FLAMME ROUGE 1 Racing

Flamme **Rouge** Racing

presents the

FRR Race Series

Platform Support Guide

V20211212.1

PLATFORM Support guide

What this guide will cover

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About Us

- In many eyes I could still be classed as a 'nube' to the whole cycling and virtual cycling world having come into the sport around 2011 while helping my friend train for a Triathlon… he needed someone to beast! However it was enough to get my interest started and to walk away from 30 years of golf!

- Always been interested in performance statistics and I'm a techy at heart as well being a sport mad family… just not had the inspiration or time to learn something new like web development… well we know where one of those ingredients came from to start!

- The platform started out as a simple conversion from a worksheet to something more up to date and accessible by our race riders

- This then expanded to Event and Team management…. and release 2 will look to go further again… it's very addictive stuff

- We have no agenda in place just excited to see where this journey will go

Series Overview

- Each Series will aim to operate 4 Tour events from September through to April

- Each Event is Team based of mixed CAT riders

- Each Tour Event consist of 6 Stages

- Each Stage will have a private Zwift event link for mixed and ladies only

- Stages start on a Saturday and end the following Sunday

  - Stage 1 and 2 will be on the first day running consecutively

  - Short TTT or iTT followed by a points race

- Stages are designed to be tough and require a level of Team commitment over a period of 9 days

- Riders are categorised using the FRHC system (refer to the rules) which splits the traditional Zwift categories by wkg

- Each series is Team based to allow for Team and rider flexibility each stage

- Stage results are collected and displayed in Zwiftpower (the results platform) these results will then feed the FRR platform where the official results can be viewed

- Refer to the rules of the Series for how Riders and Teams are awarded points and potentially attract penalty points

Series 1

Tour Dates	Tour Event Schedule
Sept 4th – 12th	Tour Zwift France
Nov 13th - 21st	Tour Britannia
Jan 2 – 9th 2022	Tour Watopia
March – 2022	Tour International

Platform Registration

- To use the platform team managers must register their interest using the button shown on the home page

- Complete the contact details and submit to platform admin

- Platform admin will email the Team manager the username and password to

access the platform along with the series generic rider account to allow all riders to access relevant information

- Team Managers may then register all the teams and declare their riders that want to participate

Series User Groups

- The platform offers two user groups for a Series, Team Manager and Rider
- Once logged in RIDERs may review the;
    - Schedule
    - Information feed
    - Teamsheet
    - Leaderboard
- Team Managers can additionally
    - Manage Teams
    - Raise issues/challenges to Race Control

Team Management

- Race Control will email Team Managers their username and password once they have registered their interest in the event series

- Only Team Managers can:

    - Register Teams and their riders

    - Raise race Issues to Race Control

- Team Managers can only see Teams they have raised for their Team

- To register a Team for a Series category Team Managers select +Register

- Each Team consists of a roster of up to 10 riders, refer to rider management for how to create and manage rider profiles

- **IMPORTANT**. When registering for a Series the Team Manager agrees that the Team will abide by the rules and conditions of the competition by ticking the T&Cs box – failing to do this will not register the Team

- Where a Team Manager creates more than 1 team of the same CAT the team manager can indicate to race control relative **'Team Rating'** so that divisions can be allocated accordingly.

    (1) Carolina Reaper – Strong Team

    (2) Scotch Bonnet – Normal Team

    (3) Jalapeno – Weaker Team

- Once a Team has been Registered the Team Manager may EDIT the riders or DELETE a Team

    - Race challenges must be raised within 12 hours of race completion, subject to the results platform being available

    - All points raised by Teams will be reviewed and responded to within 24hours by Race Control

    - Race Control will aim to resolve all race issues within 48 hours

    - Race Control decisions are final

- Teams will only be able to see issues raised by themselves

- Race Issue Process

    - Team Manager raises an Issue via the platform not via email

    - Race Control responds and reviews, and where necessary raises a message to additional Team Manager(s)

    - All issues raised will be resolved no later than 48 hours after a stage has completed

Rider Profile Management

TEAM MANAGERS

- Team Managers can select riders for Teams from a list of registered club riders

- Team Managers must first +Add Rider to their 'Club Registered Riders' in Manage Team

- In some instances a rider may already be noted against another Team to add your team to those riders the Team Manager must +Add Team

  - Select the rider from the list and they will have your club team added, they will then appear in the club registered riders

  - IF a manager cannot locate a rider then please contact race control to review

- Team managers must ensure each rider has the base rider details set, these are.

