

樂施毅行者 華文書   
 22 NOV-12 DEC 2021 **VIRTUALLY**  
**100KM** TOGETHER

樂施毅行者  
**OXFAM**  
 TRAILWALKER  
**VIRTUALLY**  
 TOGETHER



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 Oxfam Trailwalker: With You Through the Ups and Downs

華文書



# TRAILME USER GUIDE

樂施毅行者  
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 TRAILWALKER  
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1. How to create a TRAILME account
2. How to register for OTW 2021- VIRTUALLY TOGETHER in TRAILME
3. How to start OTW 2021- 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 3 different emails informing you that you have registered for 1) Adventurous Trailwalkers 100KM ,2a) Tenacious Trailwalkers 60KM & 2b) Tenacious Trailwalkers 40KM.

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](mailto:service@uhey.com.hk)

Your TRAILME Service Team

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

[www.trailme.com.hk](http://www.trailme.com.hk)

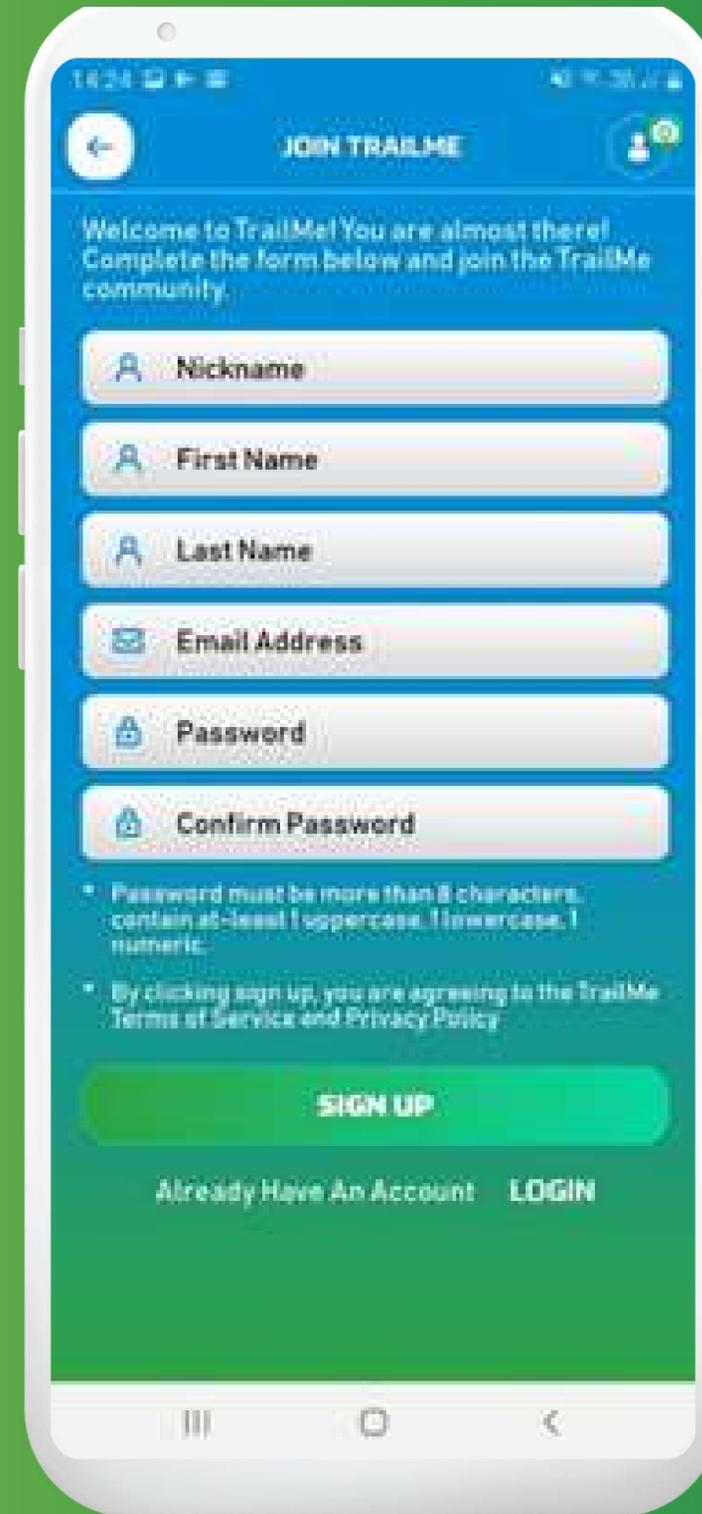
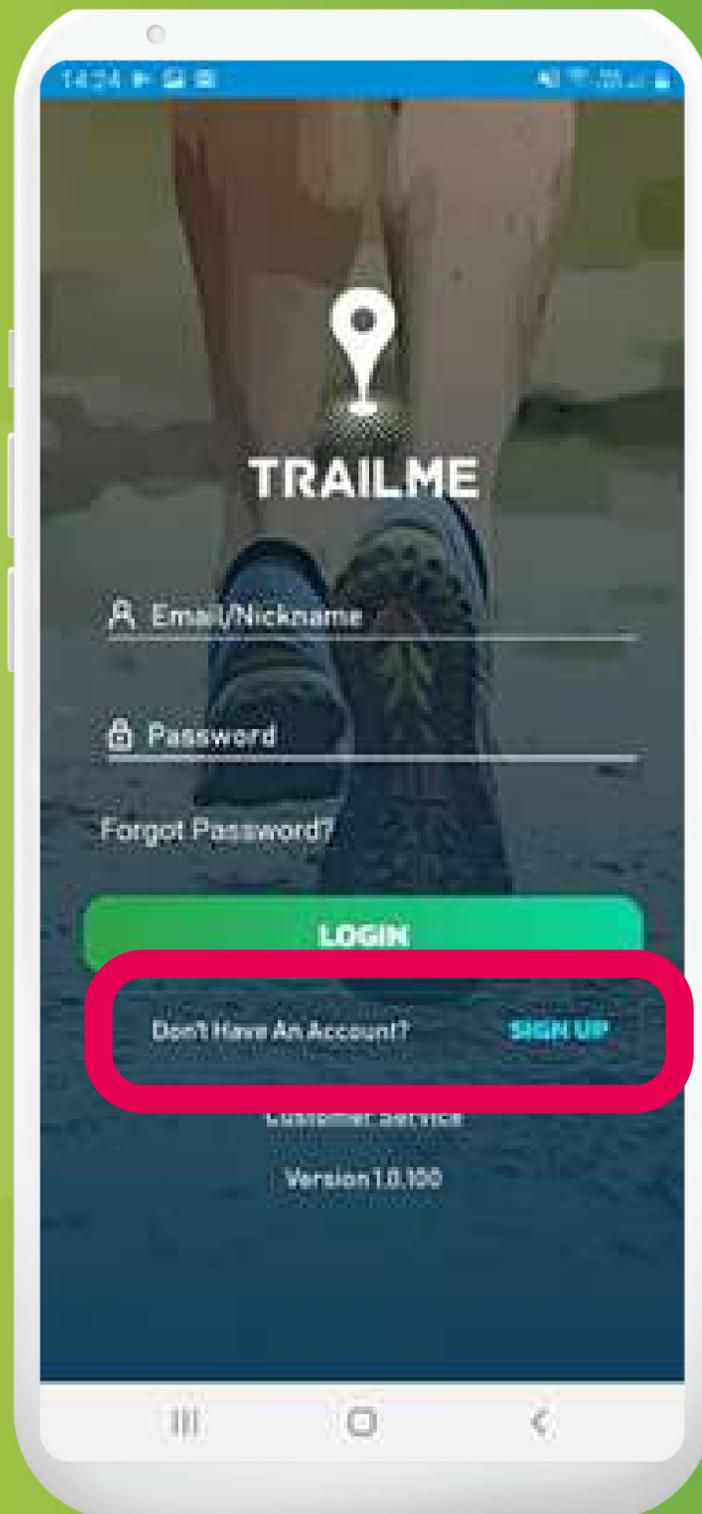


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# How to create a TRAILME account

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 2021 – VIRTUALLY TOGETHER registration form and that you can only register once.



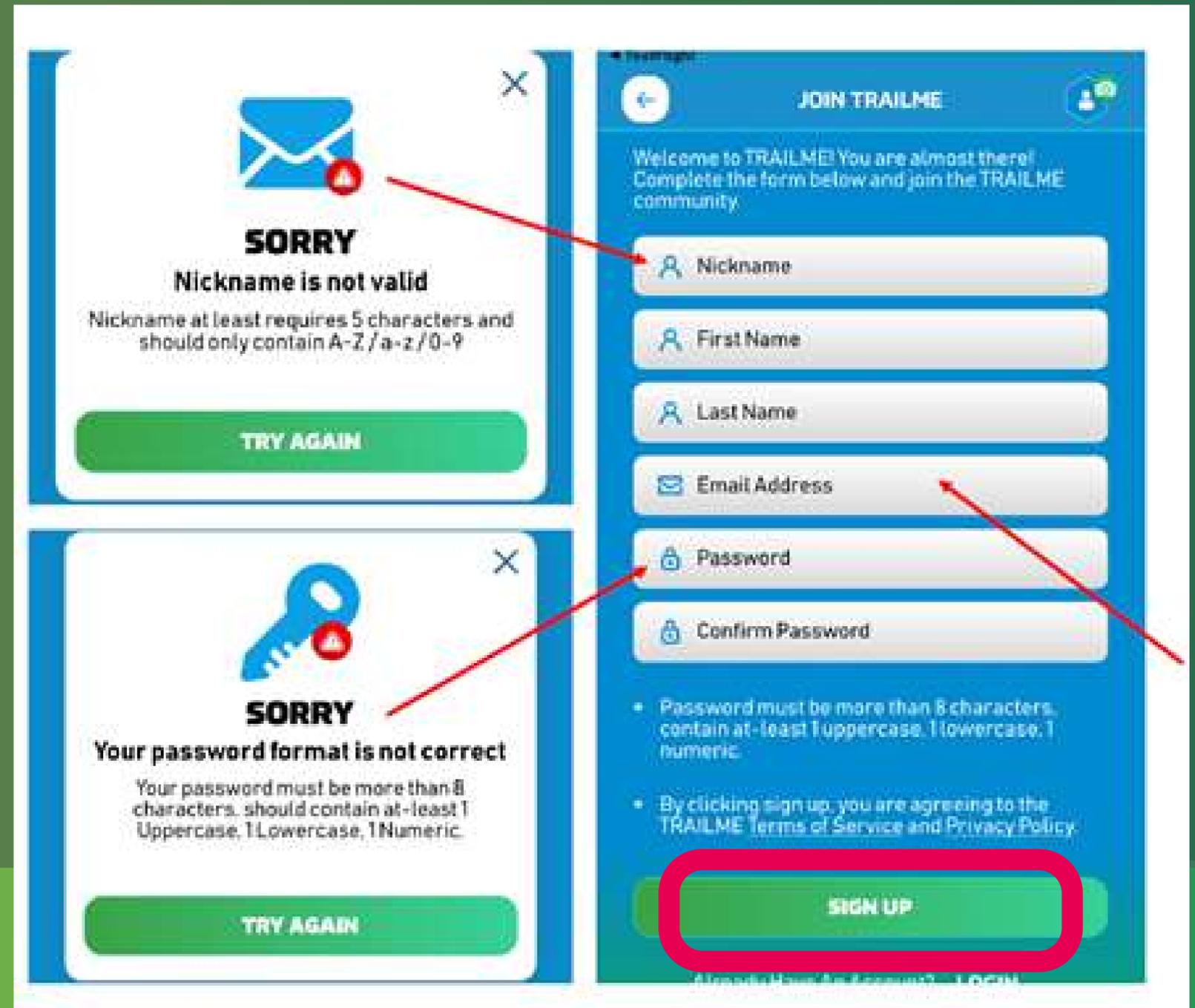
# How to create a TRAILME account

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

Please note:

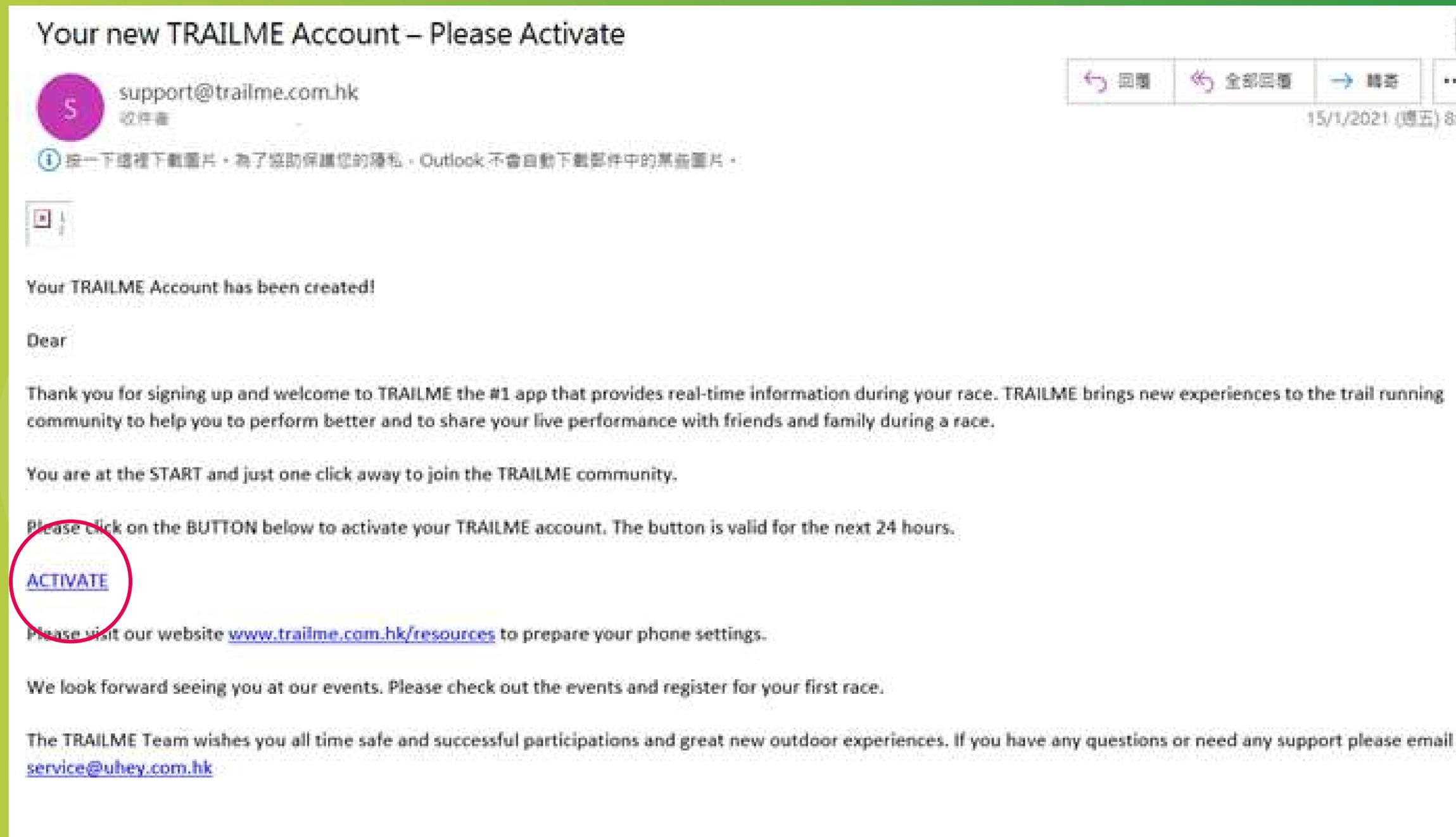
Nickname: This needs to be at least 5 characters (no spaces) and can only contain the letters A-Z (uppercase or lowercase)/0-9, must be unique

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



# 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.



**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.

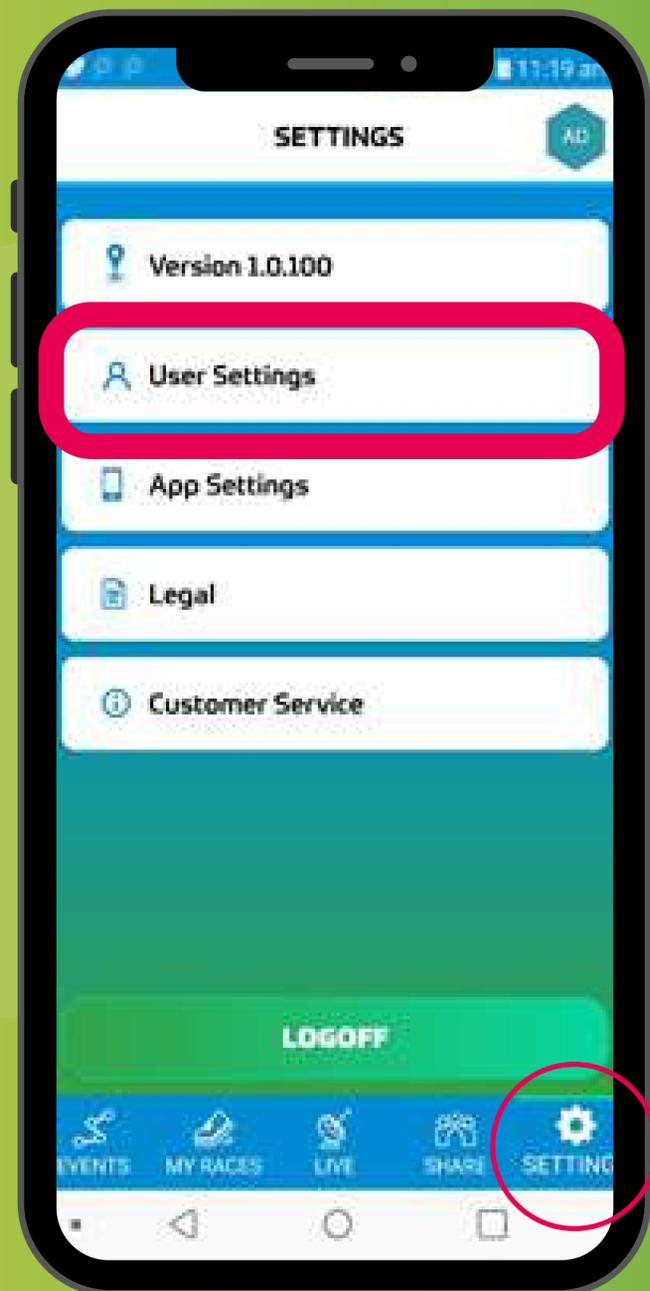
We look forward seeing you at our events. Please check out the events and register for your first race.

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)

# 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

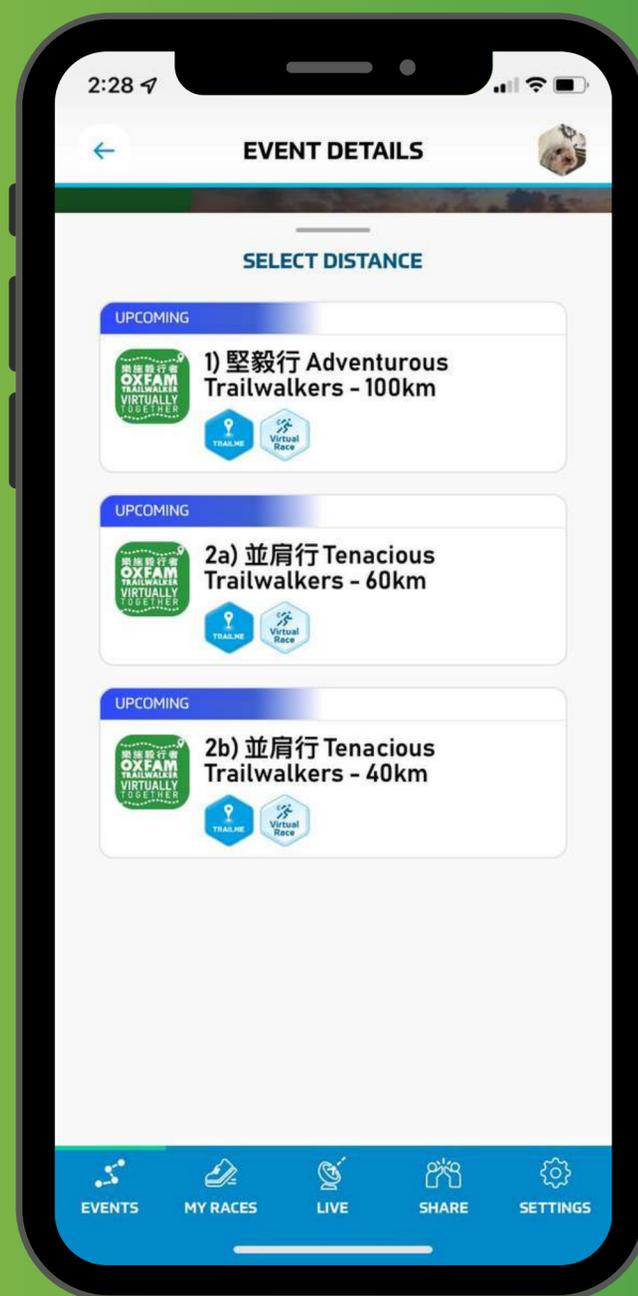


# How to register for OTW 2021 - VIRTUALLY TOGETHER

Step 1: Tap Oxfam Trailwalker 2021 – 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.

