

Dear Partner,

You've just purchased your first MYLAPS BibTag Timing System. Congratulations! We're here to help you get started.



The material included in this document will help guide you on how to get started with your newly purchased MYLAPS System. After reviewing the material, please contact your account executive with any questions you may have.

To make things easy, we've put together a Quick Start Guide and Manual with everything you need to know about the BibTag Smart Decoder.

- [Quick Start Guide](#)
- [Manual](#)

## 1. Partner Portal

Whether you're looking to place an order for tags, require an extra cable before the weekend, or want to review your previous orders, simply log in to the MYLAPS Portal.

Use our shipping estimates to order your tags on time! For precise delivery details, check the specific tag product pages on our webshop.

- [Partner Portal](#)

If you do not already have your login information for the partner portal, please contact your MYLAPS account executive.

## 2. Downloads

Software: [MYLAPS Timing & Scoring](#)

This is the software that collects and distributes the information from the set-top box. It also allows you to time a race and print results. **To activate MYLAPS Timing & Scoring, you must have access to the Partner Portal.** If you do not already have this information, please contact your MYLAPS account executive.

## 3. Technical Support

- Online: [Create a new](#) Support Case
  - In the Partner Portal, you can enter support cases with questions you may have. Our technical support team will provide you with a detailed response within 48 hours.
- Office Phone: (678) 816-4000
- Office Email: [Tech.Support@mylaps.com](mailto:Tech.Support@mylaps.com)
- Browse through our comprehensive [knowledge base](#) and FAQs for all BibTag and software documentation, in case you encounter any setup issues.
  
- For any non-urgent questions you may have, our account executives and technical support team are just a phone call or message away during standard office hours, Atlanta time.
  - Mike Dorazil (US): [Mike.dorazil@mylaps.com](mailto:Mike.dorazil@mylaps.com)
  - Pamela Silva (Latin America): [Pamela.silva@mylaps.com](mailto:Pamela.silva@mylaps.com)
  
- For **urgent technical support** (678) 816-4000 (e.g. weekends/after hours), you will hear different messages as soon as you call the office number. Follow the prompts for "Emergency active support" and you'll be assisted by one of our global technical support team members.
  
- [TeamViewer](#) is a helpful app you can download prior to contacting MYLAPS support, which our team uses to communicate and answer questions.

## 4. System Setup

Our BibTag System is built with high-quality components designed to deliver precise and reliable timing. To make setup simple, we've created quick step-by-step videos showing you how to connect your BibTag Smart Decoder with different antenna options: BibTag Mats, EasyMat, and SideAntennas.

Setup with BibTag Mats



Setup with EasyMat



## Setup with SideAntennas



## 5. System Maintenance

To ensure your BibTag System continues to perform at its highest level, we regularly release updates for key components.

For optimal performance, we recommend keeping your software and firmware up to date, as well as regularly testing and checking your coax cables.

### ➤ Coax cable Check

Cable breaks can happen due to equipment wear, heavy objects, or improper storage. Fortunately, detection and repair are simple for both regular and angled cables. [Read more on how to test your cables.](#)

### ➤ Software & firmware updates

Check for new Firmware and Software releases for the BibTag Smart Decoder and Timing & Scoring timely before the next race, to ensure it is not expired.

- [BibTag Firmware](#)
- [Timing & Scoring Software](#)

Thank you,

**MYLAPS Sports Technology Americas**