  - Name

  - Zwiftpower ID number

  - Mixed rider category

  - Ladies rider category

  - Gender

  - Wkg

    - Refer to the rider profile and the value that defines a riders mixed category level (3 best rides in last 90 days at 95%)

  - FRHC rider category (see below) based on the Wkg as above

- All other details the rider can update

Recognised Racing Categories	FR Heat Category FRHC	FRHC CODE	FRHC Power Range W/kg	Ladies MAX W/kg	ZWIFT RACE PEN
A	REAPER	RP	4.2+	-	A
B+	GHOST	GH	3.7 – 4.19	4.3	B
B	HABANERO	HB	3.3 – 3.69	3.8	
C+	BONNET	BN	3.0 – 3.29	3.5	C
C	CAYENNE	CY	2.5 – 2.99	3.3	
D	JALAPENO	JP	2.49 or below	2.8	D

RIDER UPDATE

- Riders can update their profile under TEAMSHEET but only once they have been placed on a Team by the Team Manager

- Select REG and the rider profile page will be displayed
- To assist with future event design FRR requests riders share
  - Email address
  - Smart Trainer type

Race Control

- Only Team Managers can raise event challenges and feedback to race control this is to maintain consistent points of contact with Teams
  - Race challenges must be raised within 6 hours of race completion, subject to the results platform being available
  - All points raised by Teams will be reviewed and responded to within 24hours by Race Control
  - Race Control will aim to resolve all race issues within 48 hours
