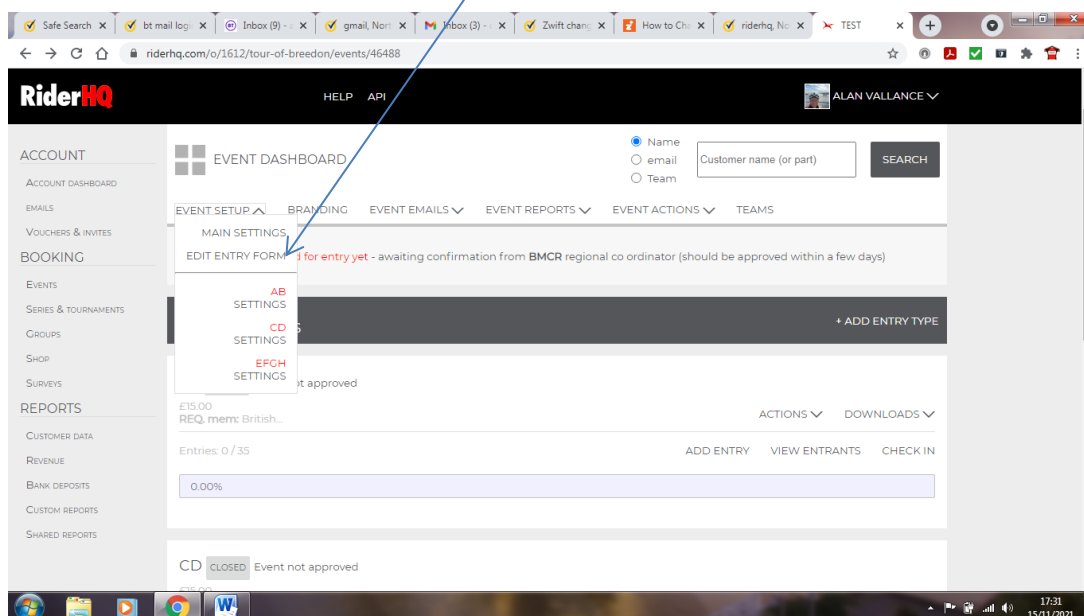
The screenshot shows a web browser window with the URL `riderhq.com/events/test-8/settings/privacy`. The page is titled "RiderHQ" and has a user profile "ALAN VALLANCE" in the top right. The left sidebar contains a menu with categories: ACCOUNT, BOOKING, and REPORTS. The main content area is titled "PRIVACY" and contains several settings:

- ☐ **Private event**  
Do not show this event in the calendar, news or event sections and avoid publicising it.
- ☒ **Publish organiser's email**  
Show your email address on the event page
- ☐ **Publish organiser's name**  
Show your name on the event page
- ☒ **Show entrylist**  
We show a live list of entries as they happen. This encourages other riders and friends to sign up as everyone can see the event fill up. (If you untick this, you will still see entries when logged in as the organiser, visitors, however, will not)
- ☒ **Send 'spaces available' Tweets**  
Publish '70% full', 'spaces available', 'sold out' tweets to twitter feeds of RiderHQ and our partners
- ☒ **Allow entrants to subscribe to event notifications**  
People can subscribe and be notified when spaces are available, entry status changes, etc.

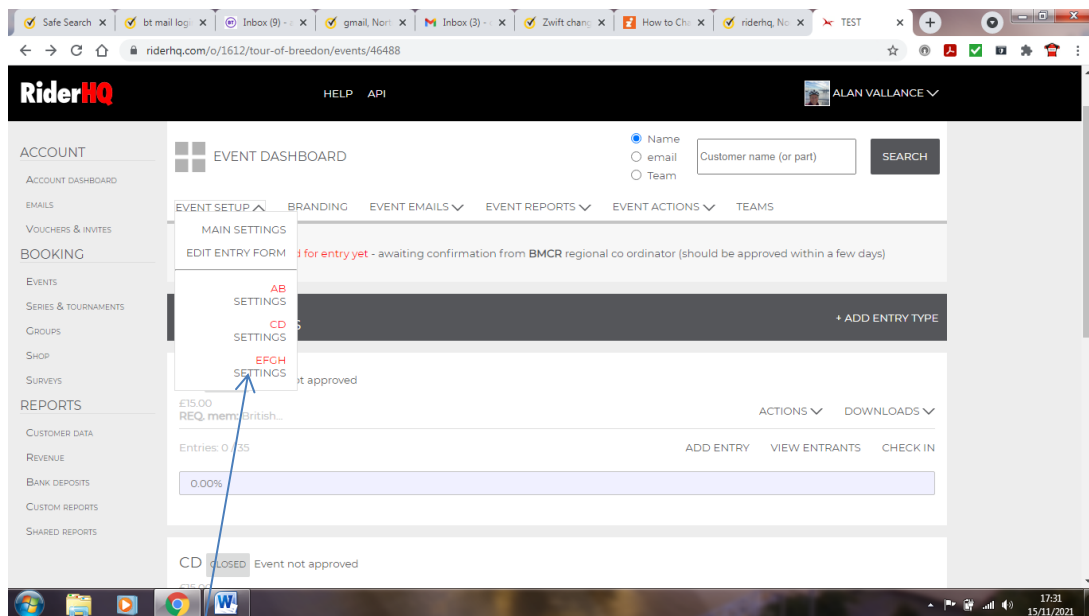
At the bottom right of the settings area are two buttons: "SAVE CHANGES" (in red) and "CANCEL".

- t. **Private event** – prevents the event being publicised and would not usually be ticked.
- u. **Publish organiser's email** – tick to allow this to enable entrants or potential entrants to contact the organiser with any questions or to seek clarification.
- v. **Publish organiser's name** – tick to allow this to enable entrants or potential entrants to know who the organiser is.
- w. **Show entry list** – tick this, which is the default. Entrants like to see who else is riding.
- x. **Send 'spaces available' Tweets** – usually ticked, as per default. Everyone following RiderHQ on Twitter will receive updates. Members need to follow RiderHQ on Twitter to receive these tweets.
- y. **Allow entrants to subscribe to event notifications** – usually ticked, which is the default.

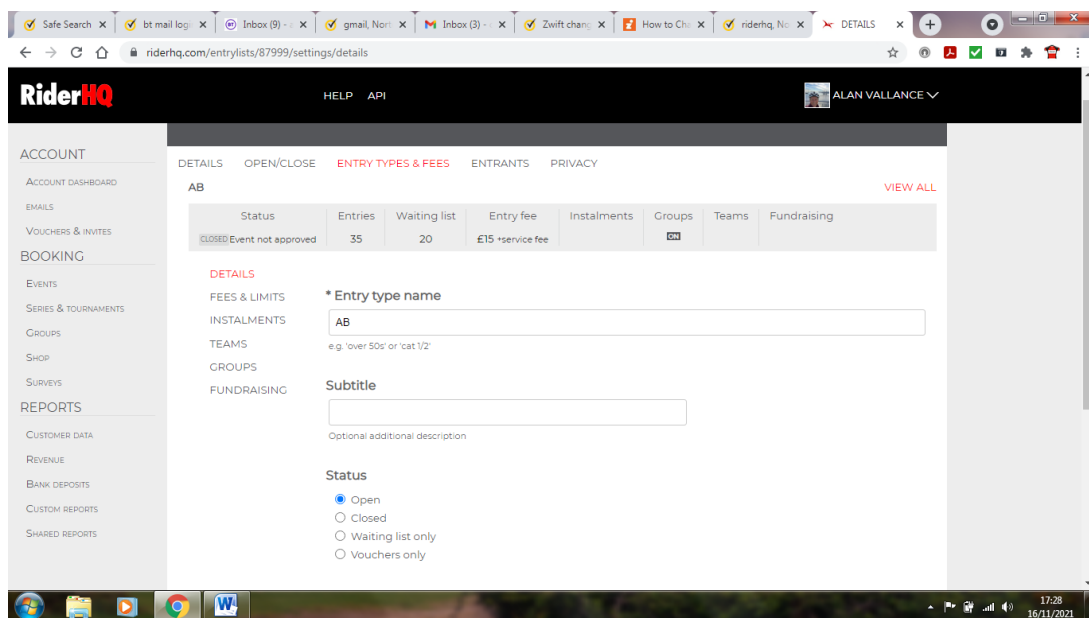
- z. After saving, click **RETURN TO EVENT**, which takes you to the **EVENT DASHBOARD**, then **CLICK EDIT ENTRY FORM** – this is the form that entrants complete and is not normally altered, but can be, if the organiser wishes to obtain additional information to the standard, e.g. to make a selection for a National Championship, see paragraph 16f.



- aa. Entry form amendment is straight forward and your amendments can be previewed to check how entrants will see the form.



**bb. AB, CD, EFGH, W Settings** – you need to complete the following section of **ENTRY TYPES & FEES** for each race with specific details under the sub-headings of: - **Details, Fees & Limits, Instalments, Teams, Groups and Fundraising**, as shown below. Each are now referred to in order.



## 15. DETAILS –

- Entry type name** – enter age categories, e.g. AB
- Subtitle** – is there a specific title for one of the races?
- Status** – usually **Open** when listing a new event. When there's a full field, the **Status** will change automatically to **Closed** or **Waiting list only**. The buttons can be used to manually alter the **Status** of the specific race, if, for example, you wish to re-open it after it had automatically **Closed**, in which case the Closing date will also need amending. **Vouchers only** is not currently used by BMCR.

