**Q: When is the Santa Run?**
**A:** The Virtual Santa Run will occur from Sunday, December 4th to Sunday December 11th, 2022 at 11:59pm.

**Q: What is included in my registration?**
**A:** Included with your in-person and virtual Santa Run Registration is a Santa Run shirt and access to the virtual race app, RaceJoy. Learn more about RaceJoy here.

**Q: When and where can I pick up my shirt?**
**A:  Packet Pickup within Eras Senior Network's Community Room:** Shirt and Packet Pickup takes place at the main office of Eras Senior Network from 3 p.m. to 6 p.m. on Friday December 2nd, 2022.

The office is located at 2607 N Grandview Blvd, Suite 150, Waukesha WI 53188. The building is directly east of Culvers on Grandview Blvd.  Please come to Door A on the south side of the office building, take the elevator to Floor 1, turn left off the elevator, and follow the signs to our Community Room

**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).
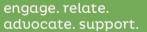
**Q: Do I have to use the app to track my run?**
**A:** If you want your time recorded with the other participants, please use the app.

**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 trouble, please email Heather at Heather.Uzowulu@Eras.org.

**Q: If I am running virtual, 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 4th, 2022. 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

○ **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 spectators view my progress?**
**A:** Yes, spectators 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 4,500 older adults and adults with disabilities in Milwaukee County and Waukesha County!