



## APP FAQs - Virtual Running of the AJC Peachtree Road Race

### Having Trouble Getting the App on your Android Device?

If the app does not automatically download when clicking the button in the participant email, copy and paste this link directly into your browser on your Android device: [haku.ly/peachtree-android-app](https://haku.ly/peachtree-android-app)

If you are still having trouble downloading the app on your Android device, you can also preemptively take the following steps to allow the app to be installed on your device:

1. Go to Settings on your phone
2. Scroll down to Security
3. Select Unknown Sources

Selecting this option will allow you to install apps outside of the Google Play store. Other devices will require you to adjust these settings as you install the app

### Reminders on Using the App for Race Day

For the best experience, here is what we recommend:

- Keep your phone unlocked and the AJC Peachtree Road Race App active the whole time you run/walk. This is the best way to ensure you get the full experience.
- Here's the setting you can adjust on your phone to make sure your phone won't lock during the run/walk:
  - **iOS**
    - Launch Settings from the Home screen.
    - Tap on Display & Brightness.
    - Tap on Auto Lock.
    - Tap on the Never option.
  - **Android**
    - Open Settings. You can find Settings in the app drawer or by tapping the cog icon in the upper-right corner of the notification shade.
    - Select Security.
    - Tap Screen Lock.
    - Select None.
- Make sure to opt-in to the location & motion and fitness permissions requested from the app when you start your run. Double check in the app settings that you've allowed the app to always access your location, not just when you are using the app.
- Close any other apps you won't be using during your run/walk.
- Have a backup tracking method so that you have multiple submission options to choose from.
- Charge your battery to the fullest before you start.
- Disable Wi-Fi for the duration of your run/walk.



- The run/walk will automatically end after you've reached 6.2 Miles/10K Mark. You do not need to quit the run/walk.

**Do I need to run/walk with my phone/any wearable tech? (I don't use any devices when I run/walk)**

*No, you do not have to run/walk with your phone. However, if you want to utilize features such as AJC Peachtree Road Race audio cues and participant tracking, then you must run/walk with your phone utilizing the Virtual Running of the AJC Peachtree Road Race App. If you wish to be eligible for awards, you must submit evidence or proof of time either through the app or the web based platform.*

**What are my options for submitting my results?**

*All participants of the AJC Peachtree Road Race are invited to download the race app. You can use your phone's internal GPS to track your run or walk, and upload your time directly from your phone within the app. You can also track your 10K using any GPS tracking device such as a Garmin watch. Within the app you will be able to connect your wearable and manually submit a file to record your time. If you choose not to run with the app, you can submit your results through the web based platform, by creating a haku account [here](#) and uploading your time from your wearable device.*

**Can I connect my watch? Various watch types etc...**

*Yes! Wearable watches such as Garmin, FitBit, Polar, Under Armour Connected Fitness, and Apple Watch are able to connect directly to the Virtual Running of the AJC Peachtree Road Race App and web platform. By connecting your wearable watch, you will be able to upload your finish time directly into the app or website.*

**Can I stop the clock for water breaks or bathroom?**

*Within the Virtual Running of the AJC Peachtree Road Race App you will not be able to pause and resume your time -- just like a running clock within a race. However you will be able to stop and restart your race if you choose to end your run and start over at a different time.*

**My phone / GPS battery died during my run.**

*Not to worry! If your battery dies mid-run, you'll still be able to manually submit your finish time using the Virtual Running of the AJC Peachtree Road Race App or website platform. In order to be eligible for awards, you will need to submit evidence or proof of time of the completion of the full 10K distance.*

**How can I optimize my phone battery?**

*To optimize your phone battery when running/walking, we suggest closing any background apps you are not using. Make sure to charge your phone fully prior to starting your run!*

**My clock stopped early.**



*Not to worry! If your clock stopped early or you encountered any timing problems, you'll still be able to manually submit your finish time using the Virtual Running of the AJC Peachtree Road Race App or website platform.*

**I forgot to stop my clock.**

*Not to worry! You'll still be able to manually submit your finish time using the Virtual Running of the AJC Peachtree Road Race App or website platform. Congratulations on finishing the Virtual Running of the AJC Peachtree Road Race!*