**RiderHQ** DETAILS

ACCOUNT

- ACCOUNT DASHBOARD
- EMAILS
- VOUCHERS & INVITES

BOOKING

- EVENTS
- SERIES & TOURNAMENTS
- GROUPS
- SHOP
- SURVEYS

REPORTS

- CUSTOMER DATA
- REVENUE
- BANK DEPOSITS
- CUSTOM REPORTS
- SHARED REPORTS

GROUPS

FUNDRAISING

Subtitle

Optional additional description

Status

- ☒ Open
- ☐ Closed
- ☐ Waiting list only
- ☐ Vouchers only

☐ Hidden

Hide this entry type from the entry options (e.g. temporarily)

Start time

10:00

24hr e.g. 13:00

SAVE CHANGES CANCEL

- d. **Hidden** – not ticked, as it's unlikely you would not want the race details to be hidden from the RHQ online calendar.
- e. **Start time** – specific start time with each race, usually starting two/three minutes apart.

## 16. FEES & LIMITS:-

**RiderHQ** FEES & LIMITS

ACCOUNT

- ACCOUNT DASHBOARD
- EMAILS
- VOUCHERS & INVITES

BOOKING

- EVENTS
- SERIES & TOURNAMENTS
- GROUPS
- SHOP
- SURVEYS

REPORTS

- CUSTOMER DATA
- REVENUE
- BANK DEPOSITS
- CUSTOM REPORTS
- SHARED REPORTS

TEST

DETAILS OPEN/CLOSE ENTRY TYPES & FEES ENTRANTS PRIVACY

AB

Status	Entries	Waiting list	Entry fee	Instalments	Groups	Teams	Fundraising
CLOSED Event not approved	35	20	£15 +service fee				

DETAILS

FEES & LIMITS

\* Entry fee

15.00

INSTALMENTS

TEAMS

GROUPS

FUNDRAISING

Fee tiers

- ☒ None
- ☐ By date
- ☐ By number of entrants

Alter the entry fee on specific dates, or as entry numbers increase

\* Max entries

35

When this number of entries is reached, entry type will be 'sold out' and no further entries will be accepted

- a. **Entry fee** – the fee for each race, which can be different. £15 is the current maximum fee (2022), except National Championships and Stallard events or when race expenses necessitate more.
- b. **Fee tiers** – gives the ability to charge different fees over a period or as entries increase. BMCR do not use this function.
- c. **Max entries** – maximum number of entries per race. This depends on individual circumstances, as previously stated, paragraph 6. Also, refer to **Manage waiting list manually** below for more guidance on setting this number.

- d. Women are often included with E+ category races. BMCR wish to encourage more women to race and as such, a separate **Entry Type Name** (or their own race) with its own maximum number of entrants should be set up. Any shortage of female entries can be filled from the Waiting list of E+ categories. This should be mentioned in the **Event Details**, see paragraph 10 above.

The screenshot shows the 'Waiting list' settings page on the RiderHQ website. The page is titled 'Waiting list' and contains several input fields and checkboxes. The 'Waiting list' field is set to '20'. Below it, there is a checkbox for 'Manage waiting list manually' and another for 'Allow pre-registration for entrants'. The 'Minimum entries per order' field is set to '1'. The 'Free entries' field is set to '0'. At the bottom of the form are 'SAVE CHANGES' and 'CANCEL' buttons. The left sidebar contains links for ACCOUNT, BOOKING, and REPORTS. The top header shows the RiderHQ logo and the user's name, ALAN VALLANCE.

- e. **Waiting list** – enter the number of reserves, usually 5 to 10, as it's useful to have a reserve list as original entrants may have to drop out for a variety of reasons, before the event. You might decide to have a higher number of E+ reserves than other categories, just in case women do not fill all the places allocated for them.
- f. **Manage waiting list manually** – tick this if you wish to manage the selection of reserves, instead of first come, first served. Useful if you wish to select the overall entrants, perhaps for a National Championship or popular event. e.g. – for a field of 30; set the **Max Entrants** at say 15 = 50% (first come, first served) and **Waiting List** at 25, allowing you to select the final 15 and have 10 reserves. Mention these selection criteria in the **Event Details** (see paragraph 10) and include additional questions on the entry form (paragraph 14z – **Edit Entry Form**) so that you know enough about the entrants to make a selection, e.g. Are you a BMCR race organiser?
- g. **Allow pre-registration for entrants** - not usually ticked, but could be helpful if you wish to gauge interest in an event before it officially opens.
- h. **Free entries** – not currently used by BMCR

## 17. Instalments:-

The screenshot shows the RiderHQ website interface. The user is logged in as ALAN VALLANCE. The page is titled 'TEST' and is part of the 'ENTRY TYPES & FEES' settings. The 'Instalments' tab is selected. The 'Allow pay-by-instalments' checkbox is unchecked. The entry fee is £15 + service fee. The status is 'CLOSED Event not approved'. The number of entries is 35, and the waiting list is 20. The 'SAVE CHANGES' button is visible.

Status	Entries	Waiting list	Entry fee	Instalments	Groups	Teams	Fundraising
CLOSED Event not approved	35	20	£15 +service fee				

**DETAILS**

☐ **Allow pay-by-instalments**  
Offer entrants the option to pay the entry fee in instalments (we will send reminder email)

**FEES & LIMITS**

**INSTALMENTS**

**TEAMS**

**GROUPS**

**FUNDRAISING**

**SAVE CHANGES** **CANCEL**

- a. Allow pay by instalments – not used by BMCR.

## 18. TEAMS:-

The screenshot shows the RiderHQ website interface. The user is logged in as ALAN VALLANCE. The page is titled 'TEST' and is part of the 'ENTRY TYPES & FEES' settings. The 'Teams' tab is selected. The 'Enable teams' checkbox is unchecked. The entry fee is £15 + service fee. The status is 'CLOSED Event not approved'. The number of entries is 35, and the waiting list is 20. The 'SAVE CHANGES' button is visible.

Status	Entries	Waiting list	Entry fee	Instalments	Groups	Teams	Fundraising
CLOSED Event not approved	35	20	£15 +service fee				

**DETAILS**

☐ **Enable teams**  
Offer entrants the option to create/join teams with other entrants

**FEES & LIMITS**

**INSTALMENTS**

**TEAMS**

**GROUPS**

**FUNDRAISING**

**SAVE CHANGES** **CANCEL**

- a. Enable teams - not currently used by BMCR.

## 19. GROUPS:-

The screenshot shows the RiderHQ website interface. The user is logged in as ALAN VALLANCE. The page is titled 'TEST' and shows the 'ENTRY TYPES & FEES' settings for an event. The 'Restrict to members' checkbox is checked, and the 'Group' is set to 'British Masters Cycle Racin...'. The 'Member on' date is set to 'Start day'.

Status	Entries	Waiting list	Entry fee	Instalments	Groups	Teams	Fundraising
CLOSED Event not approved	35	20	£15 +service fee		01		

**DETAILS**

**FEES & LIMITS**

☐ Discount for members  
Restricts entry to members of a RiderHQ group (e.g. a club or a league)

☒ Restrict to members  
Restricts entry to members of a RiderHQ group (e.g. a club or a league)

**GROUPS**

Group: British Masters Cycle Racin...

**MEMBER ON**

Member on: Start day

To enter, membership must be valid up to this date

- Discount for members** – not used by BMCR.
- Restrict to members** – the website automatically restricts entrants to BMCR members, who are members on the day of the event. This can also be set to the date of entry.
- Until days before start** – set to zero.

## 20. FUNDRAISING:-

The screenshot shows the RiderHQ website interface. The user is logged in as ALAN VALLANCE. The page is titled 'TEST' and shows the 'FUNDRAISING' settings for an event. The 'JustGiving' and 'Everydayhero' fundraising options are visible.

Status	Entries	Waiting list	Entry fee	Instalments	Groups	Teams	Fundraising
CLOSED Event not approved	35	20	£15 +service fee		01		

**DETAILS**

**FEES & LIMITS**

**INSTALMENTS**

**TEAMS**

**GROUPS**

**FUNDRAISING**

Create a fundraising page for entrants on the platforms below, linked to the charity they select (from those configured here)  
(Charities are listed in a random order on each entry form)

**JustGiving**

Charity name Charity ID Event ID Target amount  
ADD JUSTGIVING CHARITY

If a JustGiving charity is selected we will automatically create a JustGiving fundraising page for them when they have entered successfully  
You can enter as many charity IDs as you like, or a blank row for the entrant to select their own charity

**Everydayhero**

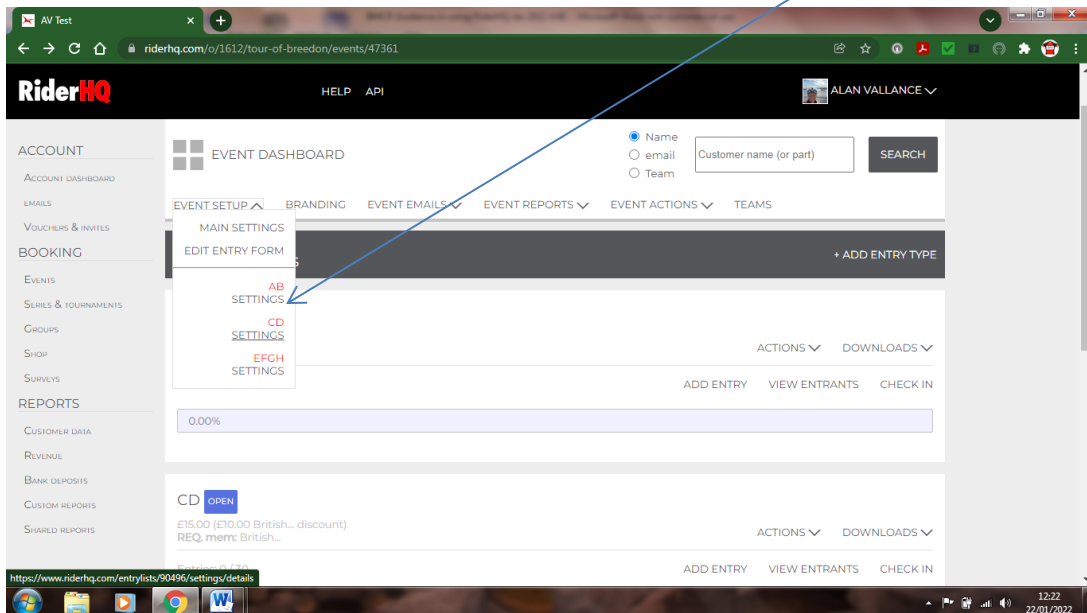
Charity name Charity ID Campaign ID Campaign slug Target amount  
ADD EVERYDAYHERO CHARITY

If an Everydayhero charity is selected we will generate a button on the entry confirmation page. When they click it we will send their details to EverydayHero and forward them there to complete their page setup

- FUNDRAISING** – BMCR events do not tend to be used for charity fundraising purposes.

