TRAILME
USER GUIDE

BACK ON OUR FEET
Resilient in the face of change

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.Q & 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 service@uhey.com.hk
Your TRAILME Service Team
service@uhey.com.hk
www.trailme.com.hk

樂施會 無窮世界
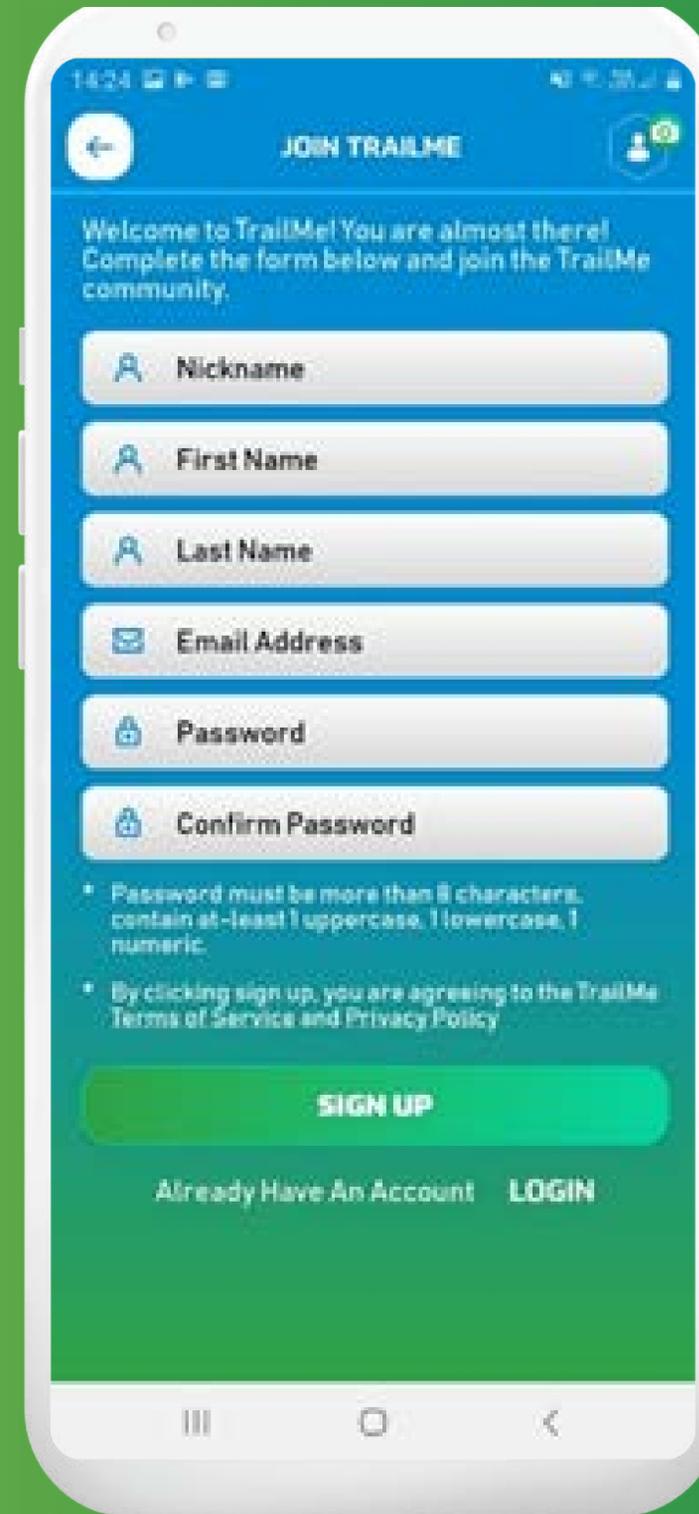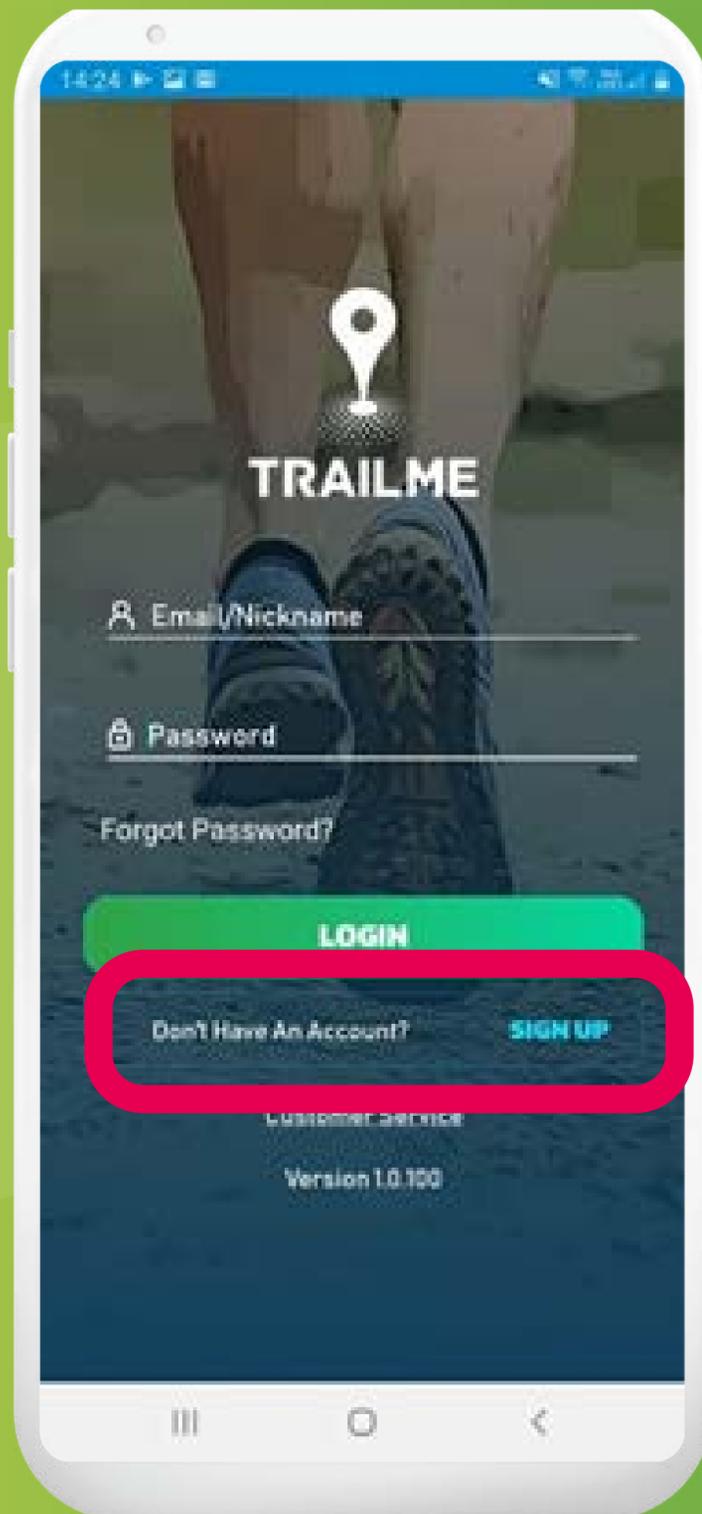OXFAM World
Hong Kong Without
Poverty

