



GROUP TOKEN MANAGEMENT SYSTEM



GROUP TOKEN MANAGEMENT SYSTEM

Overview

This guide is designed for group managers responsible for entering groups of participants into events. It explains how to access and use the group token management website, including how to issue tokens for places within a managed event, and how to organise participants into teams.

Objectives

This website was created to:

- Simplify the management of participants
 - Speed up the allocation of participants into event groups and teams
 - Pass responsibility of answering questions and agreeing 'terms & conditions' to the participant
 - Improve accuracy of information across the events.
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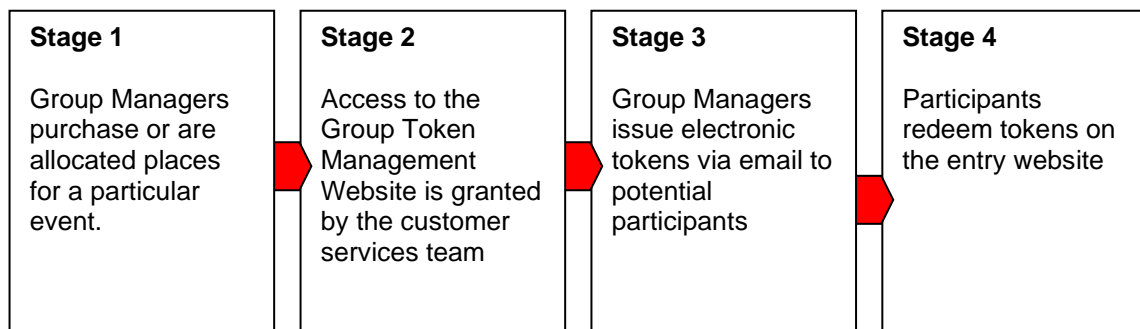
Introduction

Group managers wishing to enter teams into an event can do so using the Group Token Management System. This system grants electronic entry tokens to Group Managers which can be issued via email to potential participants.

Participants who redeem their electronic tokens are guaranteed a place into a specified event.

Group managers can issue, cancel, and check the status of their electronic tokens at any time.

The diagram below explains the overall process for group managers wishing to issue tokens to potential participants.



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Getting Started

This section explains how group managers can access and use the Group Token Management System

How do I Access the System?

First obtain your username, password, and allocated tokens from the Group Token Manager/ Team Challenge Co-ordinator below:

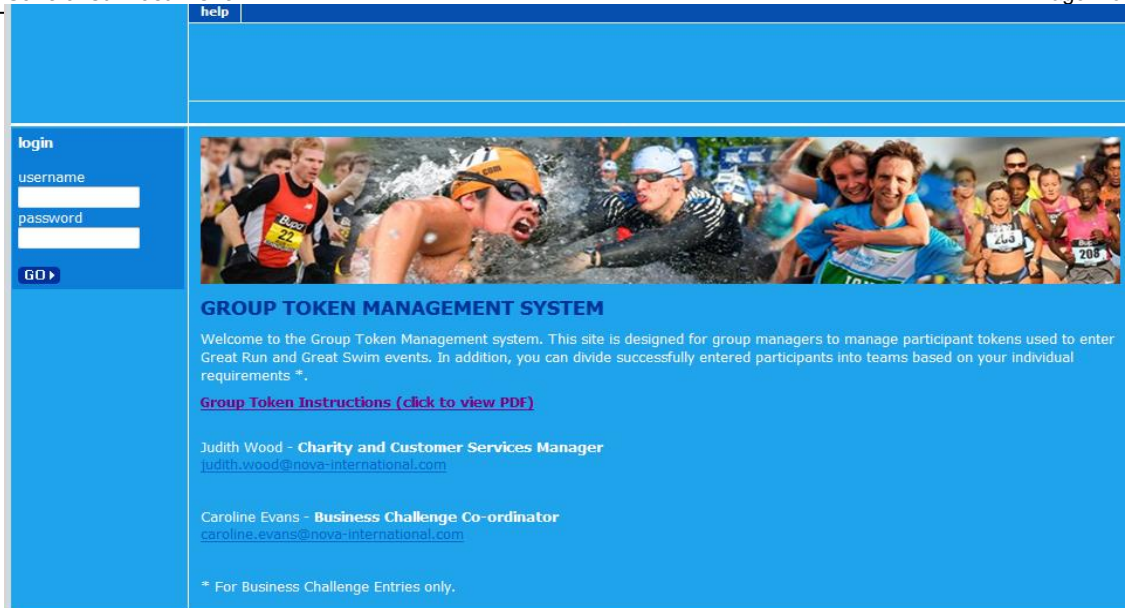
- Caroline Graham
caroline.graham@thegreatruncompany.com