  - Race Control decisions are final
- Teams will only be able to see issues raised by themselves
- Race Issue Process
  - Team Manager raises an Issue via the platform not via email
  - Race Control responds and reviews, and where necessary raises a message to additional Team Manager(s)
  - All issues raised will be resolved no later than 48 hours after a stage has completed
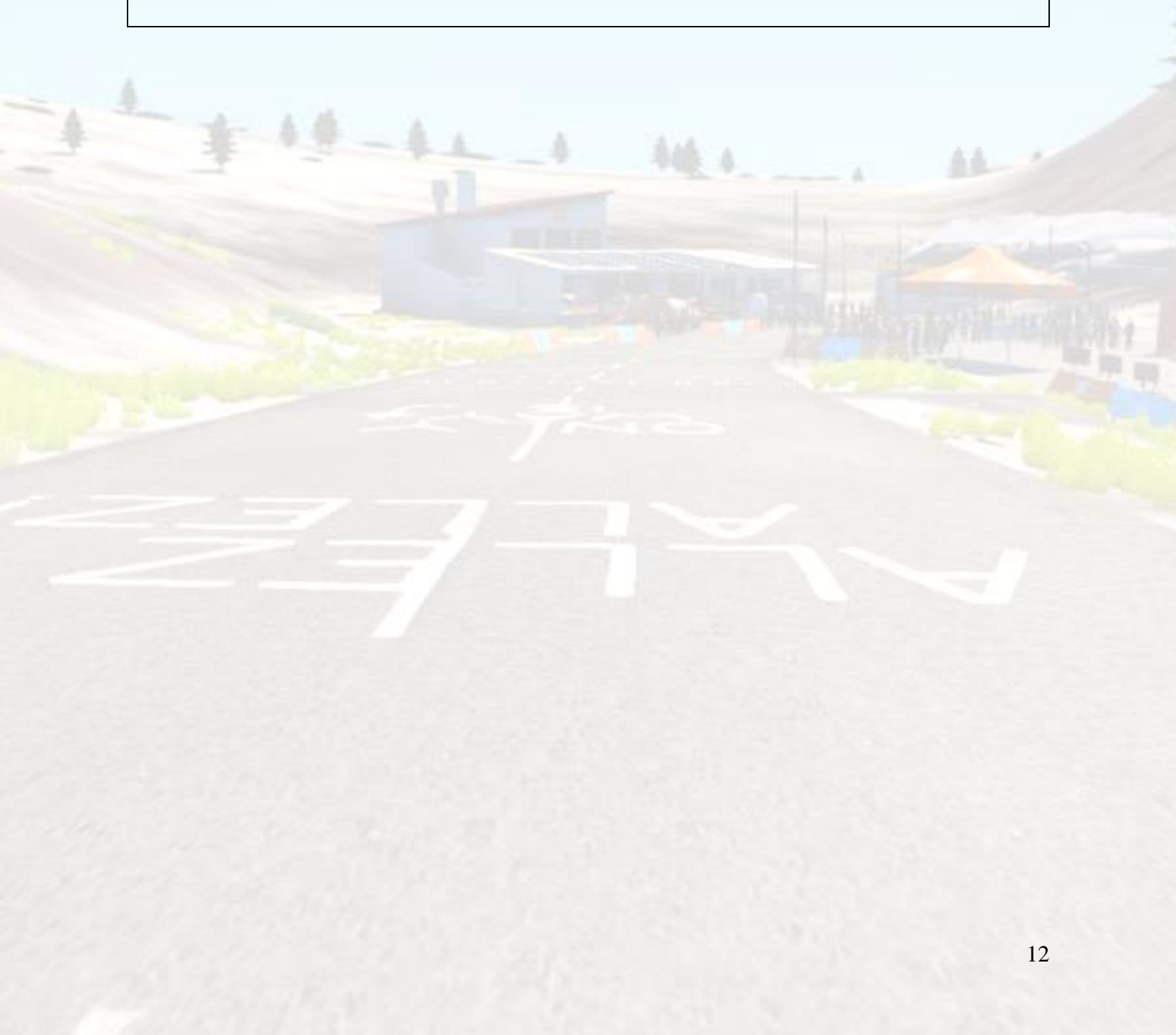
Schedule

- The schedule is a key information point for all users of the platform

- Only active Series are shown

- Riders can see all Stages of the Event

- Each Stage displays

  - Brief information on the Stage

  - Zwiftinsider course information link

  - TourPass - Zwift event link to allow riders to sign up

  - TourPass's will become active once registration closes

Teamsheet

- Teamsheet has <mark>THREE</mark> functions

    - Select <mark>FRR</mark> allows 'riders' to enter their stage availability and add a message for the team 'general manager' (GM) to note

        - Team general managers can select available riders for their teams, these are then displayed on the 'Stage Teamsheets' under the rider table

    - Select <mark>REG</mark> allows 'riders' to update the base rider profile that the Team managers have created (Refer to rider management)

    - Teamsheets display the riders, course details, TT details etc...