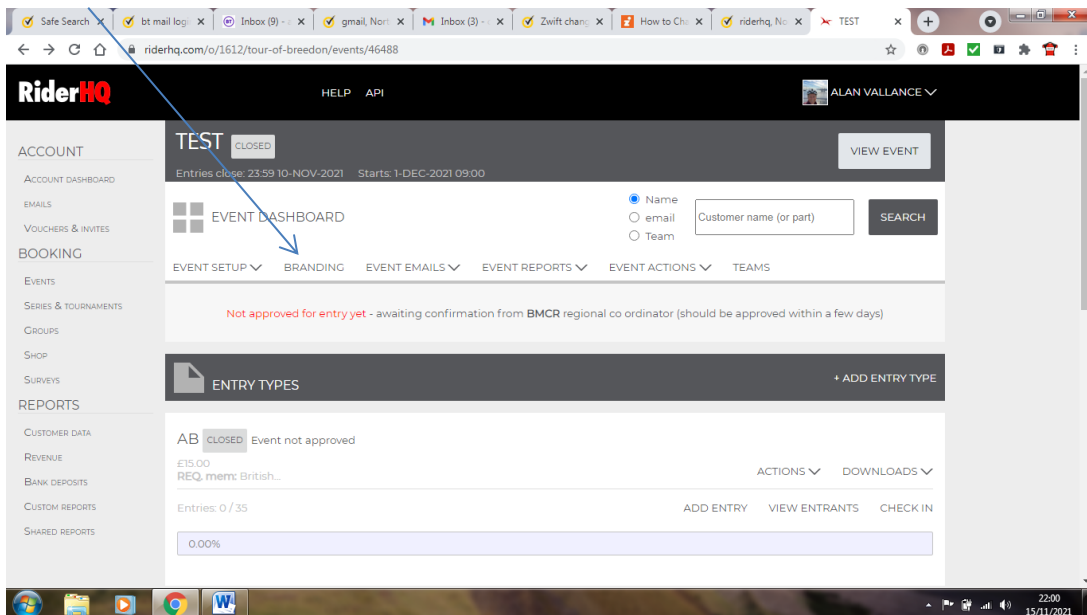


- b. Next complete the **ENTRY TYPES & FEES** section for the other races by returning to the **EVENT DASHBOARD > EVENT SETUP > category SETTINGS**