The Group Token Management System is available online at the following web address

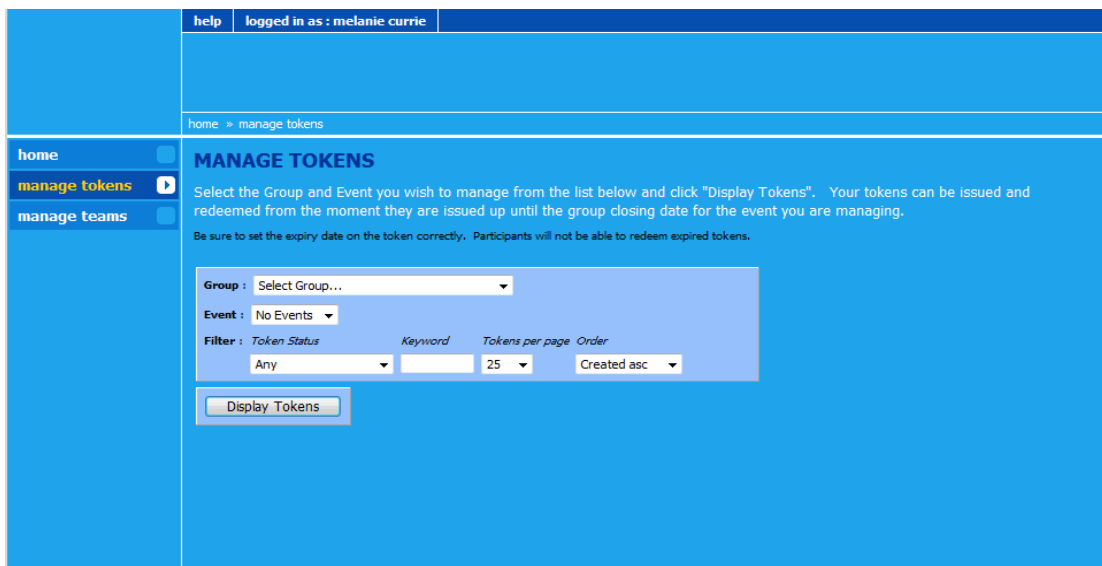
<https://groups.greatrun.org/>

You will need your username and password to login to the system. These will be issued to each approved group manager by the Customer Services Team.

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Logging onto the site will present you with two options: “Manage Tokens” and “Manage Teams”.



