

# Steps for Returning Users

## RAGBRAI online registration

Only one entry in RAGBRAI per person

If you are a returning user, you will be sent an email in November with a reminder of your user name and password for our registration site.

If you forget your user name or password, email us at [info@ragbrai.org](mailto:info@ragbrai.org) and we will email it to you.

Be sure to order your 2010 official RAGBRAI jersey with your registration. You will be guaranteed your size will be available, you will get your \$10 rider discount, and we will ship it free with your wristband packet. The \$50 price is good only when the jersey is ordered with your registration.

### Log on:

1. Click on "registration" under the RAGBRAI green and blue header on RAGBRAI homepage.
2. Click on "Log in for returning users".
3. You will be on a page with "3 easy steps to enter RAGBRAI". Enter your user name and your password. Click on "Login".
4. This will take you to your summary page. If you were in a group, you will be on the group summary page. If you were an individual, you will be on your individual page.
5. Check your profile information. Click on "edit your profile" in the upper right hand corner. Update your information if needed. When done, click on "update information". Click on "my home" in upper left hand corner to return to your summary page. If you need to change your name or your birth date, email us at [info@ragbrai.org](mailto:info@ragbrai.org) and we will make the changes for you.

### If you were registered as an individual:

1. If you were an individual last time and you want to remain an individual, click on "submit entry" under individual options.
2. Click on "continue as an individual".
3. Enter your ride information, order your jersey and souvenir pack, and enter your payment type. If paying by credit card, your card will not be charged until we receive and process your signed waiver. Click on "confirm entry".
4. Your entry form will come up again. Review the information and if it is correct, click on "submit entry" at the bottom on the page. Once you have submitted your entry you won't be able to make any changes. Email us at [info@ragbrai.org](mailto:info@ragbrai.org) if you need to make any changes.
5. Download your waiver. Send us your signed waiver and your payment (if paying by check) to complete your entry.

6. If you decide to join a group before your registration is processed, your credit card information will be taken out of the system when you join the group. You will need to send the group contact your payment along with your waiver.
7. Once your waiver and payment are processed, you won't be able to make any changes.

### **Registered as individual but want to join group:**

1. If you were an individual last time and want to join a group, click on "**find a group to join**". Type in the group number or group name. Be sure you contact the group contact before you join the group. Click on "**find groups**". Click on the group name. Click on "**join this group now**".
2. You will be on the group summary page and your name will be highlighted. Make sure this is the correct group. If this is not the correct group, click on "**click here to be removed permanently from this group**" at the top of the page to leave the group. If this is the correct group, click on "**entry not submitted**" in red under your name.
3. Enter your ride information and order your jersey and souvenir pack. Click on "**confirm entry**".
4. The entry form will come up again. Review the information and if it is correct, click on "**submit entry**" at the bottom. Once you have submitted your entry you won't be able to make any changes. Email us at [info@ragbrai.org](mailto:info@ragbrai.org) if you need to make any changes.
5. Download your waiver. Send your signed waiver and payment to the group contact as soon as possible. If paying by check, make your check out to the group contact.
6. Your wristbands and jersey will be sent to the group contact in June. Contact the group contact if you have any questions.

### **Registered as individual but want to start a group and be the group contact:**

1. If you want to start your own group and be the group contact, click on "**start a new group**". Enter a group name. Do not use "the" or "team" as the first word in your group name. Click on "**check group name**". If you can use the name you will receive a green check mark. Click on "**create group**". You must be an active member of the group to be the group contact.
2. You will be on the group summary and your name will be first and will be highlighted.
3. Enter your ride information by clicking on "**entry not submitted**" in red under your name.
4. Enter your ride information and order your jersey and souvenir pack. Click on "**confirm entry**".
5. The entry form will come up again. Review the information and if it is correct, click on "**submit entry**" at the bottom. Once you have submitted your entry you won't be able to make any changes. Email us at [info@ragbrai.org](mailto:info@ragbrai.org) if you need to make any changes.
6. Download your waiver.
7. The other members of your group will need to log on and join your group. If you are entering the other members of your group, click on "**logout**" on the group summary page in the upper right hand corner and go through the registration process and have them join your group.

