How to claim your Fort Collins Running Club membership on RunSignup.

The Fort Collins Running Club has moved its membership database to RunSignup. It is important to claim your membership so you can qualify for training programs and stay current with FCRC news and communications.

Follow the instructions in this guide on the following pages to successfully claim your membership. Thank you for being a member of the Fort Collins Running Club!

Accessing the Club Website on RunSignup

To claim your membership, start by going to the **Renew** tab of the new Club Registration Website or click the direct link here: https://runsignup.com/Club/SearchForRenew/2300

If you are the primary member on the account, use the form to search for your membership info that was imported and click **Search**. Find your membership info and click on the link for **Is this you? Claim Account** to start the claim process.

Find your Membership

You can search for your membership with either:

1. Membership number with matching E-mail or last name.
2. E-mail address
3. First and last name

Membership Number

[   ]

E-mail   **First Name**   **Last Name**

[   ]   [John   ]   [Smith   ]

[SEARCH]

NAME	MEMBERSHIP STARTS	MEMBERSHIP ENDS	CLAIM	RENEW
John Smith	01/01/2019	12/31/2019	Is this you? Claim Account	Cannot Currently be Renewed

Initiating the Claim Membership Process

Once you click on the **Is this you? Claim Account** link a pop-up will confirm that you want to send the claim instructions. Click **Claim** to send this email.

Claim User   ✕

To claim John Smith, an E-mail will be sent to the E-mail address of this user. This E-mail will contain a link with instructions to complete this process. Once you click "Claim", the E-mail will be sent.

CLAIM   **CANCEL**

A confirmation message will let you know the claim email has been sent successfully. If you don't see this email in a few moments, check your spam or promotions folder. The title of the email will be Claim Account for Fort Collins Running Club and will be sent from noreply@runsignup.com.

Claim User   ✕

An E-mail has been sent to the E-mail address of this user. You should receive this E-mail shortly with further instructions.

If you do not receive this E-mail, the E-mail address for the user may not be correct. Please contact the race director.

Below is an example of what the email will look like. It will contain the link to claim your account. Click **Claim Account** to get started.

Claiming your Account

Please click on the button below to claim your RunSignup Account. If you did not initiate this request, please ignore this E-mail.

CLAIM ACCOUNT

RunSignup

Claiming Your Club Membership

Once you have received this email, there will be 2 scenarios – members that do not have an account on RunSignup and members that already have an account on RunSignup. Follow one of these scenarios via the steps below to complete the claim process.

1) If you do not already have a RunSignup user account, you can claim and register your account in one step:

Claim Account

Option 1: Register Your Account

This option lets you register an existing account for the user you selected, by adding a password. To do this, first make sure that the email address you want asso and hit the button for "Register New Account".

E-mail Address   Password   Confirm Password

REGISTER YOUR ACCOUNT

Create a password and confirm your password and then click **Register Your Account** to complete the process.

Account successfully claimed.

2) If you already have a RunSignup user account, you can claim and merge the membership with your current account by confirming your user information and selecting Merge with Existing Account under Option 2.

Option 2: Merge with Existing Account

This option allows you to merge the selected unclaimed account with your existing account. To do this, begin by logging into your account, and then decide which data you want to be applied to your account after the merge.

For instance, by selecting a radio button in the "Your Account" column of a specific row, then any spot where the information in the "Other Account" column of that row appears on the website before the merge, will be replaced by the "Your Account" selection after the merge (ex: in participant lists, results sections, donation reports, and so on). Similarly, by selecting a radio button in the "Other Account" column of a specific row, then any spot where the information in the "Your Account" column of that row appears on the website before the merge, will be replaced by the "Other Account" selection after the merge.

After selecting the desired information from each account, hit "Merge with Current User", and you will receive confirmation that the account was successfully claimed. You will also see that your account information has been updated to reflect the selections you made in the previous step (if applicable).

FIELD	YOUR ACCOUNT	OTHER ACCOUNT
First Name	◉ John	○ John
Last Name	◉ Smith	○ Smith
E-mail Address	◉ o8519114@nwytg.net	○ o8519114@nwytg.net
Address	◉ 8552 2nd Ave	○ 8552 2nd Ave
City	◉ Silver Spring	○ Silver Spring
State	◉ MD	○ MD
Zip Code	◉ 20910	○ 20910
Country	◉ US	○ US
Date of Birth	◉ 01/01/1970	○ 01/01/1970
Phone	◉ 301-555-5555	○ 301-555-5555
Gender	◉ M	○ M