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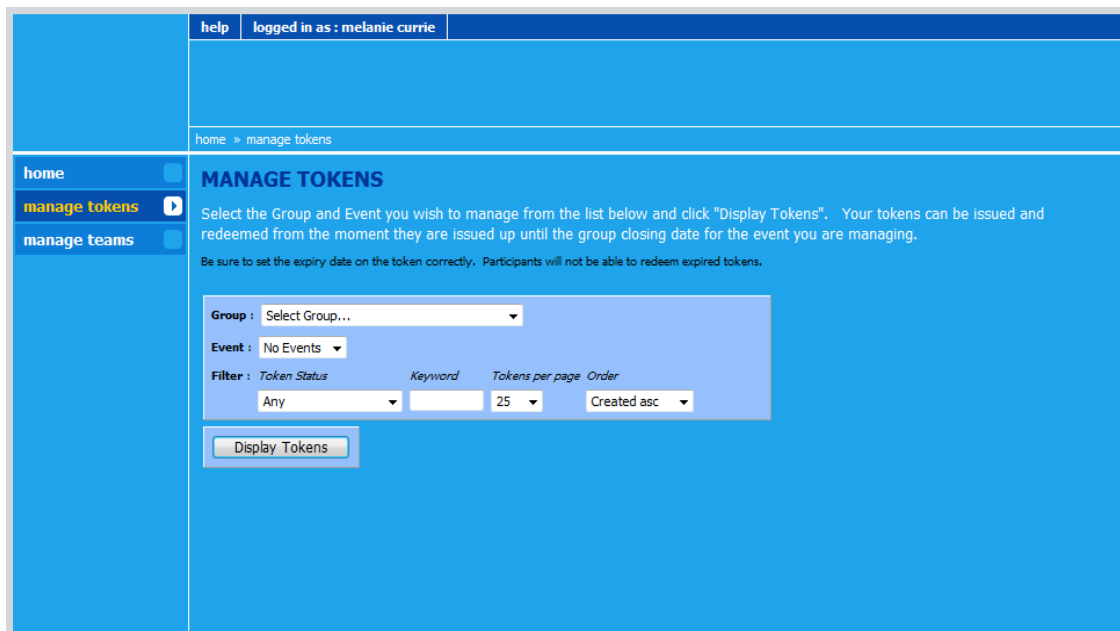
How do I Display my Tokens?

To manage tokens, click the “manage tokens” menu option in the left hand menu. The Manage Tokens page will be displayed.

Tokens are issued to group managers by the customer services team.

To see your tokens, select the group and event you are trying to manage and click ‘Display Tokens’.

Your tokens can be managed from the moment of issue through to the group closing date for that event.



Selection Options:

Group:

You may be managing more than one group of participants.

Groups may be pre-paid or pay-on-entry depending on your agreement. Groups may be associated to one or more events.

Only one group may be selected at a time.

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Event:

For a selected group, this box lists the events for which token places are available. Only one event may be selected at a time.

You can also filter your token list on the following criteria

Token Status:

Token status can be one of four options

- *Available* –Token is available to be emailed to a potential participant.
- *Awaiting Redemption* – Token has been issued to a participant but has not yet been redeemed on the event’s Entry System.
- *Redeemed* – Token has been issued to participant and subsequently redeemed on the event’s Entry System.
- *Cancelled* - Tokens “Awaiting Redemption” or “Redeemed” can be cancelled. By cancelling the token you are effectively removing the participant from the event or are removing their right to enter the race. This status does not delete any information about the runner or their place and can be reversed if required. When a token is cancelled a fresh “Available” token is issued in its place.

Example:

If you buy 10 places into a race you will be given 10 “Available” tokens.

When you send a token to a participant the status will change to “Awaiting Redemption”. If the participant uses their token to enter the event the status will be changed to “Redeemed”.

If you have one or more available tokens, you can reinstate a cancelled token. For each reinstated token, an available token is removed. If you have no available tokens, then you can cancel a token that is “Awaiting Redemption”.

This way you always have a fixed number of places available to participants.

Keyword Search

If you are managing a large collection of tokens and want to find a particular runner quickly you can use the keyword search. The keyword search looks through all your runners and tries to find a match for the text you provide in this field.

Tokens per Page

By default the tool displays 10 token rows per page. You can change this to show up to 500 tokens per page.









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Order

The order the tokens are listed on the page can be changed using the Order drop down list. Choose your order from Created, Updated, Status or Name.

What do all the icons mean?

The table below explains some of the more common icons and what they mean.

