

樂施會  
**OXFAM**  
Hong Kong

無窮世界  
World  
Without  
Poverty

# Oxfam Trailwalker – Virtually Together (OTW – VT) (8/2/2021 - 7/3/2021)

## TRAILME USER GUIDE



# TRAILME User Guide

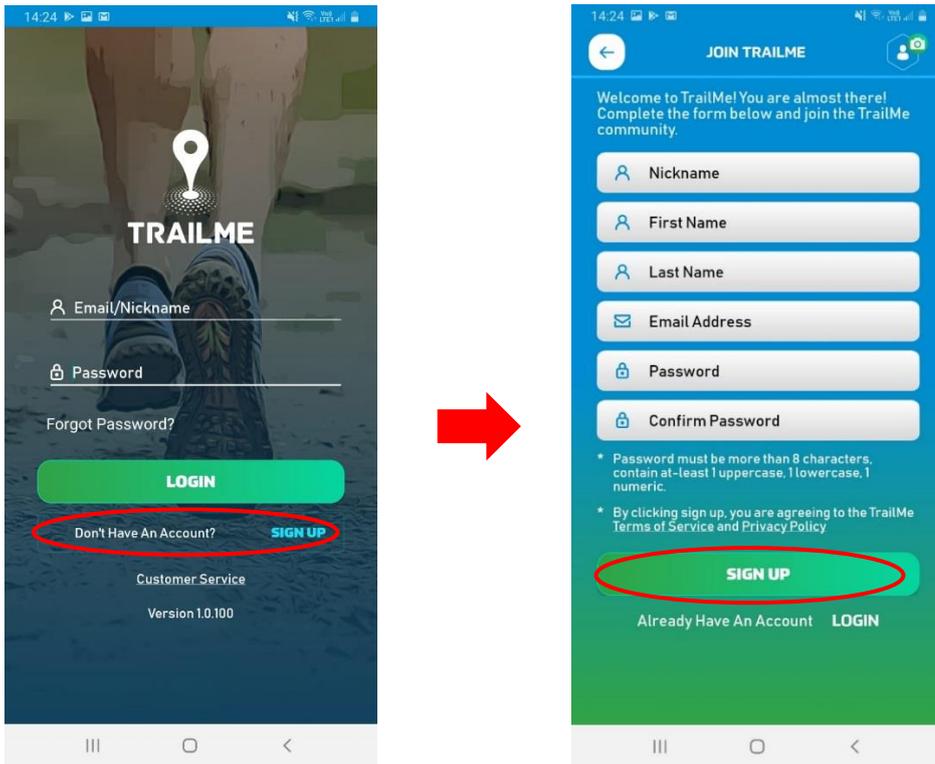
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TRAILME enquiries: [service@uhey.com.hk](mailto:service@uhey.com.hk)

## 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 – VT registration form and that you can only register once.

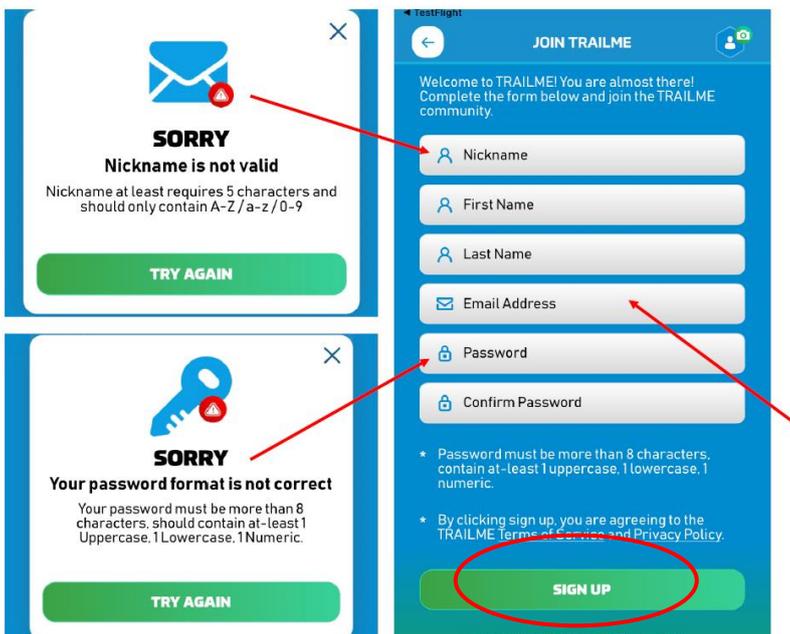


Step 2: Fill in personal data carefully, especially the following fields: nick name , password and email address. Please tap 'SIGN UP' (circled in red) when done.