How to create a TRAILME account

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.
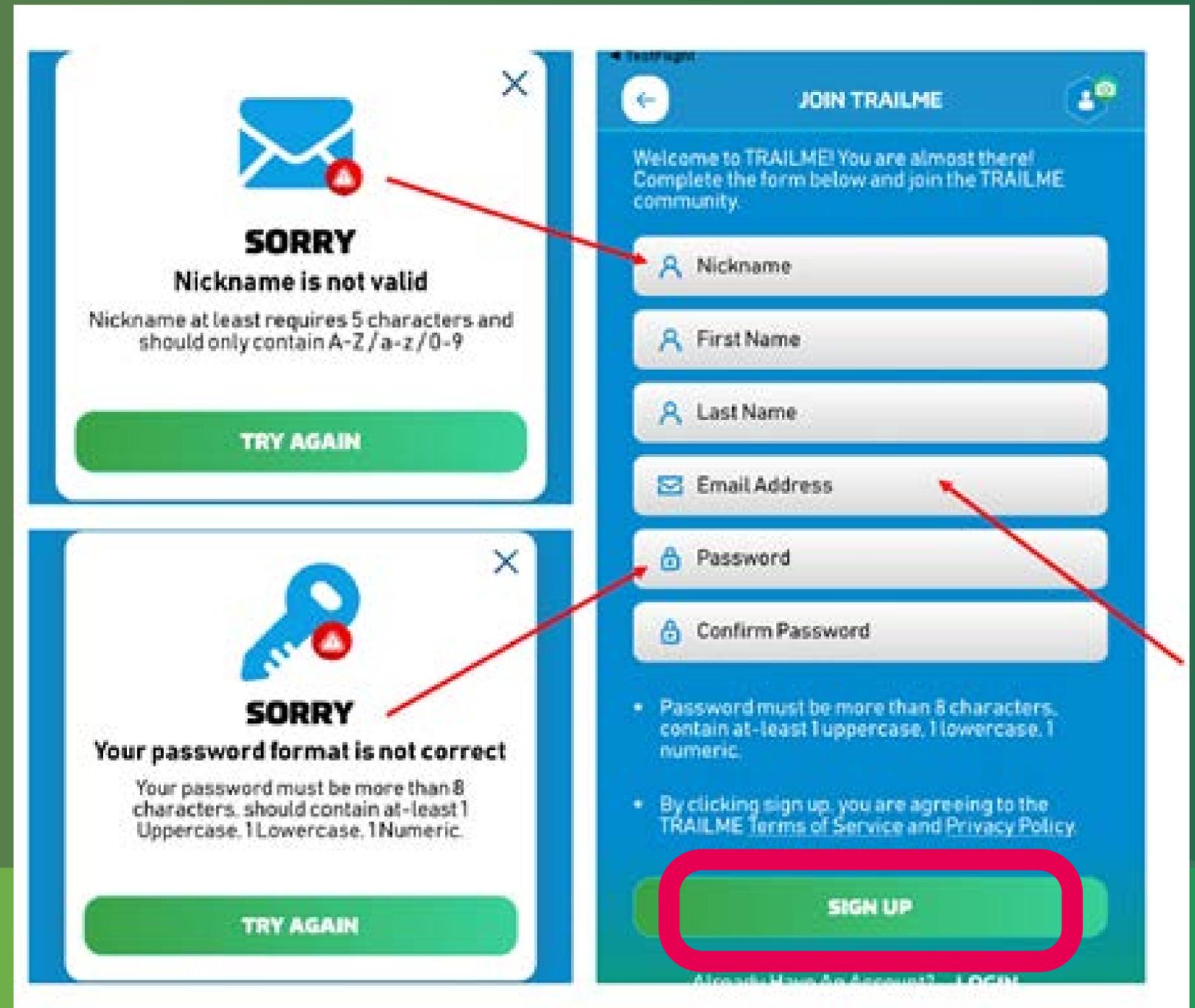
How to create a TRAILME account

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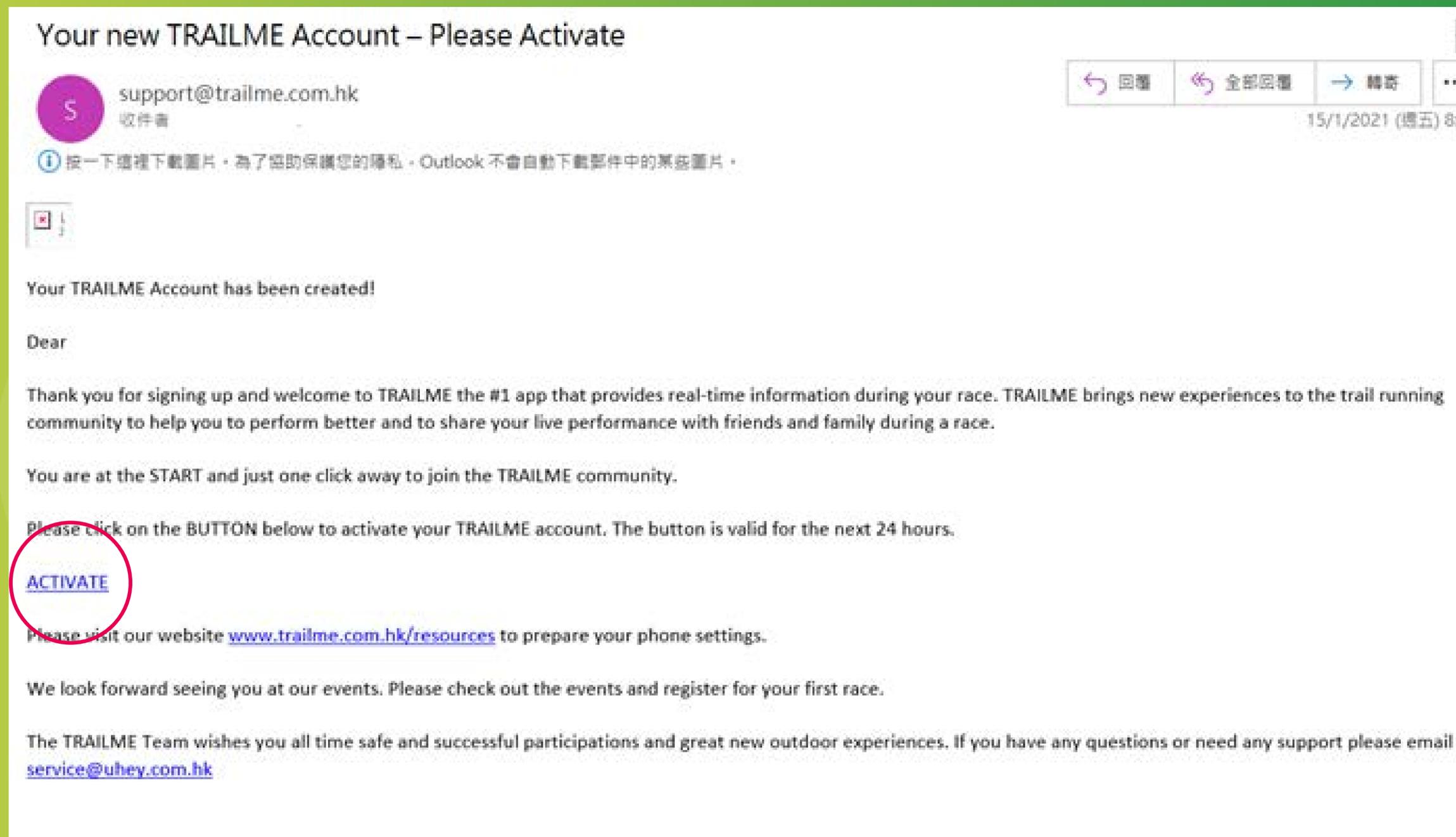
Please note:

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

SORRY
Nickname is not valid
Nickname at least requires 5 characters and should only contain A-Z / a-z / 0-9

TRY AGAIN

SORRY
Your password format is not correct
Your password must be more than 8 characters. should contain at-least 1 Uppercase. 1 Lowercase. 1 Numeric.

