

Migrating to a Single User Account (State and Centre Administrators)

To enhance login security and facilitate multiple accesses across the entire ResultsHQ platform from one login, all existing user accounts must be migrated to a verified 'Single User Account'. This process will convert all usernames to a verified email address. The verified email address creates a unique identity in the ResultsHQ system for that User which can house multiple access points across State, Centre and even Family portals - all of which can easily be switched between from the one, verified login.

There are two key ways to trigger the Account Migration process to migrate from existing username/password accounts to a Single User Account:

1. SuperUsers of the State or Centre Admin portals can trigger an Account Migration email to any of their existing ResultsHQ users in the Users List to notify their users and link them directly to the Account Migration process. You can navigate to the User Lists by clicking 'Users' in the 'Setup' dropdown menu.
or
2. A State or Centre Admin user can simply log in with their existing username/password credentials to automatically trigger the Account Migration process.

The Account Migration process must be repeated for each username/password account that any one person has in order to migrate all accesses to their new Single User Account. Any account migration that is verified with the same email address will automatically be added to the same Single User Account as another access to switch between.

Once the Account Migration process has been completed, the user's verified email address will replace all usernames that have been migrated. Usernames will no longer be used.

Having multiple Single User Accounts for different Accesses:

While not necessary, some people may want to separate their accesses across the ResultsHQ platform into two or more accounts. For example, if you are a Centre Administrator and also a Family user, you may want to keep these separate for the sake of directing your Centre Admin communications to one centre-related email address and any Family communications you may receive to your personal email address.

Following this example, if you would like to keep one or more accesses separate to a different Single User Account, you can easily do so by:

- entering your Centre-related email address when migrating your Centre username/password account/s
- entering your personal email address when migrating your Centre username/password account

Note: One person can only have as many Single User Accounts as they have valid email addresses as their email address must be verified to hold a ResultsHQ account. Their email address becomes the user's login identifier i.e. their username.

CentreAdmin - Adding Multiple Accesses and Roles to one User's Account

With the latest Single User Account upgrade, you can now add multiple 'Accesses' (to a Centre and any number of individual Clubs within that Centre) with different roles to the one Single User Account.

Migrated users (those who now use the Single User Account) will appear at the top of the Users List in Centre Admin. From here, you can select 'Edit' from the 'Action' dropdown alongside the user you wish to add another access and/or role to.

A user's permissions within a Centre can be separated by different 'Centre Accesses' to allow for greater control of who can see and do what within the system. Centre Accesses are based on each unique Club Restriction assigned. For example, you can give a User full rights to access a particular Club's functions and data by Restricting to a Club and assigning the SuperUser role in one Centre Access, but only allow the user to have Report access for the entire Centre by setting the user's role to 'Reports' and leaving the 'Restrict to a Club' dropdown as 'None' in another Centre Access.

You can add roles to an existing Centre Access by holding down control and selecting another Role from the list. Click Save when you're done.

If you'd like to add a new Centre Access (restricted to a different Club), click the 'Add New Centre Access' button and complete the form. A verification email will be sent to the User. Unlike adding Roles to existing Centre Accesses, the User must 'Accept' a new Centre Access Invitation before the permissions are added to their account. Centre Access Invitations sent to users who have not yet Accepted will show as 'Awaiting Verification' in the User Edit screen of that User. Similarly, if a user Declines the Centre Access Invitation, it will be marked as Declined in the User Edit screen. SuperUsers will notice a user's Role count in the Users List screen is RED if any Access Invitations are awaiting verification or were declined.

Migrating RaceHQ Accounts to a Single User Account

Unlike for existing accounts used in ResultsHQ, accounts used in the RaceHQ desktop application will not automatically trigger the migration process when the user next logs in.

IMPORTANT: With the latest release, RaceHQ Accounts must be migrated to a Single User Account in order for the user to login.

To migrate a RaceHQ account to a Single User Account, a SuperUser of the Centre in CentreAdmin will need to trigger the account migration:

1. A SuperUser of the Centre logs into ResultsHQ CentreAdmin.
2. Navigate to the 'Users List' by clicking 'Setup' then 'Users'.
3. All users needing to be migrated will appear under the heading of 'Users for Migration'. Click the 'Migrate' button alongside the RaceHQ user you'd like to migrate to trigger an account migration email to the user for verification. Make sure the email address for the existing account is the current, working email address of the user.