S



1) "Adventurous" Trailwalkers - 100KM

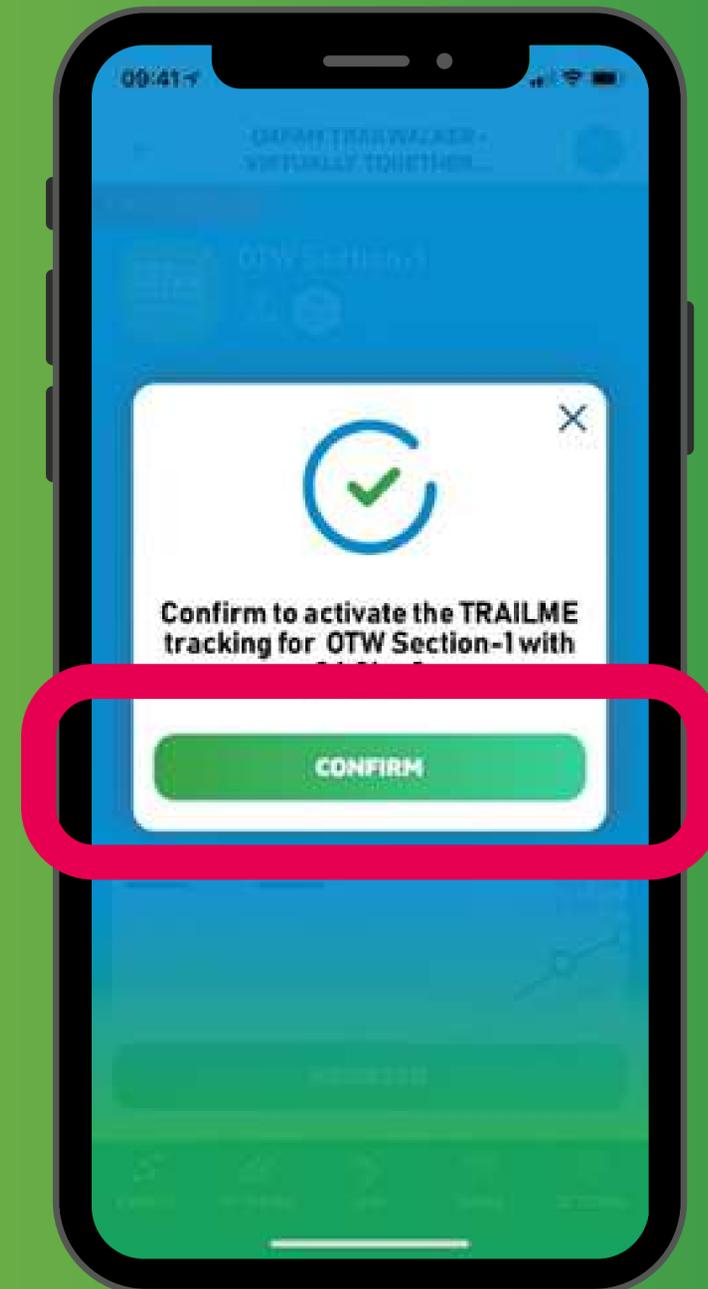
2a) "Tenacious Trailwalkers" - 60KM

2b) "Tenacious Trailwalkers" - 40KM

# How to register for OTW 2021 - 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 2021 - VIRTUALLY TOGETHER

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

11:54

OXFAM TRAILWALKER 樂施毅行者  
2021- VIRTUALLY TOGETHER...

Thank you for registering. Please provide your details below.

Male (男)  Female (女)

Gender Age Group

Nationality

Date of birth

Beginner

+852

+852

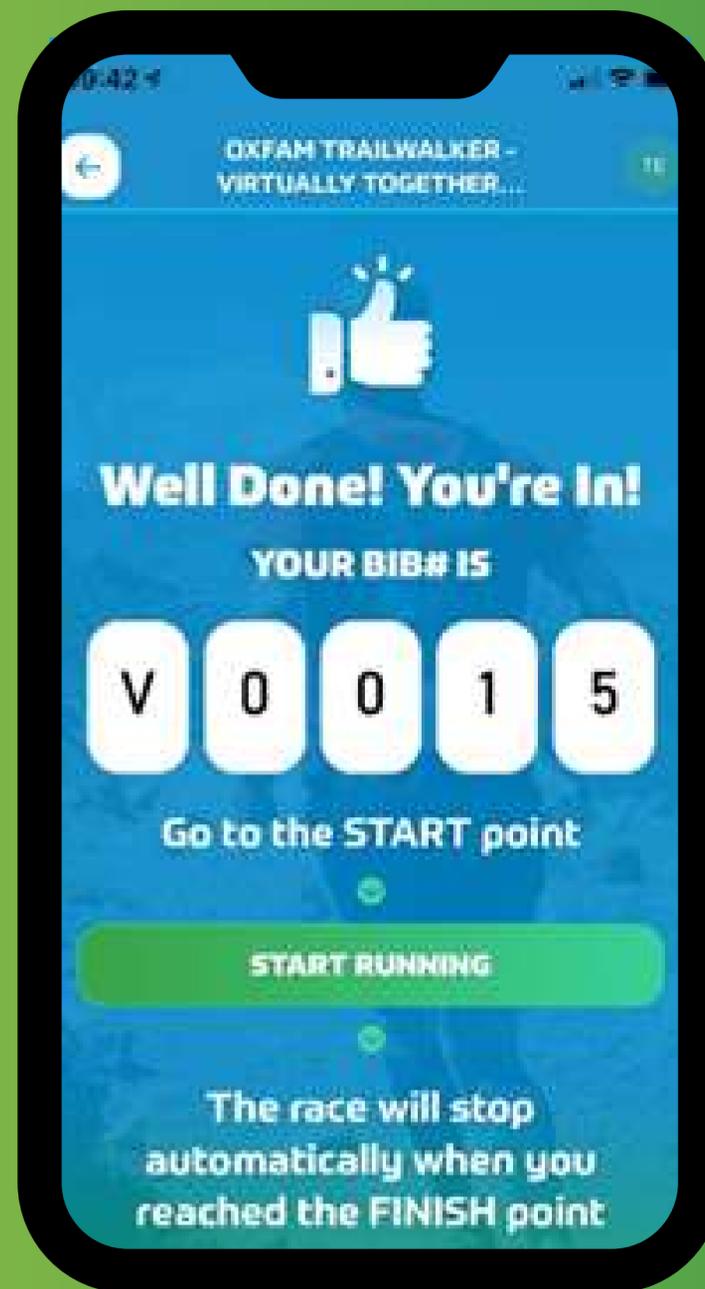
**SAVE**

# How to register for OTW 2021 - 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.

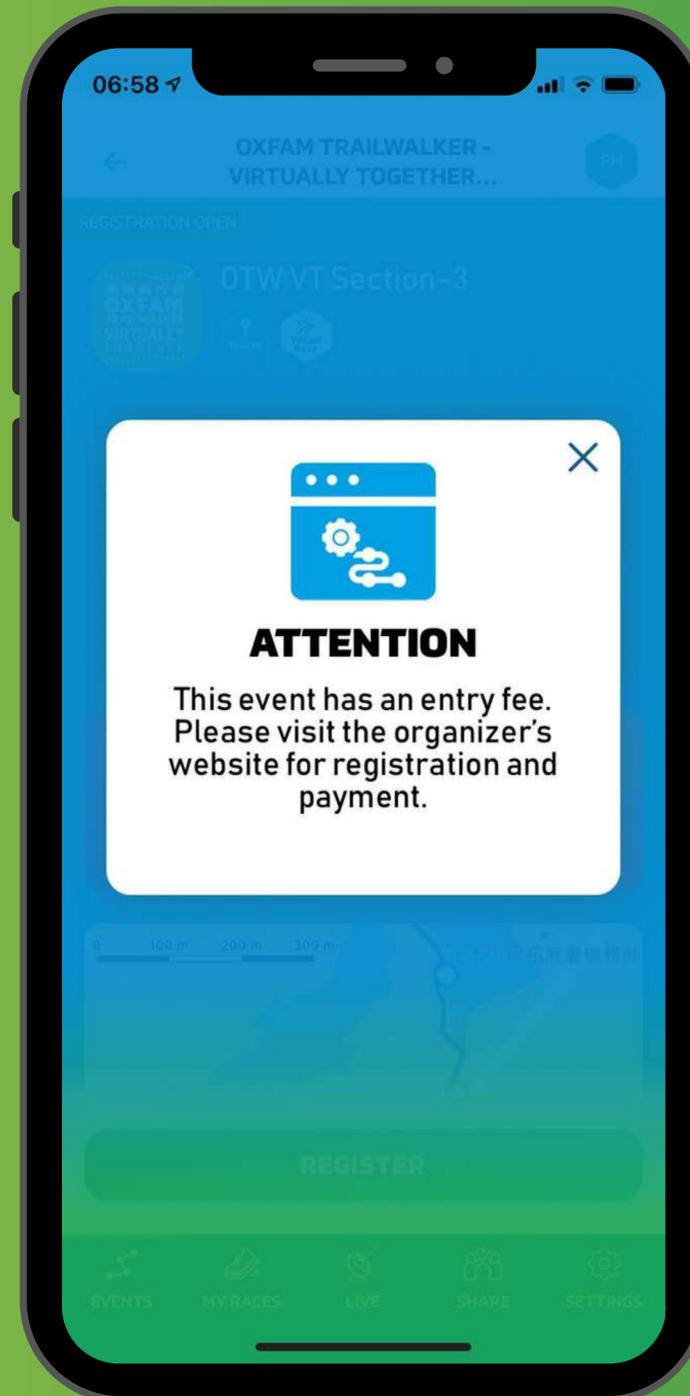
Remarks:

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



# How to register for OTW 2021 - 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

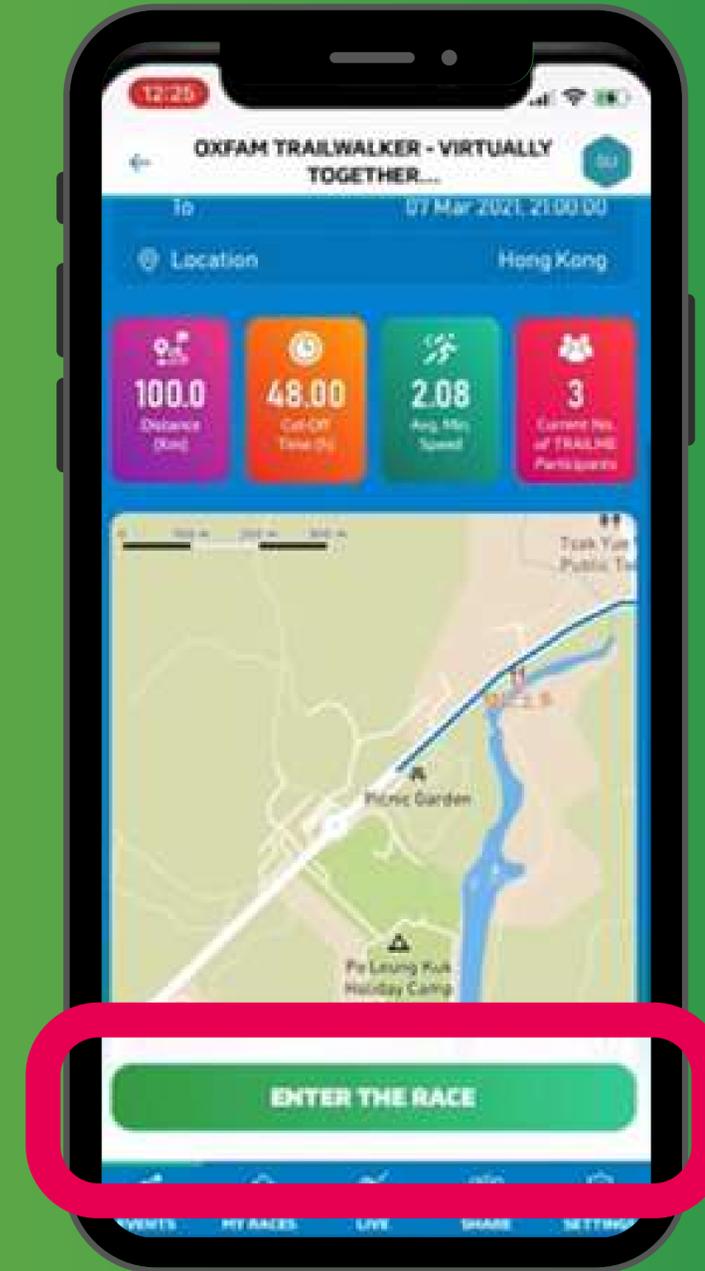
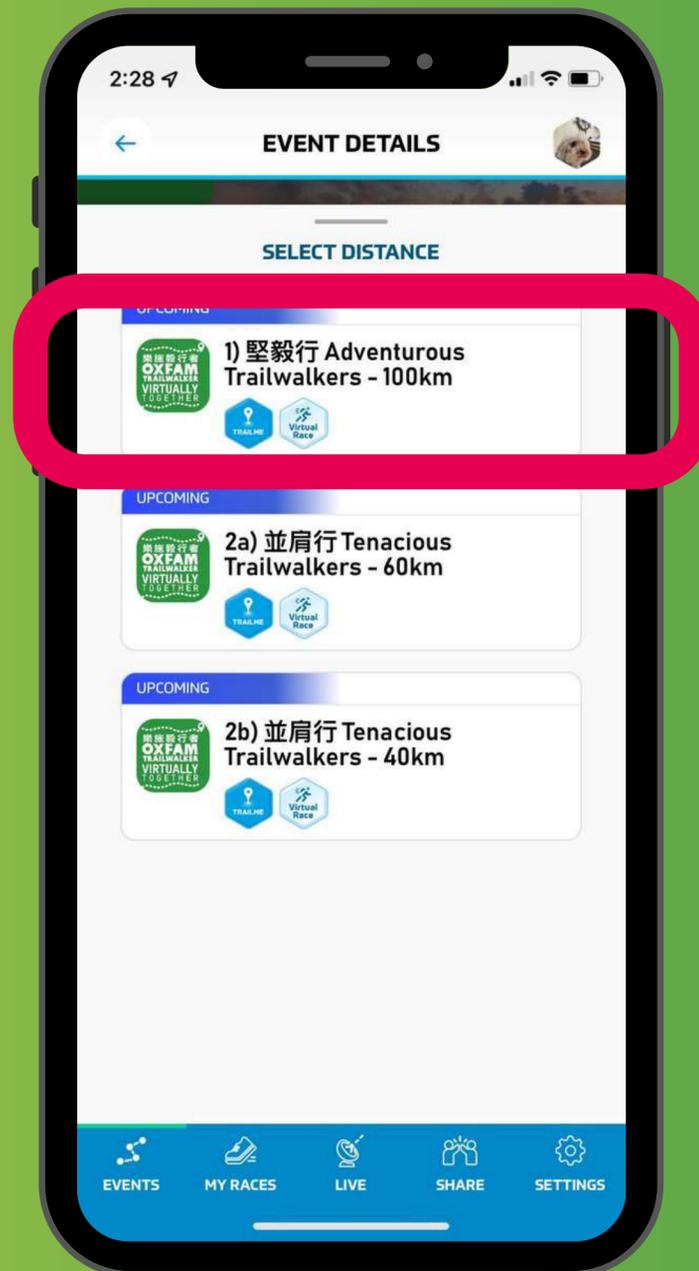
# How to start OTW 2021 - VIRTUALLY TOGETHER

At Start Point, open the TRAILME App and Tap 'UPCOMING EVENTS' in 'EVENTS'

Step 1: Tap Oxfam Trailwalker 2021 - VIRTUALLY TOGETHER

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

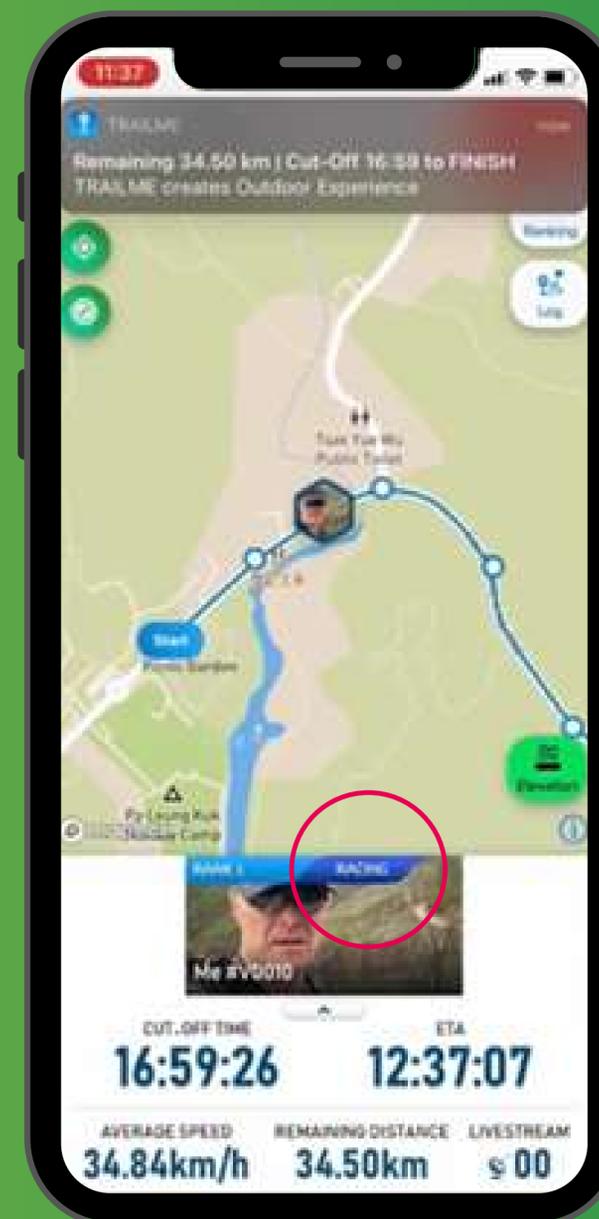
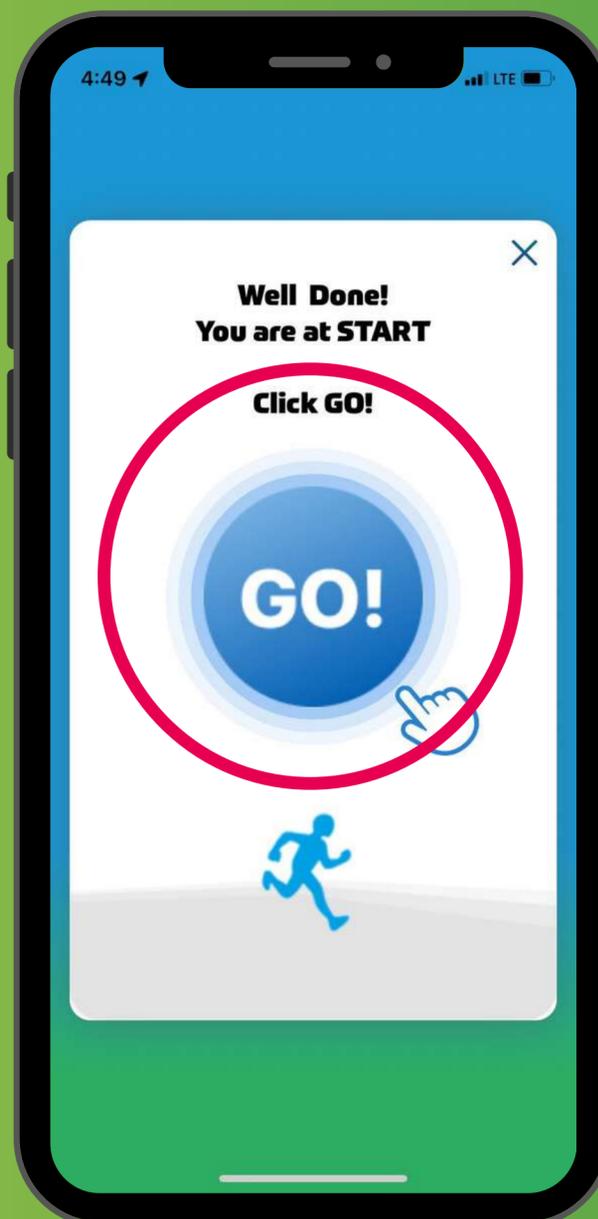
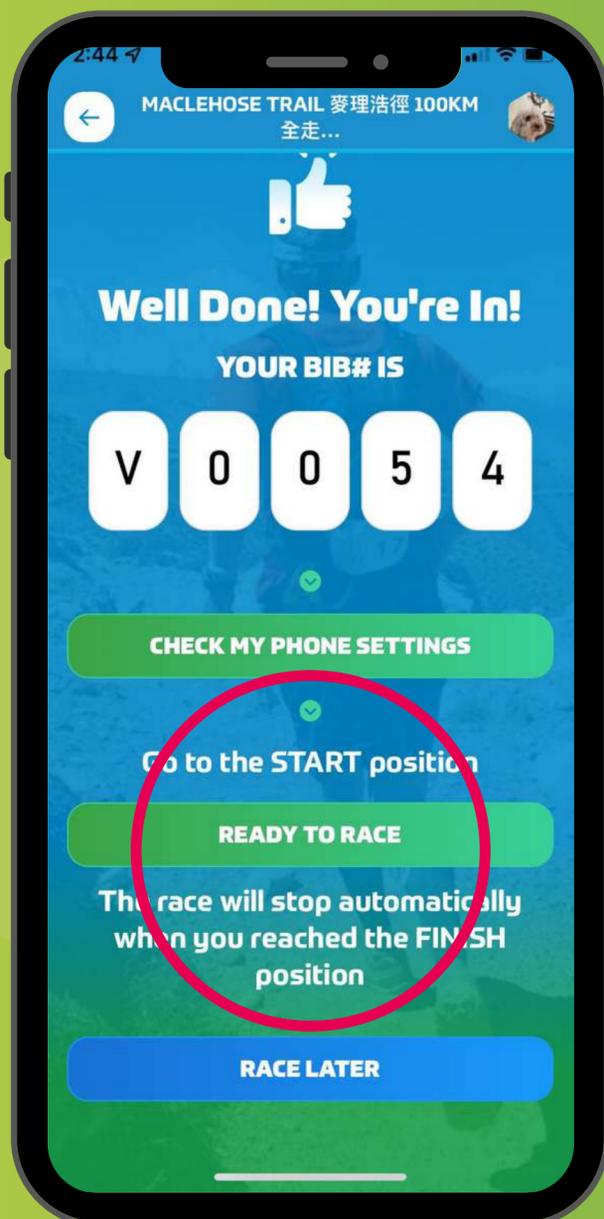
Step 3: Tap 'ENTER THE RACE' (circled in red)