TRY AGAIN

JOIN TRAILME

Welcome to TRAILME! You are almost there! Complete the form below and join the TRAILME community.

Nickname

First Name

Last Name

Email Address

Password

Confirm Password

- Password must be more than 8 characters. contain at-least 1 uppercase. 1 lowercase. 1 numeric.
- By clicking sign up. you are agreeing to the TRAILME Terms of Service and Privacy Policy.

SIGN UP

How to create a TRAILME account

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.

How to create a TRAILME account

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.

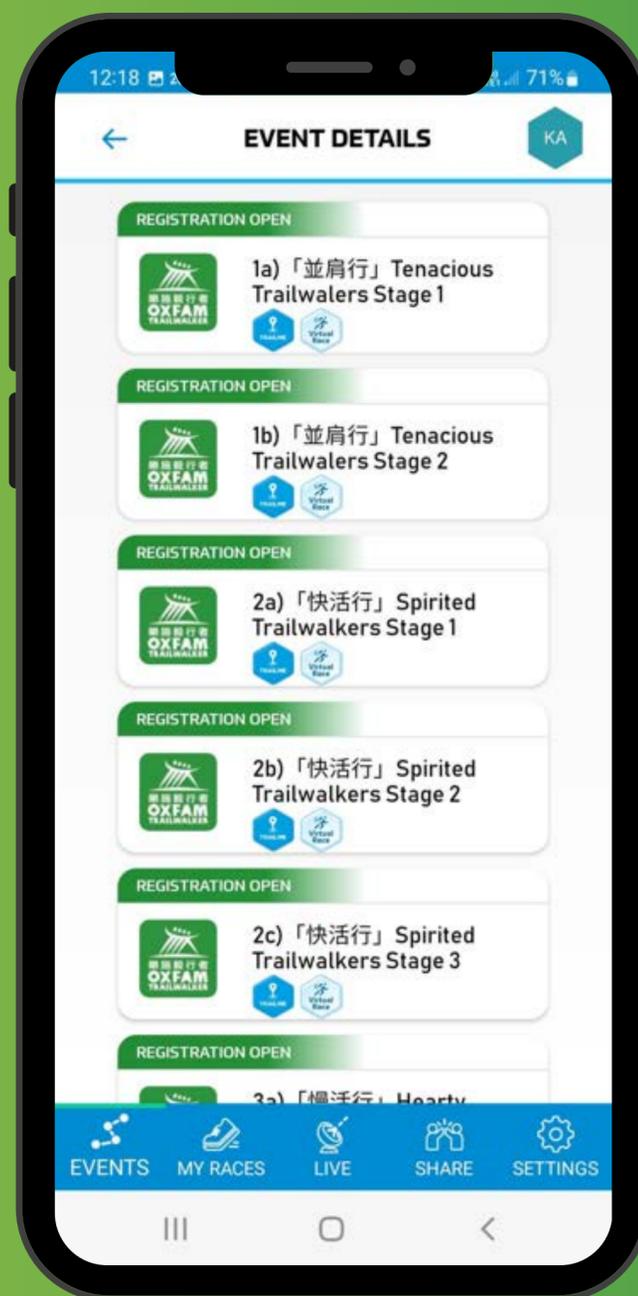Remark: An SMS will be sent to you after you have completed the section
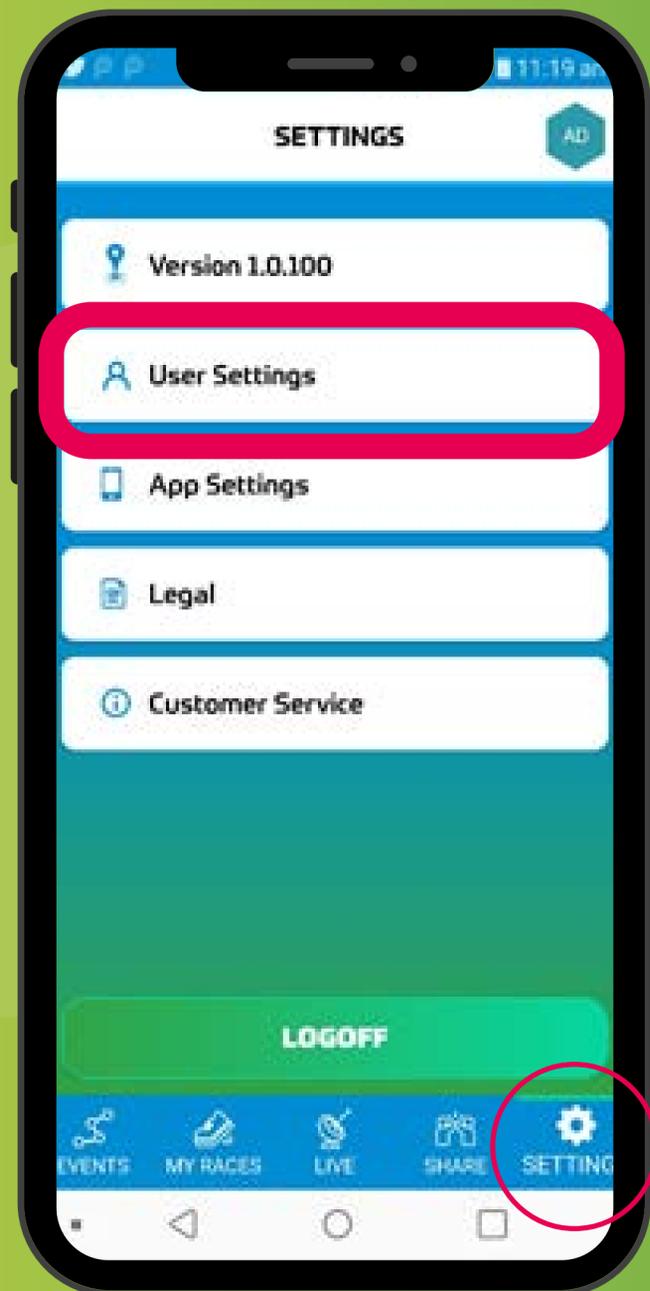
How to register for OTW 2022- VIRTUALLY TOGETHER