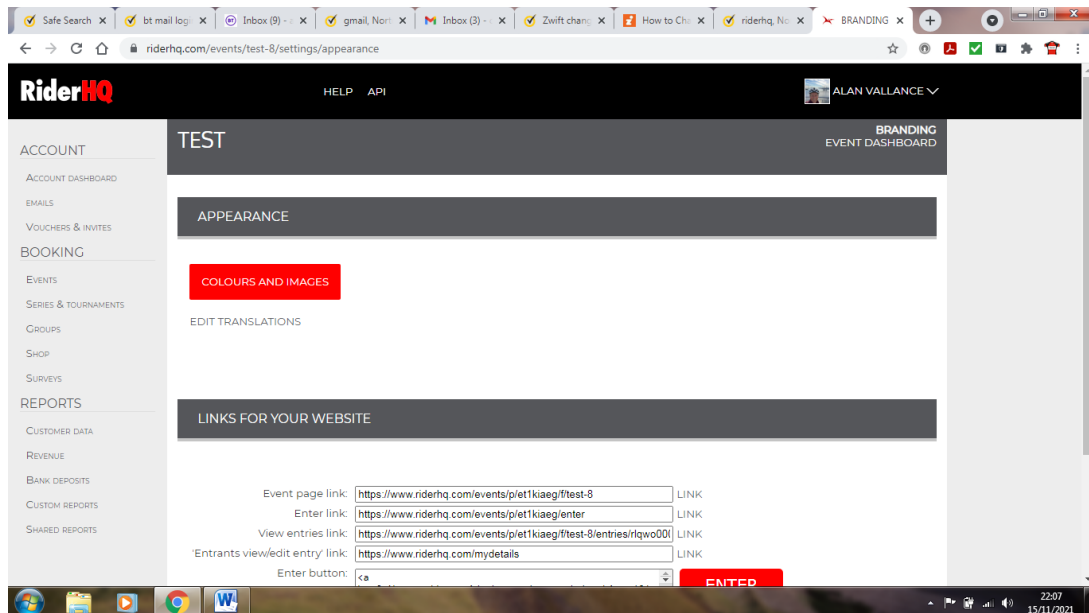


**EVENT DASHBOARD (continues)**

## 21. BRANDING:-



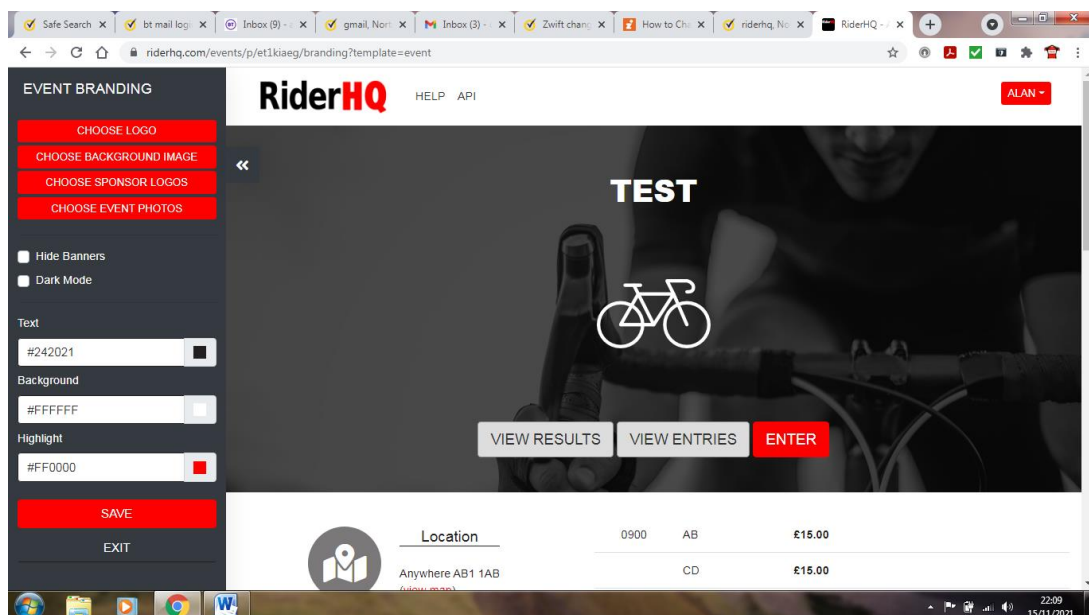
a. Click on **COLOURS AND IMAGES**

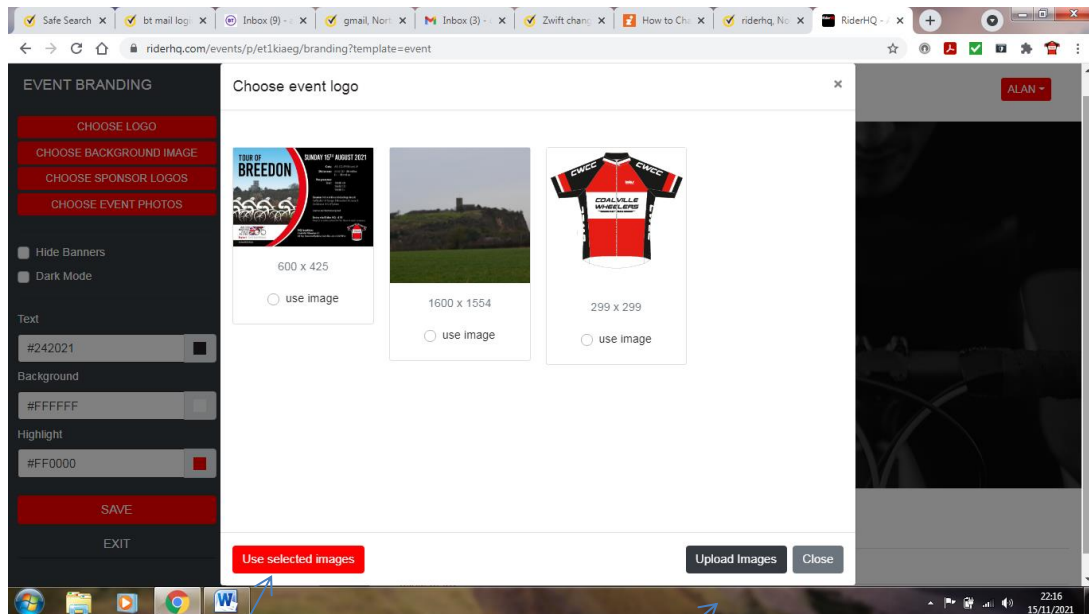


b. Event branding:-

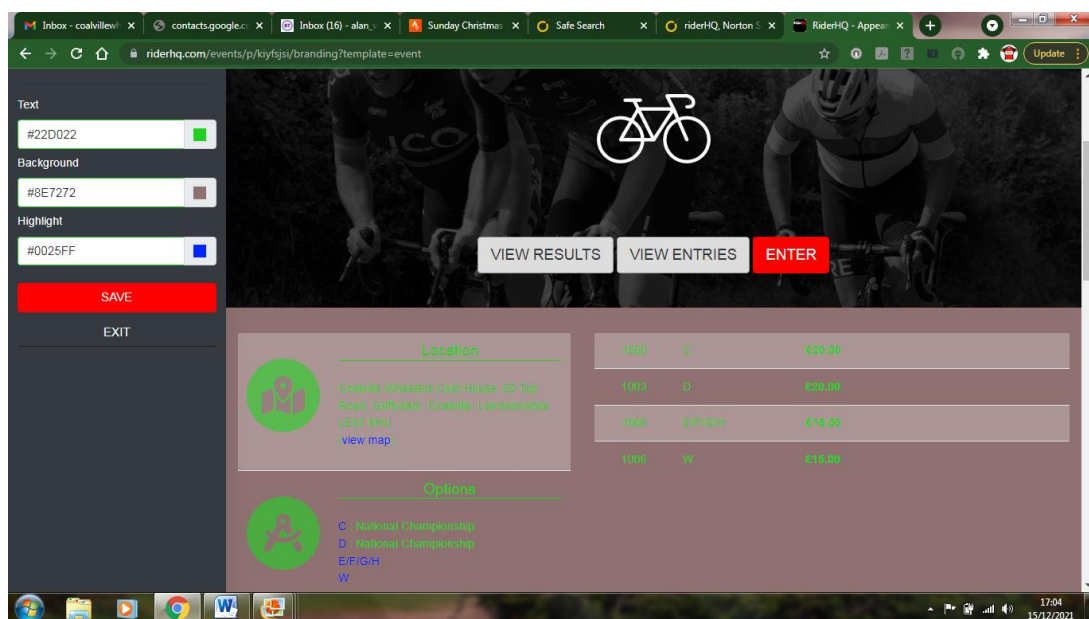
1. **CHOOSE LOGO**
2. **CHOOSE BACKGROUND IMAGE**
3. **CHOOSE SPONSOR LOGOS**
4. **CHOOSE EVENT PHOTOS**

All these buttons can be used to enhance the appearance of your event in the calendar and thus attract more entrants. In the screenshot below, **LOGO** relates to the white bike, **BACKGROUND IMAGE** to the cyclist and **SPONSOR LOGOS** and **EVENT PHOTOS** appear below, although not in this screenshot.

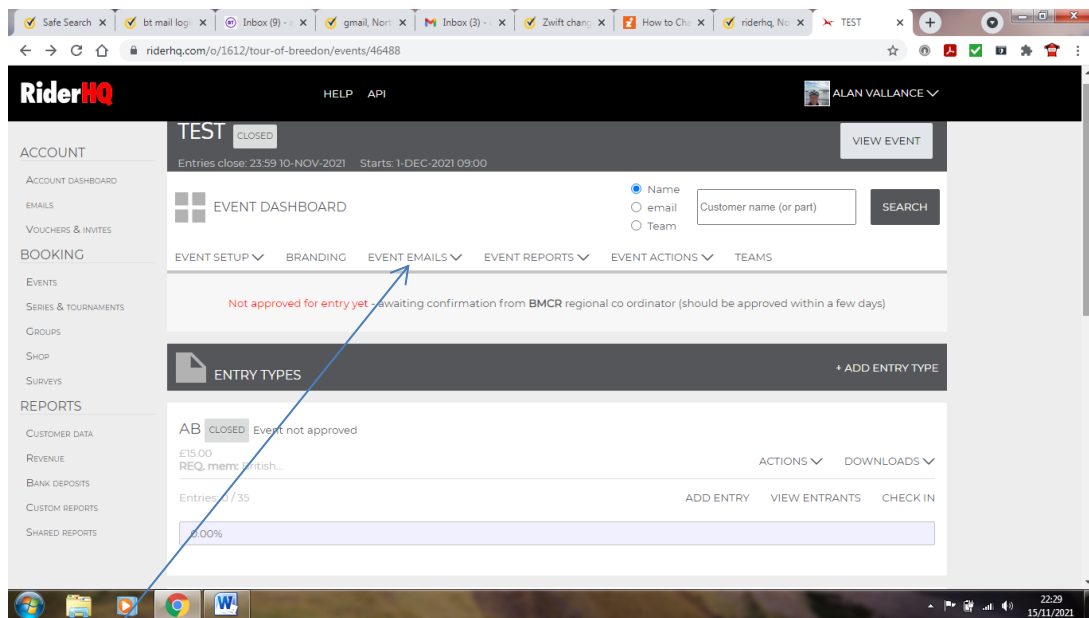




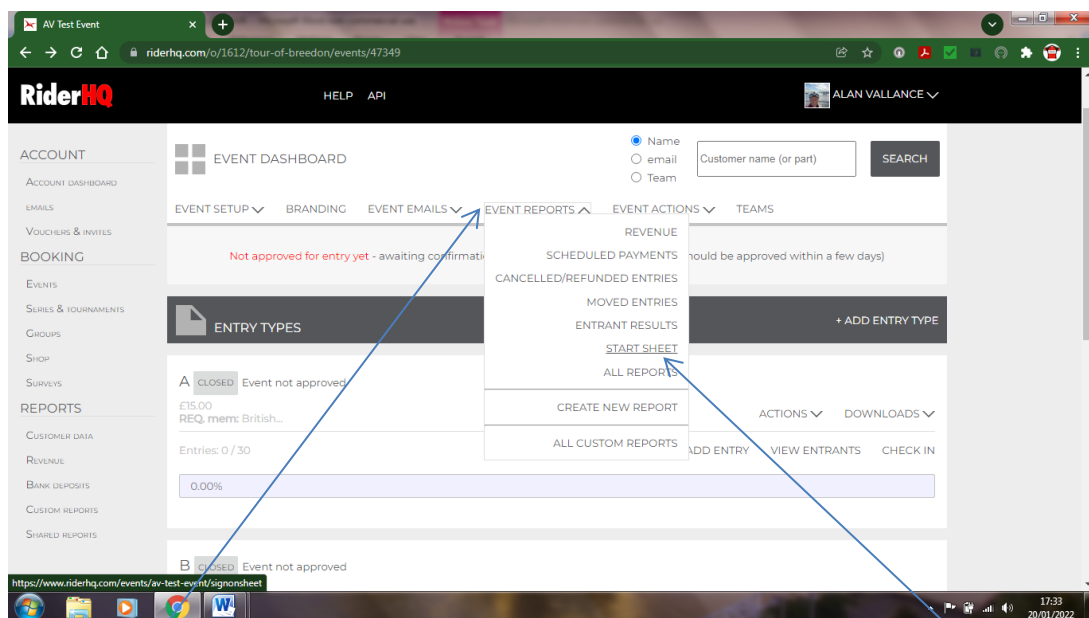
- c. We have used the **CHOOSE LOGO / Choose event logo** here, but all four buttons work the same. Use the **Upload Images** button to upload photos and logos to the website, select the image you wish to use, (o **use image**), then the **Use Selected Images** button to add them as a logo. It's the same process for the background image, sponsors logo or event photos, as appropriate. Images also appear on emails generated by the website. If you wish to delete a photo, click in the top right corner and a rubbish bin symbol should appear.
- d. **Text**, **Background** and **Highlight** can all be used to change the colour of the wording in the calendar and when clicking through into the event details. By way of an extreme example, see the next screenshot. We have used green for **Text**, grey for **Background** and blue for **Highlight**. We have also used a photo of cyclists from a previous event for the **Background Image**. BMCR are happy with the default colours, but if you trying to make your event stand out, have a play!



## 22. Other functions on the dashboard:-



**23. EVENT EMAILS** - Emails and text messages (6p charge for each text) can easily be sent to all or selected entrants for the distribution of start sheets, event details, any late alterations, results and the like. These can also be pre-populated with information extracted from the RHQ website (e.g. first and last names, event name...) and automated emails can be compiled and sent when appropriate (e.g. to confirm a successful entry). Also see paragraph 36.



**24. EVENT REPORTS** - numerous reports, even your own custom ones, can be run and transferred into an Excel spreadsheet. Under this section, you'll find the important **Start Sheet** (or as we know it to be - a signing on sheet)

**Print blank rows**

Add blank rows if you might want to accept entries on the day and need somewhere for them to fill in their details

**Disclaimer**

Enter your disclaimer text

[CHANGE](#)

[PDF](#) [DOWNLOAD CSV](#)

Date: Sat, 5 Feb 2022 Event: test				
Competitor's Declaration: I agree to take part in this race entirely at my own risk. I confirm that I have familiarised myself with the course and taken due note of any potential hazards to my safety and in starting the race I am confirming that the course is fit for the purpose. I understand that when riding on the highway the function of marshals is only to indicate the direction; they have no power to control traffic and I alone must determine whether any move I make is safe. I agree that no liability whatsoever shall be attached to the Organiser, Race Officials, Marshals, First Aid Attendants, helpers or to the League of Veteran Racing Cyclists Ltd or its Directors in respect of any injury, loss or damage suffered by me or by reason of taking part in the event however caused and whether by negligence or otherwise. I CONFIRM AND ACKNOWLEDGE THAT I HAVE READ AND UNDERSTOOD THIS STATEMENT BEFORE SIGNING.				
No	Entry type	First names	Last name	Signature

- For new organisers, the default column headings that appear on the start sheet are (as above):- No. (number), Entry type (race category), First names, Last name and Signature. Previous organisers will have the columns they used before as the default. We recommend your signing on sheets have headings of:- No., Entry type, First and Last Names, Age on day of event and BMCR licence number with a blank column for the rider's signature. This should leave sufficient space for the rider's signature, but check. We recommend that this is the ONLY information on the signing on sheet, producing the columns shown in paragraph 25a.
- For privacy reasons, the rider's emergency contact name and their contact number have NOT been included. However, in the case of a serious accident, the organiser and/or emergency services may need this information and so the organiser should print their own copy of the signing on sheet including this, ticking the four blue boxes as shown below:-

Start sheet BMCR TEST AV

INBOX (3) - alan\_vallance@btint...

