



RACE DIRECTOR QUICK CONNECT GUIDE FOR ACTIVE



ENDURANCE

Getting BibHub Connected Using Active

If you use ActiveWorks Endurance for your Event and Race management, then this guide is for you.

The following pages will assist you in the necessary configurations required with your respective Active account to make your races BibHub Connected. This configuration will also enable seamless bib ownership validation and bib transfers.

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How, What, and Why

There are 3 parts to the BibHub interface with Active.

1) Race Search Integration – First, we need to get your races and events on the BibHub calendar. Your races and events are made available using a public API. Nothing needed from you here!

2) Bib Ownership Verification – Next, we need to make sure someone wanting to sell their bib actually owns it. Your participants are available using a private API unique to each race. We just need your API key.

How, What, and Why

3) Bib Transfers – Lastly, we need to complete the bib transfer by ‘canceling/no refund’ the original seller's registration on Active and providing the new participant (buyer) a 100% discount code only valid to register for that event.

- Cancels are currently only possible via the Active Dashboard and BibHub will do this for you. We just need a user account to your race that has very limited access.
- Discount codes will be created using the Active private API that is unique to each race. This is the same access as Bib Ownership Validation.

BibHub can collect Optional Transfer fees on your behalf. You define the structure and amount.

Enable API access to your Active account

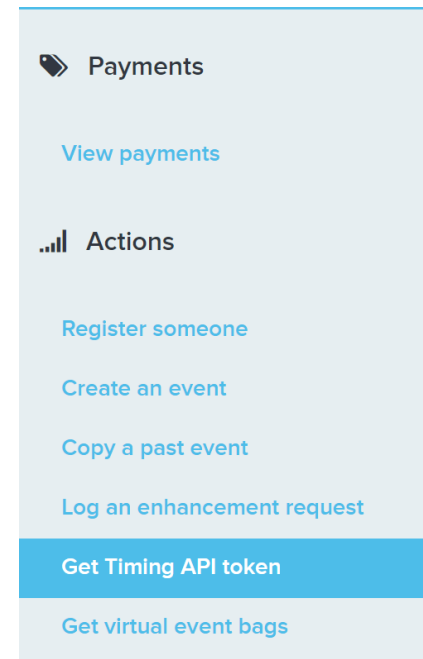
By providing API access of your Active account to the BibHub Support Team, your events will securely and seamlessly become BibHub Connected. Each time a bib is bought or sold through BibHub, the BibHub platform will complete the transaction and transfer of data for you automatically. To enable API access use following steps:

1. Login to your Active account. *Note you must login as the owner of the account.*
2. Click the “Get Timing API token”.
3. Forward the “Your Timer credentials to use with ACTIVE” email to transfers@thebibhub.com

This will allow us to access your account via the read-only Active API.

4. You have now made your race BibHub Connected and enabled bib ownership validation.

Next step is to enable BibHub transfers by creating a BibHub Support Account.

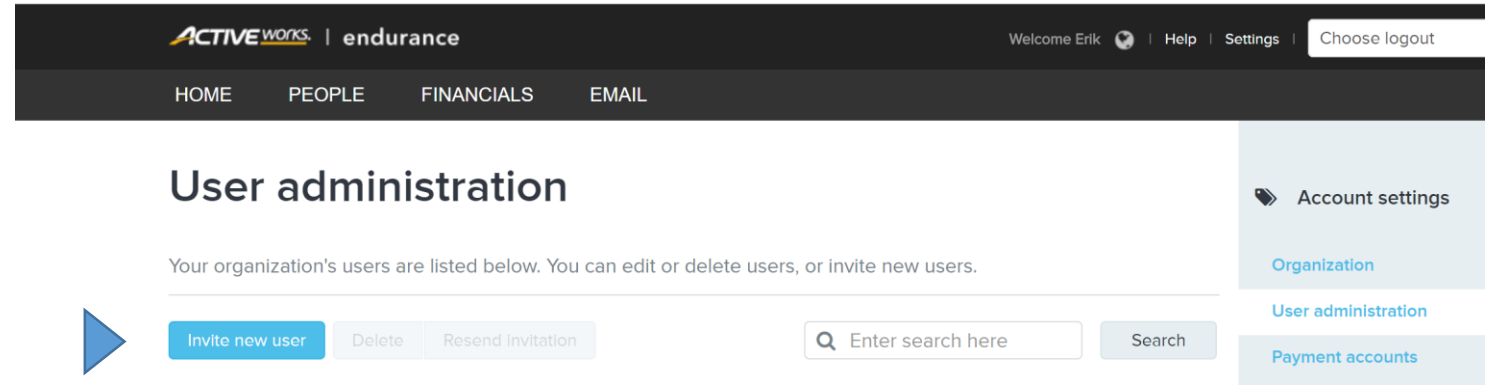


Create BibHub Customer Support Account

Due to current read-only limitations of the Active API, you will need to create a user account for the BibHub Support Team to your respective Active account to allow BibHub to cancel BibHub Bib Seller participants and create Discount codes for BibHub Bib Buyers manually as needed.