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
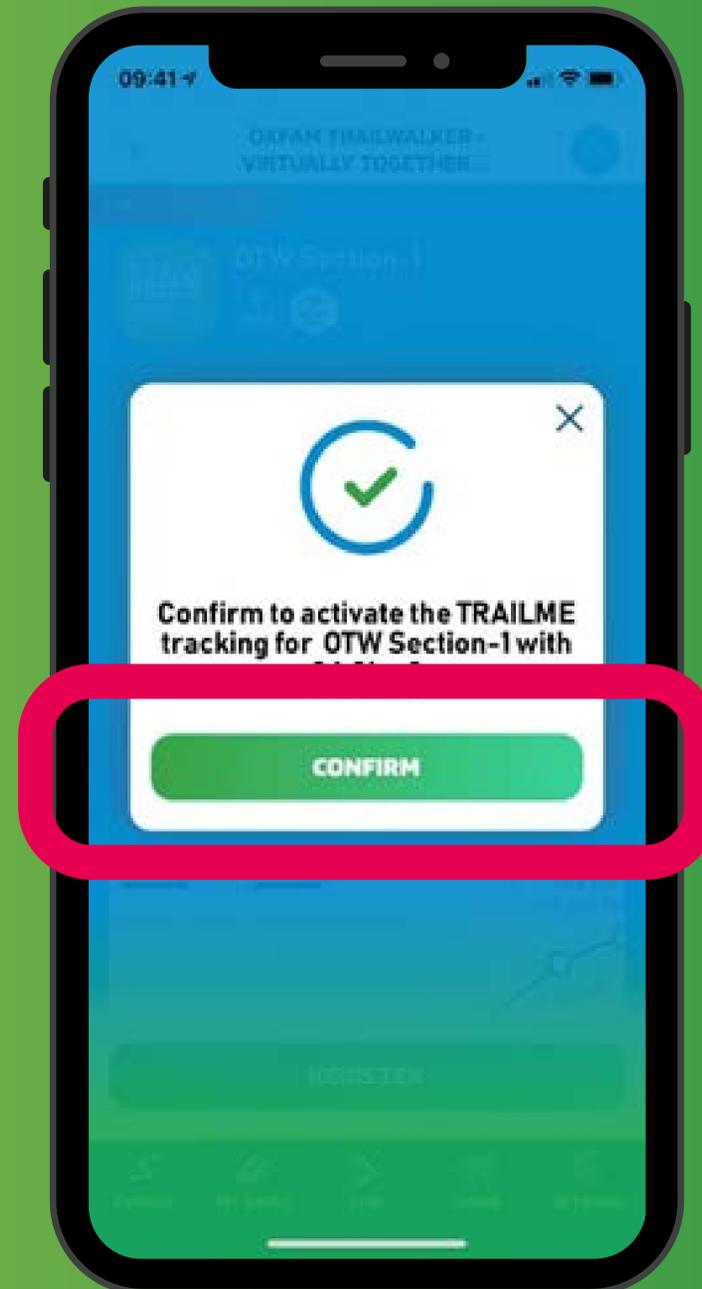 Stage 1 or Stage 2

「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.

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.
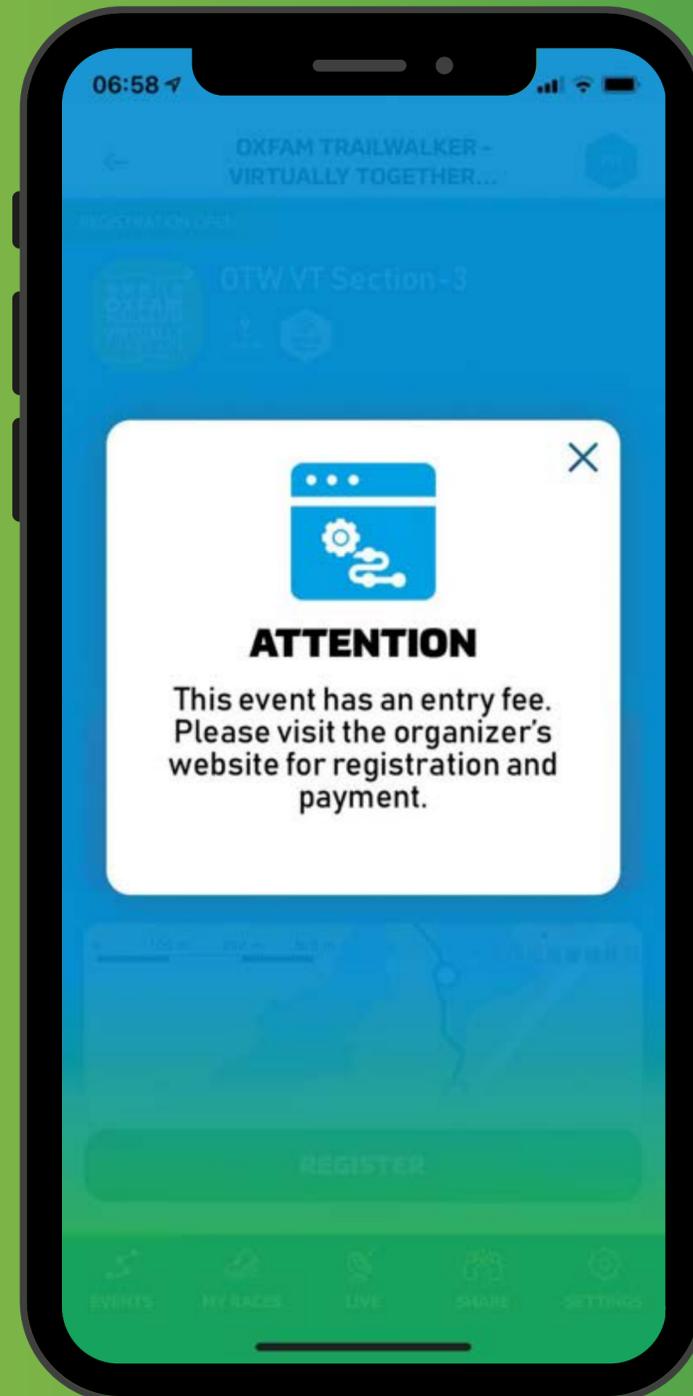
Remarks:

A new virtual number will be assigned for every section you choose to tackle.
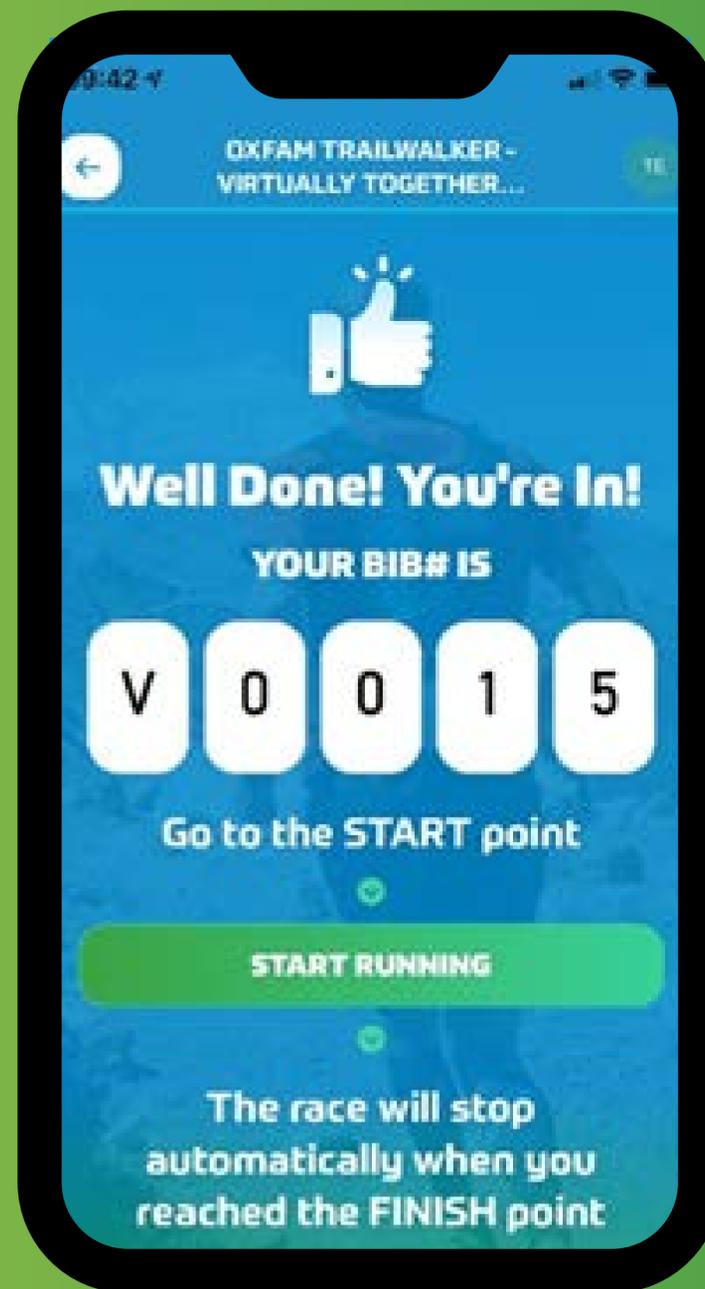
How to register for OTW 2022- VIRTUALLY TOGETHER