*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*

*Password: must be more than 8 characters long and should contain at least 1 uppercase letter, 1 lowercase letter and 1 number*



Step 3: A confirmation email will be sent to you from TRAILME ( [support@trailme.com.hk](mailto: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  
收件者

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



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**

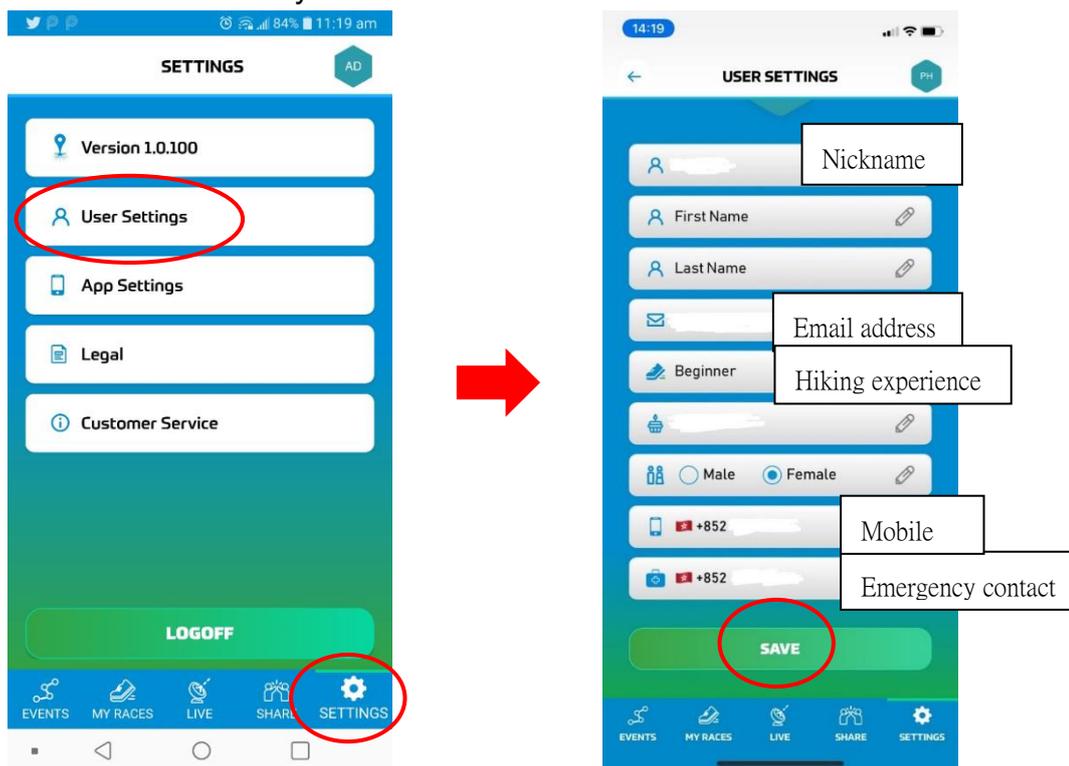
Please visit our website [www.trailme.com.hk/resources](http://www.trailme.com.hk/resources) to prepare your phone settings.

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](mailto: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 with finishing time will be sent to you after you have completed 'OTW – VT 100km One Go' / any section of 'OTW – VT Section 1-4'.



## How to register for OTW - VT in TRAILME

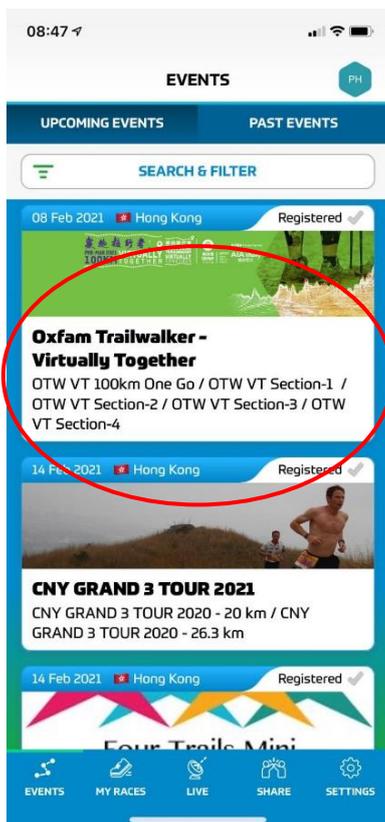
Before opening TRAILME, please make sure your phone settings are as below:

1. Turn ON Bluetooth
2. Turn ON GPS or Location Service
3. Turn ON mobile data (3G / 4G /5G)
4. DISABLE battery saver
5. DISABLE 'Do not disturb' mode

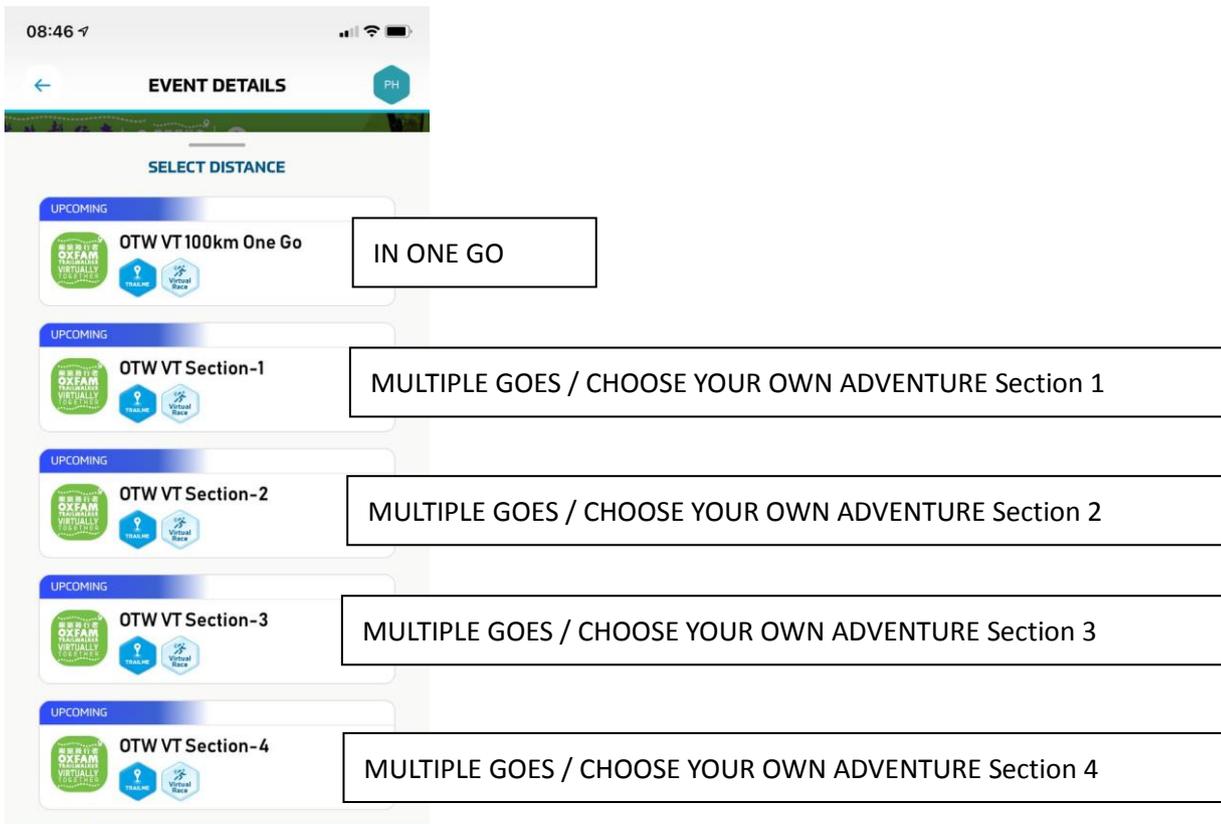
### TRAILME opening page



Step 1: Tap Oxfam Trailwalker – Virtually Together



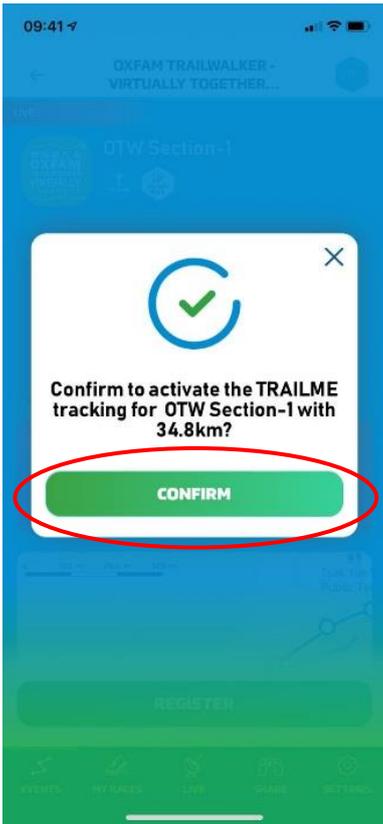
Step 2: Please select the event format / section(s) you would like to tackle. Please register separately for each section you would like to tackle; a new bib number will be assigned for each section you select.