To create a new User on Active follow these steps:

1. Login to your respective Active account.
Note you must login as the owner of the account.
2. Go to Settings / Account Settings / User administration
3. Click 'Invite new user'



Create BibHub Customer Support Account

4. Add Bib for the “First Name”
5. Add Hub for the “Last Name”
6. Add transfers@theBibHub.com for the “Email”.
7. Select a Role as Coordinator
8. Allow access to All events (or specific if applicable)
9. Click Send Invitation at the bottom of the page.
10. That’s it! You have created an additional User for BibHub Customer Support.

Invite new user

This person will be sent a message at this email address asking for them to setup an account with ACTIVE.com

First name *

Last name *

Email address *

Confirm email address *

Select a role *

- Owner
Able to access and manage all organization and event settings and data.
- Accountant
Able to view financial settings and reports, and view participant data.
- Coordinator
Able to view event-specific financial reports; process order changes; create events; and add, edit and view registrations and participant data for specific events.
- Assistant
Able to edit and view registrations and participant data for specific events.
- Timer
Able to add, edit and view registrations and participant data for specific events.

Allow access to manage these events *

- All events
- Specific events

BibHub Discount Code Standards & Use

- Upon the successful purchase of a bib via BibHub (payment collected from the bib buyer), BibHub will generate and send a 100% discount code to the bib buyer for the specific event on Active automatically. This discount will be valid only for the bib buyer and can only be used once.

Why a discount code? This allows BibHub to send the new participant through the existing Active registration process so they register just like everyone else for your race!

- Below are the specification of the discount code that will be used to create these specific BibHub codes. The specifications are designed to make it easy for Race Directors to identify codes that are related to BibHub.
Name: Z BibHub Transfer
 - ZBH – Will be put it at the beginning of the discount code.
 - YYMMDD – Date generated.
 - xxxxx – Random generated ID for uniqueness.
- BibHub Support will handle any issues that arise around generating the discount codes and the redemption of those codes by the bib buyers, including the creation of discount codes manually should that be needed.

BibHub Discount Code Example

Create a discount

To create a discount, enter the following information. [?](#)

Name *

Z BibHub Transfer

Discount name displayed on receipts, 50 characters maximum

Amount *

100.00

Percentage



Code *

ZBH1710264312

Enter a unique code between 3 and 20 letters and numbers that participants must enter to receive the discount

Description

BibHub Transfer

255 characters maximum

Expiration date

None

Specify start and end dates

Start date

MM/DD/YYYY

End date

MM/DD/YYYY

BibHub Discount Code Example

Maximum number of
uses

If no value is entered, uses will be unlimited

What are you discounting?

Participants will receive a discount 100% off each item that you select below.

Select one or more
categories

- BH Active Test Race 1.0
- Running-15K
- Individual Age group/open
- Running Group
- Running-Half marathon
- Individual Age group/open

Additional purchases

- Check all
- Included t-shirt
 - Small
 - Medium
 - Large
 - Extra large

Cancel

Save

Optional Transfer Fees

- If you would like to charge a fee for BibHub transfers please email your fee information to transfers@thebibhub.com with a subject line of “Active Transfer Fees - <race name>”.
- We support fixed \$ amount fees either at the race level or can vary the amount by event.
- Additionally we can split this fee between the buyer and seller based on a specified percentage.
- Note – We provide a single consolidated payment back to you once the race closes.

BibHub Bib Transfer Visibility

It is important that you have visibility into the BibHub activity that is occurring for your races and events. Here's how Active provides this visibility.

To view 'Canceled' participants:

- Go to Participants
- Select Registration Status from the dropdown and enter 'Canceled' in the search field and click search

To view the 'Discount Codes':

- On the Dashboard go to Tools / Manage discounts on the right side menu
- BibHub discounts will start with ZBH so you can put ZBH in the search field or you can sort by Code and scroll

NOW, HELP BIBHUB PROMOTE YOUR NEXT EVENT!

We're excited to help you further promote your event on our website and social channels. Unless you tell us otherwise, we'll reuse photos, graphics, logos, and copy from your website in our marketing efforts.

If you have any specific assets you want to share with us, please email them to info@theBibHub.com and outline any brand requirements and only share assets we have rights to publish and share on BibHub's channels:

- High resolution race imagery
- Logos
- Copy and social post examples
- Promotional dates and registration deadlines for your event



**That's it—you're now BibHub
Connected! If you have any
questions or need some help,
contact us:**

transfers@theBibHub.com

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