



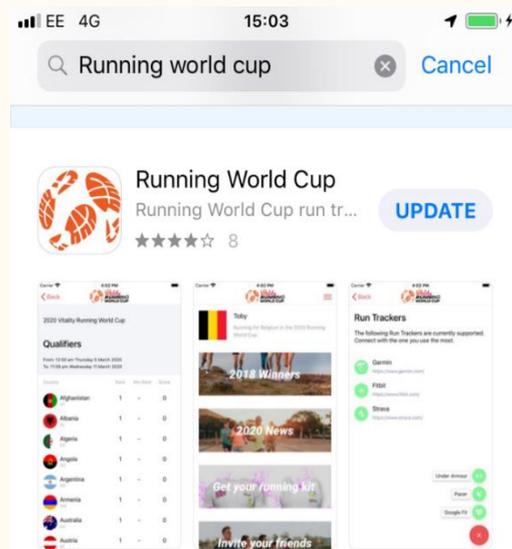
TOP TIPS TO ENSURE YOUR RUNS ARE TRACKED IN THE VITALITY RUNNING WORLD CUP

With up to 400,000 runners taking part from all over the world with different types of smart devices, internet connections and phone types, we may not be able to respond to every individual query regarding run trackers during the tournament itself. Please see below for our top tips on how to ensure your runs are tracking for the Vitality Running World Cup.

1. IF YOU ARE USING THE MOBILE APP – ARE YOU USING THE LATEST APP VERSION?

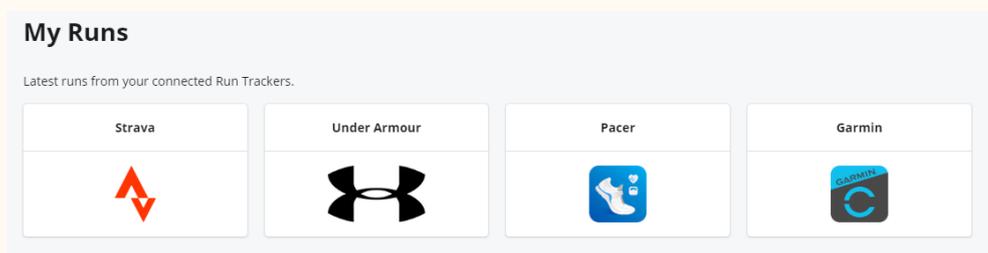
If you are using the mobile app on your phone, please check you have downloaded the latest app version as this will have the latest bug fixes included.

To do this go to your app store, search for the running world cup app, and if it needs updating you will see the below in IOS or similar in Android.



2. IS YOUR TRACKER CONNECTED?

Ensure your tracker is showing in the "My Runs" section of your account. If there are no trackers here, you have not successfully set up a tracker.



3. IS YOUR TRACKER RECORDING RUNS?

If you have a tracker set up, click on it, and if you have completed a run this should appear like below. If there are no runs showing, please wait 24 hours from the time you ran as some trackers take longer. Please also ensure you have synced your device with your phone i.e. sync your Garmin watch with your Garmin connect phone app, we cannot receive your runs unless they are synced from your smart device to your device account.

Strava Tracked Runs			
We checked with Strava and found your most recent runs:			
Time	Duration	Distance	Entry Type
Oct 31 @ 8:04 AM	31 mins 9 secs	5.99 km	tracked
Dec 22 @ 8:29 AM	35 mins 32 secs	7.01 km	tracked
Nov 12 @ 6:52 AM	8 mins 17 secs	1.73 km	tracked

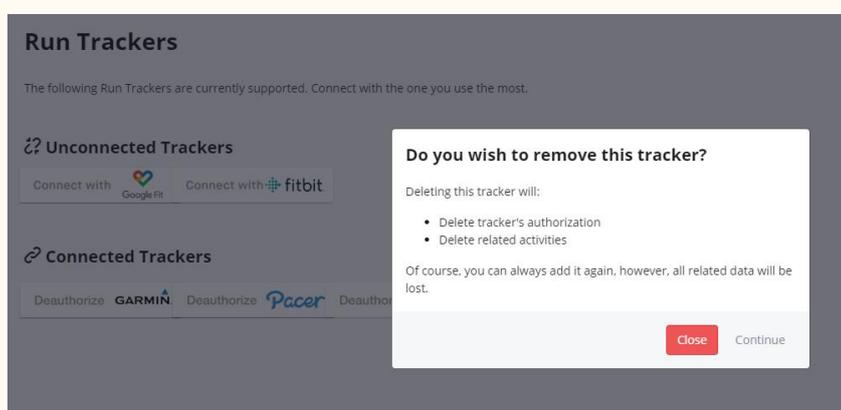
4. ARE YOU RECORDING RUNS CORRECTLY ON YOUR SMART DEVICE?

If your run is still not showing after 24 hours, a common mistake is that your device has not registered the activity as a run. If you have selected walk, cycle, or not selected an activity, it is simply measuring steps/distance, and this will not show. It must be a tracked run.

For Garmin or Fitbit, you must commence a run activity and close your run activity and then sync before your run will show (within 24 hours).

5. HAVE YOU TRIED RECONNECTING YOUR TRACKER?

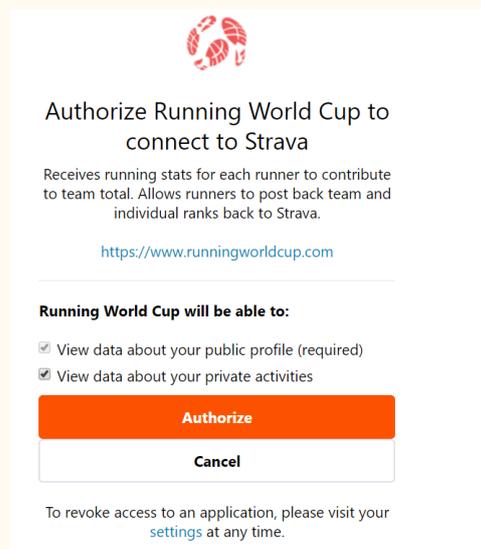
If you have followed the above steps and your runs are not appearing, we suggest deleting your tracker from your account and then adding it again. You can do this from your own account in the "Run Trackers" section and clicking deauthorize tracker.



6. DID YOU TICK ALL PRIVACY BOXES WHEN SETTING UP YOUR TRACKER?

For us to see your run data, we need to be able to see your data from your device. Each device or app has their own authorisation process which we cannot amend.

For example, Strava requires both boxes need to be ticked, even if it only says 1 box is "required" (see below)



7. I CAN'T SET UP MY APPLE WATCH

For Apple Watch connectivity it must be connected to our mobile app version of the Running World Cup. To do this, download our app from the IOS app store and set up your Apple Watch on this.

You must then ensure that your Apple Watch has synced with your Apple health on your mobile AND you have opened the IOS Running World Cup app on your mobile to ensure the runs flow through to us.

8. I'VE TRIED EVERYTHING AND ITS JUST NOT WORKING

If you have no runs showing and no qualifying runs for the event, we suggest deleting your account completely and setting it up again, it will take you less than 2 minutes and hopefully will fix any issues you are experiencing (please refer to point 5 for how to do this)

If you are having real trouble with your tracker and nothing appears to work we suggest for our event to download Strava or Under Armour MapMyRun which our runners have found to be the most reliable at a global level to have track runs for our event, it's free and global.

If all the above does not work we have another process for uploading a run, please fill out the form using the link at <https://runningworldcup.com/faq-run-tracking/> and we will ensure your run is added to your country total.