

TRAILME USER GUIDE





1. How to create a TRAILME account 2.How to register for OTW 2022- VIRTUALLY TOGETHER in TRAILME 3. How to start OTW 2022- VIRTUALLY TOGETHER (for participants who have registered) 4. How to follow participants 5.0 & A



If you have not created TRAILME account, you may receive emails informing you that you have registered.

Dear Racer,

Thanks for participating in Oxfam Trailwalker 樂施毅行者 2021 - VIRTUALLY TOGETHER (2a) 並肩行 Tenacious Trailwalkers - 60km).

Please download the TRAILME App and Sign Up for your account with TRAILME now. The TRAILME App is available for Android OS and APPLE iOS.

When you log in first time, please fill in your personal profile details in SETTINGS > USER SETTINGS. It is important you have the correct phone settings prepared for your particular mobile brand before start running. Please check out https://www.trailme.com.hk/resources

Enjoy running and stay safe!

The TRAILME Team wishes you all time safe and enjoy the great new outdoor experiences. If you have any questions or need any support please email <u>service@uhey.com.hk</u> Your TRAILME Service Team <u>service@uhey.com.hk</u> <u>www.trailme.com.hk</u>



Step 1 : Click 'SIGN UP' (circled in red) to create an account. Please note that your email address must be the same as the one you provided on the OTW 2022 – VIRTUALLY TOGETHER registration form and that you can only register once.



Velco Comp comm	me to TrailMel You are almost there! lete the form below and join the TrailMe sunity.
A	Nickname
8	First Name
8	Last Name
	Email Address
۵	Password
۵	Confirm Password
Pasi cont num	sword must be more than 8 characters. Iain at-least 1 uppercase, 1 lowercase, 1 veric.
Byc	licking sign up, you are agreeing to the TrailM ns of Service and Privacy Policy
	SIGN UP
	Already Have An Account LOGIN





Step 1 : Fill in personal data carefully, especially the following fields: nickname , password and email address. Please tap 'SIGN UP' when done.

Please note:

Nickname: This needs to be at least 5 characters (no spaces) and can only contain the letters A-Z (uppercase or lowercase)/0-9, must be unique Password: must be more than 8 characters long and should contain at least 1 uppercase letter, 1 lowercase letter and 1 number





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2

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Step 3 : A confirmation email will be sent to you from TRAILME (support@trailme.com.hk, please check your junk mail if you do not receive this). Please read the email carefully and tap 'ACTIVATE' (circled in red) to activate the account.

Your new TRAILME Account – Please Activate



support@trailme.com.hk 收件書

1 按一下這裡下載圖片,為了協助保護您的隱私,Outlook 不會自動下載影件中的某些圖片。

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Your TRAILME Account has been created!

Dear

Thank you for signing up and welcome to TRAILME the #1 app that provides real-time information during your race. TRAILME brings new experiences to the trail running community to help you to perform better and to share your live performance with friends and family during a race.

You are at the START and just one click away to join the TRAILME community.

Please click on the BUTTON below to activate your TRAILME account. The button is valid for the next 24 hours.

ACTIVATE

Please visit our website www.trailme.com.hk/resources to prepare your phone settings.

We look forward seeing you at our events. Please check out the events and register for your first race.

The TRAILME Team wishes you all time safe and successful participations and great new outdoor experiences. If you have any questions or need any support please email service@uhey.com.hk







Step 4 : Login to TRAILME, tap 'SETTINGS', then tap 'User Settings'. Please confirm your personal information and fill in the missing fields. Tap 'SAVE' once you have confirmed that all information is correct.

Remark: An SMS will be sent to you after you have completed the section









How to register for OTW 2022 - VIRTUALLY TOGETHER

Step 1: Tap Oxfam Trailwalker 2022 – VIRTUALLY TOGETHER Step 2: All team members should select the same event format / section(s) you would like to tackle. Please register separately ; a virtual number will be assigned for each section you select.





「並肩行」 Tenacious Walkers Stage 1 or Stage 2

「快活行」 Tenacious Walkers Stage 1, Stage 2 or Stage 3

「慢活行」Tenacious Walkers Stage 1, Stage 2, Stage 3, or Stage 4



How to register for OTW 2022- VIRTUALLY TOGETHER

Step 3: Read event details carefully, tap 'REGISTER'(circled in red) to register. Step 4: Tap 'CONFIRM'(circled in red) to confirm the event format / section you would like to tackle.

← 樂施毅行者 UXFAM TRAIL COURSE DETAILS	КА
REGISTRATION OPEN	
1a)「並肩行」Tenacious	
PXFAM	
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Pak Tam Chung Snack Stand (near bus	
MacLehose Trail Section 5 – must be completed within 31 hours	
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How to register for OTW 2022 - VIRTUALLY TOGETHER

Step 5: Fill in / confirm your personal information, then tap 'SAVE' (circled in red) once you are done.







How to register for OTW 2022 - VIRTUALLY TOGETHER

Step 6: A virtual no. will be assigned to you once you have successfully registered for the format / section you have chosen. You can invite your friends and family to 'follow' you along the trail using your OTW team number or virtual number or name. Remarks:

A new virtual number will be assigned for every section you choose to tackle.