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:

1. Bluetooth Turned ON

2. GPS or Location Service Turned ON

3. Mobile data (3G/4G/5G) Turned ON

4. Battery saver DISABLED
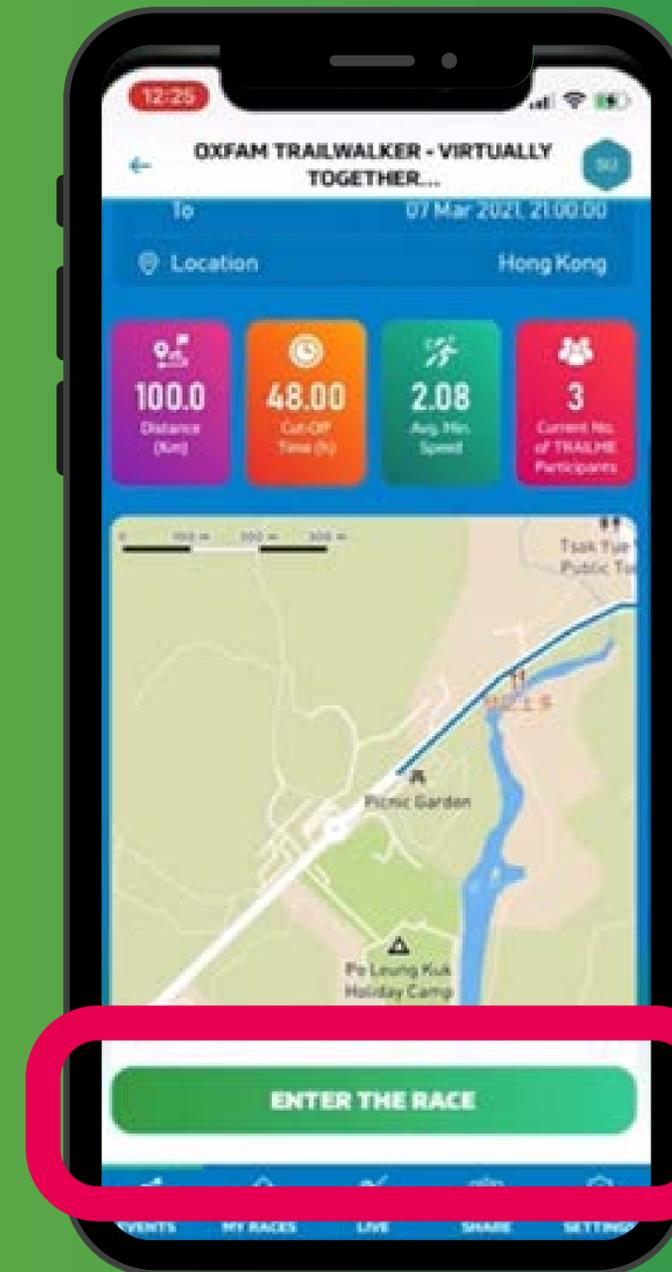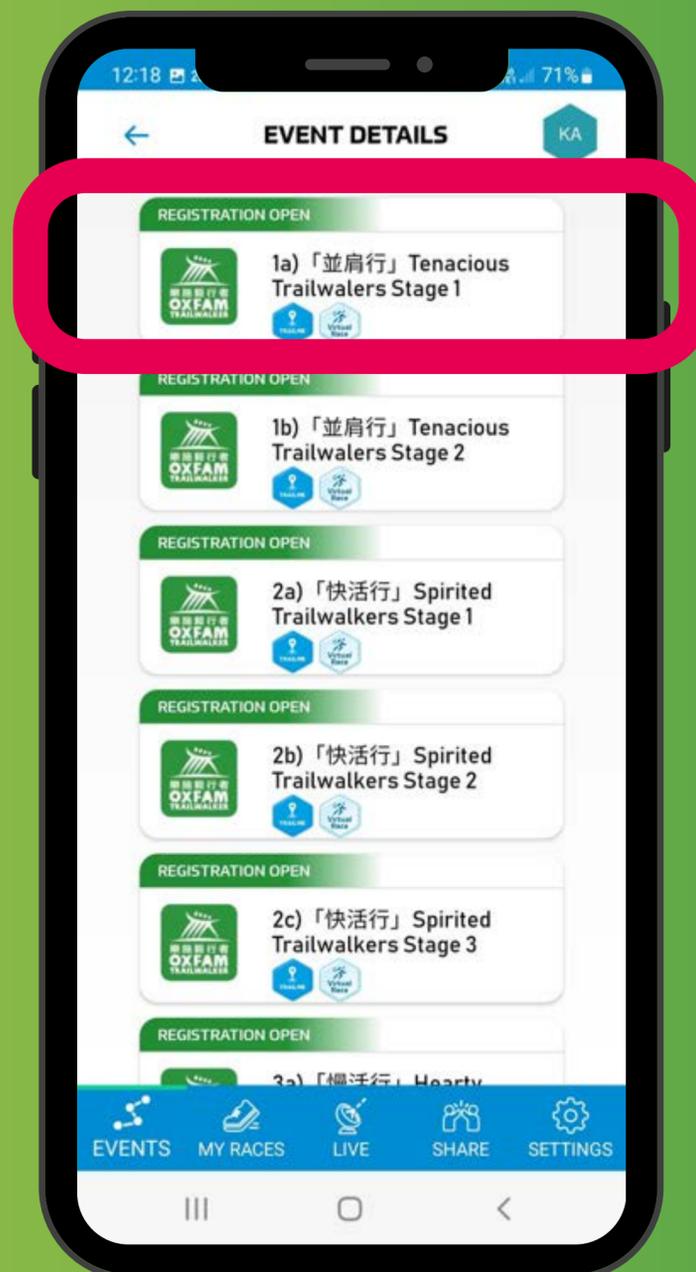
5. DISABLED 'Do not disturb' mode

