

# FAQs

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Below you can find a selection of Frequently Asked Questions. If you need additional help click [here](#) for the Wiki Home page or scroll to the [bottom](#) of this page for the listing of spaces that provide more in-depth instructions, tutorials, and videos. We also have full-time staff available to assist you if you can't find help below.

Our support contact information:

Email: [support@regattacentral.com](mailto:support@regattacentral.com)

Phone: +1 (614) 360-2922

If you are interested in our Club Management, Regatta Management services, or re-listing an event, please contact [sales@regattacentral.com](mailto:sales@regattacentral.com)

- [Forgot your login information?](#)
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## Forgot your login information?

- Go to [www.regattacentral.com](http://www.regattacentral.com) and click on 'Login' at the top of the page
- Use the 'Forgot your 'Username' link to request that your username be sent via email. Use the 'password' link to request that a link be sent via email to reset your password
- Submit the requested information then check your email

## How do I change personal information (i.e. name, address, email, password, username, etc.) for the account holder?

- Go to [www.regattacentral.com](http://www.regattacentral.com) and login
- Hover over the account name located in the upper right-hand corner and click on "Profile"
- Update the desired information
- Click the 'Update' button to save you changes to the Account Information

## How do I edit my athlete information or add an athlete to my roster?

- Go to [www.regattacentral.com](http://www.regattacentral.com) and login
- Click on the 'Roster' link to the right of your team's name listed in the Affiliations box
  - Double click on an athlete's name to edit information
    - If the edit button does not appear for an athlete, that means the record is managed by someone else. For example, if the record is linked to the athlete's USRowing membership, the information can only be edited through USRowing
  - Click on the "New" button to add an athlete to your roster

## Why can't I access my roster?

- If your team or club has a USRowing organizational membership, granting access to the roster has to be done through USRowing's website.
- If you feel that you should have administrative level access to the roster, but do not see the full list for your team, please contact RegattaCentral [Support](#).

## How do I submit an entry?

- Follow this link to the [\(3.a.\) Submitting an Entry](#) page for the most up-to-date information

## How do I submit a composite entry?

- Follow this link to the [\(3.b.\) Submitting a Composite Entry](#) page for the most up-to-date information

## How do I register for a club membership, program, learn to row, etc?

- Login to your RegattaCentral account
- On your homepage, locate and click on the "Clubs" tab at the top of the page
- Scroll down and click on the name of the club
- Select the desired program and chose a participant from the drop-down or create a new one
- You will then be asked to provide relevant information and submit payment

## How do I register more than one participant for a club service listed on RegattaCentral?

- If registering through your club's website you can indicate the quantity for each program, or add the program to your cart then click the 'Add another' link after you log in. Select the participants' names in the drop-down menus
- If registering through the RegattaCentral website you can click the 'Register' or 'Join/Renew' link then click the 'Add another' link on the cart page. Select the participants' names in the drop-down menus

## How do I request a refund?

- To request a refund for a club registration, we recommend reaching out to the club the registration is with. A contact email for the organization can be found on the "View Details" page of the registration
- To request a refund for a regatta entry, we recommend reaching out to the contact listed on the Overview page of the regatta

## How do I find a past invoice?

- To find your invoice for a club registration, click on "View Details" to the right of the name of the organization on your homepage
- To find your invoice from a past regatta, click on the "Previous" tab in the Regatta Calendar & Entries section of your homepage. Then click the "my invoice" link next to the regatta.

## I got a page that says "404 page not found Oops-We've misplaced our ours!" or "Oops-Looks like we've caught a crab!" What do I do now?

- Try logging out of your account and logging back in
- Try using a different browser, we recommend Google Chrome
- Could be a result of timing out
- We may have done an update to the website that caused you to get an error

## I'm trying to sign a waiver but get the message "Please contact your coach or club administrator and request they add you to your club's roster or click the 'Back' button to try the search again."

- Double-check that the athlete's date of birth and spelling of their name is correct on the roster
- Make sure you are trying to submit the waiver under the correct club name

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For more information, step-by-step information, and video tutorials check out the links below:

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Space: [Club Administration](#)

[Browse the "ClubMan" space](#) [Add a page to "ClubMan"](#)

Space: [Club Registration](#)

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Space:	<a href="#">Staff Portal</a> Functions of RC Staff Portal, Control Commission Capabilities, Virtual Results Management	Browse the "SP" space <a href="#">Add a page to "SP"</a>

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