MERGE WITH CURRENT USER

Note: You may need to login first if you see the notification below Option 2.
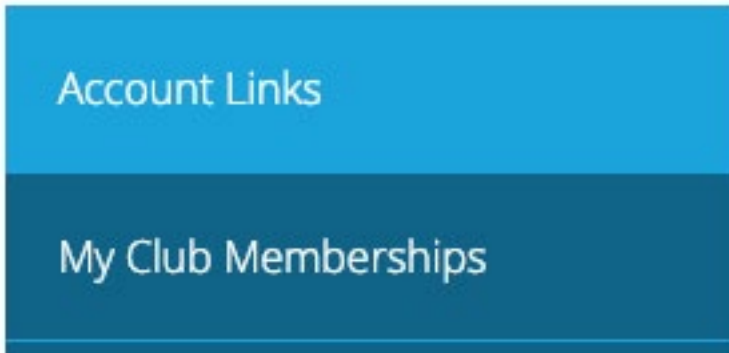
Option 2: Merge with Existing Account
Please Login First

Select the updated fields and click Merge with Current User to complete the process.

Account successfully claimed.

Viewing and Editing Your Club Membership

Once you have claimed the membership, you will see it appear in your profile under the **My Club Memberships** link at the bottom of your RunSignUp profile page. Alternatively, here is the direct link to view memberships under your account: https://runsignup.com/MyClubMemberships.

For more information on accessing and exploring your RunSignup profile, check out this guide: https://help.runsignup.com/support/solutions/articles/17000062604-access-and-explore-your-profile

Family Memberships – If you have a Family Membership with the Fort Collins Running Club then you will want to **Manage** your Club Membership and add the additional members so they can be listed as members and receive FCRC perks.

1) From your RunSignup profile click on the **My Club Memberships** link at the bottom of the page: https://runsignup.com/MyClubMemberships.

2) Click on the blue **Manage** button for your Fort Collins Running Club Membership.

John Smith's Memberships

CLUB	MEMBERSHIP ID	MEMBERSHIP NO.	MEMBERSHIP DATES	MEMBERSHIP DETAILS	MANAGE	RENEW
Montgomery County Road Runners Club	#00324077 Membership Card		Jan 1, 2019 - Dec 31, 2019	Family Registered: Jan 16, 2019	MANAGE	

BACK TO PROFILE

3) On the left-hand side click on **Add Member** and then select New Member to add additional family members. Do this for each family member.

Membership #00324077

New Member

✓ (Select member to add)
New Member
John Smith

ADD MEMBER

Club Home

My Membership

Add Member

Upgrade Membership

Cancel Membership

If you already had an account on RunSignup, you may be able to choose your additional members, otherwise, fill in the form to add them.

Membership #00324077

New Member

[New Member ▾]

Who are you registering? *

◉ I am at least 18 years old and registering someone else 18 or older.

◯ I am at least 18 years old and registering someone under 18 years old as their parent or guardian.

By selecting this box, you are indicating that you are the parent/guardian of the person you are about to register. Additionally, if the child is under the age of 13, you are consenting to the collection and use of the information about the child for the purpose of the registration as described in our privacy policy.

New Member Information

First Name *

[Jane]

Last Name *

[Doe]

E-mail *

[jane.doe@email.com]

You can include your middle name or initial if desired.

Address

Address *

[8552 2nd Ave]

City *

[Silver Spring]

Country *

[United States ▾]

State *

[MD - Maryland ▾]

Zip Code *

[20910]

Additional Information

Date of Birth *

[01/01/1970]

Format: mm/dd/yyyy
Used for age group calculations

Phone *

[301-555-5555]

Format: ###-###-####

Gender *

◯ Male   ◉ Female

ADD MEMBER

Sidebar

Club Home

My Membership

Add Member

Upgrade Membership

Cancel Membership

Click **Add Member** to add additional family members to the account. After each member is added you can review the list of members on the account.

Membership #00324077

MEMBERSHIP LEVEL	Family
REGISTRATION DATE	01/16/2019 2:30pm
MEMBERSHIP COST	$0.00
PROCESSING FEE	$0.00
TOTAL AMOUNT PAID	$0.00

Members

MEMBER NO.	NAME	GENDER	DATE OF BIRTH	E-MAIL	PHONE	ADDRESS	REMOVE MEMBER
	John Smith	M	01/01/1970	john.smith@email.com	301-555-5555	8552 2nd Ave Silver Spring, MD US 20910	*N/A - Primary Member*
	Jane Doe	F	01/01/1970	jane.doe@email.com	301-555-5555	8552 2nd Ave Silver Spring, MD US 20910	**REMOVE FROM MEMBERSHIP**

Club Home
My Membership
Add Member
Upgrade Membership
Cancel Membership

For more information on your RunSignup account, you can view a list of help guides here:
https://help.runsignup.com/support/solutions/17000080450

Thank you for being a member of the Fort Collins Running Club!