

## USA Cycling Online Registration FAQ

- 1. When I click to register for the Race for Humanity it directs me to USA Cycling; why?** USA Cycling is in the process of testing and developing an online registration system for its National Championship events. The Race for Humanity is part of an active test for this initiative. All riders completing this registration process will be actively registered and charged appropriately.
- 2. Why is USA Cycling developing its own online registration system?** After considerable feedback from our members, USA Cycling is developing a customized, online National Championship Registration system in an effort to offer improved customer service and streamline the registration process for its owned events.
- 3. Do I need to create an account with USA Cycling to register for this event online?** If you have already purchased your 2010 license online or you have already created a "My USA Cycling" account, you don't need to create another account to register for the Race for Humanity. If not, you will need to create an account. The process is quick and easy and there is no charge. Click [here](#) to create an account.
- 4. I already have a USA Cycling account but forgot my username and/or password, what do I do?** If you have forgotten either your username and/or password you may contact a USA Cycling Membership Representative at 719-434-4288 or by email at [registration@usacycling.org](mailto:registration@usacycling.org) or use the "I forgot my Username/Password" link next to the log-in box.
- 5. If my USA Cycling annual license is expired do I need to renew before I register?** No, you can still register for the event but you will want to renew your license prior to race day. You can click [here](#) to buy your license or do so at the end of the online registration process.
- 6. I plan on racing on a one-day license, can I still register online?** Yes, you can register online and then purchase a one-day license onsite.
- 7. If I already registered for the Race for Humanity but want to cancel, can I get a refund?** Refunds are at the discretion of the event promoter. Please contact the promoter by clicking the "Contact the Promoter" link located at the bottom of the registration page.
- 8. Are transactions with USA Cycling secure?** Yes. All credit card transactions with USA Cycling use the industry standard SSL encryption to ensure safe and reliable transmission over the internet. USA Cycling does NOT store any credit card information.
- 9. What forms of payment are accepted?** Visa and MasterCard through our credit card processing site as well as Discover, American Express and bank payments through PayPal.
- 10. How do I make a change if I have already registered?** If online registration is still open you can contact a USA Cycling Membership Representative at 719-434-4288 or by email at [registration@usacycling.org](mailto:registration@usacycling.org). If online registration has closed you will need to contact the promoter directly.
- 11. Can I register more than one person for an event?** This option is not available at this time, but will be available for future National Championship events.