



RUN YOUR CITY
SERIES



HERITAGE DAY VIRTUAL RUN

24 SEPTEMBER 2020

Frequently Asked Questions (FAQ's)

Run Your City Series Tracking App

We've compiled some FAQ's to help answer questions you may have about the Run Your City Series App.

I RECEIVED AN ERROR MESSAGE WHEN I TRIED TO CLAIM MY PROFILE

"Sorry, the email you entered does not match the participant's registration email."

The email with which you registered for the event, must match the email you use to create your account, and claim your profile. If you received the above error message, please check your email address. If the address is correct, there may have been a typo in the email during your registration, causing your email to be invalid. In this case, please contact the RYCS App Support Team via support@finishtime.co.za

MY NAME DOES NOT APPEAR AND I CANNOT CLAIM MY PROFILE ON THE ROUTE I WANT TO RUN

Your profile is linked and pre-loaded to the event you selected during the entry process.

ON RACE DAY:

1. **Plan to Carry Your Phone:** You must carry your phone during your run.
2. You should plan to run with a fully charged phone. Battery drain whilst using the App isn't significant but can differ depending on the age of your phone and various other factors.
3. You have enough data on your phone to run the RYCS App during your participation in the run.
4. Open the Run Your City Series App
5. Select your event course from event list
6. Click on your profile, located at the top (see [RYCS App Guide](#) for detailed instructions)
7. If you do not see your profile at the top, visit [RYCS App Guide](#)
8. Once your profile is selected, click the "START RACE" button

CAN I RUN INDOORS?

No. The Run Your City Series App utilises GPS technology to ensure the distance. You must run with your phone on, the Run Your City Series App open and you must complete the entire course distance.

WILL MY PHONE'S BATTERY LAST THE DURATION OF THE EVENT COURSE?

- Follow your manufacturer's recommendations for preserving battery life; however, do not turn off the location services settings
- Close any unnecessary apps while doing your event with the Run Your City Series App

WHAT IF I DO NOT PRESS THE START BUTTON FOR MY RUN?

If you do not press the "Start" button, your race tracking will not begin, and your times will not be recorded.

I WANT TO PRACTICE. HOW DOES THAT WORK?

Practice mode is available for registered participants, from the time your profile is claimed, until the start of the event. Practice mode allows you to practice with the App and the claim process.

I OPENED THE APP ON RACE DAY, AND THERE IS A COUNTDOWN CLOCK, BUT NO START BUTTON

Leading up to race day, you will see a countdown timer, telling you how many days-hours-min until the event begins. Once the event begins, you will see a green start button.

THE EVENT IS SAYING 'STARTING HAS CLOSED', WHAT SHOULD I DO?

The event has set a pre-defined time period where virtual runners are eligible to start. Unfortunately, you have missed the cut-off for starting the race.

You are required to complete your chosen course within the applicable times (08:00 SAST (07h00 GMT) and closes at 12h00 SAST (11h00 GMT) in order for your result to be recorded. Participants who attempt runs outside of the confirmed event times will not receive an official result. This time is calculated from the start of your tracking on the App until the full distance is completed.

WHEN WILL THE RESULTS BE AVAILABLE?

The provisional results will be available up until 12h00, the cut off time. The final results will be available at 12h00.

WHERE CAN I FIND THE PUMA BEAT BOLT SPRINT RESULTS

The PUMA Beat Bolt Sprint results will only be available after the event on the Run Your City Series website.

Run Your City Series Heritage Day Virtual Run FAQ's

1. When will the FNB RYCS Heritage Day Virtual Run take place?

The FNB RYCS Heritage Day Virtual Run will take place on Thursday 24 September 2020.

Participants have the opportunity to select the ROUTE of their choice:

- FNB Cape Town 12K CITYRUN
- FNB Durban 10K CITYRUN
- FNB Joburg 10K CITYRUN

Participants get to choose the location, run their own race, at their own pace, and time it themselves.

Every participant is required to complete their chosen course within the applicable times (08:00 SAST (07h00 GMT) and close at 12h00 SAST (11h00 GMT) in order for their result to be recorded. Participants who attempt runs outside of the confirmed Event times will not receive an official result. This time is calculated from the start of the participant's tracking on the App until the full distance is completed.

2. Where do I enter?

Please visit the FNB Run Your City Series website <https://runyourcityseries.com/> and click through to the online entries page.

3. When do entries open?

Entries opened on 12 August 2020.

4. When do entries close?

Entries close on 22 September 2020 (midnight).

5. What is the minimum age for participation?

FNB Cape Town 12K CITYRUN: 15 years on Race Day

FNB Durban 10K CITYRUN: 14 years on Race Day

FNB Joburg 10K CITYRUN: 14 years on Race Day

6. To which platforms can I share my experience (photographs/run/finishers certificate)?

FNB Cape Town 12K CITYRUN participants share your experience to:

Facebook: Ctown12

Twitter: @CTown12

Instagram: @capetown_12

Remember our Hashtag: #FNBRunYourCity

FNB Durban 10K CITYRUN participants share your experience to:

Facebook: Durban10k

Twitter: @Durban10k

Instagram: @Durban10k

Remember our Hashtag: #FNBRunYourCity

FNB Joburg 10K CITYRUN participants share your experience to:

Facebook: Joburg-10K

Twitter: @joburg10K

Instagram: @Joburg10K

Remember our Hashtag: #FNBRunYourCity

7. Can I raise money for charity?

Entrants can donate funds to one or more of the official FNB RYCS charities on entry, join a charity group, or initiate a charity drive of their own via the GivenGain platform.