	Click to edit a token
	Indicates this token has passed its expiry date
	Click to send the token to your customers email address
	Click to close the edit panel
	Click to apply the new expiry date to the token
	Click to restore a cancelled token
	Token Has been redeemed successfully
	Click to cancel token

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How do I Issue a Token?

To issue a guaranteed place token follow the simple steps below.

1. Select the Group you wish to manage.
2. Select the Event you wish to manage.
3. Click 'Display Tokens' and you should see a screen similar to below.

Group : Great Run/Great Swim Customer Services Alloc : 10 PrePayment, Free : 2

Event : Bupa Great Winter Run 2010 - Prepaid / Complimentary Tokens

Filter : Token Status Keyword Tokens per page Order
Any [] 25 Created asc

Display Tokens

Token Allocation

<<< 1 - 10 (of 10) >>>

#	Contact name / Redeemed user	DOB	Token Status	Payment Status	Token expiry date	Edit
1	Frances Read	06/01/1983	Redeemed	N / A	04/01/2010	
2	Richard Wilson	26/12/1972	Redeemed	N / A	04/01/2010	
3	Event Scotland 1 [Rebecca.Edser@Eventscotland.org]		AwaitingRedemption	N / A	04/01/2010	
4	Event Scotland 2 [Rebecca.Edser@Eventscotland.org]		AwaitingRedemption	N / A	04/01/2010	
5	Event Scotland 3 [Rebecca.Edser@Eventscotland.org]		AwaitingRedemption	N / A	04/01/2010	
6	Event Scotland 4 [Rebecca.Edser@Eventscotland.org]		AwaitingRedemption	N / A	04/01/2010	
7	Event Scotland 5 [Rebecca.Edser@Eventscotland.org]		AwaitingRedemption	N / A	04/01/2010	
8	Event Scotland 6 [Rebecca.Edser@Eventscotland.org]		AwaitingRedemption	N / A	04/01/2010	
9			Available	N / A	04/01/2010	
10			Available	N / A	04/01/2010	

Export token information as : Printable list CSV (Excel format) Email addresses only Export

Export race results as : Printable list CSV (Excel format) Export

4. To assign the token click the Pencil icon
5. Enter the participants name and email address and click the 'Email token to user'


Editing Token Id : fb08d935-3c1e-48a5-a150-7dee09f9e489
Created: 20/11/2009 : 13:32 Updated: 20/11/2009 : 13:35 Payment type : PrePayment



9 Name:
Email:
Email token to user :
Notes :
To save notes, click:

Available N / A 04/01/2010

6. Notice the Expiry Date of the token (shown above as 04/01/2010). Ensure the participant will be able to complete registration before this date, otherwise the

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token will expire. You can also edit this date and save the changes by clicking the  button.

7. You can add a note for this participant by editing the 'Note' field and save the changes by clicking the  button. The Note is for the Group manager's reference only.
8. The participant will shortly receive an email containing the token, and instructions on how to redeem the token and complete event registration. If the email does not arrive promptly please advise participants to check their Junk or Spam email folders. (Please note some customer computers are configured to block mail from unknown sources).
9. Click  to close the edit window.

When is the Token Redeemed?

Once you have issued the token there is nothing further a group manager can do to complete the redemption process. It is down to the participant to follow instructions in the email. Once they have completed the entry process their full contact details will be visible to you within the website.

How do I Cancel a Token?

Click edit to select the token/user you wish to cancel, click on the dustbin icon and confirm you wish to cancel the token by choosing 'OK'. A new token will be created to replace the token you have cancelled.

Be sure to inform participants that you have cancelled their place. We do **not** automatically inform participants that tokens have been cancelled.