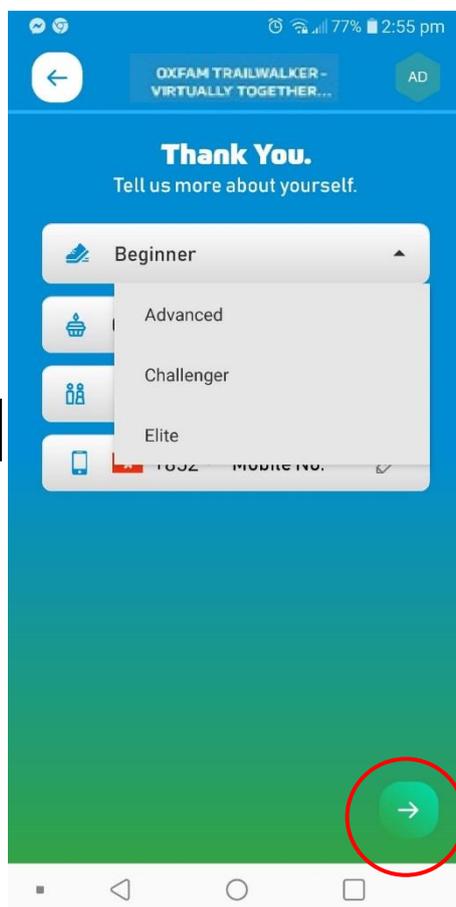
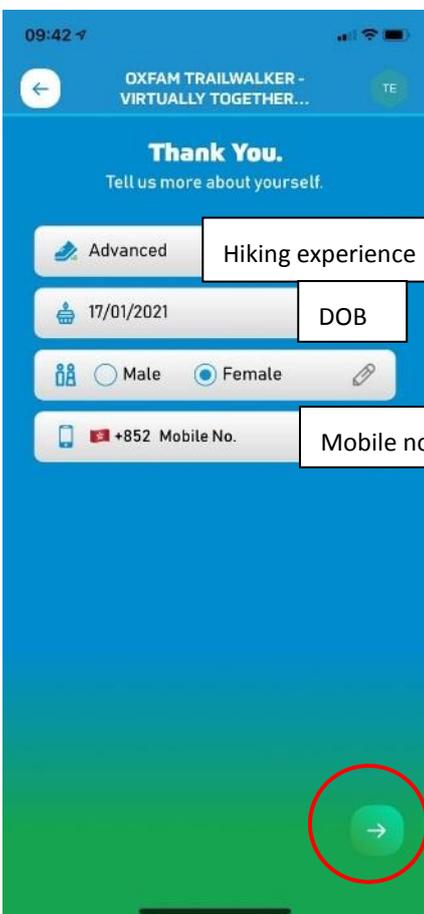
Step 3: Read event details carefully, tap 'REGISTER'(circled in red) to register.



Step 4: Tap 'CONFIRM'(circled in red) to confirm the event format / section(s) you would like to tackle.



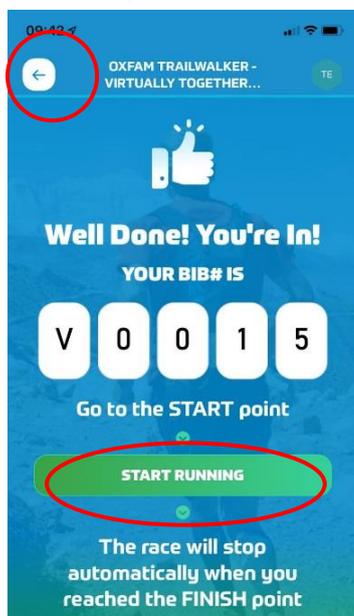
Step 5: Fill in / confirm your personal information, tap the arrow (→) at the bottom (circled in red) to move on to the next page, then tap 'SAVE' (circled in red) once you are done.



Step 6: A virtual bib no. will be assigned to you once you have successfully registered for the format / section(s) you have chosen. You can invite your friends and family to 'follow' you along the trail using your bib number.

Remarks: A new bib number will be assigned for every section you choose to tackle.

Step 7: Tap 'START RUNNING'(circled in red) to start the event or tap the back arrow (←), circled in red, to return to the homepage and repeat the steps above for other sections you would like to tackle if you chose the 'MULTIPLE GOES' or 'CHOOSE YOUR OWN ADVENTURE' format.