# How to start OTW 2021 - 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 2021 - 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



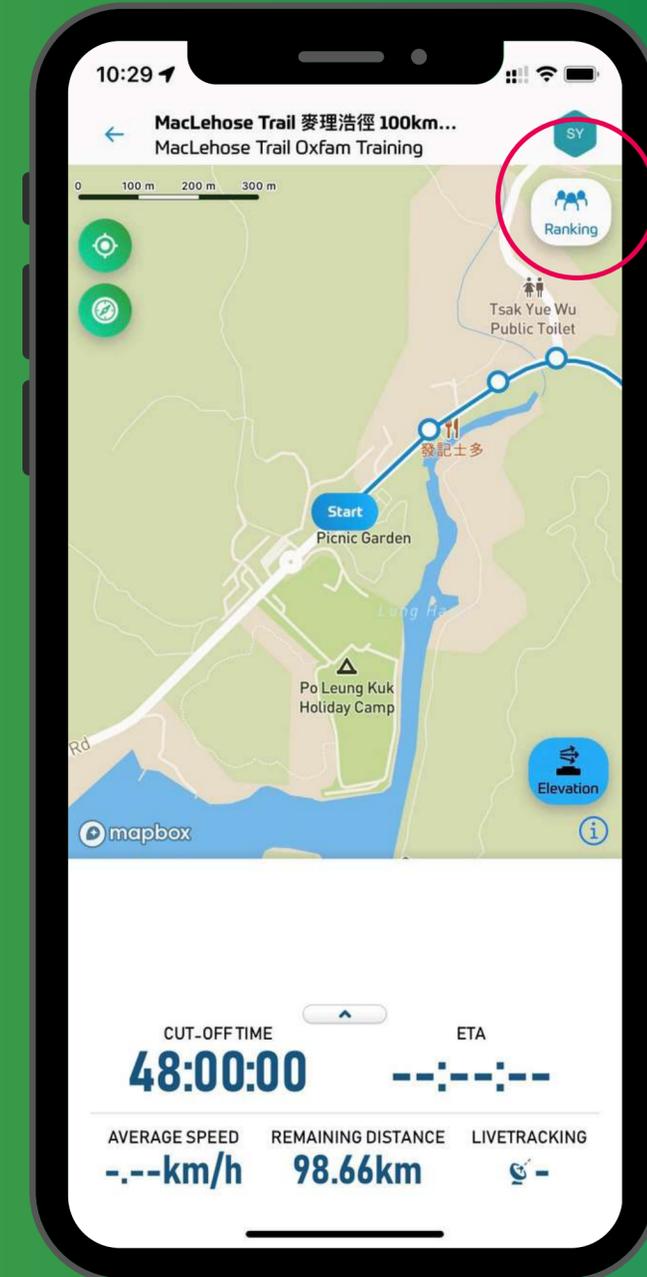
# How to follow OTW 2021 - VIRTUALLY TOGETHER

## 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

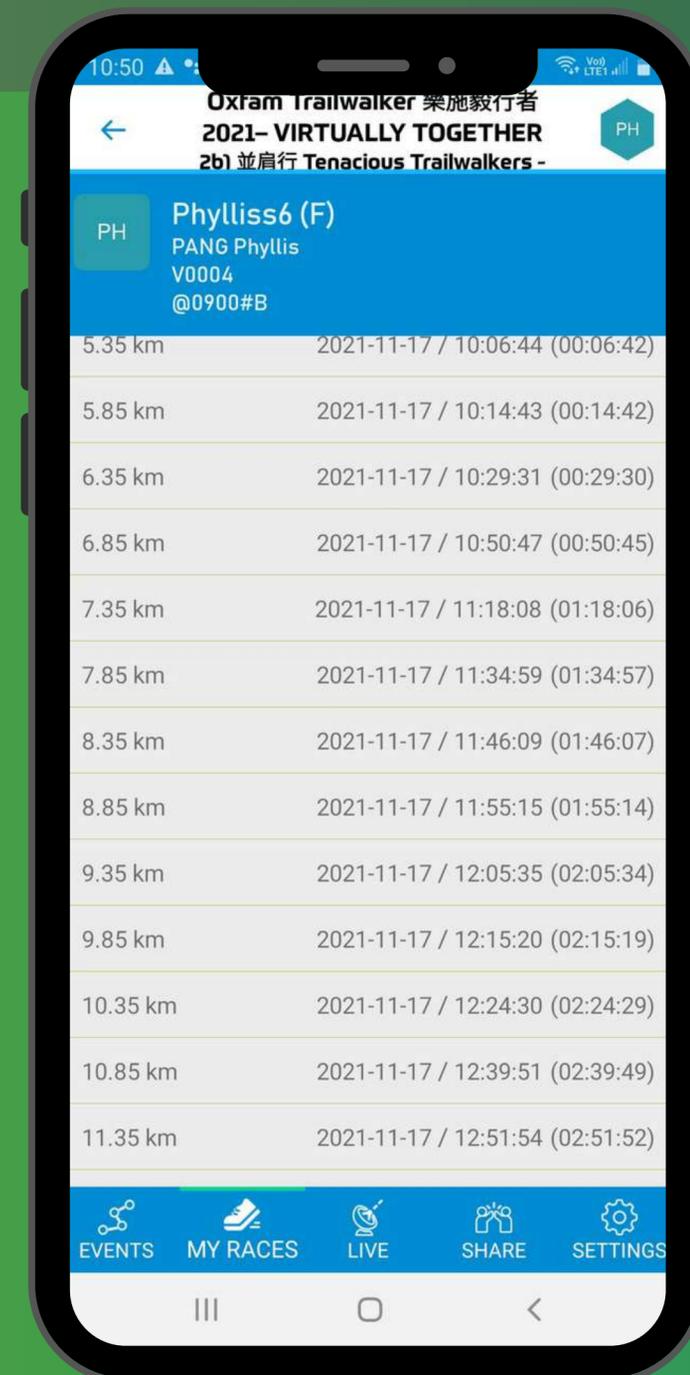
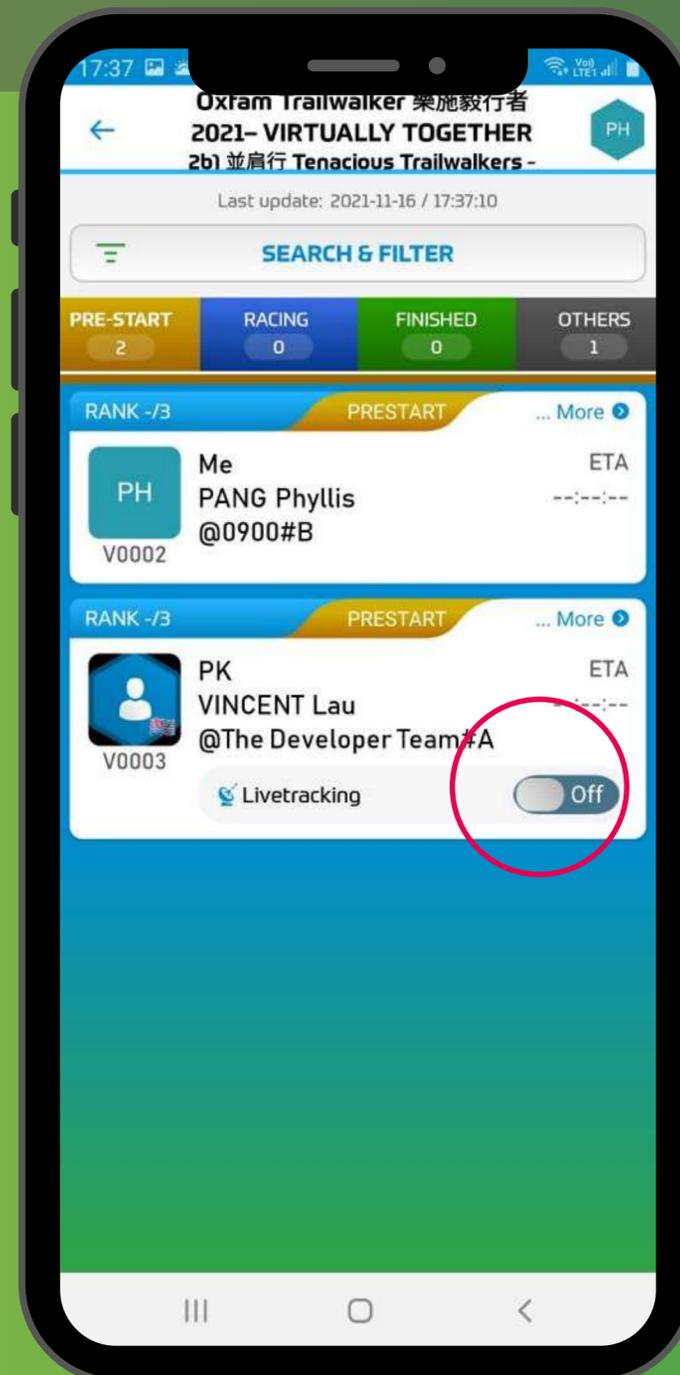
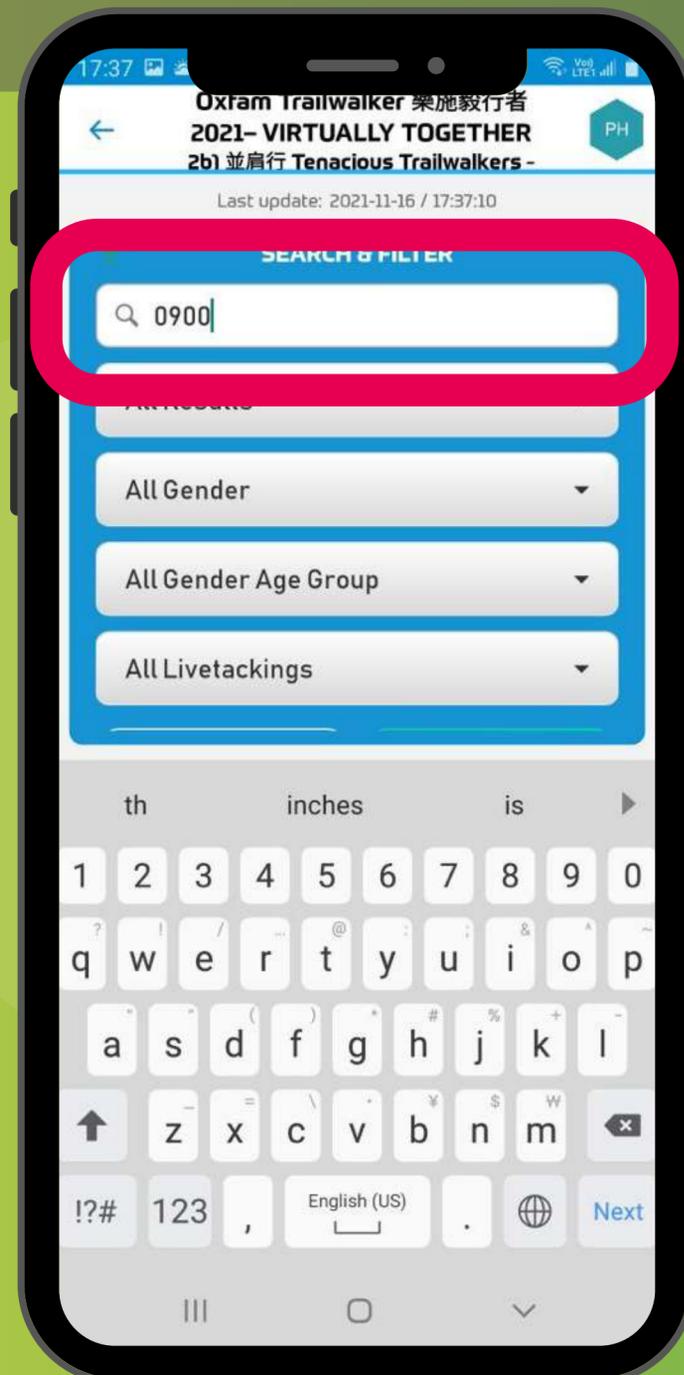


