

Race Result – How to update the Missing Chip List

Synopsis: After an event that uses re-usable ankle/wrist tags (these are the Red plastic square tags on Velcro bands) we check the boxes and make a list of any that are missing.

We flag the participant to mark the chip as missing. When the chip is returned, the participant detail may then be updated online so that both the organiser and MTS know the status of the missing chips without the need for emails, texts etc.

Pre-requisites: You require a Race Result logon and access to the “Participants” tab for the event.

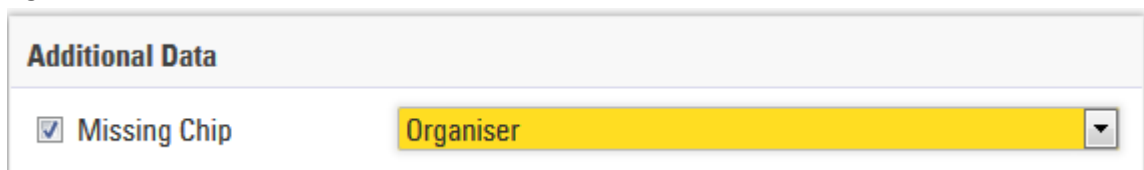
Navigate to the Race Result Page

1. From a PC, Laptop or Tablet browser, navigate to Race Result: <https://events.raceresult.com>
2. Tip: You can suppress the new releases panel on the RHS by clicking on the “light bulb” icon.
3. Logon with your User name (5-digit logon or username) and password.
4. From your list of events, select (click on) the event you wish to work with.
5. 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).

Update the participant Missing chip status

6. Click on the “Participants” tab. This will normally open the details of the first participant.
7. Navigate to the relevant participant by searching by number or name (alternatively, use the quick-search box at the top LH corner).
8. In the “additional data” panel on the RHS of the participant detail, you will see that the “Missing Chip” box is checked.
9. To the right of the flag is a drop-down selector that allows you to update the status. Please use the following options:
 - a. Recovered: This should only be used by MTS when he have physically received the chip back!
 - b. Organiser: Means that you have the chip in your possession.
 - c. Up&Running: Means that the chip has been handed in to Chris at Up & Running.
 - d. Contacted: Means that the participant has responded and confirmed that they will make arrangements to return the chip.
 - e. Permanently Lost: Means that all attempts to recover the chip have failed and that it is to be considered lost – and will be billed for.

E.g.



The screenshot shows a web interface with a header 'Additional Data'. Below the header, there is a checkbox labeled 'Missing Chip' which is checked. To the right of the checkbox is a yellow dropdown menu with the text 'Organiser' and a downward-pointing arrow.

By updating the status online, we can easily monitor the latest status and avoid unnecessary chasing.

Checking the Missing Chips Report online

1. You may view the latest status report at any time as follows:
 - a. Navigate to the “Output” tab.
 - b. Locate the PARTICIPANTS group on the LHS and expand it if necessary.
 - c. Locate the “Missing Chips” list and click to open.
 - d. Click on the “View” icon to view the report on screen.
 - e. The report groups the chips by their recovery status and includes useful contact information. E.g. Email address, phone numbers etc.
 - f. Optionally, you can print the report as a PDF.