From here, the user simply needs to follow the prompts to set their Single User Account password and verify.

Note:

If the RaceHQ account being migrated has an email address that matches an already migrated user within the Centre and also has the same Club access, the user will not need to verify at all as the migration of the RaceHQ role to their Single User Account will be instantaneous from when the Centre SuperUser clicks 'Migrate'.

If you'd like to add RaceHQ access to an already migrated user, you can do so by clicking 'Edit' from the Action dropdown alongside the user.

Family User Account Changes

Single User Account Migration

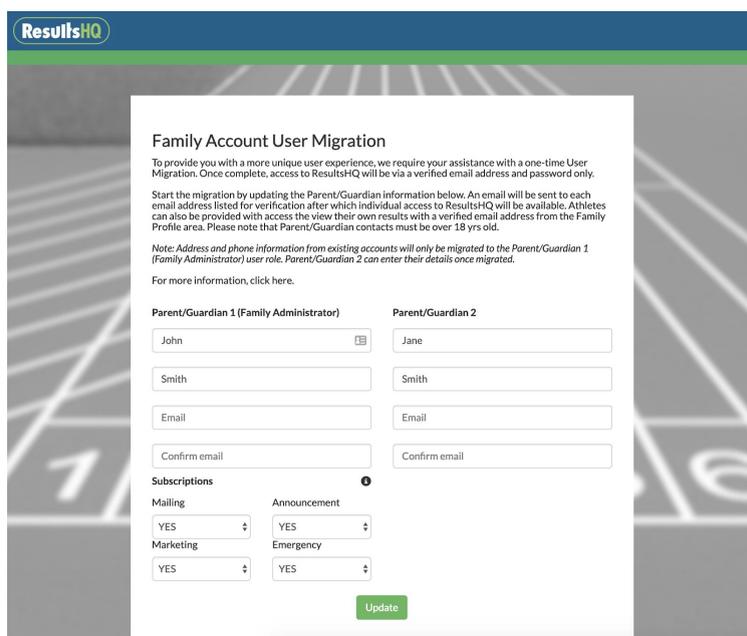
All existing username/password accounts in ResultsHQ are required to be migrated to a Single User Account. The account migration plays a key part in enhancing login security in ResultsHQ. You'll only need to complete the migration process once.

Migrating to a Single User Account enables multiple ResultsHQ accesses to be included in the one login account for those who may have a Centre or State Administration login as well as their Family login. If this applies to you, you can find out more about migrating multiple accounts to your Single User Account [here](#) [hyperlink to support above article: Migrating to a Single User Account (State and Centre Administrators)].

For those who have more than one Family login in ResultsHQ to view/access different Families, the Single User Account means you can now use the one login to easily switch between families.

Migrating your Account

1. To migrate your account, simply log in with your existing username and password.
2. You'll then automatically be asked to confirm your email address to commence the migration process. You'll also be asked to confirm the email address for Parent/Guardian 2, which will trigger a separate email verification for the contact to create their own login. Make sure you've entered each email address correctly in both fields and don't forget to review/update your mailing subscriptions before clicking 'Update'.



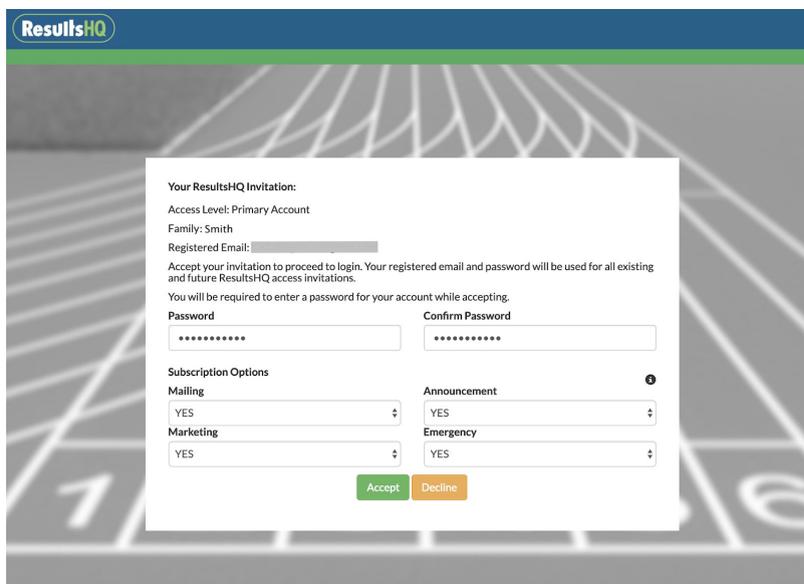
The screenshot shows the 'Family Account User Migration' form in the ResultsHQ interface. The form is titled 'Family Account User Migration' and includes the following sections:

- Parent/Guardian 1 (Family Administrator):** Fields for Name (John), Surname (Smith), and Email. A 'Confirm email' field is also present.
- Parent/Guardian 2:** Fields for Name (Jane), Surname (Smith), and Email. A 'Confirm email' field is also present.
- Subscriptions:** A section with a 'Mailing' dropdown set to 'YES' and an 'Announcement' dropdown set to 'YES'. Below this, there are 'Marketing' and 'Emergency' dropdowns, both set to 'YES'.
- Update Button:** A green button labeled 'Update' at the bottom of the form.

Additional text on the form includes: 'To provide you with a more unique user experience, we require your assistance with a one-time User Migration. Once complete, access to ResultsHQ will be via a verified email address and password only.' and 'Start the migration by updating the Parent/Guardian information below. An email will be sent to each email address listed for verification after which individual access to ResultsHQ will be available. Athletes can also be provided with access the view their own results with a verified email address from the Family Profile area. Please note that Parent/Guardian contacts must be over 18 yrs old.' A note at the bottom states: 'Note: Address and phone information from existing accounts will only be migrated to the Parent/Guardian 1 (Family Administrator) user role. Parent/Guardian 2 can enter their details once migrated.' A link for 'For more information, click here.' is also present.

Note: The email address you choose will replace your username once you've completed migration to your Single User Account. You can choose any email address, even if it was not previously associated with your account. However, the email address you choose must be active and accessible to you as you'll be required to verify this email address in the next step.

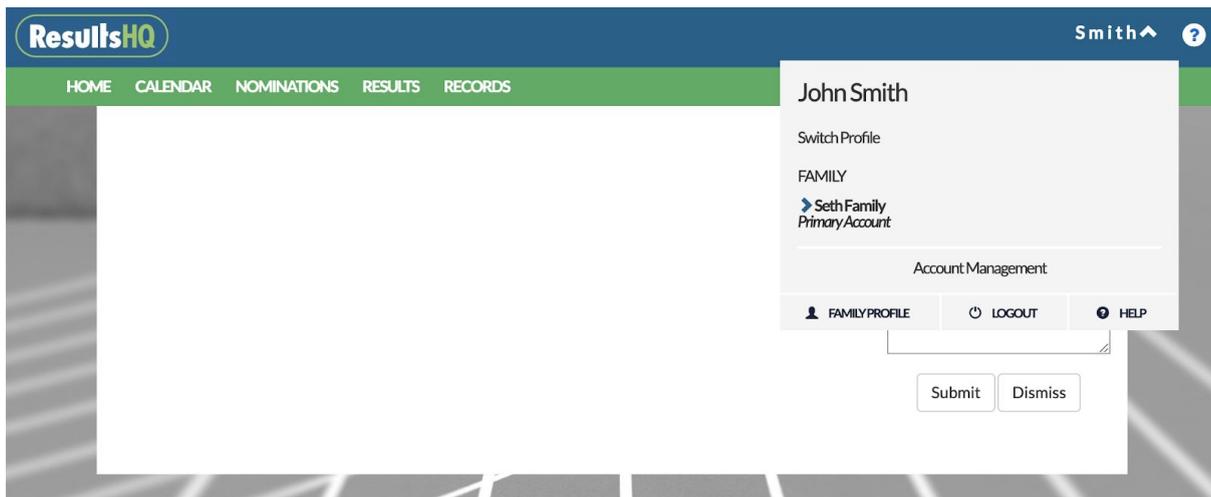
3. Access your email inbox and wait for the 'Timing Solutions User Account Verify' email (this should only take a few minutes). Click on the link in the email to continue the process. Check your spam and junk folders if you have not received the email after 10 minutes.
4. To complete migration, follow the prompts to set your password for your new Single User Account and click 'Accept'.
Your password must be at least 8 characters long and contain at least 1 upper case letter, 1 lower case letter and 1 number. Your password cannot contain your email.



