FREQUENTLY ASKED QUESTIONS

Do I need to run the suggested route?
No, you may run anywhere you like, even on a treadmill. However, in order to be considered for any prizes, you must be a registered participant and you must submit your time via the RunGo app.

Can I listen to music while using the RunGo route?
Yes. RunGo will lower the music volume for a moment while giving you any specific race-messaging then the music will come back.

How do I find the route in the RunGo app?
Open the route on the app on your phone, then tap the button to view the route in the app: "Follow this Route" or "View in RunGo app." The app will open on the route page. You can also search for the route in the app; just make sure you have the correct one.

What happens if I go off course by mistake?
The RunGo app will remind you that you're off course. It will only remind you a second time if you're still off course before assuming you're doing that deliberately. You can open the map in the app to figure out where to go, if you need.

How much does the app cost?
It's free! Your race has partnered with RunGo to make this verified and carefully crafted route free. There are some power-user features for a paid upgrade, but that doesn't change this virtual race experience.

Do I need the app to follow the route?
It's certainly recommended -- it's much easier. But you may also view the route on the web on your phone. If you grant access for location to your browser, you can see your location as the familiar blue dot, and you can trace the route that way too. In order to be appear on the leaderboard and be considered for prizes, you must submit your time via the RunGo app.

Does the app use cellular data while I'm out?
As soon as you start the route, no data is used by the app. The route is saved to your phone, so the app works offline.

How will my race be affected if we are selecting different routes?
RunGo app provides a race "Time" as well as an "Adjusted Time." The latter aims to make everyone's run comparable, despite differing routes.

Can I run with my Apple Watch and without my iPhone?
Yes. Make sure you have the route loaded on your RunGo Apple Watch app before starting.
How? You may find the route in the iPhone app and tap the Apple Watch icon on the route view to send to your watch.
    Or, you may search for the route directly in the Apple Watch app.

• Be sure to start the route in the correct mode: Normal, Virtual Treadmill, or Virtual Outdoor.

• At the end of the run, stop your run, tap done, and export to send back to your iPhone and online RunGo logbook.

• *Apple Watch tip:* swipe side to side to view different screens, like run stats, map and elevation guide, directions, and pause/stop/lock screen. You may swipe up on the Digital Crown to pause and resume your run!