        - Note all riders must be in colour – if they are not then this means their FRHC level is not correct
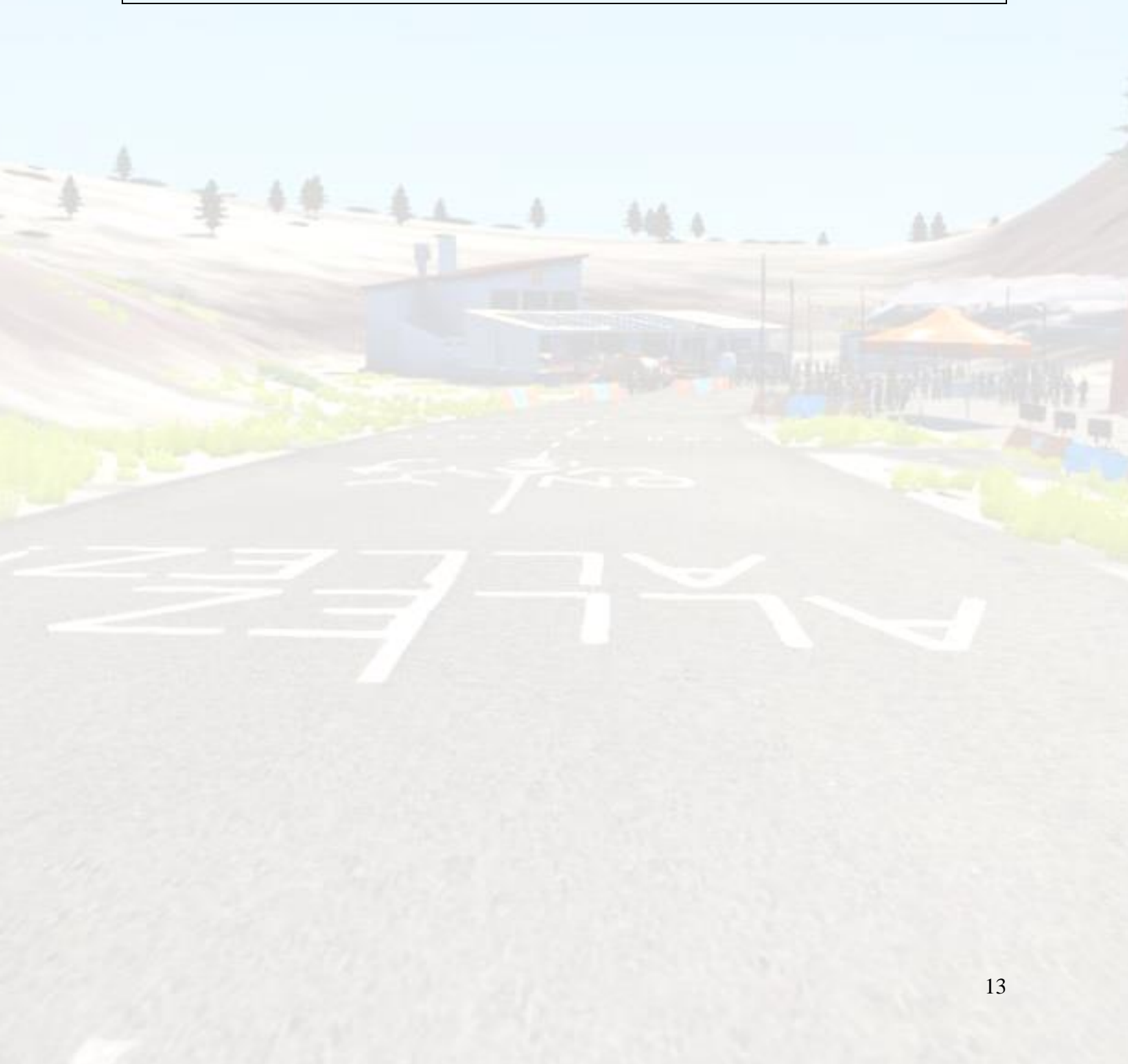
Leaderboards

- All Series, Event and Stage results will be displayed on the Leaderboards

- Leaderboards display the official race event positions

- Select the relevant Event League Division to display the available statistics

  - Team League Division table

  - League Division results by Team

  - League Division results by Event, Team and Rider

Information

- The information notice board shows the latest updates posted by series admin and race control

- Race control will post to this feed during the series and in the lead up to a series starting

- Team managers and riders should refer to this notice board of information before contacting race control support

Help & Support

- All users of the platform can get help and support by emailing rcontrol@flammerougeracing.com in general we operate UK GMT hours from 8am to 10pm 7 days a week

- Team Managers must raise all Race issues using the 'Race Control' section of the platform in order to maintain a central communication audit trail

- Users of the platform should reference this support guide before raising support issues to race control via email