## FINISH

TRAILME will automatically record your arrival time when you reach the finish point (participants will not need to do anything) and an SMS with finishing time will be sent to you

## GIVE UP

If participants would like to withdraw during the event, please tap 'GIVE UP'(circled in red) in the top right corner. However, participants can register again between 8 February and 7 March 2021. Kindly note that the event will end on 7 March at 9 pm. Please schedule your walk to ensure you can finish before then.



Participants must decide clearly which format/section they would like to choose when registering for the event. If you change your mind after start, tap 'GIVE UP' in the app and register again, selecting the new format/section you would like to choose. Please note that if you tap 'GIVE UP', unfinished distances from previously chosen format/section will not be recorded. To ensure the app runs smoothly, participants are advised to complete registration three days before tackling the trail and obtained the OTW – VT Bib number (Vxxxx) for your followers in advance.

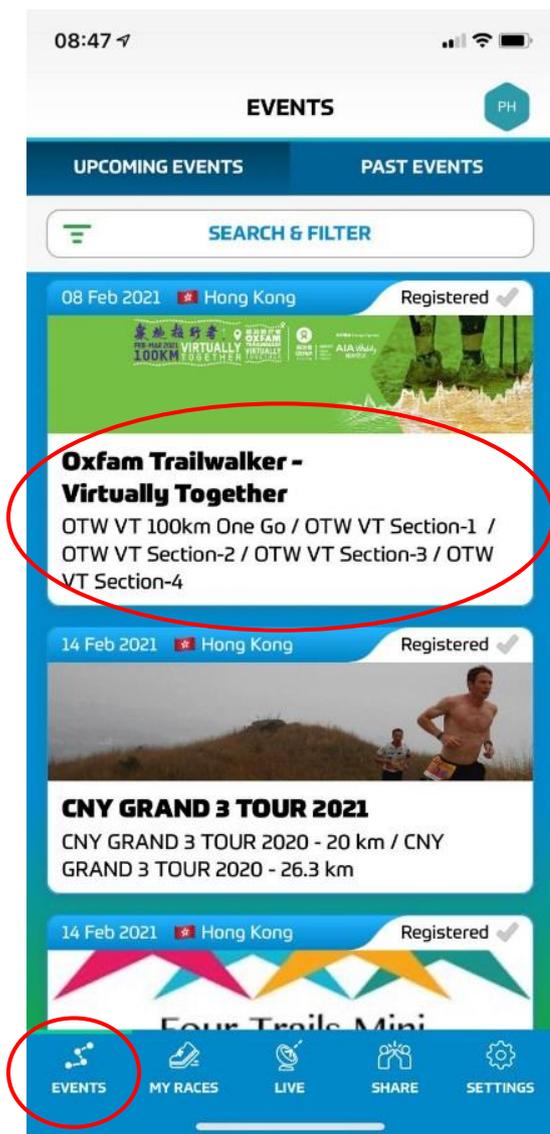
## How to start OTW -VT (for participants who have registered)

Before opening TRAILME, please make sure your phone settings are as below:

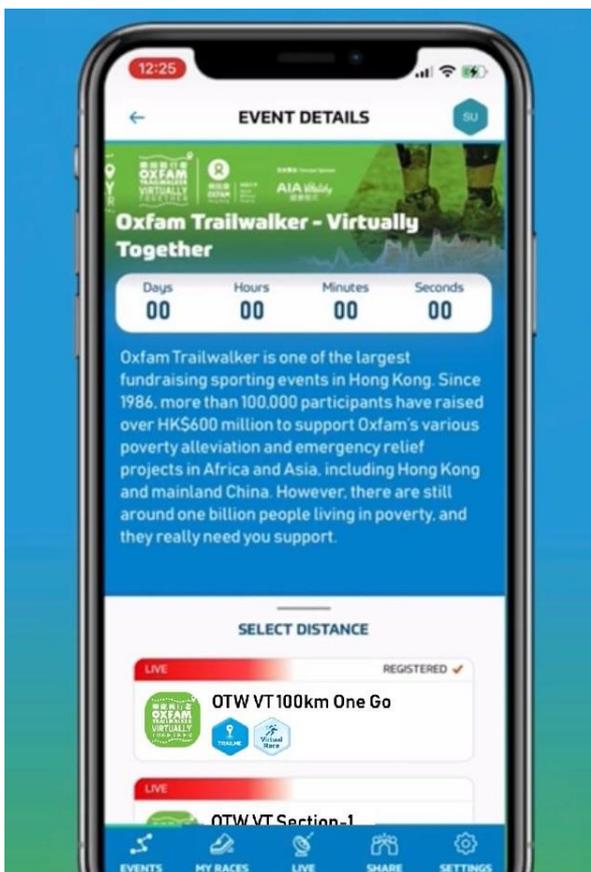
1. Turn ON Bluetooth
2. Turn ON GPS or Location Service
3. Turn ON mobile data (3G / 4G /5G)
4. DISABLE battery saver
5. DISABLE 'Do not disturb' mode

