

Frequently Asked Questions

In this Q&A you will find all answers to frequently asked questions.

Q: When will I receive my app URL?

A: You will receive a newsletter with all participant info. Your confirmation of participation states on which date you will receive this newsletter.

Q: I have not received the newsletter with participant info. What should I do?

A: Check your spam/advertising box!

Q: Do I get a real race number?

A: No, you will receive a virtual race number with your name and race number.

Q: What should I do with the virtual race number?

A: You can download your virtual race number from the link in the newsletter. If you print this race number, you can pin it when you start running. You can also post the virtual race number on social media.

Q: I don't have email on my phone. What should I do?

A: Click on your computer on the link in the newsletter with participant info; an internet page opens. Scan the first QR code on this page with your phone and install the Racemap app on your phone. Then scan the second QR code with your phone and the app will load your data. Continue with step two from the app instruction, which you received in the newsletter.

Q: Where can I download the Racemap app and how to start my activity?

A: You can download the app from the [Google Play Store](#) or the [App Store](#). Carefully read the app instruction that you received in the newsletter with participant info.

Q: The app is not working. What am I doing wrong?

A: The most common causes of the app not working are:

- You went directly to the app and clicked on the event. However, you have to click on the URL in the newsletter: it will lead you directly to your participant data in the app.
- You gave no permission to the app to see your location.
- Your phone is in energy-saving mode.

It is also possible that you have previously clicked on the unique URL with another device, for example another mobile or on a tablet. In that case, please [contact](#) us. The URL can only be linked to one device and must be reactivated by us.

Q: Do I need internet connection on my phone for the app?

A: Yes, an internet connection is required to use the app.

Q: Can I also track with my sports watch?

A: Yes, all regular sports trackers (Strava, Runkeeper, Garmin, Polar, Suunto) can be used. You can upload your GPX, KML or TCX file afterwards at <https://racemap.com/upload>. Use the code after the = sign in your personal app URL.

Example: https://racemap.app/redeem_key?key=XXXXXX

NOTE: Track an extra 100 to 200 meters to ensure a finish time, GPS registration with the above sports trackers is not 100% accurate!

Q: How often can I participate in the event?

A: You can participate in the event once.

Q: Can I improve my time?

A: No, the app registers the distance once. If you try it again, no new time will be recorded.

Q: Can I still change my distance?

A: No, the distance is linked to your virtual race number and the app URL. You can "pause" the app and resume it later, making it possible to cover the distance, for example, on different days.

Q: Do I have to take a certain route?

A: No, not at all! Choose a route in your own environment. Remember to keep a safe distance of at least 1.5 meters. Stay at home when you have a cold or fever. Don't go together, go alone!

Q: Where can I find my results?

A: The results can be found in the app in the Leaderboard.

Q: When will I receive my certificate?

A: You can download your certificate via the link in the newsletter. The certificate is available after the event.

Helpdesk

Is your question not listed? [Get in touch with us!](#)