Volunteer Login Troubleshooting Guide

The **RacePlanner Attendance App** is an easy-to-use resource for volunteers, and provides useful data and easy communication for your organization. Each event, questions arise as volunteers attempt to download and use the Attendance App. Below you will find a list of common questions we get from both staff and volunteers, along with some handy troubleshooting tips. If you are unable to resolve the login questions after reviewing this guide and/or visiting the Attendance App topic in the RacePlanner Help Center, please reach out to support@raceplanner.com. We will guide you through correcting the issue so that you can directly assist the volunteer.

From Organization Staff Members:

1. "My volunteer(s) get the message 'No Licensed Organizations found' when logging into the app."
   - The app license has not yet been purchased for the current event. Contact support@raceplanner.com for the current registration link.

2. "None of my volunteers can see their teams when they login."
   - Ensure Volunteer and Site Liaison login access is turned ON for the current event. (*Event Properties>Options>Login Access*)
   - Ensure that at least the "Registered" status is checked so that they can see those participants. (Other options include Waiting List, Lottery, and Withdrawn.)

3. "How can I see all the teams/events for this event when I log into the App?"
   - The app is not meant to be used administratively by organization staff to view or enter attendance data for all teams. Use raceplanner.com for this information.
   - To view data for a single team within the app as a volunteer would, assign yourself to a team using the Scheduling module in RacePlanner.

From Volunteers:

1. "I can't see my team when I login to the app."
   - Verify that the Volunteer assigned to a Site/Team within the event. (Check *the Person Record>Service History* tab.)

- Check to see if they have duplicate person records. If so, the one assigned may not be the one they are logging in with. Search My People for their name (or any other name they might have volunteered with) or email and merge as necessary. (*Person Utilities>Merge Two People*)
- Are they a Site Liaison trying to log into the app? Volunteers with the role of Site Liaison do not see team data in the app - they need to use raceplanner.com.

2. "I can't get into the Attendance App."
   - Run the Volunteer List in Event Downloads to see if they have requested a login yet. Scroll to the end of the columns in the download to see if they have a user login, and which email they used for their username.
   - Ensure Volunteer and Site Liaison login access is turned ON for the current event. (*Event Properties>Options>Login Access*)
   - Ensure that at least the "Registered" status is checked so that they can see those participants. (Other options include Waiting List, Lottery, and Withdrawn.)
   - Verify they are using the latest Attendance App – the icon has a white background, not black.

3. "I'm trying to sign into the RacePlanner website, but it says 'The User Name is not recognized as a RacePlanner user.'"
   - The volunteer is trying to sign in, but they have not requested a login and set a password yet. Please direct them to the "request your login here" link on the Sign in page.

4. "I'm locked out of my Attendance App/the RacePlanner website."
   - If they are using the Attendance App, please direct them to click the **Forgot Password** link on the login screen of the app. This will UNLOCK their account and allow them to set a new password.
   - If they are using RacePlanner.com and have locked themselves out, please direct them to the *Lost Your Password* link on the Sign-in page.

5. "I'm seeing my team listed twice in the app."
   • Ensure the Volunteer and Site Liaison Login Access has been turned off for prior events. It is best practice to turn these off at the end of each event for volunteer and participant privacy. (*Event Properties>Options>Login Access*)
   • If they are double scheduled as a Site Liaison and a Volunteer in *Scheduling>Volunteer Requirements*, they will see the team listed twice.

6. "I'm trying to request a login, but it says 'No person was found with an email address of *name@domain.com*. Please use the email you used when you registered to be a volunteer or contact the organization you are wishing to volunteer with to rectify the issue.'"
   • Direct the Volunteer to request a login with the email they used in their recruitment campaign.
   • Ensure that the Volunteer Application was Accepted. If it is Accepted but they are not in My People, open their application in the recruitment campaign and choose *Applicant Actions>Add to My People*.

7. "I'm trying to request a login, but it says 'An account for the email address provided already exists. Click here to sign in with this email address.'"
   • If they have a volunteer login from a prior event, they don't need to request a new one.
   • Did the volunteer register their participant first, and an auto generated fundraiser created a user login for the participant with the volunteer's email? If so, merge FROM the participant record TO the Volunteer record. (*My People> Person Utilities>Merge Two People*) The volunteer will then be able to see both the participant's and their own information when they login.

8. "I don't see the correct lessons when I log into the app."
   • Ensure you have the correct version of the program curriculum assigned to that Category in *Event Properties> Event Categories/Pricing*.

- Issues can arise if the Volunteer logged into the Attendance app before your organization set the correct version of the curriculum in RacePlanner. If this is the case, please contact us at support@raceplanner.com for assistance.

Final Check List

A volunteer will be able to login and access their roster in RacePlanner and/or the App if:

- Program Registration has Volunteers Login Access turned on and a Registration Status checked so that they can see at least Registered participants
- There are participants registered for the Program
- Volunteer has a person record in My People (with no duplicates) and has a Volunteer Role
- Volunteer requested a RacePlanner login and set a password
- Volunteer is assigned to a team for the current event

Contact RacePlanner at (530) 230-2225 or support@raceplanner.com if you need additional assistance.