

## **iCan Bike's Online Registration Host's Frequently Asked Questions**

### **How do I find my Rider and Volunteer Spreadsheets?**

You can find the direct link in an email from Andrea ([andrea@icanshine.org](mailto:andrea@icanshine.org)) OR sign into Google Drive using the Gmail email provided when signing up for online forms, click 'Shared with Me' on the left of the screen and you will see your spreadsheets.

### **Can parents submit a registration form without submitting a credit card payment?**

Yes. The online registration form and credit card payment processes are two separate independent platforms. Once a registration form is submitted, parents/guardians receive an immediate pop up message and email providing them with payment instructions and informing them that securing the spot they are registering for is contingent on: 1) completing payment; AND 2) confirmation by the local host.

### **Will the online registration prevent a parent from submitting a registration when their rider does not meet a program requirement?**

No. To ensure parents don't 'fudge' data (e.g. weight, age, etc.) to meet requirements, the form will be submitted as is. Again, the pop-up message and email they will receive informs them that securing the spot they are registering for includes confirmation by the local host. So, it is still up to the host to review submitted registrations to ensure riders meet **all** requirements such as age, inseam and weight.

If you have questions about rider requirements you can reference the *iCan Bike Host Agreement* or the *top of the Rider Registration Form*.

### **Can I delete a rider who has canceled or dropped out?**

Yes. You can simply right click on the row and delete the entire row OR select 'canceled' from the drop-down options on the far left of the Rider Registration Sheet.

### **Can I group riders together by the session to which I have assigned them?**

Yes.

- Select entire sheet
- Click 'data' in the menu bar
- Click 'sort range'
- Check the box stating 'Data has header row'
- Select the column you want to sort by. In this case it would be 'Session Assigned'

### **Why am I seeing duplicate registrations?**

Sometimes, we see registrations appear twice, often when numerous registrations are submitted simultaneously or a parent hits submit twice. To resolve this, you can either

delete one of the entries or select 'Duplicate' from the session assigned drop down options at the far left of the spreadsheet.

### **My spreadsheet is too large to print and hard to view, what can I do?**

If there are columns you do not need to view simply:

- Right click on the column header you no longer wish to view to highlight that column
- Select 'hide column'
  - To unhide the column, highlight the columns on either side of the hidden column(s)
  - Right click, select 'unhide column'

### **Can I have a PDF of Registration Forms?**

No. Because the registration forms are electronic, they do not translate to 'paper forms' very well. Each registration sheet ends up about 12 pages if it is converted into a PDF. This is not something we can automatically generate for Hosts.

### **Where can I find my Rider Information Sheets?**

You will receive an email with all Rider Info forms from [mike2017@icanshine.org](mailto:mike2017@icanshine.org) to the Gmail account you provided on your sign up form. These sheets will be e-mailed to you on the day you selected on your sign up sheet: either one week prior to the start of your camp or the Friday prior to the start of your camp.

### **Do I need to email the Rider Spreadsheet to my Floor Supervisor?**

No. Your Floor Supervisor will be provided access to your rider spreadsheet automatically.

### **How do riders get assigned to their sessions?**

You will need to assign riders to their session. In the far left of the Rider Registration Sheet you will see a 'Session Assigned' column. Use these drop down options to assign riders to a session at least 2 weeks prior to the start of your program.

### **Will the registration form automatically stop accepting responses when a camp has reached their max riders?**

No. Once you have filled all your camp spots, please contact Andrea ([andrea@icanshine.org](mailto:andrea@icanshine.org)) to request either setting up a waitlist option (which we encourage) or completely closing your registration form.

### **Can a session be closed once it is full?**

Yes. If you would like to close certain session(s) please contact Andrea to let her know which session(s). We will indicate such session(s) as being full (e.g., "Session #1: 8:30 AM – 9:45 AM" to "Session #1: FULL").