



## **FREQUENTLY ASKED QUESTIONS:**

### ***What is the timeframe for the implementation of these benefits?***

Main integration will take place by early Summer 2019, with additional options and benefits on an ongoing basis.

### ***What are the benefits to the Event Director?***

BikeReg has the industry leading interface and support system for event providers. The partnership with USA Cycling will allow for, among other things, integration of USAC permit information, importing of legacy event information, and use of online waivers.

### ***What are the benefits to the Event Participant?***

An intuitive interface, robust event schedule, up to date license verification, and a smooth experience both during registration and on site at the event.

### ***What if my event is already on the USAC registration system?***

Nothing will change. USAC will fully support the current system while implementing technology with BikeReg. Once this is done USAC will no longer accept new users to their system, but will still support those events yet to take place.

### ***What if my event is currently using BikeReg?***

You will continue to see the same platform you are used to. The user interface will remain unchanged until key partnership improvements such as online waivers, and permit and license verification are implemented for USA Cycling sanctioned events. There will be no service interruptions or changes to our standard policies.

### ***Is USAC buying BikeReg?***

No, BikeReg, and the rest of the athleteReg family of brands: RunReg, TriReg, SkiReg, and PledgeReg, will remain as the same private company with industry leading technology, excellent customer service and knowledgeable staff – but with a new partner.

### ***How will I set up or transfer my 2019 registration?***

Our teams are working on tools to automate this process which will be rolled out as part of the early summer launch. Our ultimate goal is to provide a seamless transition to the BikeReg platform. We're always here for our promoters and registrants.

### ***Can I move my past events and data over?***

Yes! Part of the value in the BikeReg platform are the robust email and analytics tools to analyze and contact your participants. We're creating tools to easily port your existing accounts over. This will be part of the early summer launch.

For more information, please e-mail: Chuck Hodge at [chodge@usacycling.org](mailto:chodge@usacycling.org) or Evan Huff at [Evan@athleteReg.com](mailto:Evan@athleteReg.com)