How to register for OTW 2022- VIRTUALLY TOGETHER

If the registration is unsuccessful, you might see the pop up message below. This may be caused by using the incorrect email address







Phone Settings for Using TrailMe

Before opening 「TRAILME」, please make sure your phone settings are as below: Bluetooth Turned ON 1. 2. GPS or Location Service Turned ON Mobile data (3G/4G/5G) Turned ON 3. Battery saver DISABLED 4. DISABLED 'Do not disturb' mode 5.



How to start OTW 2022- VIRTUALLY TOGETHE

At Start Point, open the TRAILME App and Tap 'UPCOMING EVENTS' in 'EVENTS' Step 1: Tap Oxfam Trailwalker 2022 – VIRTUALLY TOGETHER Step 2: Tap the registered format / section you wish to start. Step 3: Tap 'ENTER THE RACE' (circled in red)





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How to start OTW 2022- VIRTUALLY TOGETHER

Step 4: Once you see your virtual number (Vxxxx), tap 'READY TO RACE' Step 5: All team members should arrive the Start Point and press 'GO' together and the event route map will be shown. Your status will change to 'RACING' (circled in red) when you reach the first virtual marker.









<u>Upon Finishing OTW 2022- VIRTUALLY TOGETHER</u>

FINISH

TRAILME will automatically record your arrival time once you reach the finish point (participants will not need to do anything else). An SMS will also be sent to you if you have provided a valid phone number.

GIVE UP

For safety reasons, if you would like to withdraw from the event after start, please tap 'GIVE UP'(circled in red) in the top right corner. Kindly note that the event will end on 12 December at 9 pm. Please schedule your time to ensure you can finish before then. The 'GIVE UP' record will not be counted







How to follow OTW 2022- VIRTUALLY TOGETHER participants

Step 1: Tap 'LIVE'(circled in red) and click the event you wish to follow:

1 Adventurous Trailwalkers - 100km2a Tenacious Trailwalkers - 60km2b Tenacious Trailwalkers - 40km

Step 2: Tap 'Ranking'(circled in red) in the top right corner







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How to follow OTW 2022- VIRTUALLY TOGETHER

participants

Step 3: Enter the participant's team number/virtual number / name in the Search & Filter section. Step 4: Turn on 'Livetracking' (circled in red) for participants you wish to follow. Tap the back for the team to the map. Repeat steps 3 and 4 if you wish to follow more participants.

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6.35 km		2021-11-17	/ 10:29:31	(00:29:30)
6.85 km		2021-11-17	/ 10:50:47	(00:50:45)
7.35 km		2021-11-17 /	/ 11:18:08	(01:18:06)
7.85 km		2021-11-17	/ 11:34:59	(01:34:57)
8.35 km		2021-11-17	/ 11:46:09	(01:46:07)
8.85 km		2021-11-17	/ 11:55:15	(01:55:14)
9.35 km		2021-11-17	/ 12:05:35	(02:05:34)
9.85 km		2021-11-17	/ 12:15:20	(02:15:19)
10.35 km		2021-11-17	/ 12:24:30	(02:24:29)
10.85 km		2021-11-17	/ 12:39:51	(02:39:49)
11.35 km		2021-11-17	/ 12:51:54	(02:51:52)
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TRAILME Q&A

Q1: What happens if there is no signal or my phone have bad reception? A1: Your 4G/3G reception will not affect the app from tracking your progress; it will only affect your data synchronisation.

Q2: What happens if my phone runs out of battery? Will I lose my record? A2: If your phone is off, you will not be tracked. Therefore, you need to ensure that your mobile phone and the app are on at all times. In case your phone does turn off, once you have turned it back on, open TRAILME and continue. Some of your records might be missing, but please try to send TRAILME supporting information about your time if possible.

Q3: Why do I need to turn on Bluetooth & Location at the same time? Is it necessary? A3: This is a high tech method that ensures better stability and reliability when tracking participants' progress. Please ensure both functions are on and working at all times while you are on the trail.





TRAILME Q&A

Q4: I am walking with my friend but it appears in the app that we are in different locations. Why is that?

A4: The reason might be that one of your data has not yet been fully synchronised.

Q5: The notification sound is quite annoying. Can I turn it off? A5: Yes. Go to Settings/App Settings/Performance Update Frequency, then change 'Maximum' to 'Moderate'. We recommend keeping your frequency settings on moderate instead of minimal.

Q6: I have finished one of the sections and did not receive an SMS, but my friends did. Why is that? A6: It could be because of one of three reasons: 1) you have not entered your mobile number under 'USER SETTINGS', 2) you have not started in the designated area of the Start Point or 3) you may have forgotten to press 'GO' and your walk was not recorded.

Q7: We are planning to join 'Adventurous Trailwalkers', but we may want to rest for a few hours in between. What should we do with TRAILME while we are resting? A7: You should ensure TRAILME is running and that your phone is powered while you are resting. Also be sure to finish before the cutoff time.





Situations you may encounter:

 1. Connection Timeout
 No need to worry. You are seeing this screen because you have poor signal. You will
 be able to see the status when you have better connectivity.



2. Session expired
Simply login again and reenter the 'race' to continue.
However, some records may be lost.



3. Exclamation mark
There is no need to worry if an exclamation mark
appears in the app (circled in red).
You will still be tracked.

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Ranking - overa	ıll 18
Ranking - gend	er 9
Ranking - gend	er age group 4
Time	05:30:42
Status	RACING
Livestream	12
Start	
Start time	2021-01-22/09:23:15
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0.30 km	2021-01-22 / 09:33:10 (00:09:55)
0.50 km	2021-01-22 / 09:34:19 (00:11:04)
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