

USA Cycling Online Registration FAQ

- 1. 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.
- 2. 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 a USA Cycling National Championship. If not, you will need to create an account and purchase a license. The process is quick and easy and there is no charge except for the cost of the license. Click [here](#) to create an account.
- 3. 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 use the "I forgot my Username/Password" link next to the log-in box, or contact a USA Cycling Membership Representative by email to registration@usacycling.org or 719-434-4288.
- 4. If my USA Cycling annual license is expired do I need to renew before I register?** Yes, you will need to have a current license to complete your national event registration. You can click [here](#) to buy your license.
- 5. If I already registered for a National Championship but want to cancel, can I get a refund?** Refunds are available until the close of online registration. Please note that there will be a 20% cancellation charge for processing. Requests for refunds are not accepted after online registration closes.
- 6. 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.
- 7. 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.
- 8. 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. If online registration has closed you will need to contact the promoter directly.
- 9. Can I register more than one person for an event?** Yes you can! At the top it shows "Register" and your name in a drop down menu. You can either select "Lookup Member" to register another rider, or you can click the pencil icon to manage your registration groups and teams. When you select a group or team from the drop down menu, you will see all of the members of that group and you can use the checkboxes to register multiple people at once.

If you don't want to create a group, you can just use the "Lookup Member" to add a rider to your cart, and then go back and add another rider to your cart, etc. Then you can pay for everything at once.