8. After all of the members have joined your group, you can log on as the group contact and close your group. Check to see that all the members are in your group and registered correctly. If you need to delete any members, click on the red "X" on the same line as their name. They will be taken out of your group but will remain in our system.
9. Do you want a vehicle pass? Vehicle passes are available for groups of three or more. Only the group contact can request a vehicle pass. Click on "vehicles requested" under "group status" at the top of the summary. Be sure to list a driver who is registered in your group for each vehicle requested. Click on "add vehicle" after each one is entered. When done, click on "my home" in the upper left hand corner and this will take you back to your group summary page.
10. Check your group summary. If this is correct, click on "close group". Once the group is closed, you will not be able to change anything. If you need to change anything, email us at [info@ragbrai.org](mailto:info@ragbrai.org) and we will make the changes for you.
11. When you close your group you will be able to select your payment type. You can send us one check for the amount of the group (do not send us several checks from each member) or you can enter your credit card information. Your card will not be charged until we receive and process your group packet of signed waivers.
12. When you close the group, you can print two copies of the group summary. This will list everyone in your group and their ride information. Keep one copy for yourself and send us a copy of the group summary, all the signed waivers for your group (everyone will need a signed waiver), and one payment (if paying by check) together in one packet. It will need to be postmarked by April 1 (if week long riders are in the group) to be eligible for the lottery.
13. The lottery results are posted on May 1. As the group contact, you can log on and print a copy of your group and their wristband numbers by clicking on "print summary" next to "group closed" at the top of the summary under "your group status".
14. We will be sending you, the group contact, the wristband and jersey package in June for your group. If anyone has any questions, they should contact you first and you can contact us at [info@ragbrai.org](mailto:info@ragbrai.org) if needed.

### **If you were registered as a member of a group:**

1. If you were a member of a group last time, when you log on you will be on the group summary page for that group. Your name will be highlighted.
2. If you want to remain in that group, click on "entry not submitted" in red under your name.
3. Enter your ride information and order your jersey and souvenir pack. Click on "confirm entry"
4. The entry form will come up again. Review the information and if it is correct, click on "submit entry" at the bottom. Once your entry is submitted, you will not be able to change it. Email us at [info@ragbrai.org](mailto:info@ragbrai.org) if you need to make any changes.
5. Download your waiver. Send your signed waiver and your payment to the group contact as soon as possible. If paying by check, make your check out to the group contact.

6. Your wristbands and jersey will be sent to the group contact in June. If you have any questions, contact your group contact.

### **If you were registered as a member of a group and want to leave group:**

1. When you log on, your name will be highlighted on that group summary.
2. Click on "[click here to be removed permanently from this group](#)" at the top of the group summary.
3. You will then have the option to "[find a group to join](#)" if you want to join another group, "[start a new group](#)" if you want to start your own group and be the group contact, or "[submit entry](#)" under individual options if you want to enter as an individual.

### **If you were registered as group contact:**

1. When you log on, your name will be at the top of the group summary list and will be highlighted.
2. If you are going to remain in the group as the group contact, click on "[entry not submitted](#)" in red under your name and enter your ride information.
3. After all the members of your group are entered, log on, request a vehicle pass if needed, close your group, and select your payment type. Send us together in one packet all the signed waivers for your group (everyone will need a signed waiver) and one payment (if paying by check).

### **If you were registered as group contact and no longer want to be group contact:**

1. When you log on, your name will be at the top of the group summary list and will be highlighted.
2. The person who will be taking over as the group contact will need to be already a part of your group.
3. Click on "[change group contact](#)" next to "group members" above your name.
4. You will need to select the new group contact from the list of group members. Click on that name.
5. An email will be sent to that person. They will need to accept the position of group contact by logging on and accepting the position and then the change will be made. They will become the group contact and your name will be moved to a member of the group.
6. If you want to delete your group, the group contact will log on and will click on the red "X" next to each member. Then they will click on "[click here to be removed permanently from this group](#)" to remove themselves. The group will no longer be in effect and each member will still be in the system as an individual.

**We must have your signed waiver and payment  
for your entry to be complete.**

If your address changes after your registration is finalized, please email the changes to us so that we can send your wristband and jersey packet to the correct address in June. If you are a member of a group, your wristband and jersey packet will be sent to your group contact.

**Any questions, contact us at [info@ragbrai.org](mailto:info@ragbrai.org)**