How to start OTW 2022- VIRTUALLY TOGETHER

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.
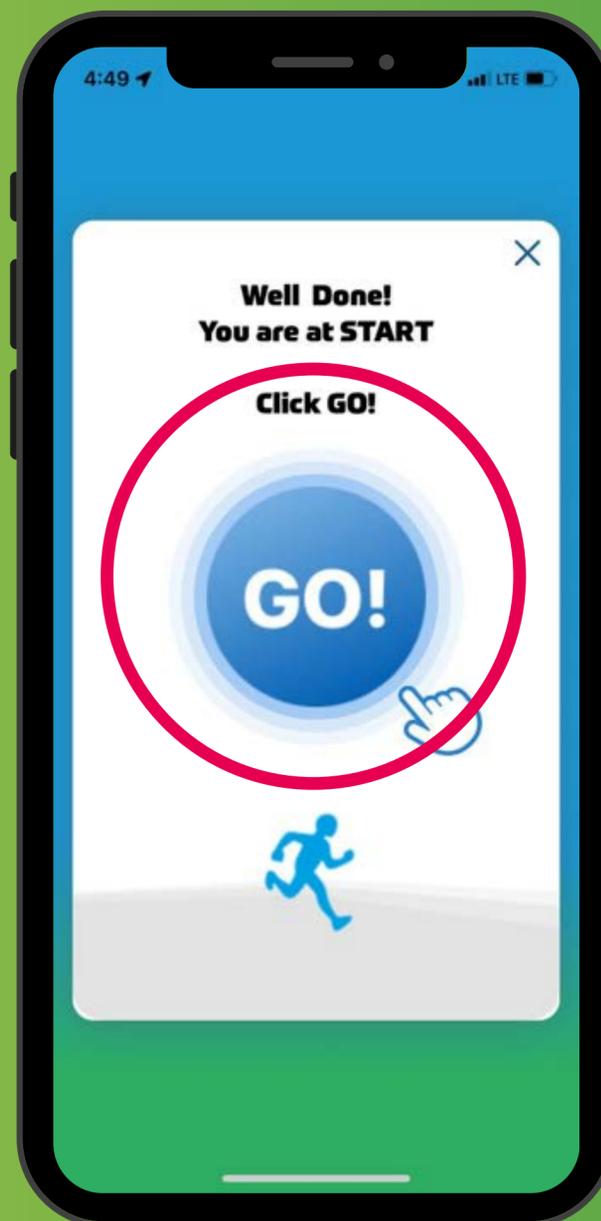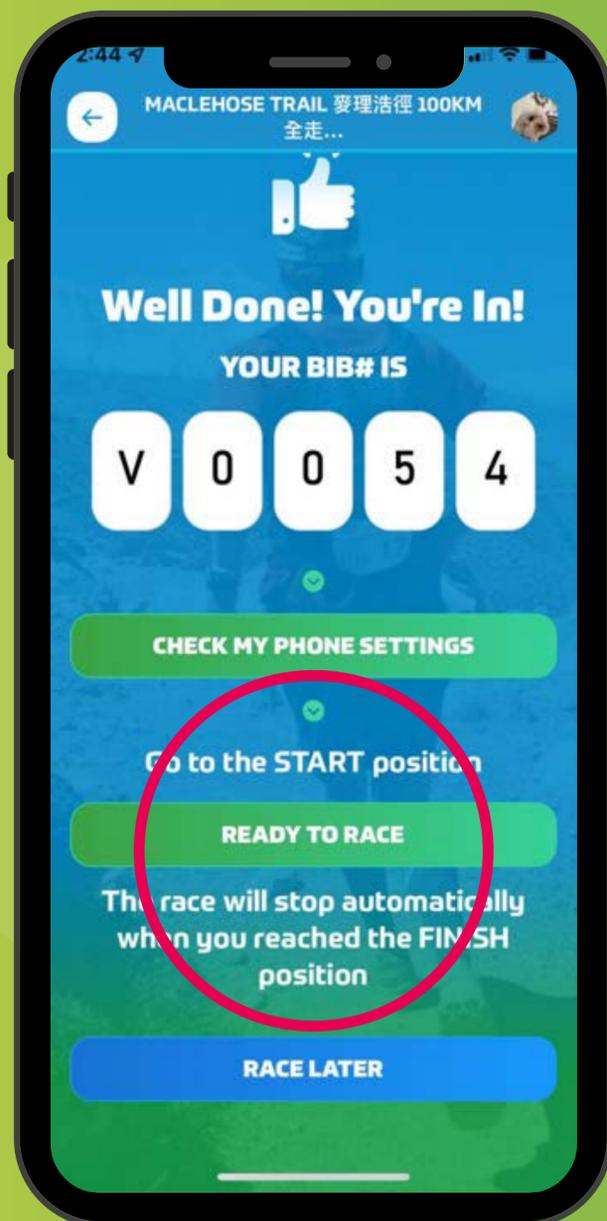
Step 3: Tap 'ENTER THE RACE'(circled in red)

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.
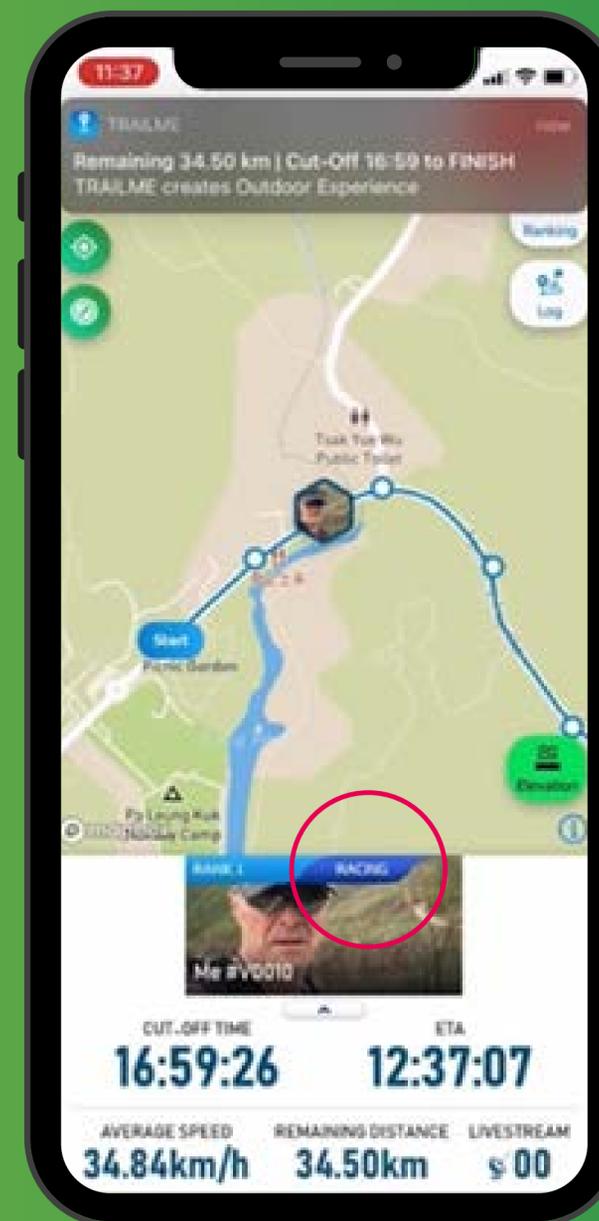
Upon Finishing OTW 2022 - VIRTUALLY TOGETHER