# How to follow OTW 2021- VIRTUALLY TOGETHER

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



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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.

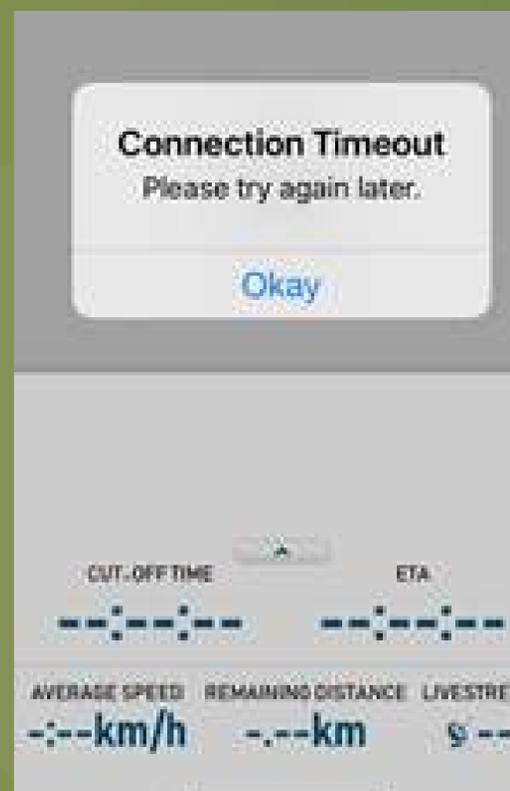
Q7: We are planning to join 'Adventurous Trailwalkers', but we may want to rest for a few hours in between. What should we do with TRAILME while we are resting?

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:

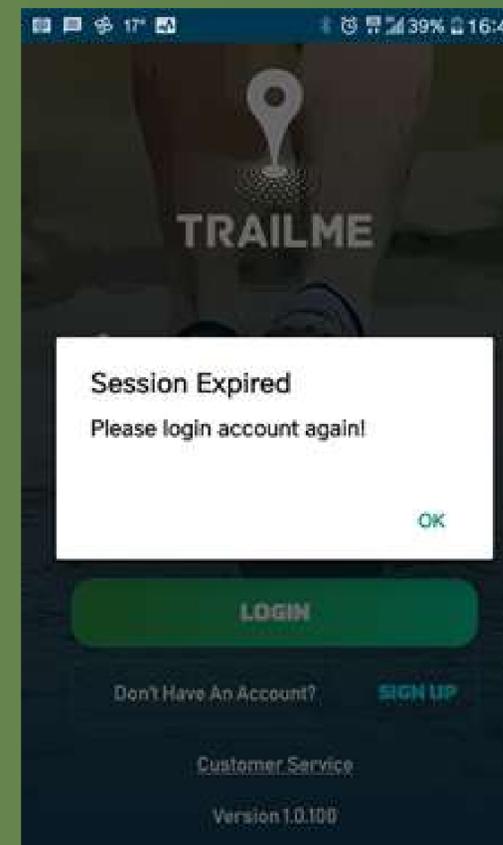
## 1. Connection Timeout

- 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 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.



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# 電話設定 - iPhone

# PHONE SETTING - IPHONE

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# 電話設定目標

## OBJECTIVE OF PHONE SETTING

- 開啟藍牙

Turn ON Bluetooth

- 開啟流動數據

Turn ON Mobile data

- 開啟定位服務

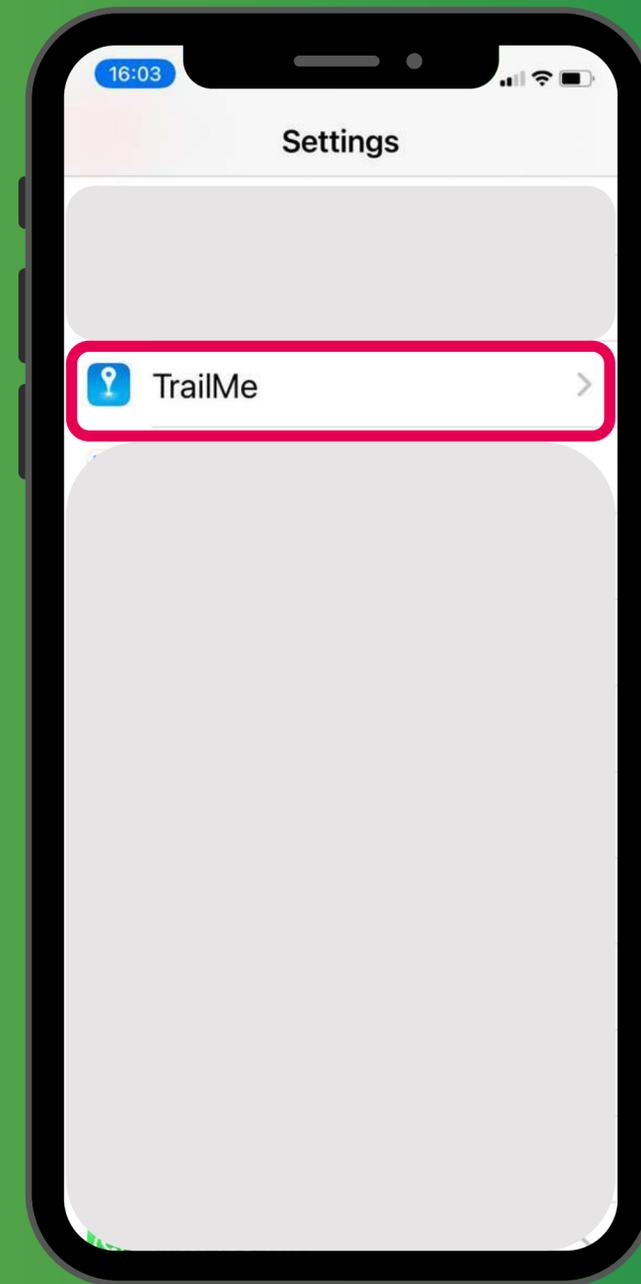
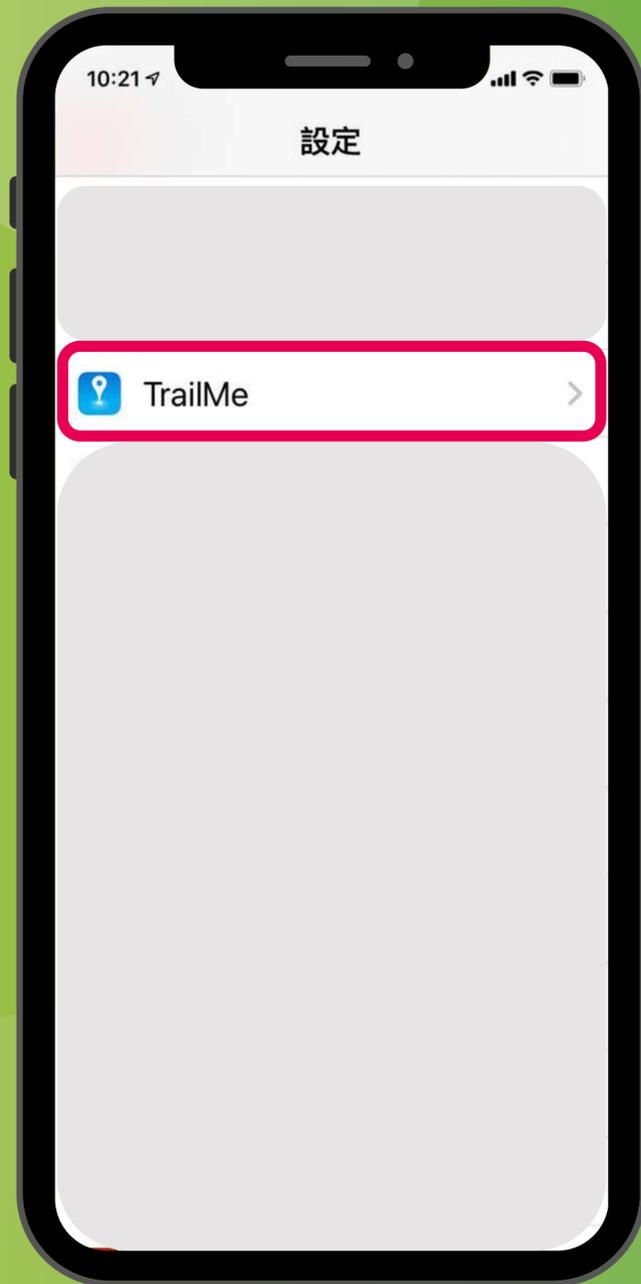
Turn ON Location Service/GPS

