

# Team Captain Account

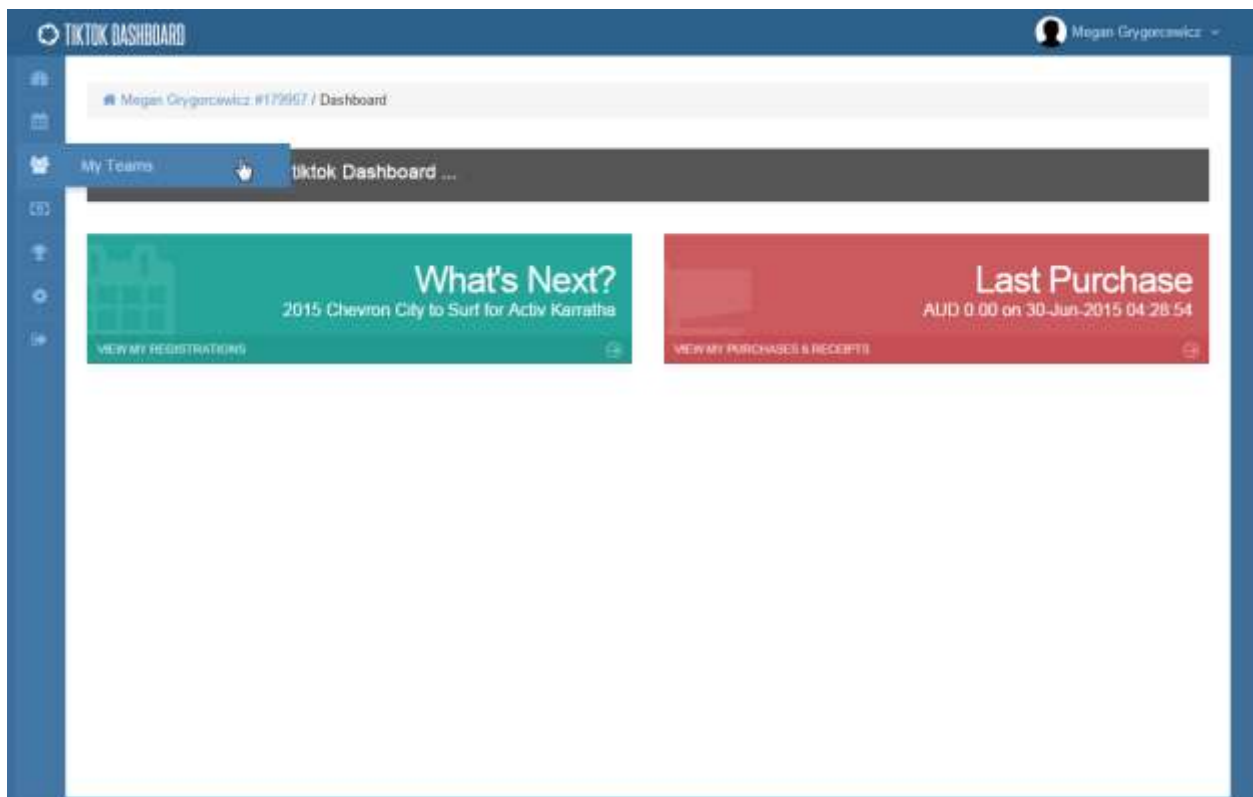
To log in to the team captain account please follow the below link and enter the email address and password that was used when creating the team.

