



TrackTown20 Volunteer FAQ

I registered for the 2020 Trials in March of 2020, do I need to re-register?

Yes, everyone must complete the registration process in 2021.

What are the requirements to volunteer?

Volunteers must work a minimum of 5 shifts (most shifts are 4-6 hours), be 18 or older on June 1, 2021, pass a background check, complete all training including USATF Safe Sport (information on how to complete this training will be provided to selected volunteers) and abide by COVID-19 event requirements (information on testing and safety standards will be provided to selected volunteers).

Are volunteers required to be available for the entire length of the Olympic Trials or is there a minimum number of days required to volunteer?

Volunteers are required to work a minimum of 5 shifts in one event area, and you are certainly welcome to work more. Once assigned a role, you can select from available shifts that work for your schedule. We have roles that begin as early as June 12 and as late as June 29.

If I complete USATF SafeSport Training before I'm assigned a role, will it increase my chances I'll be chosen to volunteer or be assigned a role near the athletes?

Completing the USATF SafeSport process prior to registering will not increase your chance of being selected as a volunteer.

I'm not able to submit my registration, what is wrong?

Be sure you have answered all mandatory questions and clicked the "Next" button at the bottom of each section of the registration. Look at the page numbers at the top of the form, if there's not a green check mark in each circle it means there's incomplete data on the page that was not checked. Click that page and complete as needed.

Why can't I get my registration to work on my iPad?

The registration interface does not currently work with some older iOS operating systems. We suggest using a computer or alternative mobile device.

I made an error in my registration form, how can I correct it?

Send an email to volunteers@gotracktownUSA.com and let us know what needs to be updated.

How do I know if my registration went through?

After you hit the "Submit" button, you will end on a page indicating you have successfully completed the registration process and you will receive a confirmation email (to the email you provided) from TrackTown USA confirming your registration.

Will volunteers receive travel reimbursement or accommodations for volunteering?

Volunteers will not be provided travel reimbursement. With the exception of Medical Services providers, accommodations will not be provided to volunteers.

Are there special ticket prices for volunteers?

There are no special volunteer ticket prices. Please sign up for the TrackTown USA newsletter at www.TrackTown20.com for the most up to date information about the Trials including ticket sales.

Can I watch the meet when I'm volunteering or when I'm not working?

A ticket is required to watch the competition. We ask volunteers to focus on the responsibilities assigned to them during their shift and not on the competition. Volunteers that are not working will not be permitted to watch the competition.