

Tips from the Online Entries Administrator

Online Entry is the way of the world. Many events online offer Online Entry. Below are some tips to assist you using the VRA system. The VRA does still accept Posted Entries for those who prefer.

Electronic mail sent to entries@vra.rogaine.asn.au as of early 2015 are handled by Andrew Hunter. Each event flyer also has other contact details for Andrew. The role encompasses three functions;

1. Assist members with their login details
2. Assist members with event related issues (eg addition of team members, payment issues, event fee issues, event category issues)
3. Assist members and the general public with general event information (questions such as what is rogaining?, how do we enter?, are there any fees?, is there good carparking?, what time should we arrive?)

Your VRA member number and password are key data and it is highly recommend members record these details somewhere safe, in the same manner as your other account passwords.

In order for a VRA member to be able to use the password retrieval facility you **must** have added a valid email address onto the member profile. It is recommended to select an email address that the member plans to use for the long term. Communication from us or another event administrator to the member via electronic mail using the online entry system will be sent to the address on file, so if the address is no longer in use this will not be possible.

How to retrieve your logon credentials (if you have forgotten or misplaced them)

If you can remember your VRA member number but not your password, you can retrieve your password by following these steps

On the Online Entry home page, choose **Option 4: Login (and seek assistance to logon)**

On the next page, choose **Option 1: I have forgotten my password**

On the third page, **fill in** your **VRA member number** and your **surname** in the relevant boxes

You will receive an email that advises, 1. Your VRA member number, and 2. Your password

If you can remember your online entry password but not your member number, you can retrieve your membership number by following these steps.

You can use your Email address and password. It must be the email address in the VRA system.

or

On the Online Entry home page, choose **Option 4: Login (and seek assistance to logon)**

On the next page, choose **Option 2: I know my password but not my member number**

On the third page, **fill in** your details

If you cannot remember both your VRA member number **and** your password

On the Online Entry home page, choose **Option 4: Login (and seek assistance to logon)**

On the second page, choose **Option 2: I am a member, but have forgotten my details**

You will then be prompted to fill in a form with a number of fields. The reason why we ask for this information is twofold; it provides a good opportunity to update the member's personal details (eg home address) if the member hasn't updated their profile themselves and secondly, provides some reassurance that the member has made an enquiry as opposed to a spammer (the details you provide are expected to be known only to you).

We receive this information and can take a number of actions:

1. Update the member's profile and/or use the password retrieval service as if I were the member themselves
2. Send the member an email
3. Telephone the member

Members who contact entries@vra.rogaine.asn.au may be asked for further information to confirm their identity before personal details are released.

Event Administrators have access to all member profiles but cannot view login passwords. Event administrators can reset existing passwords but this is only considered when all other avenues to send the member their existing password have been exhausted. The VRA treats the privacy of members' personal details very seriously.

View our privacy policy at: <http://vra.rogaine.asn.au/?Itemid=110>

Feel free to get in touch with Andrew if you have questions. I look forward to seeing you out on course this year.

Andrew Hunter