Restoring a Cancelled Token

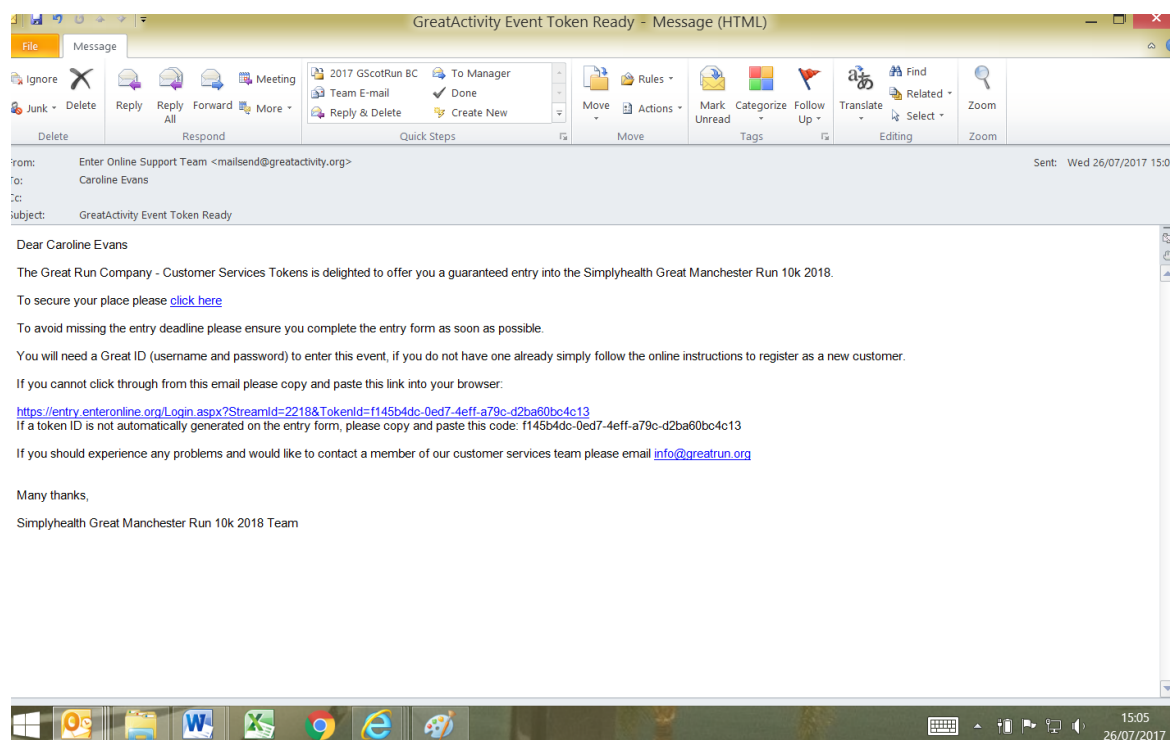
To restore a previously cancelled token, click the token you wish to restore, and click on the wand icon. You must have at least one token available to restore a previously cancelled token.

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What can my Participants expect to see?

As a group manager you are effectively managing guaranteed places for a group of participants. So what experience will your participant have? The screen shots below resemble closely the experience of a participant redeeming a token.