← → ↻ 🏠 riderhq.com/events/bmcr-test-av/signonsheet

START SHEET

BMCR TEST AV

[RETURN TO EVENT](#)

COLUMNS

<input type="checkbox"/> Club/Team	<input type="checkbox"/> Address 1	<input type="checkbox"/> Address 2	<input type="checkbox"/> Town/City
<input type="checkbox"/> Postcode	<input type="checkbox"/> Telephone	<input type="checkbox"/> Gender	<input type="checkbox"/> Date of birth
<input type="checkbox"/> Age	<input checked="" type="checkbox"/> Age on day of event	<input type="checkbox"/> Age category on day of event...	<input checked="" type="checkbox"/> BMCR license number
<input type="checkbox"/> I agree to the above declar...	<input type="checkbox"/> Emergency contact name	<input type="checkbox"/> Title (British Masters C...)	<input type="checkbox"/> Address 1 (British Masters C...)
<input type="checkbox"/> Address 2 (British Masters C...)	<input type="checkbox"/> Town (British Masters C...)	<input type="checkbox"/> County (British Masters C...)	<input type="checkbox"/> Postcode (British Masters C...)
<input type="checkbox"/> Telephone (British Masters C...)	<input type="checkbox"/> Date of birth (British Masters C...)	<input type="checkbox"/> Age (British Masters C...)	<input type="checkbox"/> Gender (British Masters C...)
<input type="checkbox"/> Club/Team (British Masters C...)	<input checked="" type="checkbox"/> Emergency contact name (British Masters C...)	<input checked="" type="checkbox"/> Emergency contact telephone (British Masters C...)	<input type="checkbox"/> Emergency contact 2 name (British Masters C...)
<input type="checkbox"/> Emergency contact 2 telepho... (British Masters C...)	<input type="checkbox"/> Do you have any medical con... (British Masters C...)	<input type="checkbox"/> Additional medical informat... (British Masters C...)	<input type="checkbox"/> Additional medical informat... (British Masters C...)
<input type="checkbox"/> Additional medical informat... (British Masters C...)	<input type="checkbox"/> Additional medical informat... (British Masters C...)	<input type="checkbox"/> I agree to the above terms... (British Masters C...)	<input type="checkbox"/> Region (British Masters C...)
<input type="checkbox"/> Notes (British Masters C...)	<input type="checkbox"/> Sent to onelife (British Masters C...)	<input type="checkbox"/> Sent to OneLife iD (British Masters C...)	<input type="checkbox"/> Membership card title (British Masters C...)
<input type="checkbox"/> Transponder ID (British Masters C...)	<input type="checkbox"/> Amount paid	<input type="checkbox"/> Next payment due	<input type="checkbox"/> Balance outstanding
<input type="checkbox"/> Print British Masters Cycle Racin... membership number			

15:30 28/01/2022

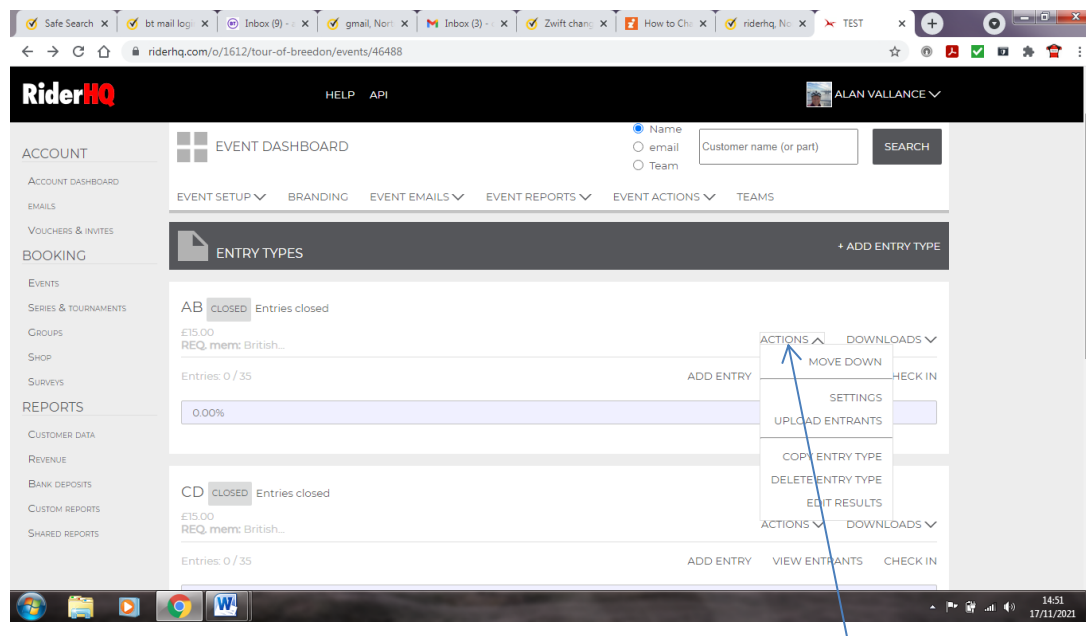
25. How the riders' **Numbering** is allocated can be determined on this page, (also see paragraph 14f), the inclusion of blank rows for entries on the day and your own **Disclaimer**, although this isn't needed.

- a. Note the seven columns above. The start sheet can be transferred to a PDF or Excel spreadsheet with these buttons. If you are familiar with using Excel, this can be useful in allocating numbers, manipulating the data and adjusting the width of columns, if needed. This cannot be done using a PDF print out, but RHQ produces an acceptable document.
- b. As stated above, we recommend that the organiser prints out a set of Start Sheets for him/herself that includes the emergency contact information of riders. It is also recommended that Start Sheets are not printed until just before the event, as there tends to be many changes in entrants in the run up to it.

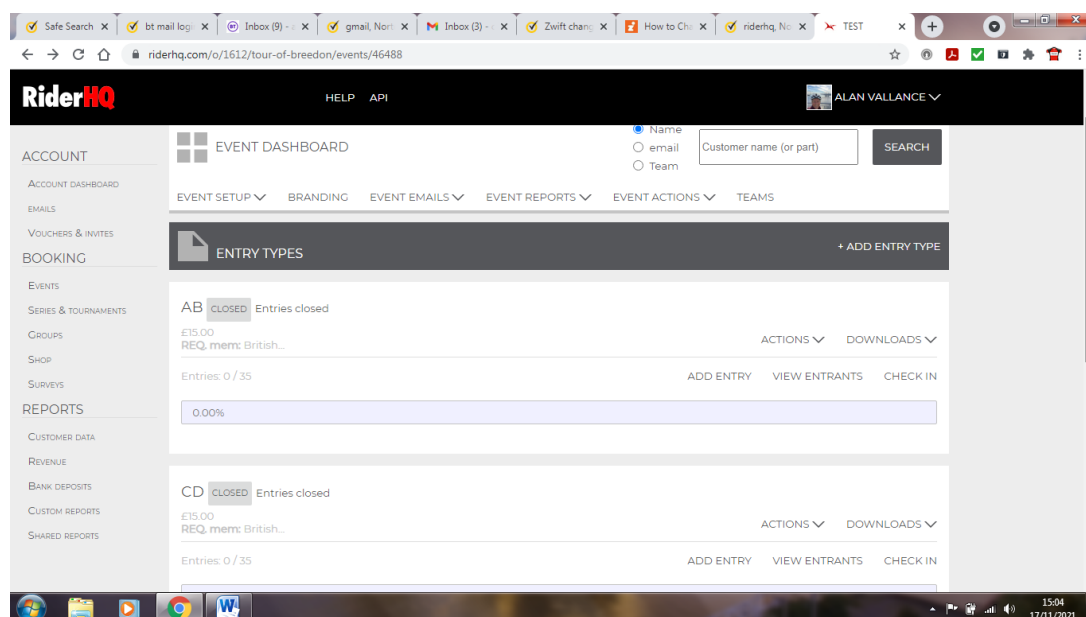
**26. EVENT ACTIONS** – bulk changes can be made to entrant's details using a spreadsheet. Under this section, you can also download the race results under **Edit Results**, but as stated in the Introduction, BMCR do not usually post results on RHQ, instead these should be posted on the BMCR Facebook page, emailed to entrants and sent for posting on the BMCR website (send to Robert Fowler at edenshaw@hotmail.co.uk) If organisers wish to post on RHQ as well, then please do so. A spreadsheet in the correct format is needed. If you wish to delete your event, you can do so under this section.

**27. TEAMS** – a team of riders can be created, but is not currently used by BMCR.

## 28. Additional actions and shortcuts



- a. For each **ENTRY TYPE**, there's two drop down lists under **ACTIONS** and **DOWNLOADS**. Each item is self-explanatory.

