

1. WHAT IS ACTIVE?

Active is a registration platform that we will be using for ticketing from now on. Tickets can no longer be bought through Eventbrite and any tickets bought through Eventbrite.com before the change will be transferred to Active.com.

2. WHAT DO I NEED TO DO?

Once you have received your new registration you will need to follow the instructions found at the bottom of the email. You will be asked to head to Active.com to complete account setup and claim your registration (please only claim a registration for yourself, claiming someone else's registration could override their ticket.) If you receive an email confirmation for someone other than yourself, please forward the email to that person and have them claim it.

3. HOW CAN I TELL IF I HAVE AN ACTIVE.COM ACCOUNT?

Head to Active.com and click on the "[Sign Up](#)" button. Enter the email address used to purchase your 2018 ticket(s). If you already have an account, you will be asked to input a password (click on "Forgot Password" if you need assistance). If you do not have an account, you will be prompted to enter all necessary info to create one.

4. HOW CAN I CLAIM MY REGISTRATION?

Once you have your Active account go to <https://myevents.active.com> to claim your registration, if you have not already done so, and then click the CLAIM REGISTRATION bar at the top of the page. Enter your Registration number (ID) in the box and then click SUBMIT on the right.

Note: Registration numbers begin with the letter R, such as R-00TLJL7Q. You can find your Registration ID in your registration confirmation email you received from noreply@awntx3.email.active.com. Confirm your registration information in the pop-up form and then click SAVE.

5. HOW DO I ACCESS MY 2018 TOUGH MUDDER TICKET IN ACTIVE?

You will be able to see your ticket in MyEvents. You will also be able to set up a team, transfer your ticket to a friend and change event days in Active.

6. WHAT ABOUT MY TEAM?

If you joined a team in Eventbrite your registration confirmation will list your team name and team captain, you won't need to take any further action.

If you are a team captain you will need to log in to Active.com to set a password if you would like to keep your team private.

Please be sure to create or join a team at least 3 weeks prior to your event so that we can ensure you and your teammates receive the same start time:

How do I create a team?

1. Login **My Events** at <http://myevents.active.com>
2. Find the right event registration in your Active account and click **Create team**
3. On pop-up dialog, enter team name
4. (Optional) Enter team description
5. (Optional) If you would like to make your team private, select private team under **Access** and enter a password
6. Click **Create**

How do I join a team?

1. Login **My Events** at <http://myevents.active.com>
2. Find the right event registration in your Active account and click **Join team**
3. On pop-up dialog, search desired team
4. Click desired team
5. Click **Join**

7. I HAVEN'T RECEIVED AN EMAIL FROM ACTIVE - WHAT DO I DO?

Please check your inbox or spam folder for an email from noreply@awntx3.email.active.com. If you are sure you haven't received an email please contact support@toughmudder.com.

8. WHAT ABOUT MY TOUGH MUDDER LEGIONNAIRE STATUS?

Don't worry, your Eventbrite login did not determine your Legionnaire status. We keep track of your events in a super secret vault, so we won't lose track.