**Can I run/walk more than 6.2 miles (10K)?**

*Yes, you can run/walk more than 6.2 miles (10K)! If using the Virtual Running of the AJC Peachtree Road Race App, please know that timing and tracking will finish once you reach 6.2 miles. If you are submitting your time manually using a connected wearable device, you will need to make sure to enter the time from the 10K portion of your run or walk.*

**Is the GPS accurate? Or I ran further than the app says based on my watch/a friend's watch, etc.**

*We understand that some GPS tracking may not exactly match others you completed your run/walk with. If you face any troubles, please note that you will be able to manually submit your correct finish time using the Virtual Running of the AJC Peachtree Road Race App or website platform. Click [here](#) for an explanation from USATF on the variances between GPS device tracking.*

**If my buddy and I are doing the Peachtree together, do we both need to wear a watch, or can we both use the time on one watch?**

*You will both be required to submit your own, separate results within either the Virtual Running of the AJC Peachtree Road Race App or website platform. If you are utilizing the Mobile App for runner tracking or uploading via wearable device, you will need to use two separate watches.*

**Will there be a leaderboard? Can I see my progress against others in my age group?**

*Yes! There will be a leaderboard for the Virtual Running of the AJC Peachtree Road Race finishers, which can be found within the Virtual Running of the AJC Peachtree Road Race App or website platform.*

**Is there a time limit?**

*No, there is no time limit for the Virtual Running of the AJC Peachtree Road Race. However, you must complete your 6.2 miles continuously within the same run.*

**Can I run it more than once?**

*Yes, you can run the Virtual Running of the AJC Peachtree Road Race more than once. You will be able to select which one result you would like to submit for your finish time.*



**Can I run on a treadmill?**

*Yes, you can run on a treadmill! You'll be able to manually submit your finish time using the Virtual Running of the AJC Peachtree Road Race App or website platform.*

*Please note, you will not be able to use the GPS tracking on the app if completing the race on a treadmill, you will need to track your phone on a connected wearable.*

**Will treadmill vs road running be counted differently?**

*No! All race times will be treated equally, regardless of whether they are run on a trail, road, treadmill, or track.*

**When are the results due? Do I have to submit by a certain date/time? How long is the App live?**

*The Virtual Running of the AJC Peachtree Road Race App will close on November 29 at 11:59pm E.S.T.*

*The results submission period will remain open until Monday, November 30 at 12:00 p.m. E.S.T.*

**Will results be published daily between November 26 - 29th?**

*Yes! There will be a leaderboard for the Virtual Running of the AJC Peachtree Road Race App finishers which can be found within the Virtual Running of the AJC Peachtree Road Race App or website platform. Results will be refreshed in real time.*

**Will results be published instantly?**

*Yes, results will be published in real time as runners submit their results.*

**Do I have to create an account?**

*Yes – you will have to activate your Virtual Running of the AJC Peachtree Road Race via the Mobile App or website to view features and upload results. An email will be sent to all entrants with their personalized activation link in the near future.*

**Will people be able to track me as I run? Do they need the app?**

*Yes! Friends and supporters will be able to track you during your run/walk if you turn live tracking on within the Virtual Running of the AJC Peachtree Road Race App and share your unique tracking link. In order to live track, you must be using the Mobile App and enable your location services. You will be able to share your tracking link with friends, family, and supporters prior to your run.*

**Is it required that I download the app? Could I just send my time to ATC by email?**

*No, it is not required that you download the Virtual Running of the AJC Peachtree Road Race App.*

*However, if you want to utilize features such as AJC Peachtree audio cues and runner tracking, then you must run/walk with your phone utilizing the Virtual Running of the AJC Peachtree Road Race App. All*



*athletes will be able to manually submit their results and finish time via the Virtual Running of the AJC Peachtree Road Race App or website platform. We will not accept results that are emailed in.*

**What personal information do I have to provide to set up the app?**

*When activating your Virtual Running of the AJC Peachtree Road Race App, you will have to enter your email and a code will be sent to that email address for verification to allow you to login to the App.*

**Is there a cost involved to download the app?**

*No! The Virtual Running of the AJC Peachtree Road Race App is free to download for participants.*

**I have other questions about the AJC Peachtree Road Race!**

*Please check out the FAQ's provided by Atlanta Track Club [here](#).*