

WEBSITE FAQs

British Eventing website – Frequently Asked Questions

How do I log on?

If you have log in details, select the [My BE](#) button found at the top of every page of the website, press Log In and enter the email address (not your username) and password associated to your account. If you have not been a member or associate with BE and do not have log in details, please select [Register today](#), where you will go through the registration process and can set up your log in details.

If you have forgotten your password or your password is not recognised please try the '[Forgotten Password](#)' link to request a new one.

Take a look at our [How To video](#) for more information on the [My BE](#) section of the website and our [How To video](#) showing you around the new Homepage.

I can't get through the checkout process on my iPhone

During test some issues have been found during the payment process on some mobile devices or whilst using certain browsers. Please ensure that your device has been updated with the latest software available.

In the case of Safari on iPhone, we are aware that a specific security setting may be blocking users getting through the payment process. If you are experiencing this please go to:

- Settings
- Safari
- Privacy & Security
- Then de-activate the "Prevent Cross-Site Tracking" setting

How do I register an under 18 member?

The under 18 will need to be pre-authorized by a parent/guardian before registering as a new member, full details on how to do this can be found in our [How To video HERE](#).

If you need further assistance, please phone the office on 02476 698856

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How do I purchase membership?

There are several ways to access the membership registration process on the new website, you can go directly to [Buy Membership](#) under the [Join](#) area of the website, select any of the Join Now buttons, found across various pages, including the home page, or by clicking the [My BE](#) button at the top of any page and selecting [Register today](#). More information about the process can be found in our How To video [HERE](#).

How do I register a new horse?

Once you have created an account with BE or taken out membership, access [My Account](#) (located under [My BE](#)) and select the Horse Registration tab. This will then take you through the horse registration process. In order to purchase a Horse Season Ticket or Day Pass you will need the appropriate membership type. There is more information in our [How To video](#).

If your horse has already been registered with BE their details will be listed under the [My Horses](#) tab on the owner's account. If your horse has been previously registered with a different owner, you will need to request a Change of Ownership.

How do I buy a Horse Season Ticket or Day Pass?

Once you have an appropriate membership you can login to 'My BE' and go to '[My Account](#)' to purchase a Season Ticket or Day Pass for your horse. To purchase a Season Ticket go to the '[My Horses](#)' tab and scroll down to see which horse you would like to buy a Season Ticket for. Select the '[Purchase Season Ticket](#)' button.

To buy a Day Passes, go to the '[Buy Passes](#)' tab in '[My Account](#)' and follow the purchase process.

Take a look at our How To video [HERE](#), for full details on how to take out a Horse Season Ticket or Day Pass.

How do I log any website related issues?

Whilst the website has undergone extensive testing, we know that post-launch bugs and issues will be raised that will need resolving. This is nothing unusual and something any IT project will encounter, particularly one of this complexity.

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If you encounter any problems, please raise your specific issues to support@britisheventing.com

What support is there for the new system?

BE HQ will be providing extra support to ensure that any questions, problems or issues are resolved as soon as possible or are logged for further investigation, with extended phone and email support:

The phone line 02476 698856 will be open between the following times:

- Friday 15 February 2019: 9am - 8pm
- Saturday 16 February 2019: 9am - 5pm
- Sunday 17 February 2019: 10am - 2pm
- Monday 18 February 2019: 9am - 9pm
- Tuesday 19 February 2019 - Friday 22 February 2019: 9am-7pm

Questions can also be submitted to support@britisheventing.com

Whilst the Head Office team will do all they can to answer all questions during these times, there may be instances where the query will need to be escalated for further investigation. If this is required, a case will be raised against the query where it will be dealt with by the relevant team member or department as soon as possible.

Will any more changes be made to the website - is this this final product?

After the website launch, development will be ongoing as we resolve any post-launch issues and review user feedback. Additional pre-planned development will also be taking place in the first few weeks after launch.

The Entries, Admin, Results and Scoring system - the final element of the IT Transformation Project - is undergoing further testing and field trialling throughout this season, ready to implement in 2020.

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Why do I need a single email address?

Anyone registered on the new BE website will need a unique email address linked to their account. This is a requirement of the system and in line with standard industry practice. Many users will already be familiar with using a unique email address online as this is the method many websites now insist on.

For parents concerned about visibility of emails coming from British Eventing, they are of course able to set up an email address on behalf of their child and link that to their own account.

How to videos:

We have created a number of 'How To' videos to guide you through the new website:

Navigating the new Home Page on desktop and mobile

<https://www.youtube.com/watch?v=2eyR8Wa5RUs&feature=youtu.be>

How to login to My Account and My Profile

<https://www.youtube.com/watch?reload=9&v=Jxjn4MdRBxQ&feature=youtu.be>

How to purchase membership

<https://www.youtube.com/watch?v=i64qJtKJgUA&feature=youtu.be>

How to register a horse

<https://www.youtube.com/watch?v=zM2kWeUGzkM&feature=youtu.be>

How to buy a Horse Season Ticket or Day Pass

<https://www.youtube.com/watch?v=SGdweX5zJjo&feature=youtu.be>

How to register an under 18 member

<https://www.youtube.com/watch?v=F7hCLC9Cfpc&feature=youtu.be>