



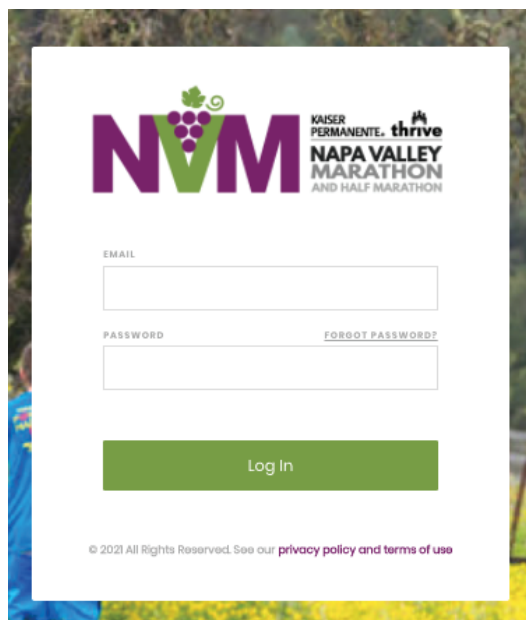
# *How To Guide* **Switch Categories or Defer Your Registration.**

POWERED BY *haku*

# How To Switch Categories or Defer Your Registration for the Following Year

## 01 Log in to your participant account

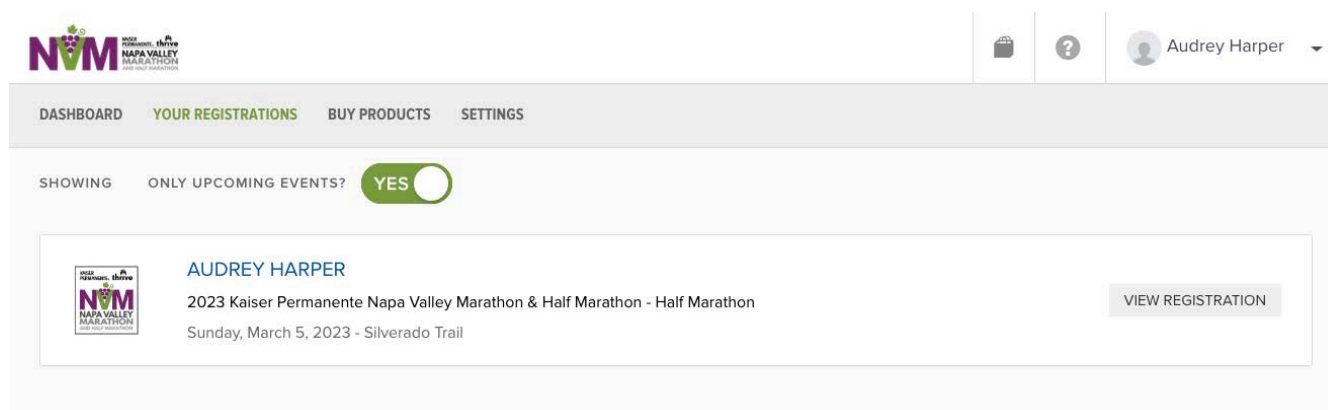
Inside your participant account you will have access to your registration, event products, and more. To log in to your participant account please visit: <https://manage.hakuapp.com/login/napa-valley-marathon>



The login form features the NVM logo at the top, which includes a green vine graphic. To the right of the logo, it says "KAISER PERMANENTE. thrive" and "NAPA VALLEY MARATHON AND HALF MARATHON". Below the logo are two input fields: "EMAIL" and "PASSWORD". To the right of the password field is a link that says "FORGOT PASSWORD?". A green "Log In" button is positioned below the password field. At the bottom of the form, there is a small copyright notice: "© 2021 All Rights Reserved. See our [privacy policy](#) and [terms of use](#)".

## 02 Click on “Your Registrations”

Once logged in, click on the menu item “Your Registrations.” In this tab you will have access to all the information you entered on the registration form.