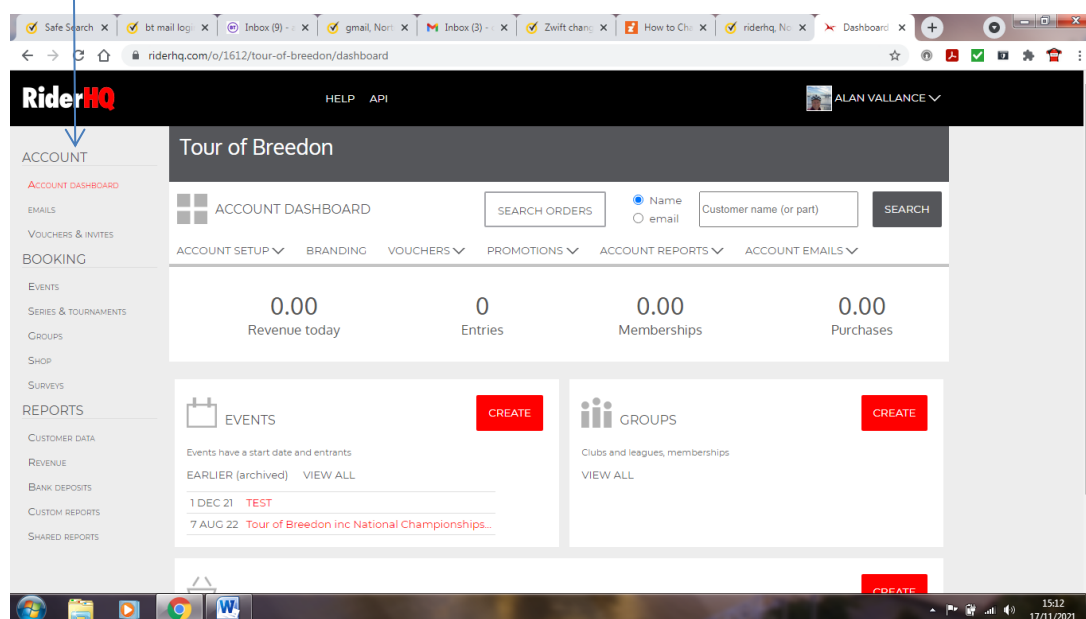




- b. **ADD ENTRY** allows you to add a new entrant manually and **VIEW ENTRANTS** brings up a list of all entrants.

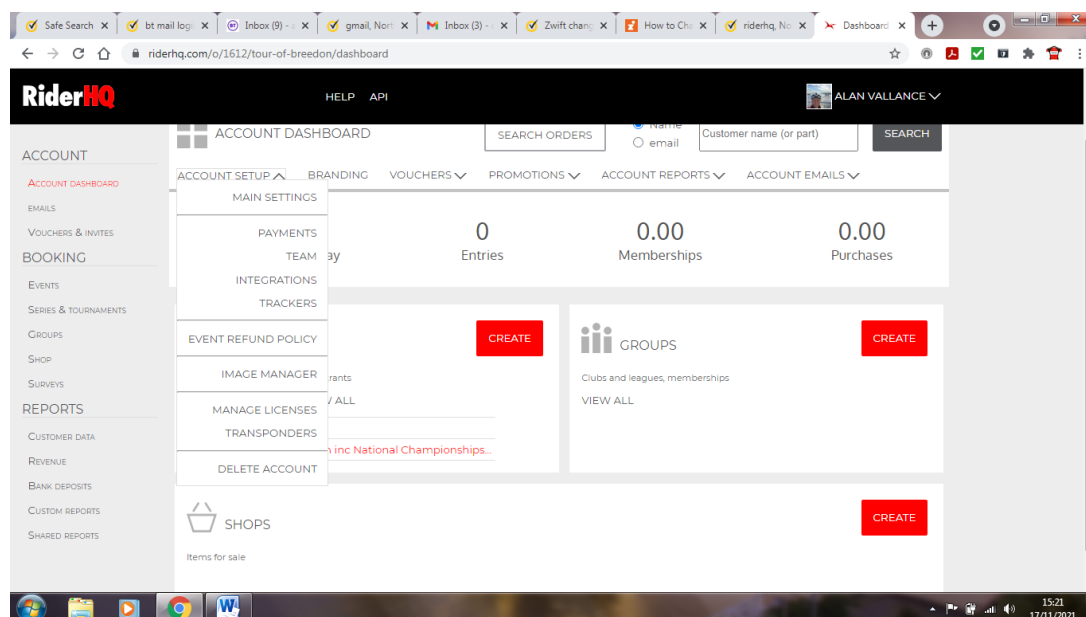
## 29. ACCOUNT

We will now move onto the headings that run down the left hand side of the page, under the **ACCOUNT** heading:-

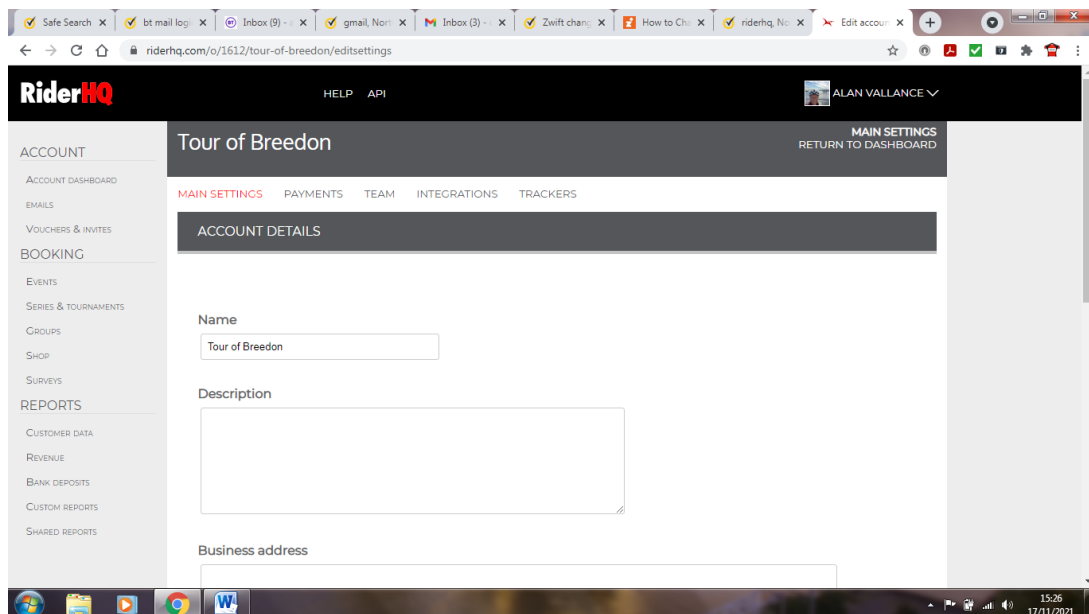


30. **ACCOUNT DASHBOARD** – there are six heading running across the page, which we will now deal with in turn:-

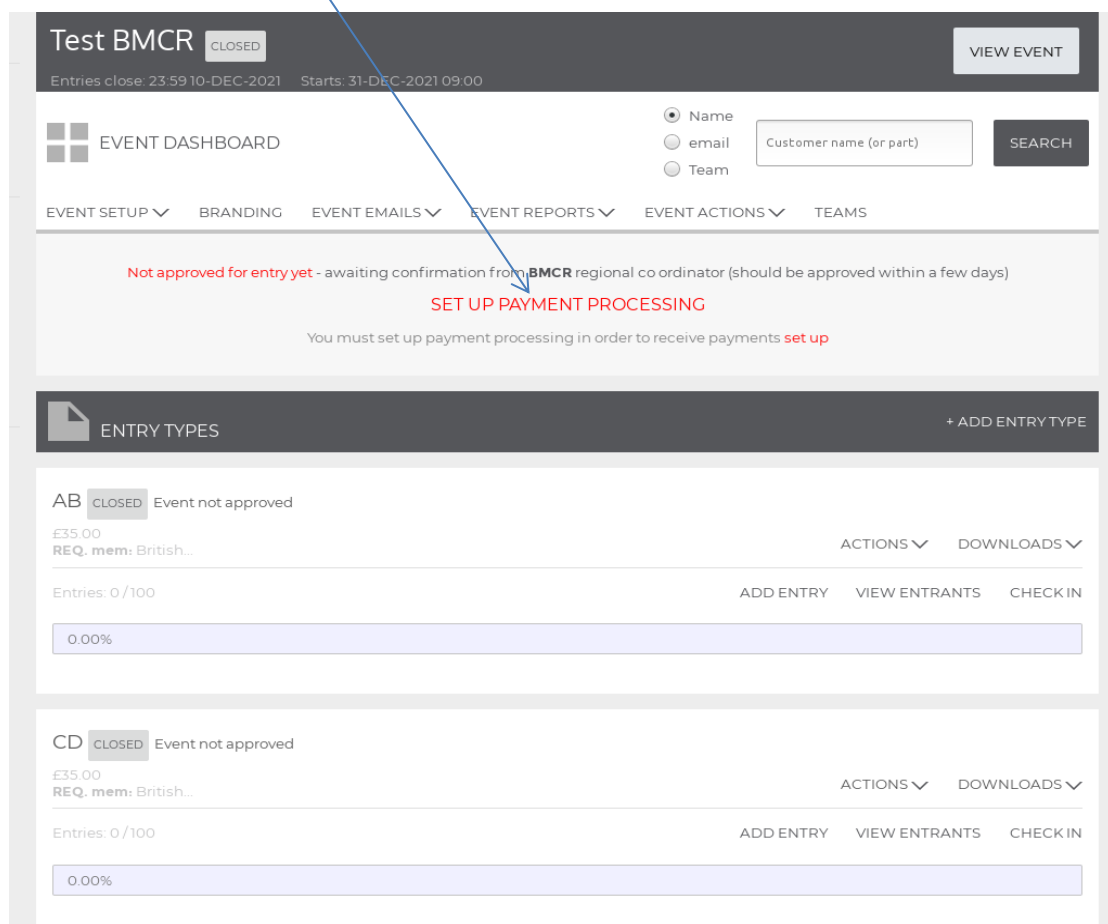
31. **ACCOUNT SETUP** – there are a number of items under this heading in a drop down list, as shown below:-








- MAIN SETTINGS** – details are pulled through from earlier information. Again check this to ensure it's correct.
- PAYMENTS** – entry fees are now paid to the organiser from RHQ, via a Stripe Account. You will need to set up such an account, if you do not already have one.
- SET UP PAYMENT PROCESSING** - Follow the instructions to set up the Stripe account.