Tap 'UPCOMING EVENTS' in 'EVENTS'

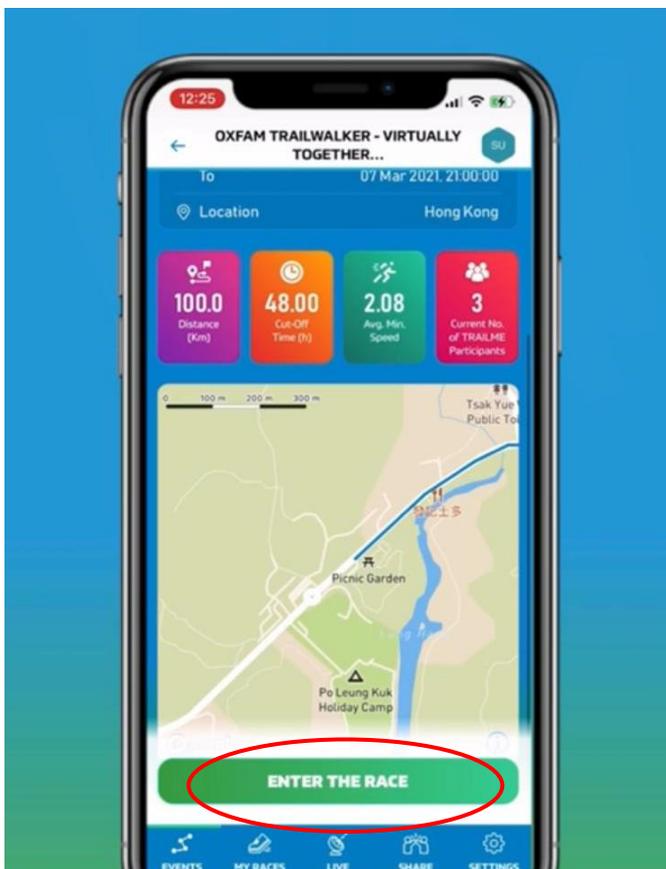
Step 1: Tap Oxfam Trailwalker – Virtually Together



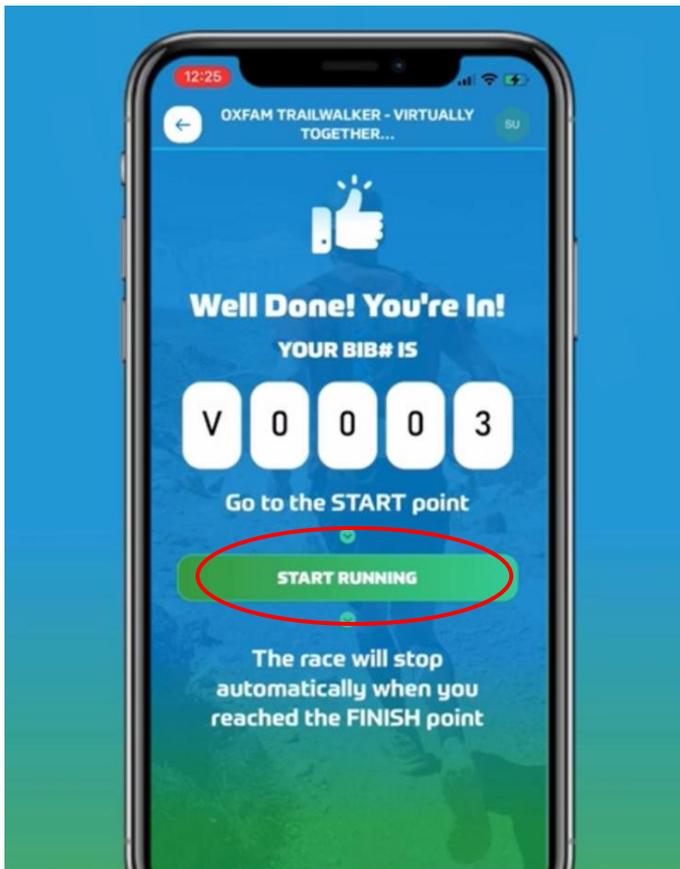
Step 2: Tap the registered format / section you wish to start now.



