Questions and Answers
Virtual Santa Run Participants 2020

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Q: When can I begin my race?
A: The Santa Run begins on Sunday, December 6th to Sunday December 13th, 2020 at 11:59pm.

Q: What is included in my registration?
A: Included with your Virtual Santa Run Registration is an exclusive Santa Run shirt or sweatshirt, and access to the virtual race app, RaceJoy. Learn more about RaceJoy here.

Q: When and where can I pick up my shirt or sweatshirt?
A: Shirts reserved through November 24th will be available for contactless pick-up on December 4th and 5th, from 10:00am to 2:00pm on Friday, December 4th, and from 10am to noon on Saturday December 5th.

Shirts reserved November 25th through December 13th will be available for contactless pick-up on January 5th, 2021 from 3pm to 5pm.

Contactless pickup location is Eras Senior Network located at 2607 N Grandview Blvd Suite 150, Waukesha, WI 53188. Please pull up in your car by Door A and we will bring your shirt or sweatshirt to you.

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United Way
Greater Milwaukee
& Waukesha County

AmeriCorps
Seniors

Q: Do I have a bib number?

A: Yes, if you wish to submit your time by the RaceJoy app, you will use your pre-assigned bib number. To find your bib number, you can view your registration information here, click the dropdown menu in the top right corner and select "profile". On this site you can view your bib number (see below).
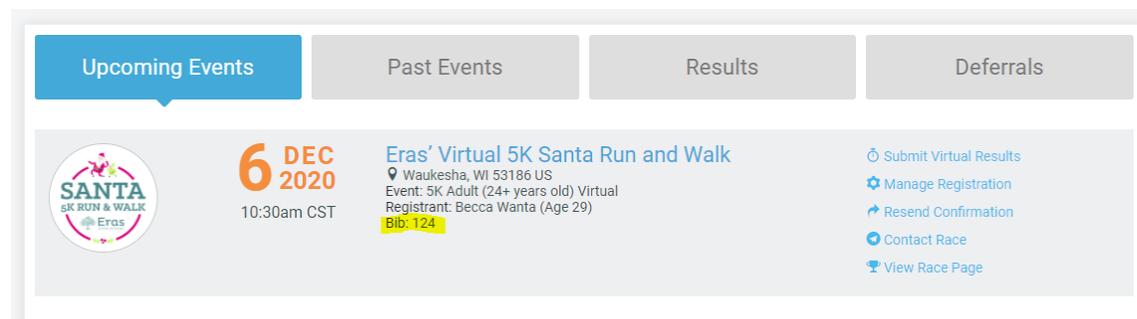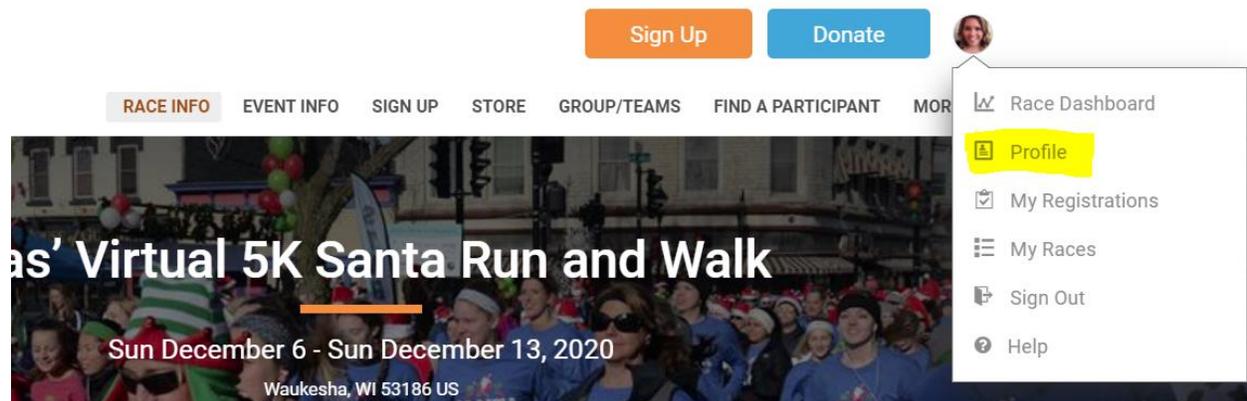
Q: Do I have to use the app to track my run?
A: If you want your time recorded with the other runners please use the app.