<https://secure.tiktok.biz/login.aspx>

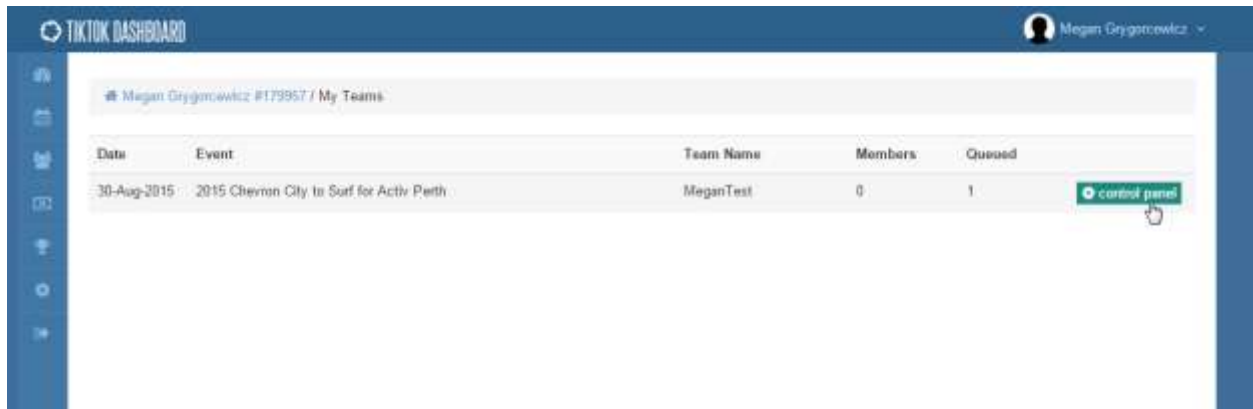
If you have any problems accessing your account, please follow the links to reset your password or alternatively contact [citytosurf@csports.com.au](mailto:citytosurf@csports.com.au) who will be able to assist you.

To view your team registrations:

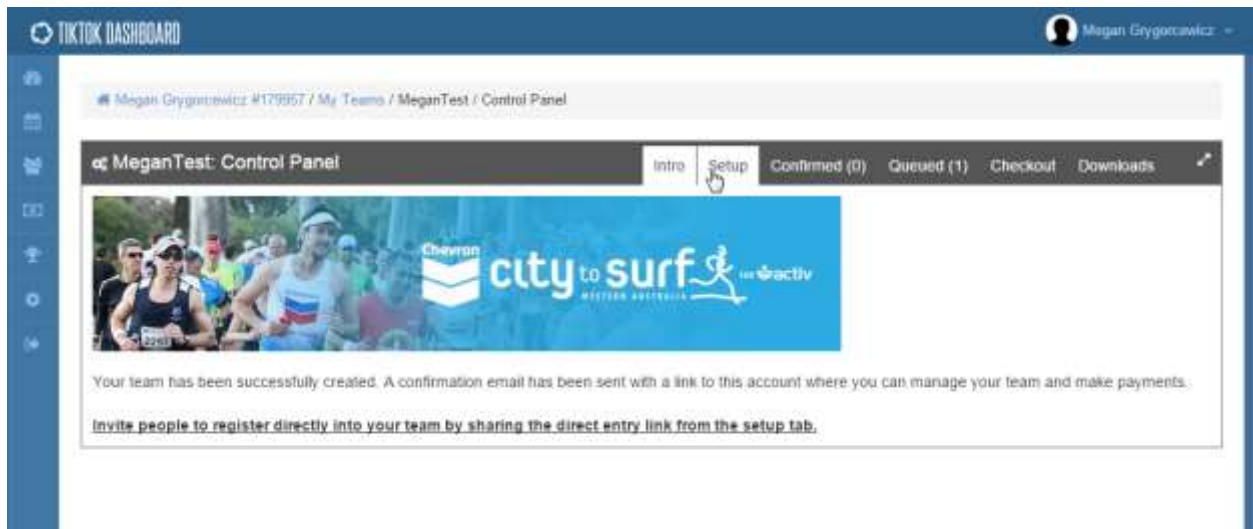
1. Please log in to your team captain account and select the 'people' icon and click on the 'My teams' option.



