



## [How to claim your Run Wild Missoula club membership on RunSignup](#)

Run Wild Missoula has moved its membership database to RunSignup. It is important to claim your membership so you can register for training class, receive race discounts, and stay current with RWM news and communications.

Follow the instructions in this guide on the following pages to successfully claim your membership. Thank you for being a member of Run Wild Missoula!

### **Document Contents:**

Accessing the Club Website on RunSignup .....	Page 2
Initiating the Claim Membership Process .....	Page 3
Claiming Your Club Membership .....	Page 4
Viewing and Editing Your Club Membership .....	Page 6
Adding a Family Member to Your Club Membership .....	Page 6

## Accessing the Club Website on RunSignup

To claim your membership, start by going to the **Renew** tab of the new Club Registration Website or click the direct link here: [www.runsignup.com/runwildmissoula](http://www.runsignup.com/runwildmissoula)

If you are the primary member on the account, use the form to search for your membership info that was imported and click **Search**. Find your membership info and click on the link for **Is this you? Claim Account** to start the claim process.

### Find your Membership

You can search for your membership with either:

1. Membership number with matching E-mail or last name.
2. E-mail address
3. First and last name

Membership Number

E-mail

First Name

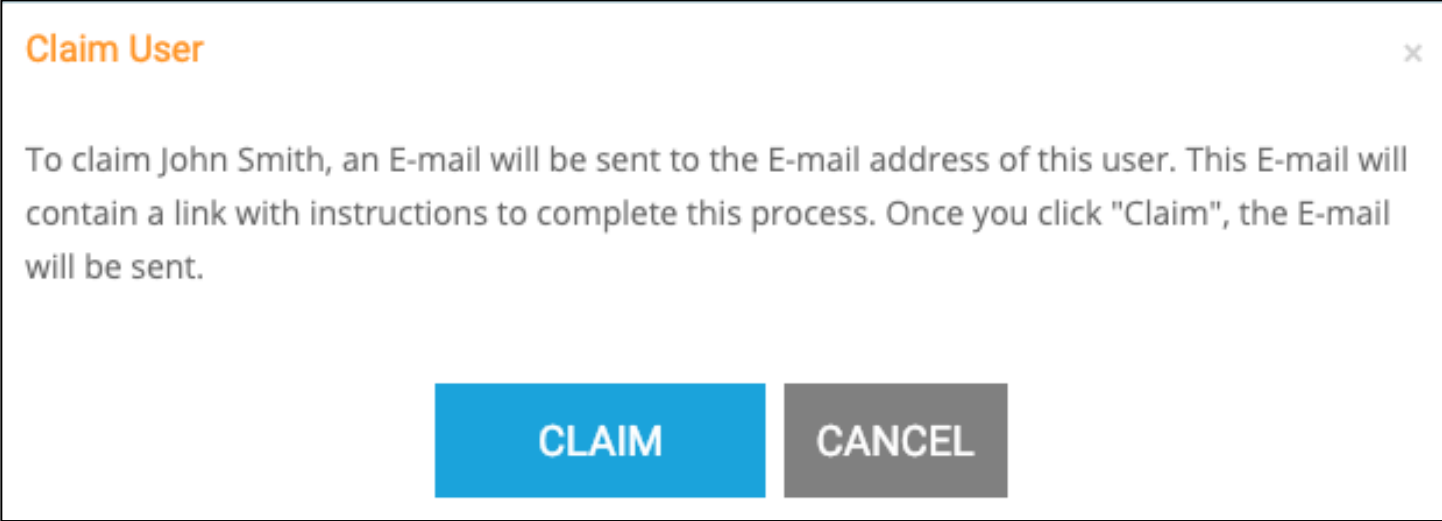
Last Name

SEARCH

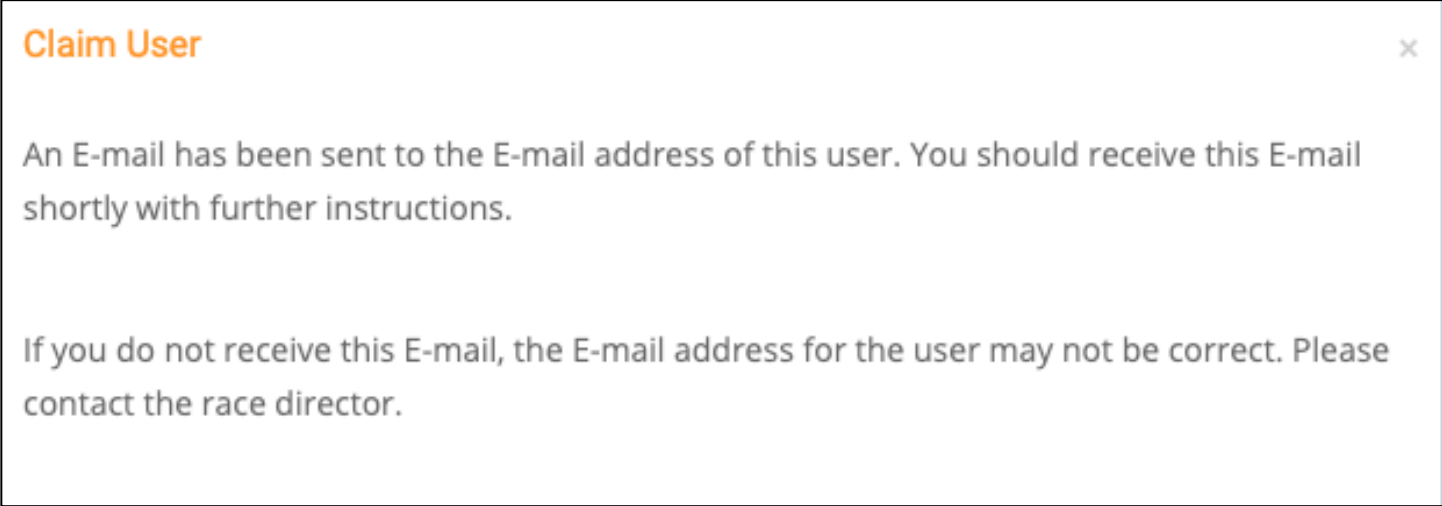
NAME	MEMBERSHIP STARTS	MEMBERSHIP ENDS	CLAIM	RENEW
John Smith	01/01/2019	12/31/2019	<a href="#">Is this you? Claim Account</a>	Cannot Currently be Renewed