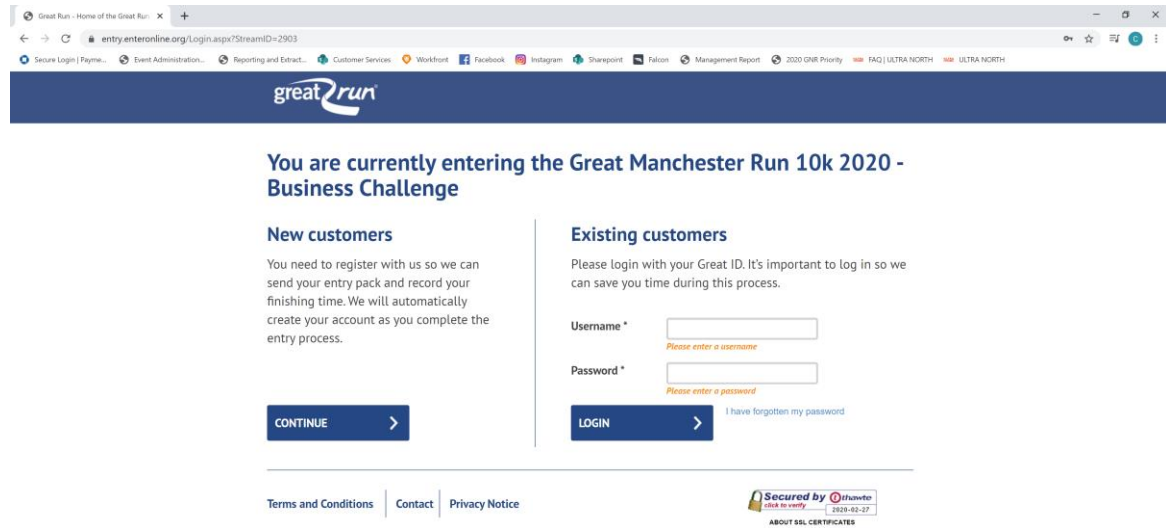
Once you have emailed a token, your participant will receive the following email. This email is sent from mailsend@greatactivity.org



By clicking '[click here](#)' the participant will be taken to the event's Entry system.

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An example of the login page:



Participants with an existing username and password simply login at the Existing Customers side using their credentials.

Participants requiring a Great ID login should click 'Continue' on the New Customers side.

Creating a Great ID is quick and easy.

Once logged in, participants complete the online entry form

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Notice the 'Token Redemption' question. This is where a participant's token is redeemed.

If the process explained here has been followed correctly, this question will be pre-populated with the correct Token code.

from the following list. If you select a charity from the list, we'll pass your contact details to the charity and they will send you a fundraising pack.

British Heart Foundation
The Christie
Mind

Event specific questions

GROUPS - Token Redemption : ?
Please enter your token id (if it is not already populated)*

And finally

Where did you hear about the Great Manchester Run?* ?

Advertising at Pure Gym
Another Running Event
Athletics Weekly
Email from Great Run
Facebook

If this question is blank, the participant may have tried to enter the event using a different method and should be advised to click on the previously issued token email to enter the event.

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Once the participant has successfully completed the online application, they will receive a confirmation message and email.

... Reporting and Extract... Customer Services Workfront Facebook Instagram Sharepoint Falcon Management Report 2020 GNR Priority FAQ | ULTRA NORTH

You are currently entering the Great Manchester Run 10k 2020 - Business Challenge

Event Registration - Thank You

Your details

Please check the details we have for you are correct before you continue.

Please update your address or profile details if they have changed from those displayed below.

Name: Caroline Graham

Address: Ennismore Court, Newcastle upon Tyne, NE12 9PF

Email Address: caroline.graham@thegreatruncompany.com


You have completed payment for this event, your unique reference is:

GMR20S2903R3793068

Print Receipt

A confirmation email has been sent to you.

You have successfully entered The Great Manchester Run 10k 2020 - Business Challenge

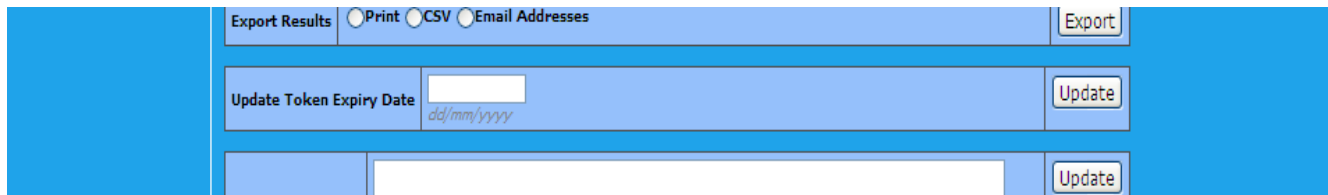
 <p>Make your run count. Raise money for a cause you care about on JustGiving. Create your Fundraising Page in a few simple steps, then share it with your friends by email and</p>	<p>TRAIN AND PREPARE</p> <p>Now that you've signed up for your next challenge visit the Train and Prepare pages to access invaluable advice and support to prepare for your run.</p>
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Your group management system will update the participants token as 'redeemed'.