Q: What if I don't have a smart phone, can I still submit my time?
A: Yes! Please keep track of your own time and enter it on your registrant page here. If you have troubles please email Becca Snow at Becca.Snow@Eras.org.

Q: How do I download the RaceJoy App?
A:

1. **Download RaceJoy:** Download the RaceJoy app to your smartphone or tablet from the App Store or GooglePlay.

2. **Find Race:** Click Featured Races and then access your event. Or search by race name in search field.

3. **Phone Set Up:** Follow the prompts carefully to get set up properly for race day.

4. **Race Day:** Turn tracking ON in RaceJoy and click Start My Race to begin your personal race clock.

Q: How do I set up to track my race on the app?
A: Tracking begins the day of the race. You cannot set up tracking before December 6th, 2020. Follow on-screen prompts during the race to ensure proper settings.

Race Day

1. **Turn tracking on** by clicking the green, blinking button on your Race Day.

2. Select the course you are about to begin.

3. **Click START MY RACE** as you begin to start your personal clock. For on-site courses: Click this as you **cross the START LINE**. This is optional for on-site courses, but provides a more accurate finish time.

   RaceJoy auto detects when you finish the distance selected. No need to click finish button.

   Start My Race
   Click When Crossing the Start Line

o **For Apple Phone Only:** Your device notifications must be on for RaceJoy, including sounds to receive progress alerts and cheers. Location services Background App Refresh need to be ALWAYS On for live tracking, and do not use Wi-Fi.

Q: Can I track my teammates race?
A: Yes! if the participants have their tracking on.

Track Yourself and Up to 50 Other People

1. **Add participants** to your participant list:
   - Click on the icon on the upper corner of your screen and search for your participant.
2. **Track** in a **map view**:
   - Apple Users: click the feet icon at the bottom of the screen. Android Users: click the Track button at the top menu bar.
3. **Track** with **GPS-based progress alerts**:
   - The number of alerts vary by race and are typically sent out at every mile.
   - You will automatically receive audio updates for yourself and notifications for those you track.
   - Click Buzz and then Progress Alerts to view progress alerts for yourself and those you have tracked.
   - Make sure you have your Notifications ON and your volume up to receive alerts.

Q: Can spectators view my progress?
A: Yes, spectator can download the Racejoy app, choose Eras Virtual Santa Run in 'My Races', click on the icon on the upper corner of the screen and search for the participant to they'd wish to track.

Q: How can I or spectators send cheers?
A: You can send pre-recorded audio cheer clips or custom text-to-cheer messages that are relayed in audio format to the participant. Cheers are delivered within moments of sending. You can send up to 50 cheers per participant per day.

To send a cheer:
- Click on the participant you wish to send the cheer to.
- Click the cheer you wish to send or click Text-to-Cheer and type in your message
- Click send

Q: Can I redo my race?
A: You can redo the distance or onsite route to submit a new finish time. Select the Redo button to re-complete the distance. Warning: This will erase previous performance data.

Q: How do I view my team's race website?
A: You can view team's page here.

Q: Where can I see the results after the race?
A: Results will be posted here throughout the race as soon as runners finish.

Additional Helpful Hints:
- For more Racejoy app assistance, please click here.
- Carry your phone on you during your race
- Remember to Click "Start my Race" as you begin
- Replay your cheers and alerts as much as you'd like!
- Please share on either Facebook or Instagram, tag us and use the hashtag: #ErasVirtualSantaRun. We can't wait to see photos taken during Santa Run!

Thank you so much for supporting more than 1,500 seniors in Milwaukee County and Waukesha County!