- 關閉「省電模式」

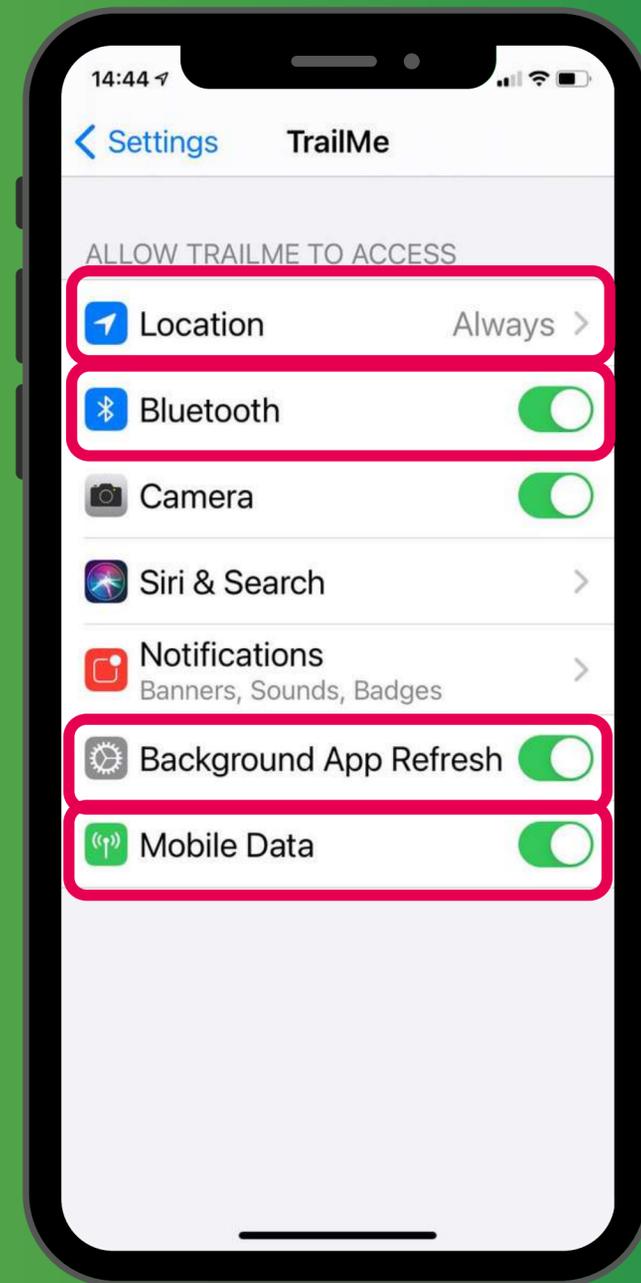
Turn OFF 'Battery Saving mode'

- 關閉「勿擾模式」

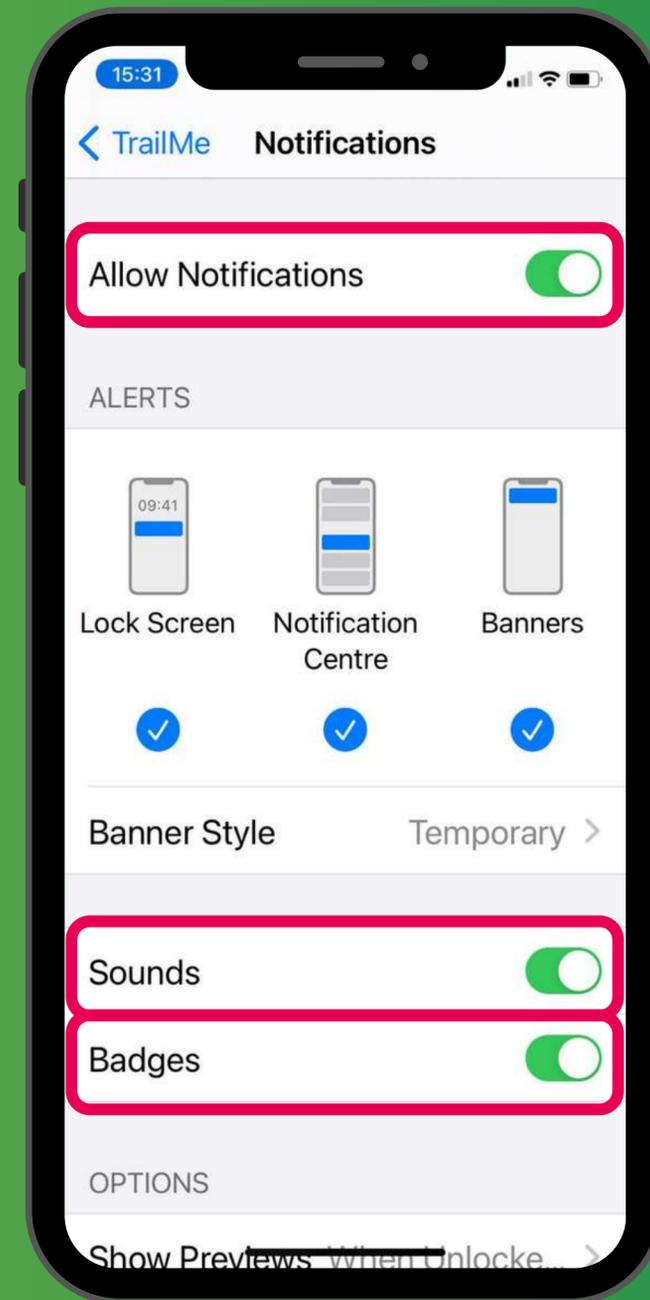
Turn OFF 'Do not disturb mode'



「設定」 → 搜尋「TrailMe」應用程式  
'Settings' → Scroll down and select 'TrailMe' app



「設定」 → 「TrailMe」 應用程式 → 「位置」 → 「總是」  
「設定」 → 「TrailMe」 應用程式 → 開啟「藍牙」，「流動數據」及「背景App重新整理」  
'Settings' → 'TrailMe' app → 'Always'  
'Settings' → 'TrailMe' app → Turn on 'Bluetooth', 'Mobile Data' and 'Background App Refresh'

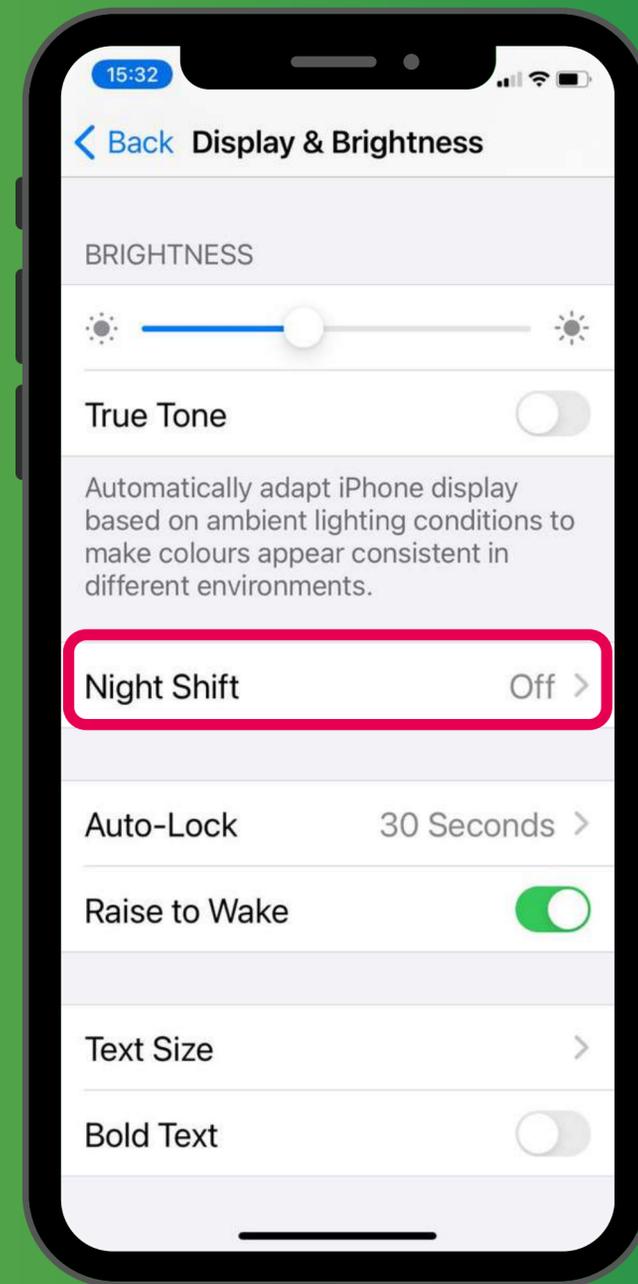


「設定」 → 「TrailMe」 應用程式 → 開啟「允許通知」，「聲音」  
及「標記」

'Settings' → 'TrailMe' app → Turn on 'Allow Notifications', 'Sounds'  
and 'Badges'