## PAYMENT PROCESSING SETUP

You will now be redirected to Stripe to set up payment processing

**NB** On the 'Tell us about your business' (see screenshot) make sure to select 'Individual / sole trader' unless you have company registration documents



RiderHQ partners with Stripe for secure payments.

### Tell us about your business

The information Stripe collects about your business helps us meet requirements from regulators, financial partners, and our Services Agreement.

Registered business address

United Kingdom

Address line 1

Address line 2

Town or city


Postal code

This address must match the address filed with the UK tax authority. [View your UK tax authority address](#)

Type of business


Individual / Sole Trader

Continue →

Powered by  | English (GB) |

(Click on thumbnail to view larger image)

**CONTINUE**




RiderHQ

**RiderHQ partners with Stripe for secure payments.**

← Return to RiderHQ

**Test mode**

 You're currently in test mode. [Skip this form](#)

### Get started with Stripe

If you're completing this form on behalf of a business, it must be completed by the business owner or someone with significant management responsibility of that business.

Email

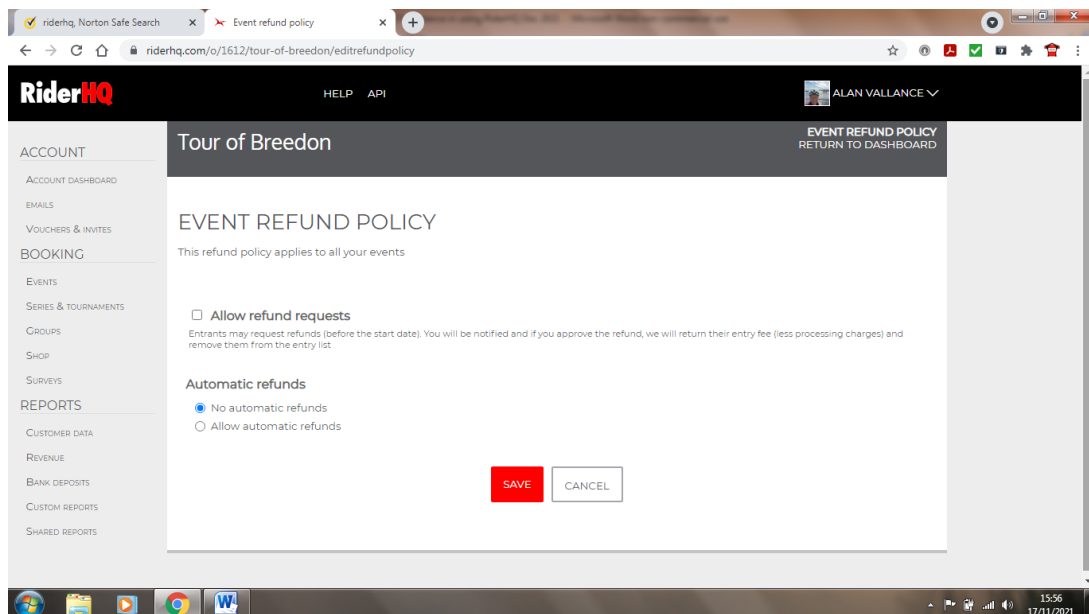
testabc@mailinator.com

Have a Stripe account? You can use the same email.

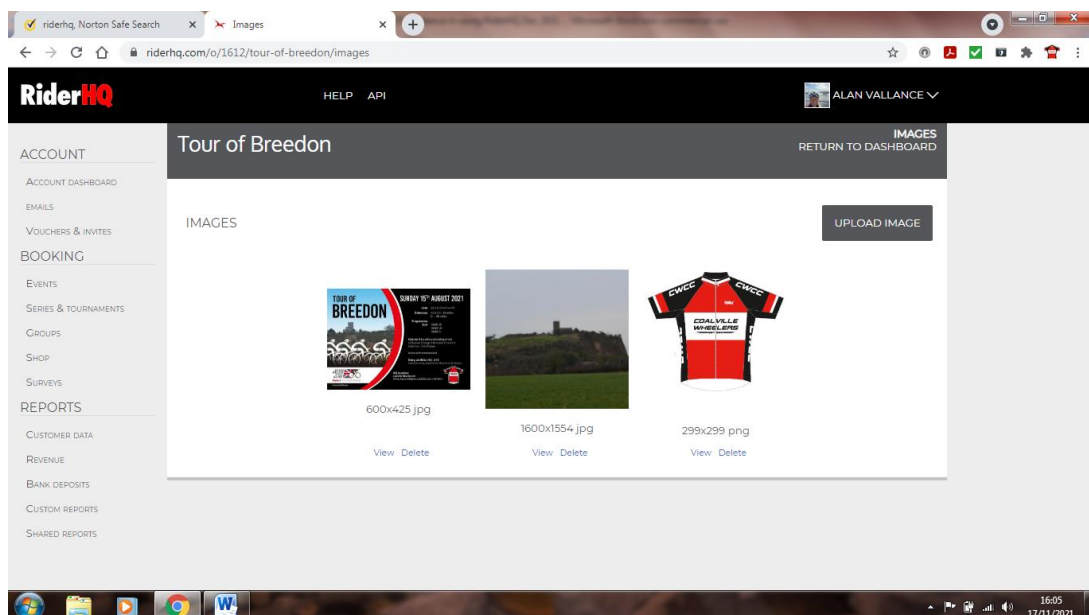
**Continue →**

The bulk of the entry fees are now paid over to the organiser by Stripe within three to five days of riders entering on RHQ

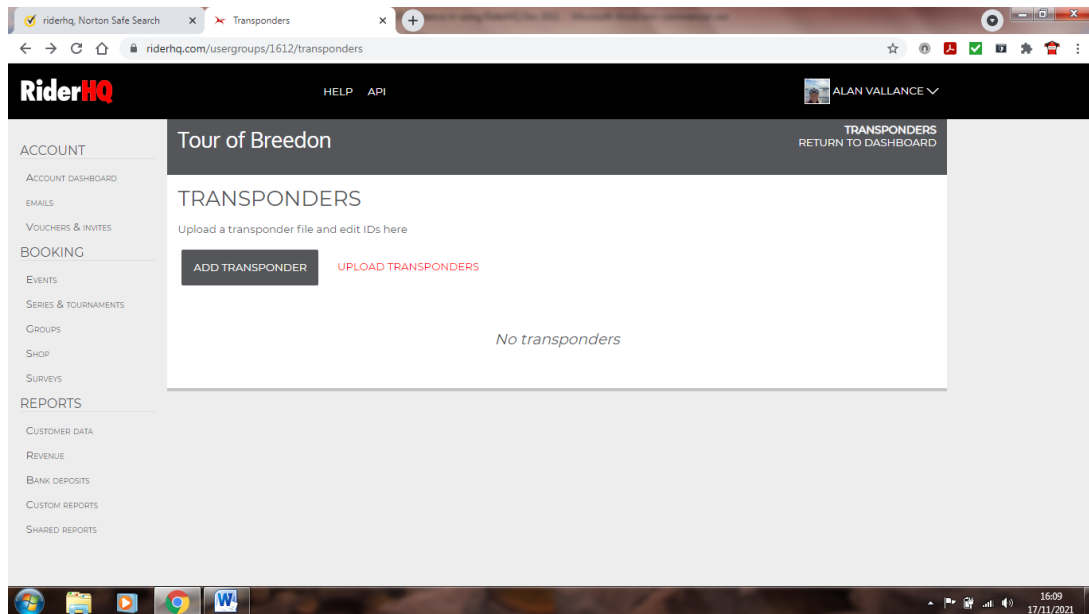
- d. The next headings of **TEAM**, **INTEGRATIONS** and **TRACKERS** are easy to follow.



- e. **EVENT REFUND POLICY** – the default position is to NOT allow refunds. You may however wish to consider individual refunds on their own merits by ticking the **Allow refund requests** box, although this may encourage entrants to ask!
- f. BMCR policy is that no refunds are given to discourage withdrawals and DNSs through, for example, poor planning. This also protects the organiser's position when refusing a refund. However, organisers may give refunds at their discretion. E.g. a) before the closing date if a reserve fills the place, and b) after the closing date for compassionate reasons e.g. serious injury, illness or bereavement.



- g. **IMAGE MANAGER** – another way to upload, view or delete images



h. **TRANSPONDERS** – used to upload details of rider’s transponders.

i. **DELETE ACCOUNT** – NOT to be used unless you want to delete your whole RHQ account!

32. **BRANDING** – another way into the branding function, see section above, paragraph 21.