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

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VIRTUALLY
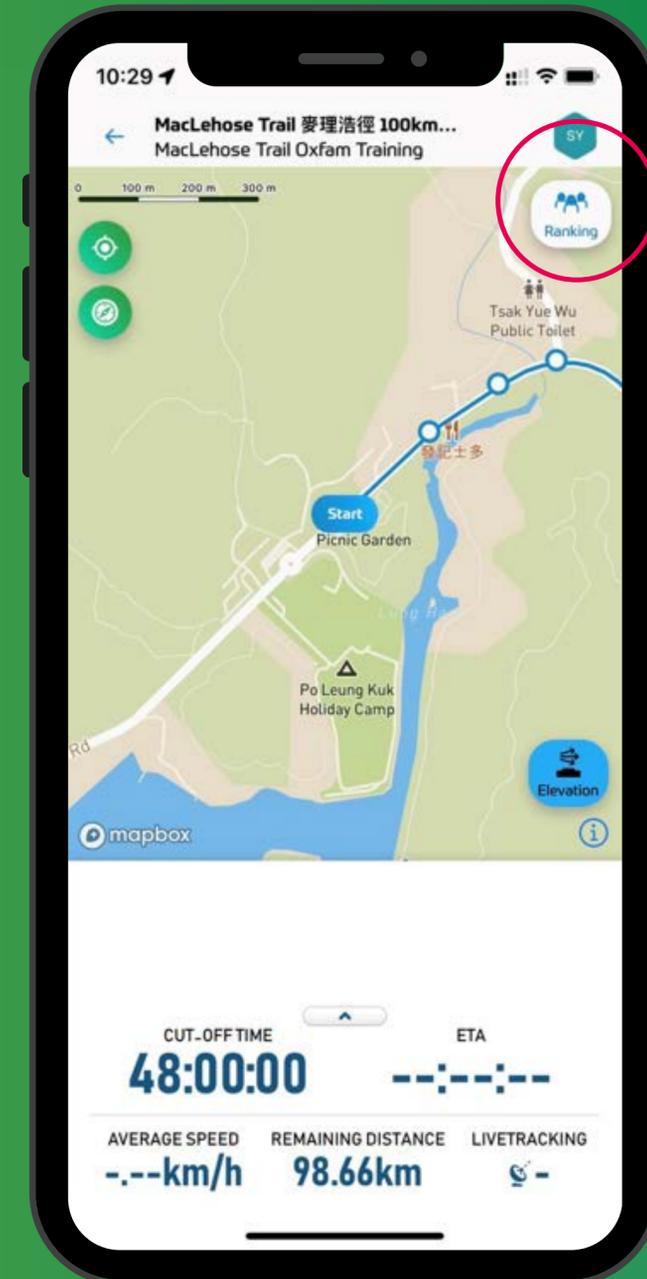TOGETHER

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OXFAM

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 - 100km
2a Tenacious Trailwalkers - 60km
2b Tenacious Trailwalkers - 40km

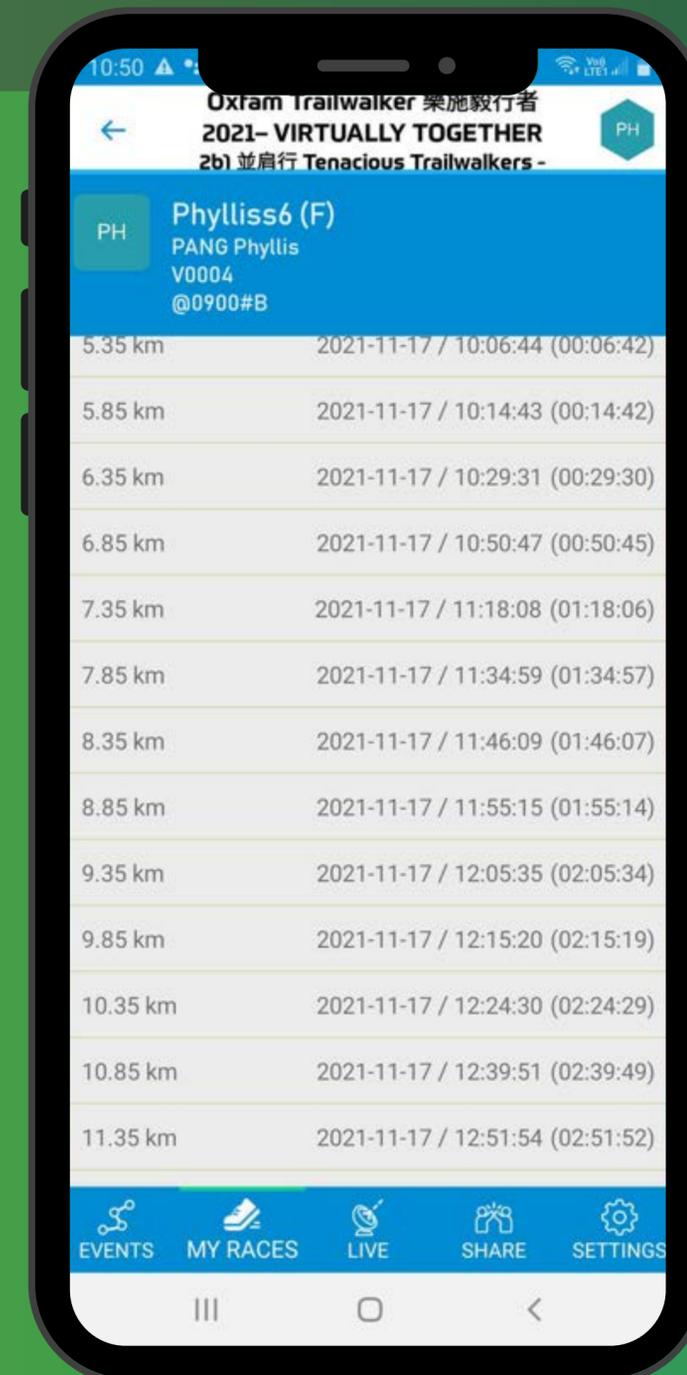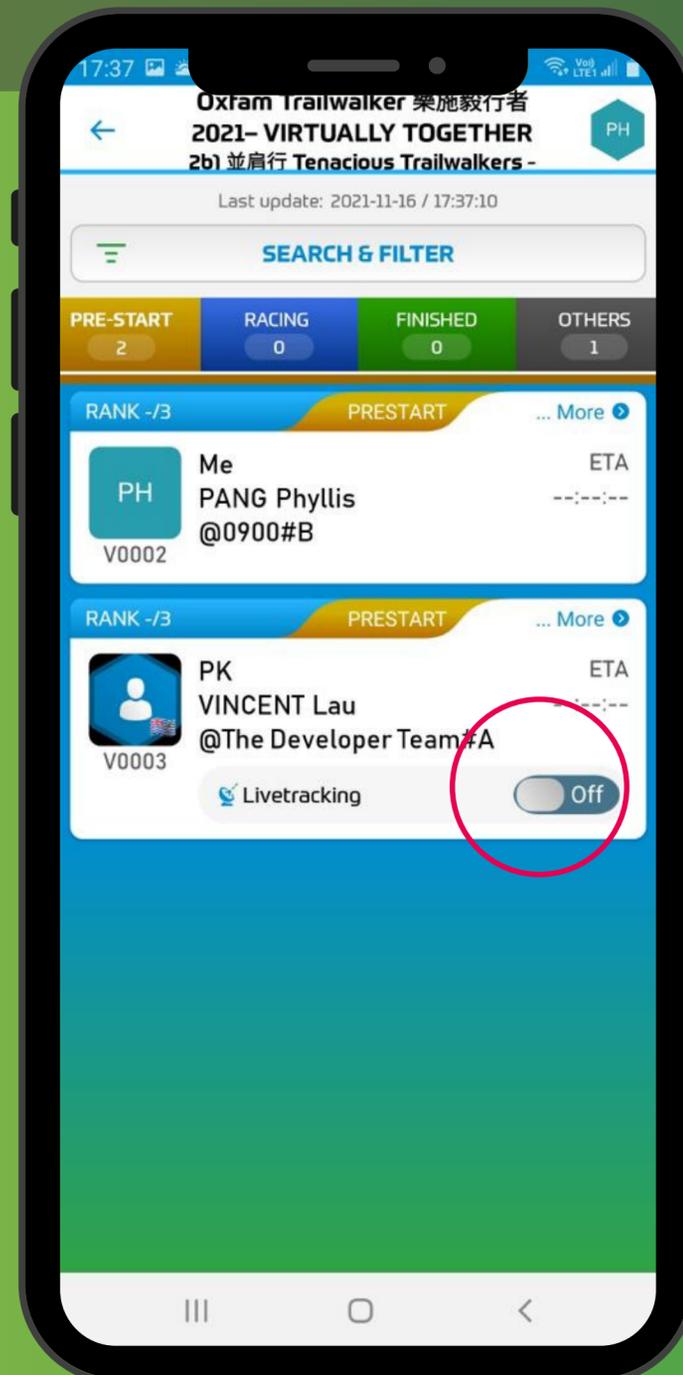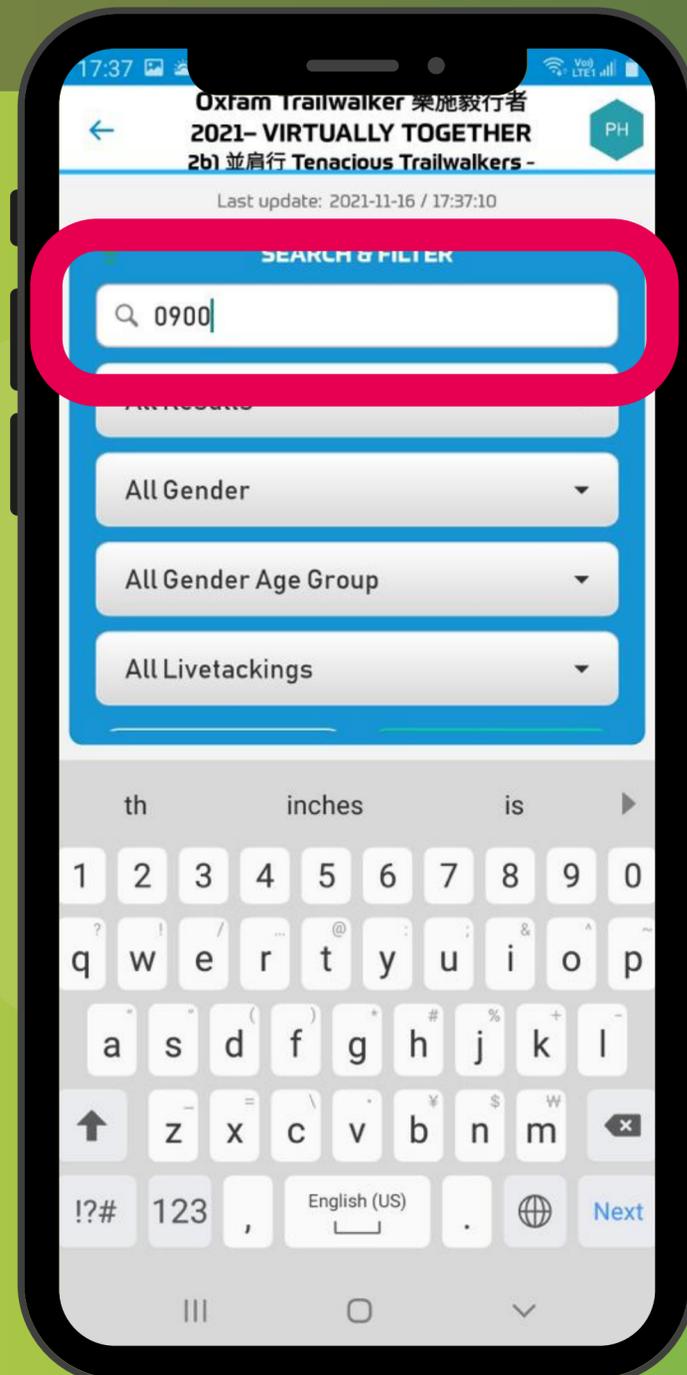Step 2: Tap 'Ranking'(circled in red) in the top right corner