FNB RYCS fundraising initiatives provide much needed support and funding for charities that match our social impact pillars:

- Education (ECD)
- Health & Wellness
- Environment
- Animal Rescue

Check out <https://runyourcityseries.com/> for more information on our official charities.

GivenGain fundraising platform: <https://www.givengain.com/e/fnb-run-your-city-series-heritage-day-virtual-run-2020/>

8. How much is the entry fee?

The entry fee is R195.

9. What is included in my entry?

Choose one of the three FNB Run Your City Series Heritage Day Virtual Routes which is linked to your profile on the Run Your City Series Tracking App:

- FNB Cape Town 12K CITYRUN
- FNB Durban 10K CITYRUN
- FNB Joburg 10K CITYRUN

Race Pack/Goody Bag to the value of R360.

Race Pack/Goody Bag contents will include:

- FNB RYCS Limited Edition Event Performance Tee
- FNB RYCS Race Number
- FNB Socks
- DHL Water Bottle
- POWERADE ZERO
- Access to the Run Your City Series Tracking App to use during the Heritage Day Virtual Run.

10. Where do I collect my Race Pack/Goody Bag?

All entrants residing in the Republic of South Africa will receive a Race Pack to be collected from the Pargo pickup location selected during the entry process. Race Packs need to be collected within 7 days from notification of arrival from Pargo. Entrants are to ensure that they have added their free technical event tee in the correct size, as no exchanges will be allowed.

Due to posting restrictions and courier costs, entrants residing outside the borders of South Africa will unfortunately not receive a Race Pack.

Only the first 15 000 entries received before 14 September shall be guaranteed to receive their Race Packs before the day of the Event. Entries received after 14 September, or after the 15 000 participants threshold, whichever occurs first, are not guaranteed to receive their Race Packs prior to the Event.

11. When will I receive my Race Pack/Goody Bag?

The FNB RYCS Team will start dispatching race packs by the end of August, so enter soon, to ensure you are one of the first 15 000 entries, or by the 14th of September, to guarantee you will have your pack in time for race day.

12. Do you allow Virtual Run entry refunds?

All entries are final, there will be no refunds, substitutions, or deferrals.

13. If I previously entered the Joburg or Durban event at the beginning of the year, what happens to my entry?

You have 3 options to choose from:

1. Transfer your entry to the Heritage Day Virtual Run
2. Donate your entry fee to the charity of your choice
3. Request a refund

You will have received an email from the FNB RYCS Team that requested you to choose 1 of the above 3 options.

14. Do I have to wear the FNB RYCS t-shirt when I run?

Participants are encouraged to run in their official FNB RYCS t-shirt.

15. Will I be able to run one of the actual FNB Run Your City Series race courses on 24 September?

Participants are advised that no physical route or course shall be demarcated or secured for the Event. In the circumstances, participants are encouraged to create their own route for their applicable distance, while strictly adhering to the traffic rules and regulations in their area, and not to seek to follow any "official" route or one which may have been used in which previous editions of the RYCS.

Participants will also be required to adhere to COVID-19 related hygiene, physical and social distancing regulations set out by their local authorities.

16. Can I run on a treadmill?

No, participants' GPS location will be tracked through their phone (via the Run Your City Series Tracking App), participants will be required to run on the road or any open spaces allowable within their local COVID-19 social distancing guidelines.

17. Will I be able to run the FNB RYCS Heritage Day Virtual Run with friends or family?

This will strictly depend on the COVID-19 related hygiene, physical and social distancing regulations, and lockdown levels set out by the participants' local authorities.

18. How will my race be timed?

Participants will be required to download and use the Run Your City Series Tracking App.

The App will use participant's cell phone GPS tracker to track their progress, which means participants must run with their phones and have their phone's location function switched on.

19. Do I have to run with my phone?

Should you wish to be included in the results, receive a digital finisher's certificate and digital medal, you will be required to download and use the Run Your City Series Tracking App. The RYCS App will use your cell phone GPS tracker to track your progress, which means you must run with your phone and have your phone's location function switched on.

20. How do I access the Run Your City Series Tracking App?

There are a few steps participants need to follow:

Step 1 - Download the Run Your City Series mobile app from your app store.

Step 2 - In the Run Your City Series mobile app, open search and open {RaceName}.

Step 3 - In the event, find yourself in the Tracker / Search Participant using your race number #{RaceNo} or Name.

Step 4 - Claim your profile. You will not have a START button to press, if you do not claim your profile in the app.

Step 5 - Click yes to app permission prompts.

The Run Your City Series Tracking App can only be used on Race Day.

21. Will I receive a medal?

All finishers will receive a digital Medal and Finishers Certificate.

22. Where will I see my results?

A live leaderboard will be available on the Run Your City Series Tracking App and the final results will be available post event on both the App and the FNB Run Your City Series website.

Friday 5K Solo Runs

Join us for the Friday 5K Solo Runs powered by PUMA (virtual runs) building up to the **FNB RYCS Heritage Day Virtual Run**.

Dates:

21 August: Friday 5K Solo Run #1

28 August: Friday 5K Solo Run #2

4 September: Friday 5K Solo Run #3

11 September: Friday 5K Solo Run #4

18 September: Friday 5K Solo Run #5

Be sure to monitor our social media platforms for additional information from the FNB Run Your City Series Team.