Race Result – How to Handle Inquiries

Synopsis: *Race Result contains a module that handles inquiries from participants and allows you to respond directly via email. The module can also be used to manage corrections to participant details (e.g. Correcting spellings or other typo's) and also to notify any errors in results. In many cases, you can apply corrections immediately based on the information provided. The advantage of managing inquiries through the system is that multiple people can monitor outstanding inquiries and also see an audit trail of how inquiries have been handled.*

Pre-requisites: *You will receive a notification email from Race Result*

Navigate to the Race Result Event Management Page

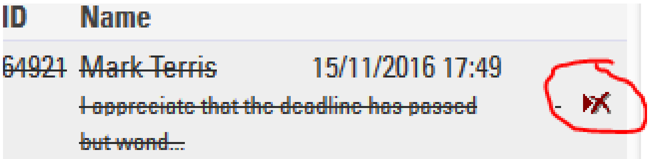
1. From a PC, Laptop or Tablet browser, navigate to Race Result: https://events.raceresult.com
2. Logon with your User name (5-digit logon or username) and password.
3. From your list of events, select (click on) the event you wish to work with.
4. The event summary panel will open and you will see a list of tabs in the black bar across the top: Overview / Main Window / Participants / Output / my.raceresult.com / Tools (note that you may not have access to all of these).

Navigate to the "Inquiries" Module

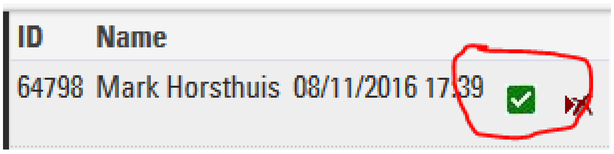
5. Click on the “my.raceresult.com” tab. This will open the management page for all online content.
6. From the left hand sidebar list of options, under “INQUIRIES”, click on “Handle Inquiries".
7. This will open a list showing any inquiries. Each has a unique ID and you can see the name of the person making the inquiry and the date/time. Inquiries that have been dealt with are shown with "Strikethrough".

Handling Inquiries

8. To view details about an inquiry, just click on it - and the details will open in the "Inquiry submitted by" panel.
9. Some inquiries are just of a general nature - e.g. "Can I do the event in a wheelchair?". If you wish to respond to the inquiry, check the "Send Response Email " check-box. You can then type in details of the message you want to send. Then click on the "Send" button at the bottom of the page.
Note that this panel "remembers" previous settings, so you should only have to update specific details for each response.
10. You can make any notes to yourself, such as "Called the guy and agreed x y z.....".
11. If you just want to delete an inquiry, just click on the delete symbol at the RHS of the inquiry...



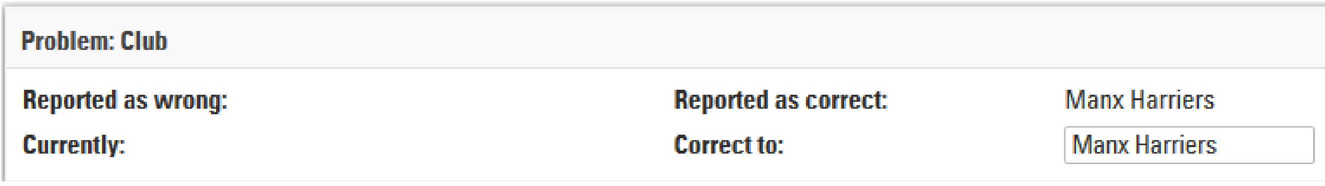
12. If you want to mark an inquiry as "handled" just click on the green "tick" ...



13. Some Inquiries are requesting corrections to details. Usually these are typo's in the spelling of the name (amazing how many people can't spell their own names...) or maybe Forename & Surname have been

entered the wrong way round. Other common errors are incorrect date of birth (which affects category) or a change to club/team name etc.

14. In these cases, the inquiry will appear as a "correction". E.g.



In this example, they have omitted to enter a club and are asking that "Manx Harriers" be entered as their club name.

15. In this case, as the correction is self-evident, you can apply it automatically by just clicking on the "Correct" button at the bottom of the panel.
16. Optionally, you can send them a response email to confirm that the change has been done.
17. You can then mark the inquiry as being completed - as described in step 12.
18. If the inquiry requires more detailed attention, you can open the participant record by clicking on the "Open" link at the RHS of the "Identification" panel. This opens the full participant details. From here, you can see all aspects of the entry including name, address, contact, entry fees, results or even see the history log of changes made against a participant.

Saving your changes

19. Finally, click on the Blue "Disk" icon that appears in the top LH corner of the page to save the content. In most cases, inquiries are updated automatically anyway and you don't have to save them explicitly.