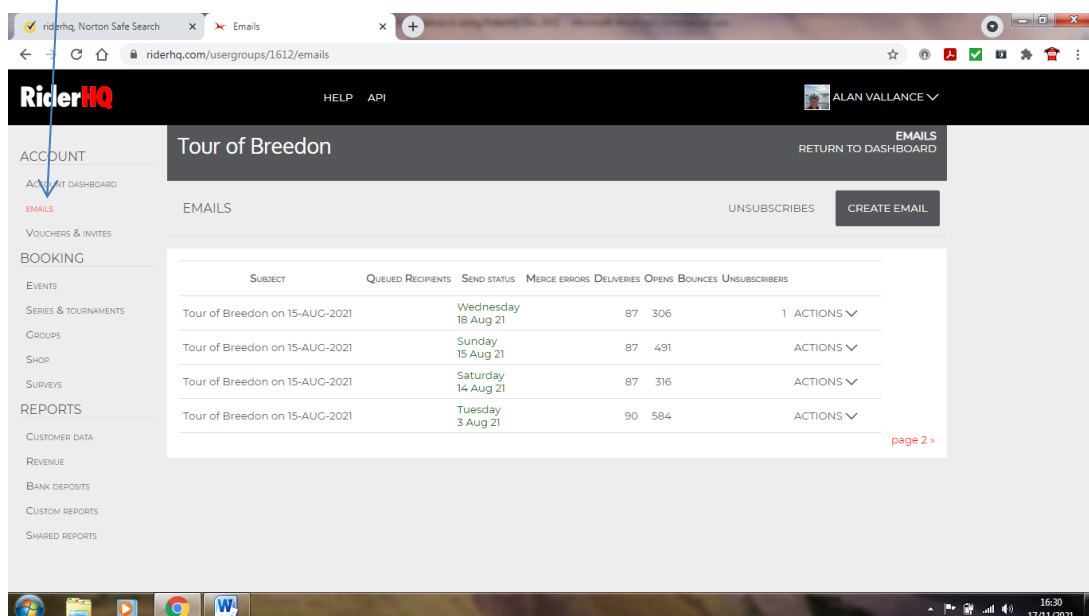
33. **VOUCHERS** – not currently used by BMCR

34. **PROMOTIONS** - the ability to offer discounts, bulk entries, cross entries and marketing elsewhere is not currently used by BMCR.

35. **ACCOUNT REPORTS** – this provides the ability to run various reports. The **REVENUE** and **BANK (Stripe) PAYMENTS** reports are very useful and can be done under this section.

36. **ACCOUNT EMAILS** – another way to send emails to entrants, also see paragraph 23.

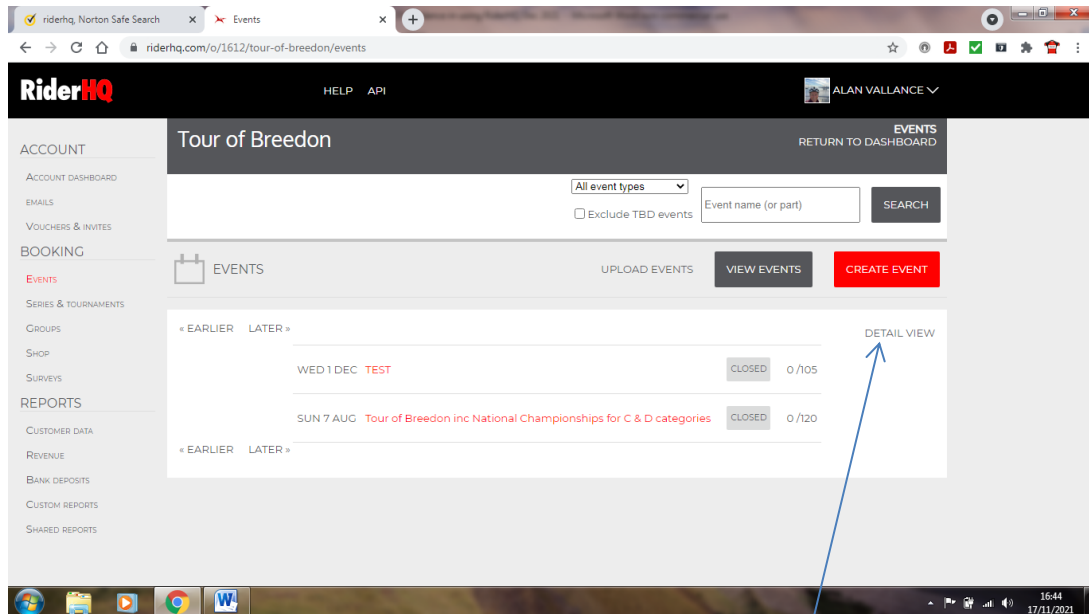
### 37. EMAILS



Details of emails sent via the website are held in this section. It’s helpful to see how many were delivered and opened. Emails can also be composed here.

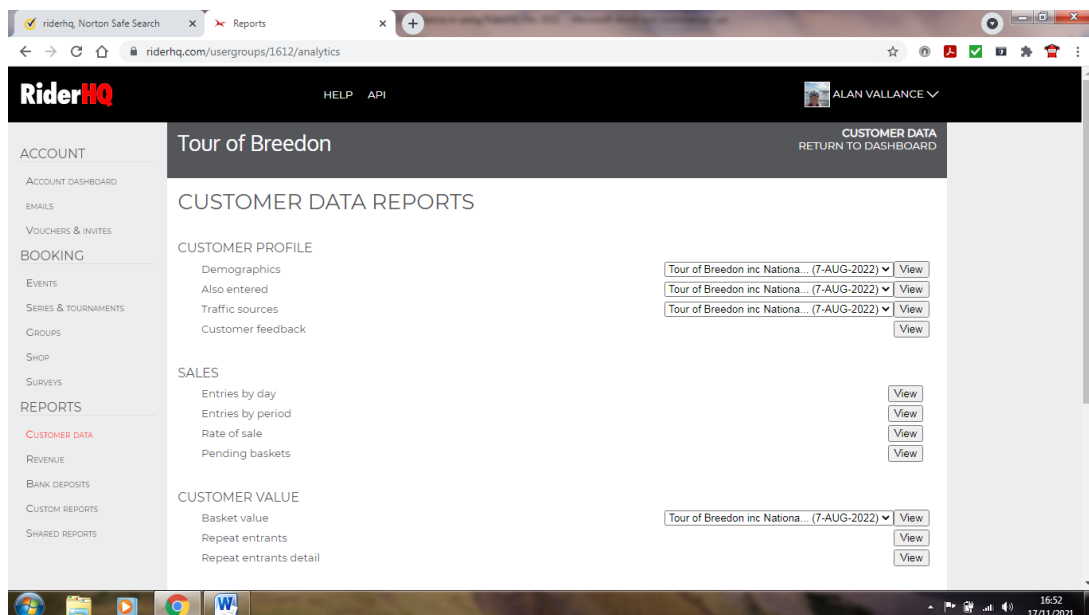
**38. VOUCHERS & INVITES** – these are not currently used by BMCR

**39. BOOKING –**



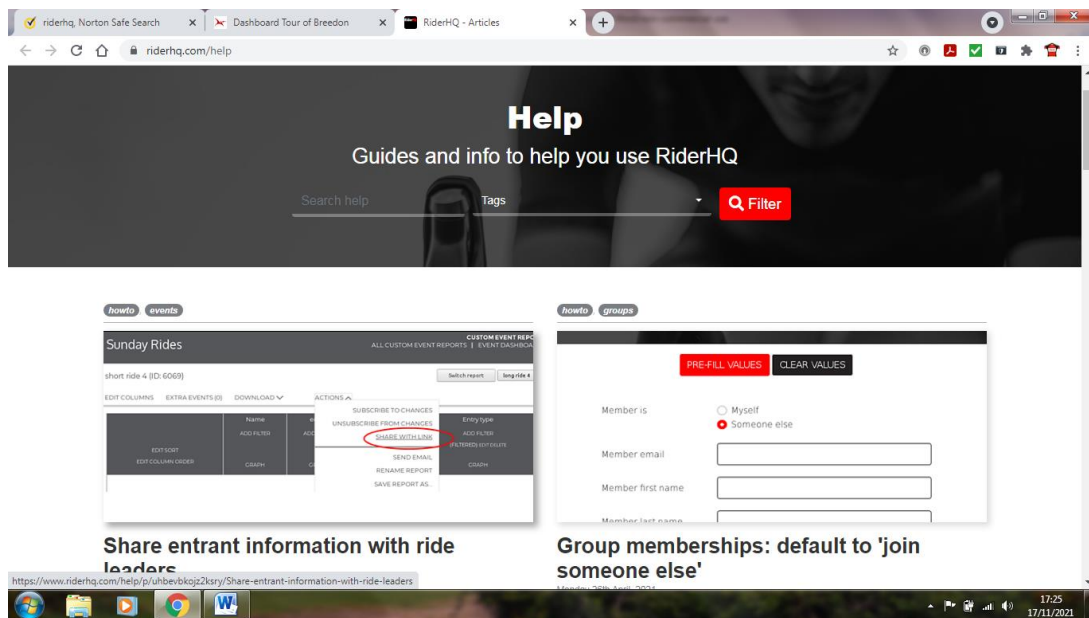
- a. **EVENTS** – details of your events can be seen here. **DETAIL VIEW** provides more information, including the ability to delete events if you need to or to start the input all over again!
- b. **SERIES & TOURNAMENTS** - A series allows you to group events together, so people can find and enter them from one page.
- c. **GROUPS, SHOP & SURVEYS** – are not used by BMCR.

**40. REPORTS –**



The many reports that can be run from the website are all gathered here in one section.

## 41. HELP!



A help button is available on the front page containing some useful articles on how to set up various aspects.

## 42. CONCLUSION

We hope that this step by step guide is of assistance in enabling you to navigate your way through RHQ and setting up an event. Alan Vallance and Mike Amery are available to assist, together with Nat Spurling, if you get stuck. Good luck with setting up your event and the event itself and a big thank you from BMCR and all its members for doing this.

If you find any errors in this guide, please do let us know. None of us are perfect!

Kind Regards

*Alan & Mike*

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mikeamery58@gmail.com