# Initiating the Claim Membership Process

Once you click on the **Is this you? Claim Account** link a pop-up will confirm that you want to send the claim instructions. Click **Claim** to send this email.



A confirmation message will let you know the claim email has been sent successfully. If you don't see this email in a few moments, check your spam or promotions folder. The title of the email will be Claim Account for Run Wild Missoula Club and will be sent from noreply@runsignup.com.



Below is an example of what the email will look like. It will contain the link to claim your account. Click **Claim Account** to get started.

## Claiming your Account

Please click on the button below to claim your RunSignup Account. If you did not initiate this request, please ignore this E-mail.

**CLAIM ACCOUNT**

RunSignup

### Claiming Your Club Membership

Once you have received this email, there will be 2 scenarios – members that do not have an account on RunSignup and members that already have an account on RunSignup. Follow one of these scenarios via the steps below to complete the claim process.

- 1) If you do not already have a RunSignup user account, you can claim and register your account in one step:

#### Claim Account

##### Option 1: Register Your Account

This option lets you register an existing account for the user you selected, by adding a password. To do this, first make sure that the email address you want associated with the account is correct and hit the button for "Register New Account".

E-mail Address

Password

Confirm Password

**REGISTER YOUR ACCOUNT**

Create a password and confirm your password and then click **Register Your Account** to complete the process.

**Account successfully claimed.**

- 2) If you already have a RunSignup user account, you can claim merge the membership with your current account by confirming your user information and selecting Merge with Existing Account under Option 2.

### Option 2: Merge with Existing Account

This option allows you to merge the selected unclaimed account with your existing account. To do this, begin by logging into your account, and then decide which data you want to be applied to your account after the merge.

For instance, by selecting a radio button in the "Your Account" column of a specific row, then any spot where the information in the "Other Account" column of that row appears on the website before the merge, will be replaced by the "Your Account" selection after the merge (ex: in participant lists, results sections, donation reports, and so on). Similarly, by selecting a radio button in the "Other Account" column of a specific row, then any spot where the information in the "Your Account" column of that row appears on the website before the merge, will be replaced by the "Other Account" selection after the merge.

After selecting the desired information from each account, hit "Merge with Current User", and you will receive confirmation that the account was successfully claimed. You will also see that your account information has been updated to reflect the selections you made in the previous step (if applicable).

FIELD	YOUR ACCOUNT	OTHER ACCOUNT
First Name	<input checked="" type="radio"/> John	<input type="radio"/> John
Last Name	<input checked="" type="radio"/> Smith	<input type="radio"/> Smith
E-mail Address	<input checked="" type="radio"/> o8519114@nwytg.net	<input type="radio"/> o8519114@nwytg.net
Address	<input checked="" type="radio"/> 8552 2nd Ave	<input type="radio"/> 8552 2nd Ave
City	<input checked="" type="radio"/> Silver Spring	<input type="radio"/> Silver Spring
State	<input checked="" type="radio"/> MD	<input type="radio"/> MD
Zip Code	<input checked="" type="radio"/> 20910	<input type="radio"/> 20910
Country	<input checked="" type="radio"/> US	<input type="radio"/> US
Date of Birth	<input checked="" type="radio"/> 01/01/1970	<input type="radio"/> 01/01/1970
Phone	<input checked="" type="radio"/> 301-555-5555	<input type="radio"/> 301-555-5555
Gender	<input checked="" type="radio"/> M	<input type="radio"/> M