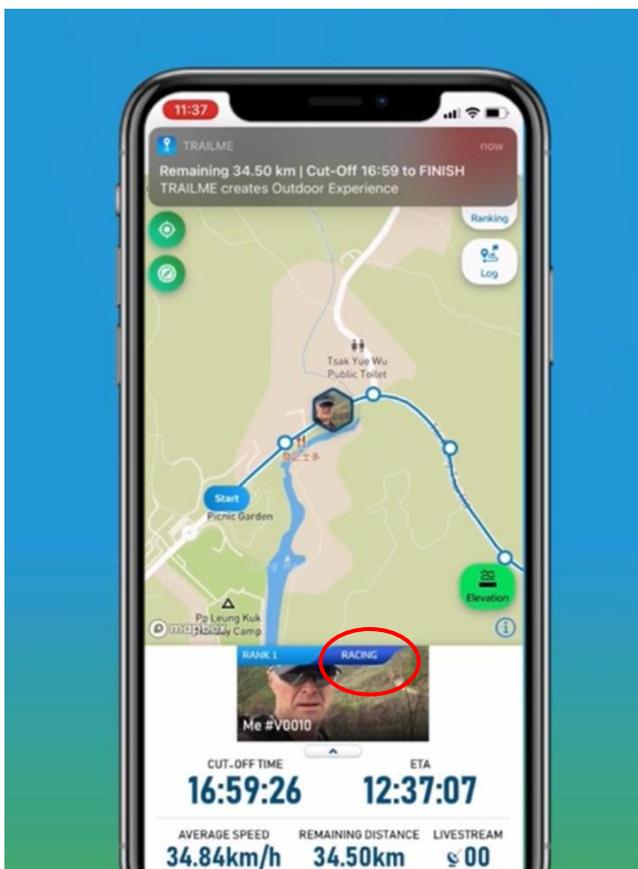
Step 3: Tap 'ENTER THE RACE'(circled in red)



Step 4: Once you see your virtual bib number (Vxxxx), tap 'START RUNNING'



Step 5: An event route map will be shown after you tap 'START RUNNING'. Your status will change to 'RACING'(circled in red) when you reach the first virtual marker.



## 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.

## GIVE UP

For safety reasons, if you would like to withdraw from the event during the event, please tap 'GIVE UP'(circled in red) in the top right corner. However, participants can register again between 8 February to 7 March 2021. Kindly note that the event will end on 7 March at 9 pm. Please schedule your time to ensure you can finish before then.



Participants must decide clearly which format/section they would like to choose when registering for the event. If you change your mind after start, tap 'GIVE UP' in the app and register again, selecting the new format/section you would like to choose. Please note that if you tap 'GIVE UP', unfinished distances from previously chosen format/section will not be recorded. To ensure the app runs smoothly, participants are advised to complete registration three days before tackling the trail and obtained the OTW – VT Bib number (Vxxxx) for your followers in advance.

## How to follow participants

Anyone who wishes to follow a participant must download TRAILME and create an account (please refer to pages 2-3 to learn how to create a TRAILME account)

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

OTW – VT 100km ONE GO

OTW – VT Section 1: MULTIPLE GOES / CHOOSE YOUR OWN ADVENTURE Section 1  
(*Pak Tam Chung P.H.A.B. Site in Sai Kung to Kei Ling Ha*)

OTW – VT Section 2: MULTIPLE GOES / CHOOSE YOUR OWN ADVENTURE Section 2  
(*Kei Ling Ha, Sai Kung to Tai Po Road, end of MacLehose Trail Section 5*)

OTW – VT Section 3: MULTIPLE GOES / CHOOSE YOUR OWN ADVENTURE Section 3  
(*Tai Po Road Public Toilet to the entrance of the public car park at Rotary Park, Route Twisk*)

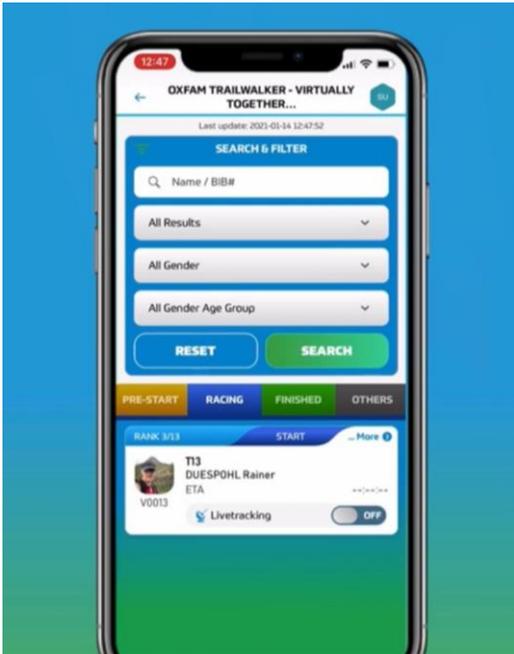
OTW – VT Section 4: MULTIPLE GOES / CHOOSE YOUR OWN ADVENTURE Section 3  
(*Route Twisk [starts at MacLehose Trail Section 9] to Tai Tong Barbecue Area*)