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   t
return to the map. Repeat steps 3 and 4 if you wish to follow more participants.

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.

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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.

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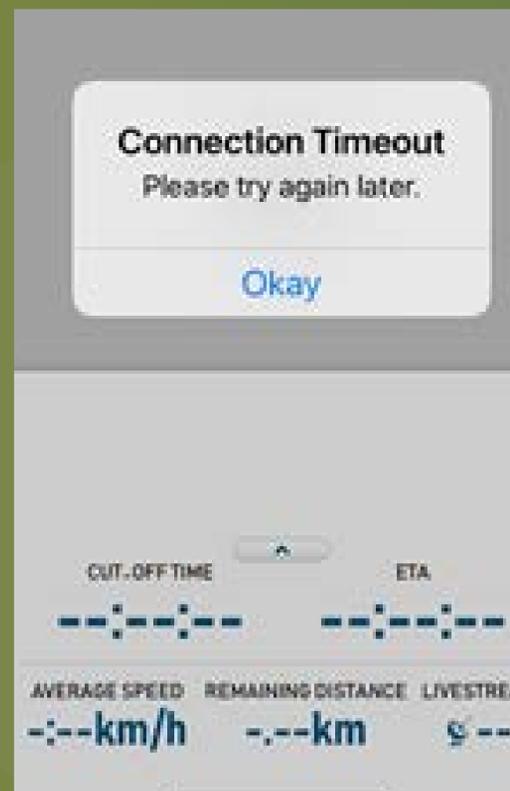TRAILWALKER
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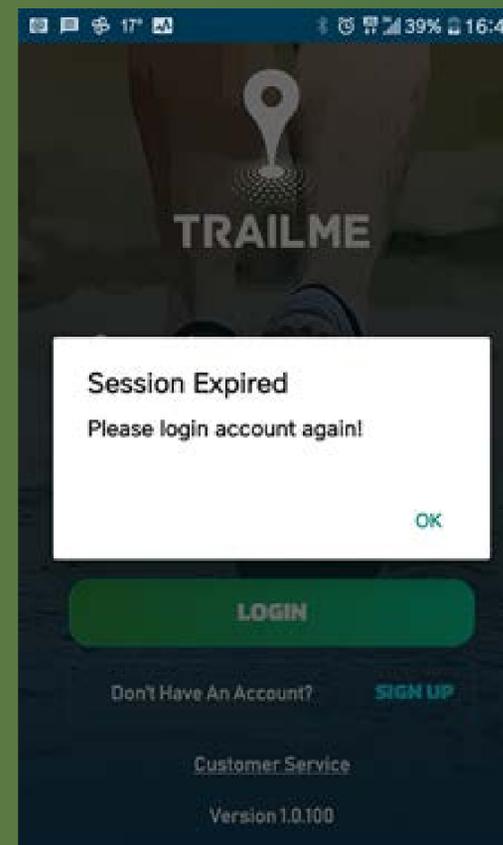Poverty

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 re-enter 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.