The Virgin Money London Marathon 2021
# Charity console Help Guide

Welcome to The Virgin Money London Marathon Charity console system step-by-step guide. This system will allow you to administer your entries for the 2021 event, scheduled to take place on Sunday 3 October 2021. The deadline to successfully register your runners into the 2021 event is **17:00** on **Friday 16 July 2021**.

1. The email you have received (subject: Your Virgin Money London Marathon Charity Console) contains important information and the link to access your console:

a. The **Admin Link** is unique to your console system. **Please do not forward this email containing the link to ANYONE**. Forwarding this link to prospective runners will allow them to access your console, the link should only be used by the person administrating the charities entries.

2. Click on the **Admin Link** in this email and you will be taken to your console system. The screenshot shows what you should see: The "Number of registrations" will show you the total number of registered runners (the value in green text), and the boxes below also show you the total entries available, and the number of completed, incomplete and cancelled registrations.

3. Click on the 'Manage my Invitations' button (found towards the bottom of the log-in screen), then click on the box detailing the total number of invitations. Clicking on this will take you through to the following screen:
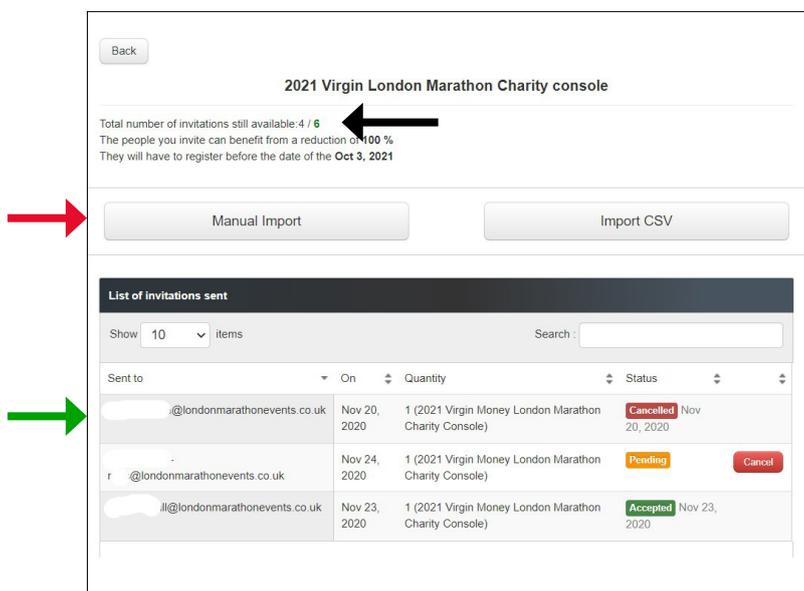
The **black arrow** shows the total number of entries you have available and the total of entries used.

The **red arrow** is what you need to click to start inviting runners. You need to enter the runner's email(s) in the text box, select ONE from the 'Number of invitations you would like to send via email' (you must select ONE even if you are inviting multiple runners as once), choose '2021 Virgin Money London Marathon Charity Console' from the 'Invitation Competition' drop-down and then click the green 'Send Invitations' button. If you have a large number of runners to add, select the 'Import CSV' button. When importing runners, you need to ensure the columns match what is prompted exactly.

The **green arrow** points to the list of runners who have been invited and their status of entry. You can cancel an incomplete entry here if you make a mistake when entering the runner's email address, or the invited runner is no longer entering. Click the red cancel button to the right and this will cancel the invitation and return the entry to your quota.

4. When you invite a runner through the console (Step 3), they will receive an email with the subject line of Secure your Virgin Money London Marathon entry. The runner will need to follow the instructions in this email and use the link to access the entry form to complete their application and secure their entry into The Virgin Money London Marathon 2021.

5. To view your runners who have completed their entry, click the blue 'View group registrations' button towards the top-right of your console system. This section of the console is also where you remove runners who have secured their place – simply select the 'red x' next to the runner you wish to remove. Please note, that once you delete a runner they will need to complete the process again if they are to be re-added.

6. To export your list of completed runners, click the red 'Administration' button towards the top-right of your console system, scroll down to 'Group Exports' and select the download button.

Important notes

- **Once all your Charity Entries have been filled, if you attempt to register another runner the system will not allow it and the register section will be greyed out. You must cancel a registered runner or email gbinfo@londonmarathonevents.co.uk for assistance**

- **A runner has only secured their place into the 2021 Event once their Status shows as 'Complete' when viewed in the 'View group registrations' section**

- **If a runner needs to edit their details, please ask them to use the link in their confirmation email to re-access their entry form to make those changes.**