The screenshot shows a web form titled "Your ResultsHQ Invitation:" with a blue header containing the "ResultsHQ" logo. The form is set against a background of a tennis court. The form content includes: "Access Level: Primary Account", "Family: Smith", and "Registered Email:" followed by a redacted email address. A message states: "Accept your invitation to proceed to login. Your registered email and password will be used for all existing and future ResultsHQ access invitations. You will be required to enter a password for your account while accepting." Below this are two password input fields labeled "Password" and "Confirm Password", both containing eight asterisks. Under "Subscription Options", there are four dropdown menus: "Mailing" (set to YES), "Marketing" (set to YES), "Announcement" (set to YES), and "Emergency" (set to YES). At the bottom are two buttons: a green "Accept" button and an orange "Decline" button.

And that's it! From here, simply follow the prompts to login with your new Single User Account using your email address and password.

Once logged in, be sure to check your account information such as contact number from the Account Management screen, accessible via the dropdown menu at the top right.



You can also access the Family Profile screen from this dropdown menu, where you can manage user accounts associated with your family. Learn more about [Creating and Managing User Accounts for Members and Family here](#) [hyperlink to support topic].

TIP: If you have any other ResultsHQ accounts (traditional username/password) that you migrate to a Single User Account using the same email address, they'll appear in this dropdown menu for you to easily switch between - all from the one login.

Create and Manage User Accounts for Members and Family

New family user types are now available in ResultsHQ so you can give ResultsHQ access directly to members and family/friends with their own User Account to log in with.

Understanding Family User Types/Roles

There are different family user types to set the level of access for the User.

Note:

- Access to ResultsHQ, regardless of user type, can only be granted to someone who has an active, verifiable email address.
- Each access level grants the user control of their own email subscription settings and basic account information. These settings cannot be managed by any other user for privacy reasons.

Primary Profile: Limited to one Single User Account, this is the only family user type with full family access in ResultsHQ. The Primary Profile can invite other users and create athlete level access, edit, submit and pay for nominations, disable other user access, edit member details (date of birth, name etc. that centres see), including each member's image. The Primary Profile is listed as Primary contact for Centres with all contact information entered visible to the Centre.

Secondary Profile: The Secondary Profile is a mandatory profile that can only be designated to one Single User Account. Access is Read-Only as the Secondary Profile

cannot invite users, perform nominations, disable or edit athlete details. However, unlike Invited Profiles, the Secondary Profile can view nomination history - including payment receipts. The Secondary Profile is listed as the Secondary Contact for Centres, with all contact information entered visible to the Centre. The Secondary Profile user must be over the age of 18.

Invited Profile (Emergency): This optional user type provides Read-Only access to Results, Calendar and Achievement Books. Any Invited Profile (Emergency) is listed as an additional Emergency Contact for Centres, with the user's phone number and address details visible to the Centre. You can invite as many individuals with this user type as you'd like though it's important to know that all Emergency Contacts must be over the age of 18.

Invited Profile (Read Only): Just like the Invited Profile (Emergency), this optional user type provides Read-Only access to Results and Achievement Books. The Invited Profile (Read-Only) is listed as a Read-Only user to Centres, with only their phone number visible to the Centre (if it's been entered by the user) and no requirement for the user to be over the age of 18.

Member Login Profile: A Member Login Profile can only be created for each Member within your Family and provides Read-Only access to Results and Achievement Books specific to that Member. Member Login Profiles can only edit their Account Information such as email address and mailing subscriptions and not their Member Details such as Medical Information and Date of Birth.