**MERGE WITH CURRENT USER**

**Note:** You may need to login first if you see the notification below Option 2.

**Option 2: Merge with Existing Account**  
Please Login First

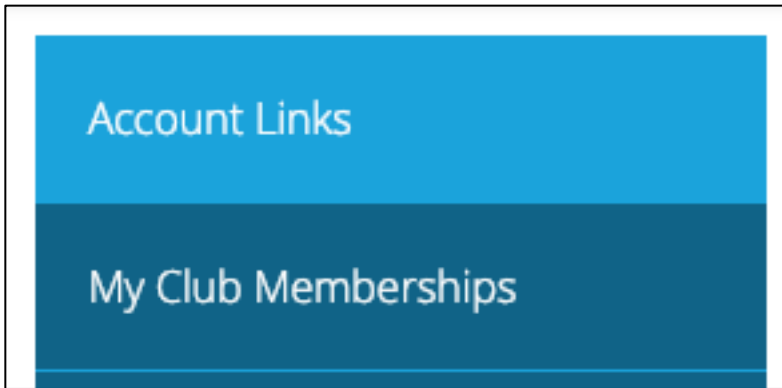
Select the updated fields and click Merge with Current User to complete the process.

**Account successfully claimed.**

## Viewing and Editing Your Club Membership

Once you have claimed the membership, you will see it appear in your profile under the **My Club Memberships** link at the bottom of your RunSignUp profile page. Alternatively, here is the direct link to view memberships under your account:

<https://runsignup.com/MyClubMemberships>.



For more information on accessing and exploring your RunSignUp profile, check out this guide: <https://help.runsignup.com/support/solutions/articles/17000062604-access-and-explore-your-profile>

**Family Memberships** – If you have a Family Membership with Run Wild Missoula then you will want to **Manage** your Club Membership and add the additional members so they can be listed as members and receive RWM perks.

- 1) From your RunSignUp profile click on the **My Club Memberships** link at the bottom of the page: <https://runsignup.com/MyClubMemberships>.
- 2) Click on the blue **Manage** button for your Run Wild Missoula Membership.

### John Smith's Memberships

CLUB	MEMBERSHIP ID	MEMBERSHIP NO.	MEMBERSHIP DATES	MEMBERSHIP DETAILS	MANAGE	RENEW
Run Wild Missoula	#00324077 Membership Card		Jan 1, 2019 - Dec 31, 2019	Family Registered: Jan 16, 2019	<b>MANAGE</b>	

**BACK TO PROFILE**

- 3) On the left-hand side click on **Add Member** and then select New Member to add additional family members. Do this for each family member.

The screenshot displays a membership management interface. On the left is a vertical navigation menu with the following items: Club Home, My Membership, Add Member (highlighted in light blue), Upgrade Membership, and Cancel Membership. The main content area features the title "Membership #00324077" in orange. Below the title is a "New Member" section with a dropdown menu. The dropdown menu is open, showing the following options: a checked option "(Select member to add)", "New Member" (highlighted in blue), and "John Smith". Below the dropdown is a large blue button labeled "ADD MEMBER".

If you already had an account on RunSignup, you may be able to choose your additional members, otherwise, fill in the form to add them.

Club Home

My Membership

Add Member

Upgrade Membership

Cancel Membership

## Membership #00324077

New Member

New Member

Who are you registering? \*

I am at least 18 years old and registering someone else 18 or older.

I am at least 18 years old and registering someone under 18 years old as their parent or guardian.

By selecting this box, you are indicating that you are the parent/guardian of the person you are about to register. Additionally, if the child is under the age of 13, you are consenting to the collection and use of the information about the child for the purpose of the registration as described in our privacy policy.

### New Member Information

First Name \*

Jane

You can include your middle name or initial if desired.

Last Name \*

Doe

E-mail \*

jane.doe@email.com

### Address

Address \*

8552 2nd Ave

City \*

Silver Spring

Country \*

United States

State \*

MD - Maryland

Zip Code \*

20910

### Additional Information

Date of Birth \*

01/01/1970

Format: mm/dd/yyyy  
Used for age group calculations

Phone \*

301-555-5555

Format: ###-###-####

Gender \*

Male  Female

---

ADD MEMBER

Click **Add Member** to add additional family members to the account. After each member is added you can review the list of members on the account.



Club Home	<b>Membership #00324077</b>						
My Membership	MEMBERSHIP LEVEL	Family					
Add Member	REGISTRATION DATE	01/16/2019 2:30pm					
Upgrade Membership	MEMBERSHIP COST	\$0.00					
Cancel Membership	PROCESSING FEE	\$0.00					
	TOTAL AMOUNT PAID	\$0.00					
	<b>Members</b>						
MEMBER NO.	NAME	GENDER	DATE OF BIRTH	E-MAIL	PHONE	ADDRESS	REMOVE MEMBER
	John Smith	M	01/01/1970	john.smith@email.com	301-555-5555	8552 2nd Ave Silver Spring, MD US 20910	<i>N/A - Primary Member</i>
	Jane Doe	F	01/01/1970	jane.doe@email.com	301-555-5555	8552 2nd Ave Silver Spring, MD US 20910	<b>REMOVE FROM MEMBERSHIP</b>

For more information on your RunSignup account, you can view a list of help guides here:  
<https://help.runsignup.com/support/solutions/17000080450>

You can also view a video on how to claim an account here:  
<https://www.youtube.com/watch?v=wsfLJb9scmQ>

**Thank you for being a member of Run Wild Missoula!**