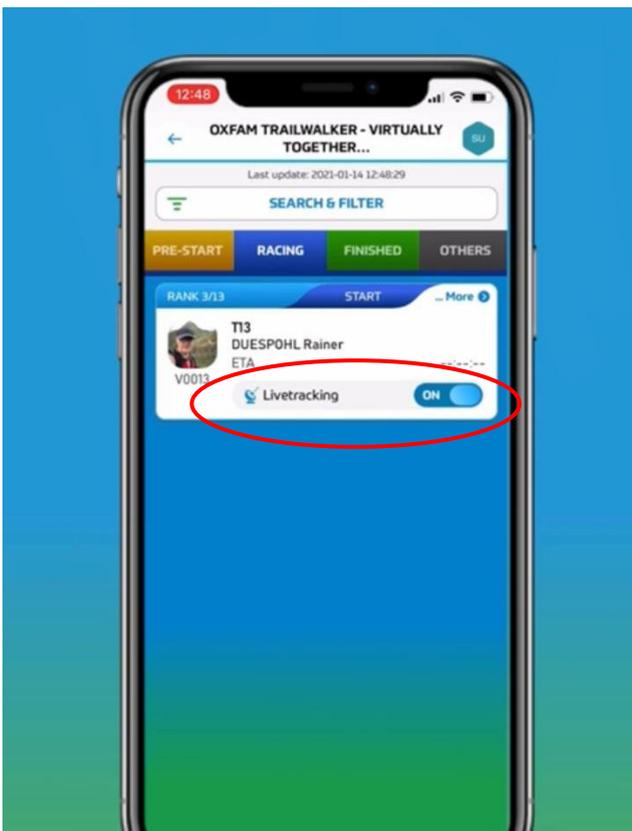
Step 2: Tap 'Ranking'(circled in red) in the top right corner



Step 3: Enter the participant's virtual bib number / gender / name in the Search & Filter section.



Step 4: Turn on 'Livetracking' (circled in red) for participants you wish to follow. Tap the back arrow (←) to 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 I 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 data?

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.

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 your friend's data has not yet been fully synchronised yet.

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 'START RUNNING'

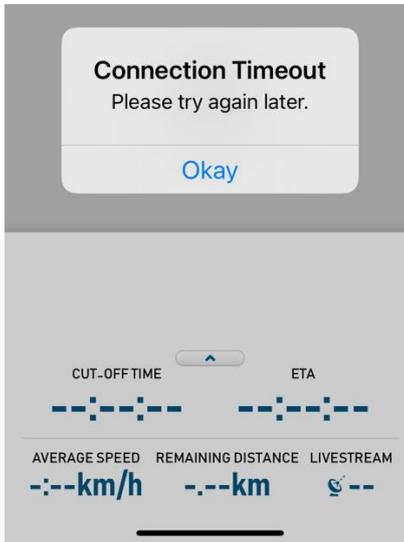
Q7: I am planning to join 'OTW – VT 100km One Go', but I may want to rest for a few hours in between. What should I do with TRAILME while I rest?

A7: You should ensure TRAILME is running and that your phone is powered while you are resting. Also be sure to finish before the cut off time.

Situations you may encounter:

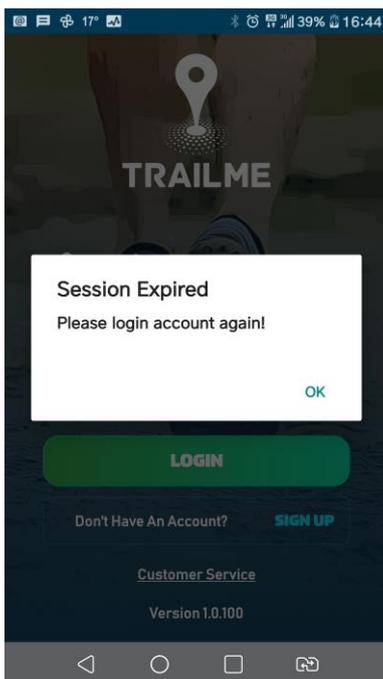
### 1. Connection Timeout

- 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 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.



For further technical enquiries, please email [service@uhey.com.hk](mailto:service@uhey.com.hk)