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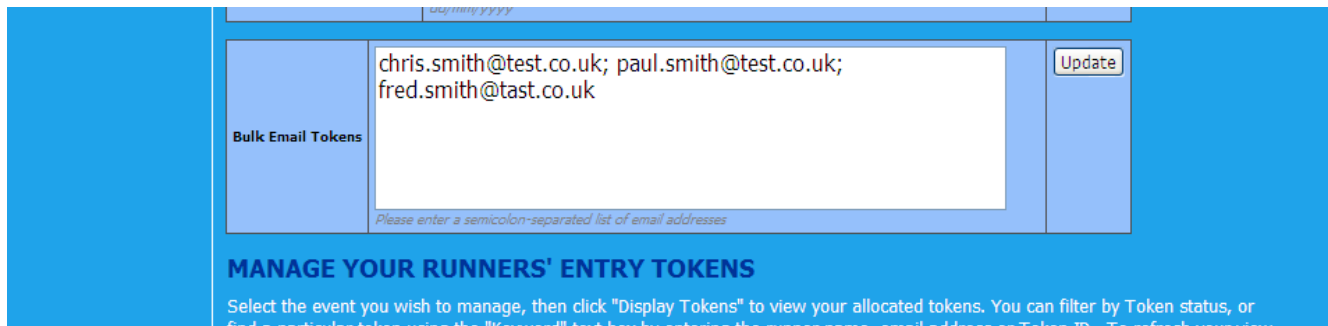
Other Features

Update token expiry date – this facility enables you to change the expiry date of **all** the tokens in the current view rather than individually. So if you have filtered your token view by either the token status or keyword tools you can manage the resultant set as one item.



The screenshot shows a web interface with a blue header. Below the header, there are three radio buttons: 'Export Results', 'Print', 'CSV', and 'Email Addresses'. To the right of these is an 'Export' button. Below this is a form for 'Update Token Expiry Date' with a text input field containing 'dd/mm/yyyy' and an 'Update' button. Below that is another form with an empty text input field and an 'Update' button.

Bulk Email Tokens – this facility enables you to send a number of tokens to runners at one time rather than individually. Separate each email address by a semicolon ;



The screenshot shows a web interface with a blue header. Below the header, there is a form for 'Bulk Email Tokens' with a text input field containing 'chris.smith@test.co.uk; paul.smith@test.co.uk; fred.smith@tast.co.uk' and an 'Update' button. Below the input field is a small text label: 'Please enter a semicolon-separated list of email addresses'. Below the form is a section titled 'MANAGE YOUR RUNNERS' ENTRY TOKENS' with a paragraph of text: 'Select the event you wish to manage, then click "Display Tokens" to view your allocated tokens. You can filter by Token status, or find a particular token using the "keyword" text box by entering the runner name, email address or Token ID. To refresh your view...

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Export Results

Print

To print out your runners' information, select the Print option button and click export. The information printed will include address and telephone numbers. The printed view will be restricted by any filtering you have in place on the displayed list, for example Token Status or Keyword.

CSV

To export your runners' information in electronic format, in order to import into an internal database for example, select the CSV option. The information printed will include address and telephone numbers. The printed view will be restricted by any filtering you have in place on the displayed list, for example Token Status or Keyword.

Email Addresses

If you wish to email your runners or a sub group of your runners, select the Email Addresses option. The information exported will include only the email address. The exported view will be restricted by any filtering you have in place on the displayed list, for example Token Status or Keyword.