

# Duties of the Registration Captain

A list of the duties of the Registration Captain before, during and after the Tierra Bella event.

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## A. Well prior to the opening of registration

These things need to be done as soon as the Registration Captain is decided.

1. Get access to the register(at)tierrabella(dot)org email account This is hosted by Google Mail (GMail). There is an initial username and password that is needed to start the login process. The account requires two-factor sign-in so you will need to run Google Authenticator or have your cell phone added to the account. Reading and responding to messages in the email account needs to be done throughout the year, but ramps up significantly when the registration page is active.
2. Get access to the Tierra Bella registration web tools. This web page has a different username and password.
3. Familiarize yourself with the registration dates of price increases, refund deadlines, T-shirt cut-off and meal order cut-off.
4. Solicit volunteers for early pickup and day of the event pickup before another captain poaches them.
5. Check the supply of wristbands and meal tickets to make sure that there are enough for the expected rider count and buy more if not.

## B. Prior to website going live

These things need to be done when the 'beta' website is ready including the route prices, meal price and T-shirt price, but before it goes live. It would be helpful to create a GMail account for that purpose so you don't spam your real email account. GMail lets you create email accounts for free so this costs you or the club nothing.

1. Verify that all the registration actions can be done and have the correct result.
  - a. Action: Register for each route/price and verify that the charge is correct on the fake PayPal transaction.
  - b. Action: Refund a ride for each route/price and verify that the refund is correct on the fake PayPal transaction.
  - c. Action: Transfer a registration from one person to another and verify that the transferer is no longer a rider and see that the transferee is charged the transfer fee on the fake PayPal transaction and has received the route that was chosen by the other person.
  - d. Action: Downgrade a rider from each route to a shorter length route and verify that the result is correct.
  - e. Action: Upgrade a rider from each route to a longer length route and verify that the result is correct and that the PayPal amount is correct, if applicable.

- f. Action: Add a meal voucher to a rider and check that the PayPal charge is correct.
  - g. Action: Add a T-shirt to a rider and check that the PayPal charge is correct. Repeat for all of the T-shirt sizes. You can use the same rider in order to check that the count increments.
2. Contact Hyland Family Bicycles to get permission to set up in front of the store.

## C. While registration is open

These things need to be done once the website goes live.

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1. Monitor the emails to the register(at)tierrabella account
  - a. Action: Issue refunds if they are still available using Registration Refund Tool
  - b. Action: Issue transfers using Registration Transfer Tool
  - c. Action: Add meal purchase if they are still available using Registration Session Editor
  - d. Action: Upgrade route choice using Route Upgrade Tool
  - e. Action: Downgrade route choice using Registration Session Editor
  - f. Action: Check for duplicate payments using Find Dup/Abandoned Registrations Tool
  - g. Action: Answer general questions from riders
  - h. Action: Generate list of rider email addresses for Marketing chair using Rider Email List CSV tool

## D. Just prior to the event

These things need to be done just before the Tierra Bella

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1. Train volunteers in the process for checking in riders
  - a. Make sure each volunteer has a device that can operate on a Google Sheets doc
  - b. Make sure that each volunteer has a Gmail account (they are free); needed to edit off-line
  - c. Make sure that each volunteer knows how to set the doc to offline access mode
  - d. Generate rider check-in Sheets doc
  - e. Generate T-shirt pickup paper doc for signatures

## E. Early pickup

These things need to be done on the Friday before Tierra Bella

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1. Make up fan-fold bundles of 50 wristbands in sufficient quantity for rider count
  2. Make up fan-fold bundles of 50 meal tickets matching quantity purchased
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3. Run a power cable from inside Hyland Bikes to power a WiFi router.
4. Run a Cat5 cable through the hole in the wall at Hyland to provide WAN access for WiFi router.
5. Get 3 tables; 2 for check-in teams (2 person teams work best), 1 for T-shirt pickup
6. Ask early pickup volunteers to bring folding chairs
7. Pick up boxes of T-shirts
8. Ask for 2 pop-ups to protect volunteers from rain, if forecast
9. Use aluminum trays for each check-in team to hold each color wristband and meal ticket bundle
10. Replenish wristband and meal ticket bundles as needed
11. Bring boxes of remaining T-shirts and the hardcopy sign-off sheet to the Tierra Bella and give to the Clothing Captain

## **F. Day of Tierra Bella**

These things need to be done on the day of the Tierra Bella prior to the start of the event

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1. Arrive at least a half hour before the riders to check that everything is ready when they begin to arrive
  2. If at Christmas Hill Park (CHP): Set up power station and WiFi router in a plastic storage bin to protect it from the elements
  3. If at Gilroy High School (GHS): Verify that campus power and guest WiFi are operating
  4. Ask for 3 pop-ups to cover tables in case of inclement weather
  5. Make sure that volunteers have fully charged devices for processing the spreadsheet
  6. If possible when at CHP, have a second portable charging source for critically low volunteer devices
  7. Ask pickup volunteers to bring pads to sit on, if at CHP
  8. Ask pickup volunteers to bring folding chairs to sit on, if at GHS
  9. Assemble volunteers in groups of two at the tables in Walnut group area at CHP or next to student parking at GHS
  10. Assign on volunteer to steer riders to an open table
  11. Use aluminum trays for each check-in team to hold each color wristband and meal ticket bundle
  12. Have volunteers send any difficult check-ins to registration captain to keep lines moving
  13. Accept route upgrades and walk-up registrations using TB registration URL
  14. Reallocate wrist bands and meal tickets when all the fresh bundles have been given out
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These things need to be done on the day of the Tierra Bella after the close of registration

1. Collect unused wristbands and count them; return unclaimed meal tickets to food captain for
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resale

2. Take pop-ups and bike racks to Mulberry or logistics intake
3. Repack registration materials in the plastic bin for the next Registration Captain