The screenshot shows the participant dashboard after logging in. At the top left is the NVM logo. To the right of the logo are three icons: a calendar, a question mark, and a user profile icon labeled "Audrey Harper". Below these is a navigation bar with four items: "DASHBOARD", "YOUR REGISTRATIONS" (highlighted in green), "BUY PRODUCTS", and "SETTINGS". Under the navigation bar, there is a section titled "SHOWING" with a toggle switch for "ONLY UPCOMING EVENTS?" set to "YES". Below this is a list of registrations. The first registration is for "AUDREY HARPER" for the "2023 Kaiser Permanente Napa Valley Marathon & Half Marathon - Half Marathon" on "Sunday, March 5, 2023 - Silverado Trail". To the right of this registration is a button that says "VIEW REGISTRATION".

## 03

### Click on “Registration Options”

Scroll to the bottom and select “Registration Options.” Inside this tab, you will have access to make changes to your registration, such as switching categories and deferring your entry for next year.

The screenshot shows the Napa Valley Marathon registration interface. At the top, the NVM logo is on the left, and the user's name 'Audrey Harper' is on the right. Below the logo, a navigation bar includes 'DASHBOARD', 'YOUR REGISTRATIONS' (highlighted), 'BUY PRODUCTS', and 'SETTINGS'. A dark blue banner reads 'Editing Registration'. The main content area displays the event details: '2023 Kaiser Permanente Napa Valley Marathon & Half Marathon - Half Marathon' by 'AUDREY HARPER' on 'Sunday, March 5, 2023 - Silverado Trail'. To the right, it asks for the 'EXPECTED FINISH TIME?' with a current value of '3 HOURS, 2 MINUTES, AND 2 SECONDS'. A form titled 'Your Registration Information' contains fields for 'EMAIL ADDRESS' (AUDETRFU@AOL.COM), 'NAME' (AUDREY HARPER), and 'DATE OF BIRTH'. Below the form is a checkbox for agreeing to the 'Terms and Registration & Participant Waiver'. At the bottom left are 'Save' and 'Close Without Saving' buttons. On the right, a vertical menu includes 'Defer for Future', 'Switch Categories', 'Registration Options' (which is highlighted with a blue box and an upward arrow), and 'Help / Feedback'.

## 04

### Select Your Registration Change Option

Then select the option you want:

- Defer for Future
- Switch Categories

## 05 Categories: Upgrade

If you are upgrading, you will be charged the difference from what you originally paid for that category. You will be charged a fee. The last date to make changes is January 30, 2023.

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SWITCH CATEGORIES

SELECT NEW CATEGORY

Marathon

There's a \$81.28 charge to switch to this category. Select a payment method ⓘ

THERE ARE CUSTOM QUESTIONS FOR THIS NEW CATEGORY. PLEASE ANSWER THEM ACCORDINGLY.

## 06 Categories: Downgrade

If you are downgrading, you will be charged a fee. The last date to make changes is January 30, 2023.

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SWITCH CATEGORIES

SELECT NEW CATEGORY

Half Marathon

There's a \$23.00 charge to switch to this category. Select a payment method ⓘ

THERE ARE CUSTOM QUESTIONS FOR THIS NEW CATEGORY. PLEASE ANSWER THEM ACCORDINGLY.

## 07 Deferring

If you choose to defer your registration to the following year, you will receive complimentary entry on next year's registration fee. You will also be charged a fee to defer. The last date to make changes is January 30, 2023.

DEFER REGISTRATION

Can't make this event anymore? Don't worry, you can defer your entry for the future.

There is a \$80.25 deferment fee. Please select a payment method

PAYMENT METHOD

Visa ending in \*4242

Defer and Pay \$80.25

Don't Change

includes a \$5.25 processing fee

## 08 Confirmation Email

Once you've successfully completed your registration change, you will receive a confirmation email of the change.



### REGISTRATION UPDATE

Hi Audrey,

You have successfully deferred your registration for the Half Marathon for the 2023 Kaiser Permanente Napa Valley Marathon & Half Marathon. When registration opens next year, we'll send you an email to register and claim your deferred registration.