



WE RUN  
THE WORLD  
presented by **Academy**  
SPORTS+OUTDOORS

**25**  
YEARS RUNNING  
**MARATHON KIDS**

## FREQUENTLY ASKED QUESTIONS

### **I'm having trouble registering.**

FitRankings has created some tutorial videos to help with the various questions you may have. You can visit these here:

<https://fitrankings.zendesk.com/hc/en-us/articles/360041856352-FitRankings-Tutorial-Videos>

You also have the option to register directly within the challenge page [here](#).

### **I can't register since I get a popup blocker message.**

Depending on which browser you're using on your mobile device, you may have pop-ups blocked and need to enable them within your phone's general settings.

You can also try to use a different browser, Safari tends to be the one that's blocking pop-ups, so try Chrome instead.

You also have the option to register directly within the challenge page [here](#).

### **How do I log in to see my profile?**

Visit: <https://www.fitrankings.com/me> and sign in with the username and psw you created during registration.

You will be taken to your FitRankings profile where you'll be able to see your activity and sync your devices.

### **Once I'm registered, will my miles begin syncing?**

This depends on your connected device. Apple (iPhone Apple Health on Watch) needs to be synced manually from the FitRankings iOS app - which you downloaded upon registration. You'll have to sync periodically during the month of Sept. as Apple only allows you to go back and track 10 days of activity. If you haven't done so yet please visit here:

Runkeeper and Google Fit also need to be synced manually, from the iOS app or directly from your fitrankings.com profile.

The rest of the connections (Strava, MapMyFitness, Garmin, Fitbit, Suunto, Polar, Misfit) will sync automatically.

For more info on how to sync and upload activities visit:

<https://fitrankings.zendesk.com/hc/en-us/articles/206492247-Sync-and-Upload-of-Activities>

### **My miles aren't uploading, how do I fix it?**

Occasionally you may have to disconnect and re-connect your app or wearable to re-establish data flow. Follow steps found in this link:

<https://fitrankings.zendesk.com/hc/en-us/articles/206336947-Data-Stopped-Coming-in-Connect-Disconnect-App->

### **Can I register after Sep. 1?**

Yes, registration will be open throughout the month of September. When you register, FitRankings will be able to pull your activity back to Sep. 1 and will accumulate those miles to the overall total.

If you're having trouble syncing your past data visit:

<https://fitrankings.zendesk.com/hc/en-us/articles/360004824192-Past-Data-won-t-Sync->

### **Can I register as a team?**

You can register as an individual, if you would like to see additional members of your running club or team, you can simply add "- [Running Team Name]" after your name when you're registering. You'll be able to find additional members of your club or team on the leader board as long as they include the team name as part of their name when registering.

If you've already registered and didn't include your team name but want to make a revision, you can do so by logging into your FitRankings profile:

<https://www.fitrankings.com/me>

Then going to settings (top right drop-down menu) > and editing your profile settings.

## Can I register as a family?

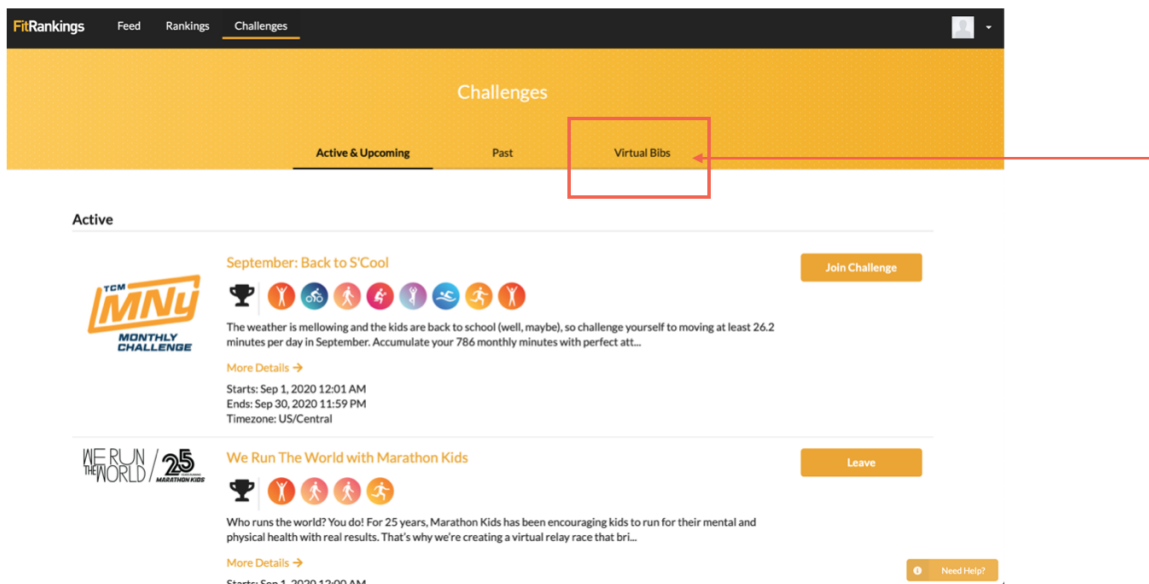
We Run the World was created to track individual efforts and combine them with the overall community miles. Families would be considered in the same situation as teams. Please follow the above instructions to recognize members of your family.

## Is there a prize for the person who runs the most miles?

There is not a prize for the person who runs the most miles, but we will have surprise challenges throughout September for a chance to enter drawings and win GiftCards to Academy as well as swag. So check back on social and email to get the latest info. Handle: @Marathonkids

## How do I create my virtual bib?

Visit the challenges section found [here](#)., and click on the tab at the top titled “Virtual Bib”.



The screenshot shows the FitRankings website interface. At the top, there is a navigation bar with 'FitRankings', 'Feed', 'Rankings', and 'Challenges'. Below this is a large orange banner with the word 'Challenges' in the center. Underneath the banner are three tabs: 'Active & Upcoming', 'Past', and 'Virtual Bibs'. The 'Virtual Bibs' tab is highlighted with a red box and a red arrow pointing to it from the right. Below the banner, the page is divided into two sections under the heading 'Active'. The first section is for the 'September: Back to S'Cool' challenge, featuring a trophy icon, a row of colorful activity icons, and a 'Join Challenge' button. The second section is for 'We Run The World with Marathon Kids', featuring a trophy icon, a row of colorful activity icons, a 'Leave' button, and a 'Need Help?' button.

### **I ordered a t-shirt, when will I receive it?**

Depending on when you placed your order. The initial batch of shirts will be shipped the second week of September. If you ordered your T-shirt after September 15, then you will receive your t-shirt towards the end of the month.

Haven't ordered yours yet? You can [here](#).

### **I ordered a shirt, but decided I want a different design, can I change my order?**

The shirt that's included with the registration is the navy blue shirt.



If you like the If you like the gray option, you can purchase it [here](#).

### **FitRankings has compiled a helpful FAQ's that may help you:**

<https://fitrankings.zendesk.com/hc/en-us>

### **If you're still having problems, we appreciate you hanging in there with us. Please submit a request for support here:**

<https://www.fitrankings.com/support>

As with any technology component, we may experience bugs, so we'll work hard on fixing these and appreciate your support to help us run the world!

- The Marathon Kids Team