2. Then click onto the Control Panel icon located along the right side of your screen.



3. This will then open to your team dashboard with tabs along the top right hand corner of your screen.



4. With these tabs, you will be able to:
  - a. Find the direct entry link (through the setup tab)
  - b. View current team registrations
  - c. Edit queued registrations (through the queued tab)
  - d. Delete queued registrations (through the queued tab)
  - e. Delete cart items (through the checkout tab)
  - f. Process team payment (through the checkout tab)
  - g. Download team registration and contact lists (through the downloads tab)

## How to: Join a Team from City to Surf website

1. Go to [www.chevroncitytosurf.com](http://www.chevroncitytosurf.com) and select your location (Perth, Karratha, etc.)
2. Click on Register—Perth (or your chosen location)
3. Select your distance (12km Run, 4km, etc.)
4. Click on **Join a Team**
5. Type in the name of your Team and click search
6. Type in your team password to join (If your Team Captain has selected to have a team password)
7. Fill out the registration form
8. If your Team Captain has selected *Payment by Individual* you will need to pay for your registration and will receive a confirmation email with your e-ticket. If your Team Captain selected the *Payment by Team Captain* Option you will not be asked to pay and will become a queued entrant. Once payment has been made then you will receive your confirmation email and e-ticket.

Alternatively, the easiest way for team members to join a team is to follow the link provided in the team captain account – this will take people straight to the team registration without having to search for the team name.

## To find the direct entry link:

1. Login into your Team Captain's account through <https://secure.tiktok.biz/login.aspx> using the email address and password you chose when you created the team
2. Then click onto the 'people' icon located at the top left of your screen and select the my Teams icon
3. Then click onto the Control Panel icon located at the Right of your screen.
4. Then at the top right of your screen, click onto the Setup tab where you can view the direct entry link.

## How to: Join a Team from direct entry link provided by the team captain

1. Follow the direct entry link provided by your team captain to register for the team captain
2. Select your distance and fill out the registration form.
3. If your Team Captain has selected *Payment by Individual* you will need to pay for your registration and will receive a confirmation email with your e-ticket. If your Team Captain selected the *Payment by Team Captain* Option you will not be asked to pay and will become a queued entrant. Once payment has been made then you will receive your confirmation email and e-ticket.

## Team Payments

If the team is formatted as 'payment by individual' then the team captain is not responsible for registration payments.

If the team is setup as a 'payment by team captain' then the team captain is responsible for ensuring payments are made within the respected deadlines. Please note; through the team captain account the only accepted form of payment is through Visa or MasterCard. If you require alternative payment options please contact [citytosurf@csports.com.au](mailto:citytosurf@csports.com.au)

## Team Payment Deadlines

DATE/TIME	DEADLINE
Sunday 2 <sup>nd</sup> August	Postal pack option closes. Please ensure that all payments for team members with this option selected are made by this date.
Friday 28 <sup>th</sup> August	Queued team entries close. Please ensure all queued team members have been paid for by this date.
12:00PM Saturday 29 <sup>th</sup> August	All online event registrations close.
5PM Saturday 29 <sup>th</sup> August	All event registrations close.

## Bib Collection

If team members selected the postal pack option during registration, provided payment was made before the cutoff date, race packs will be posted mid-August.

For all remaining team members, race packs will be available for collection at the Event Expo. The Event Expo will be held at Pavillion 6 of the Perth Convention and Exhibition Centre at Pavillion from Friday 28th August, 8:00am to 8:00pm and Saturday 29th August, 8:00am to 5:00pm.

Team captains are able to collect the race packs for the team **provided that they have a copy of each team member's e-ticket** with them at the Expo. Please note, due the sheer capacity of teams, packs are not collated together and team captains will be required to line up in the respective race bib lines to collect the team's race bibs.

If you have any concerns about race bib collection please contact [citytosurf@csports.com.au](mailto:citytosurf@csports.com.au) and someone will attend to your email as soon as possible.

## Key Team Dates

DATE	INFORMATION
Now	Registrations open
Sunday 2nd August	Postal Option <b>Closes</b> . Ensure all team members who have selected this option have been paid for by this date.
Friday 28th August	Team Entries Close. Ensure all queued team members have been paid for by this date.
Friday 28th—Saturday 29th August	Event Expo opens at Perth Convention and Exhibition Centre. Collect team packs.
Friday 28th—Saturday 29th August	Last minute registrations open at Event Expo.
12PM Saturday 29th August	Online registrations close.
12PM Saturday 29th August	Team Challenge Closes. Winner will be contacted by event organisers.
Sunday 30th August	Chevron City to Surf for Activ Event.