

How To Guide

REGISTERING FOR A NEW MEMBERSHIP AND ACCOUNTS



REGISTERING FOR A NEW MEMBERSHIP

1. Select your membership option from the registration form - **Family, Individual, Multi-year Family, Multi-year Individual** or **Student**.
2. Enter your demographic information and any other form questions
3. If you are registering for a **Family Membership**, you will have the option to add your secondary member's information and family information.
 - You do not have to enter their information at the time of registration. You may go back into your membership account at a later date to fill out this information. If you do enter secondary membership information with a unique email address, they will be sent an invitation to create their own account if they are 18 years of age or older.
4. By registering for an **Individual** or **Family** membership you will automatically be signing up to be billed once each membership period through your **Membership Account**.

ACCOUNTS

1. You can login to your account from the **Go To Your Account** button on the Memberships Thank You page, your Confirmation Email, or by going to <https://manage.hakuapp.com/login/cara>
2. In your account, you will see a dashboard that displays your upcoming events, events that are open for registration, products, notifications and more.
3. There is a tab for **Your Registrations**, where you can view and manage what you are currently registered for.
4. **Your Memberships** tab will allow you to manage your Membership, by adding members, editing payment information and registering for events. When you are logged in, your information will pre-populate on the form and already include the member discount.

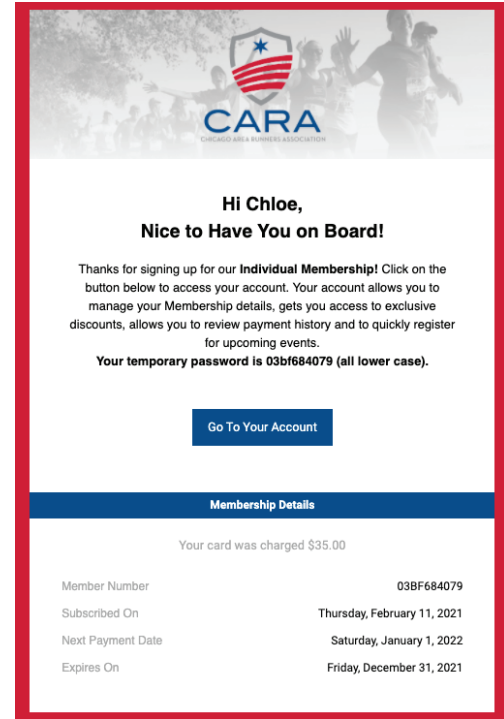
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ACCESSING YOUR NEW MEMBERSHIP & ADDING ADDITIONAL MEMBERS TO YOUR FAMILY MEMBERSHIP



ACCESSING YOUR NEW MEMBERSHIP

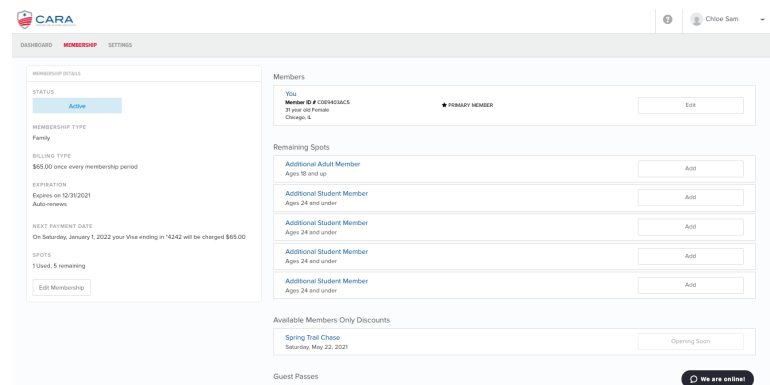
1. You will receive a welcome email and invitation to sign into your **Membership Account**.
2. Click on **Go To Your Account** in the email.
3. Use the temporary password provide in the email to login.
4. Once in your membership account, you will be prompted to change your password. You can also go to the **Settings** tab and select **Change Password**.
5. After you have changed your password you will be able to view your membership, upcoming events, register for races or training programs and update information such as email, address, phone number, and emergency contact.



ADDING ADDITIONAL MEMBERS TO YOUR FAMILY MEMBERSHIP

1. Login to your **Membership Account**.
2. On the Membership tab click add **Additional Members**.
3. Enter the demographic information for your secondary member or student(s).
4. The additional members with a unique email address will receive an invitation with their temporary password so they will be able to login and view their membership.

- As a secondary member you will be able to login and view your membership, upcoming events, register for races or training programs and update information such as email, phone number, and emergency contact.
- Additional members under the age of 18 will not have access to their own account but all of their information will still be able to be viewed and updated within the primary account holders Membership Account.



FREQUENTLY ASKED QUESTIONS

1. How do I create an account?

Your account will be created during the Membership Registration process. If you are a Family Membership, your secondary members will receive an email upon registration to create their own account.

2. How do I add a member to a family account?

Login to your account and go to the Memberships tab at the top. You will see the option to add other members to your account.

3. How do I apply my member discount for events and programs when registering?

If you are logged into your account, your member discounts will already be applied on the registration forms if you select the event from your account. If you go to the registration link via the Chicago Area Runners Association website there will be a banner at the top of the form asking you if you are logged in or not.

4. What is auto renewal?

When registering for a membership, your membership option will be set to auto renew at the end of the membership period. If you would like to cancel at any time, you can log in to your account and go to the Memberships tab. You will see the option on the left to Edit Membership.

5. How do I add additional members to my Family Membership?

You may add additional members during the registration process on the form or you may add them at a later date. To add them later, login to your Membership Account and click on the Membership tab at the top and click Add Additional Members.

6. Do all members on a family account need to have the same email address?

All members on a family account do not need to have the same email address. If you do, the login information would be the same for all members to view the account.

7. Are there age limits for members?

Student spots will be limited to ages 24 and under.

8. Do student memberships have auto renew?

Student memberships do not have the option to auto renew. If you are 24 and under you will need to renew your membership at the end of the term.