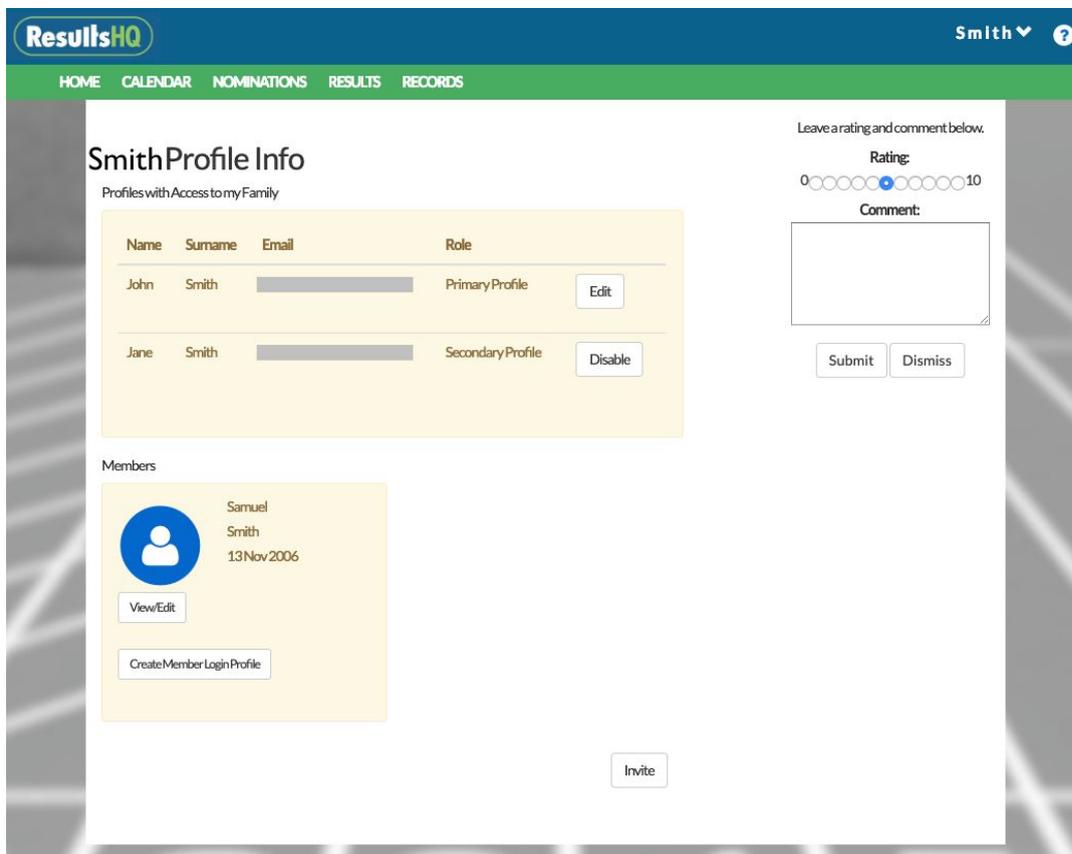
Managing Family Users

You can manage the various User Accounts for your Family all from the one place: the Family Profile screen. Here's how:

1. Log into your ResultsHQ Family account at <https://resultsHQ.com.au>
Note: You must have **Primary Profile** access to your Family to manage other users in your Family account. The Secondary Profile does not have sufficient permissions to manage other family users.
2. Use the dropdown menu in the top right of the screen to find and click the 'Family Profile' button.



3. From the Family Profile screen, you'll be able to see and manage all profiles that have access to your Family. By default, you should see the mandatory Primary Profile (you) and Secondary Profile listed at the top.
 - a. To **edit your own account**, including contact information and mailing subscriptions, click Edit alongside your listed profile.
 - b. At any time, you can also **Disable any Profiles that have access to your Family**. An 'Enable' button will appear in its place if you Disable any users, so you can also revert your change.



- Below the Profile list is a section showing each Member in your Family.
- a. Click 'View/Edit' to **manage the Member's details** such as Medical Information, Achievement Book Image and more. You can also view Member History from this screen.
 - b. To **give a Member their own User Account** to log into ResultsHQ with and track their progress, click 'Create Member Login Profile'. You'll need to enter your Member's own unique email address and click 'Invite' so that they can receive the email invitation. They'll then need to follow the link found in the email to verify their account and set their own password to log in with.

If you'd like to **invite others to log into ResultsHQ** and view your Members' results, you can do so by clicking the 'Invite' button at the bottom of the page. Then, enter their full name and email address and click 'Invite' to trigger an email invitation for them to follow the prompts to verify and set their own password to log in with. You

can invite as many people as you'd like.

TIP: You can also mark an Invited User as being another Emergency Contact for your Family by setting the Invited Profile's Role to 'Emergency'.