「設定」 → 「請勿打擾」 → 關閉「請勿打擾」模式  
'Settings' → 'Do Not Disturb' → Turn off 'Do Not Disturb' mode



「設定」 → 「螢幕與亮度」 → 關閉「夜覽」模式  
'Settings' → 'Display & Brightness' → Turn off 'Night Shift' mode

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電話設定 - 三星

PHONE SETTING - SAMSUNG

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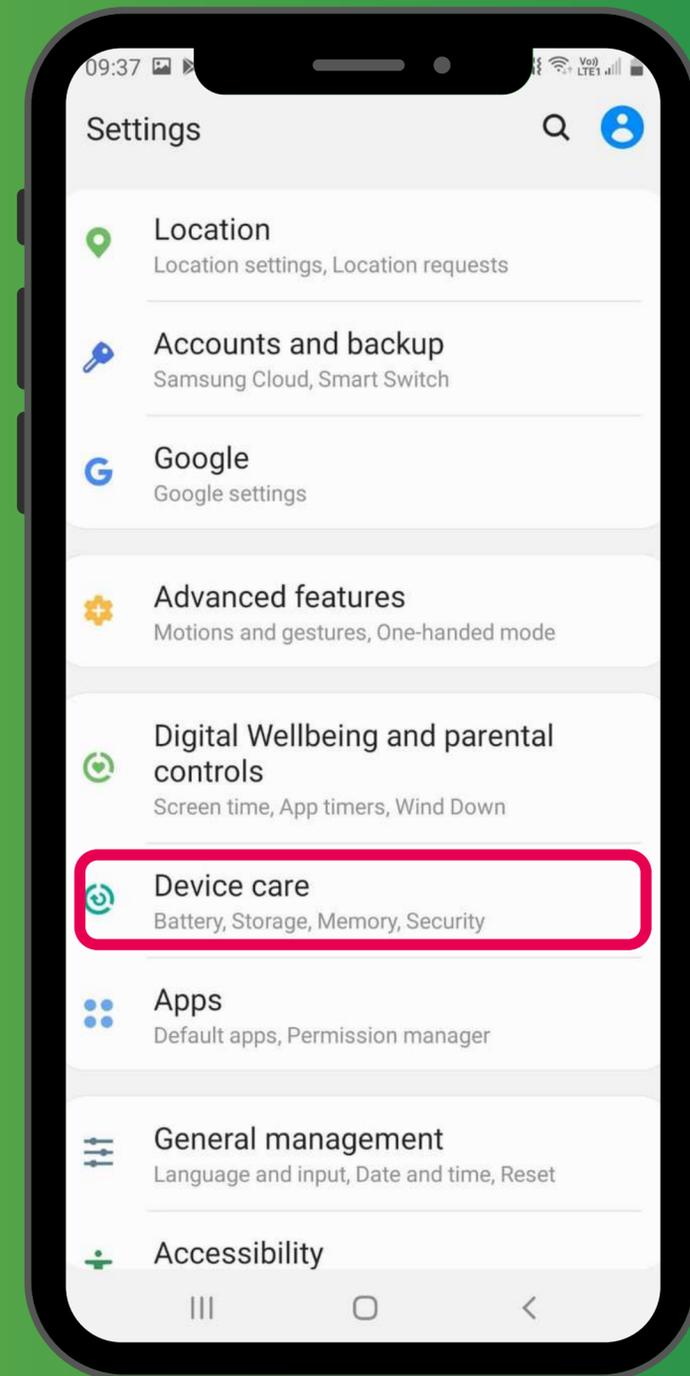
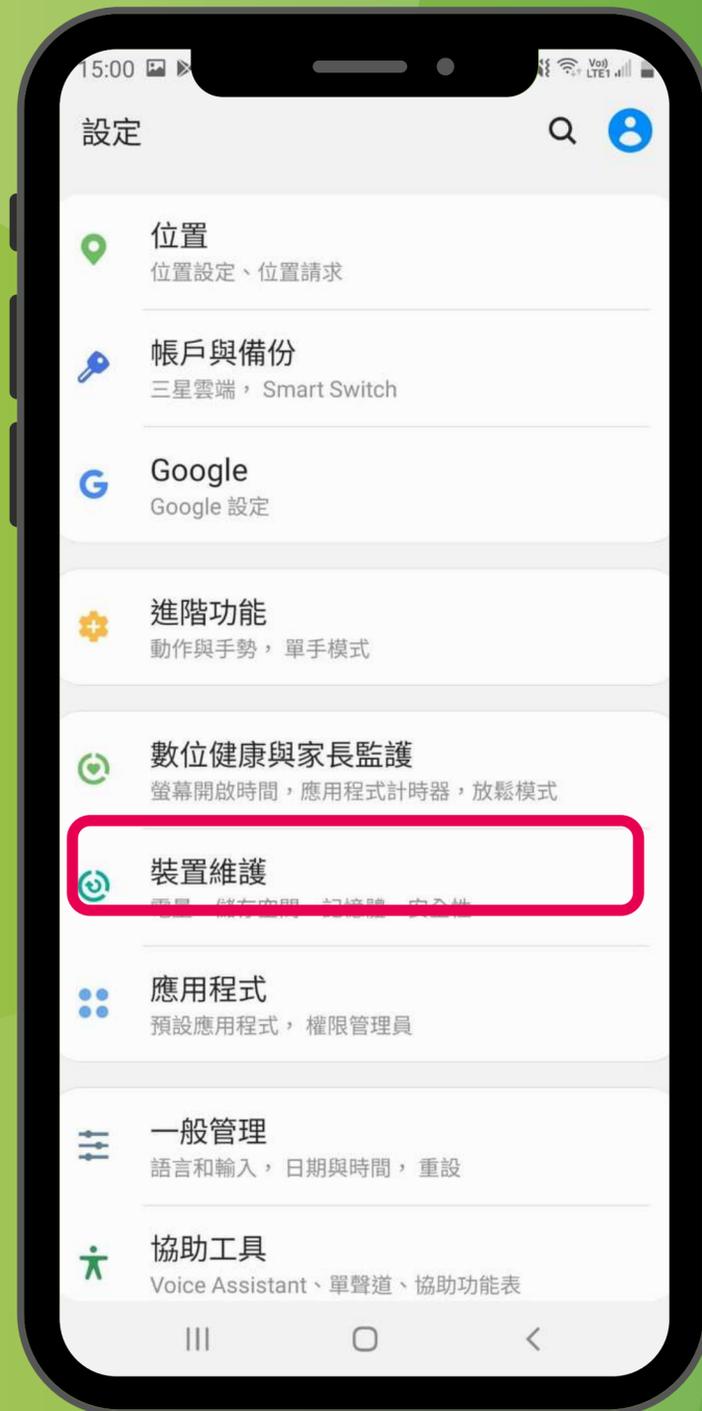
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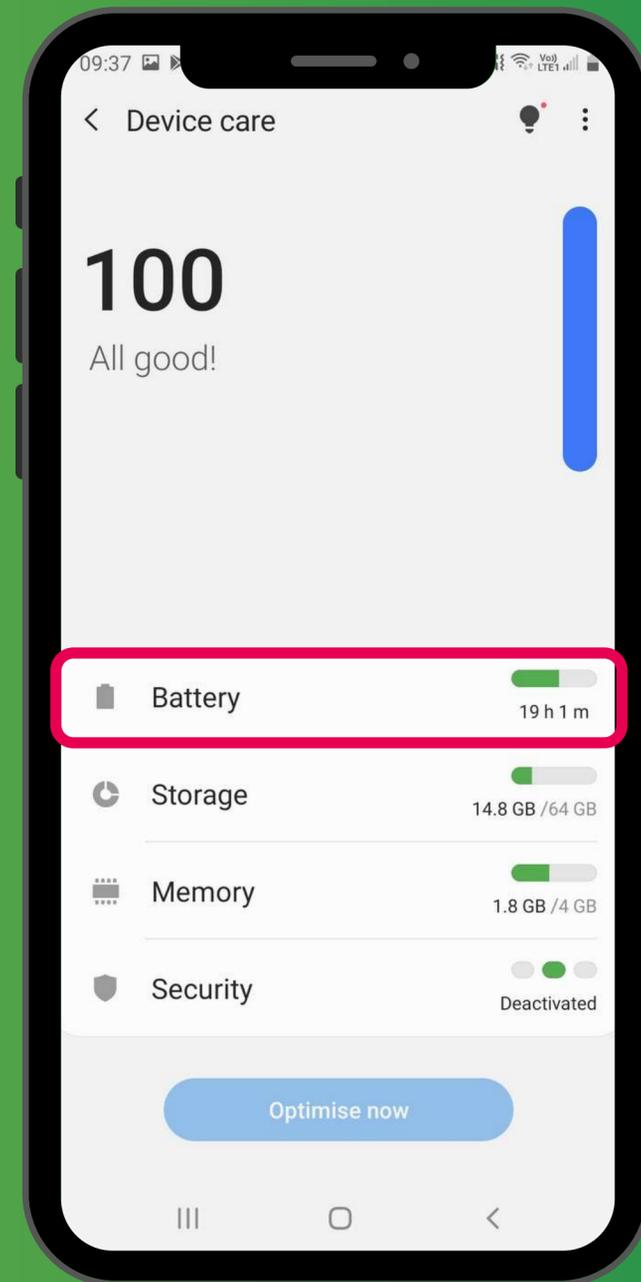
# 電話設定目標

## OBJECTIVE OF PHONE SETTING

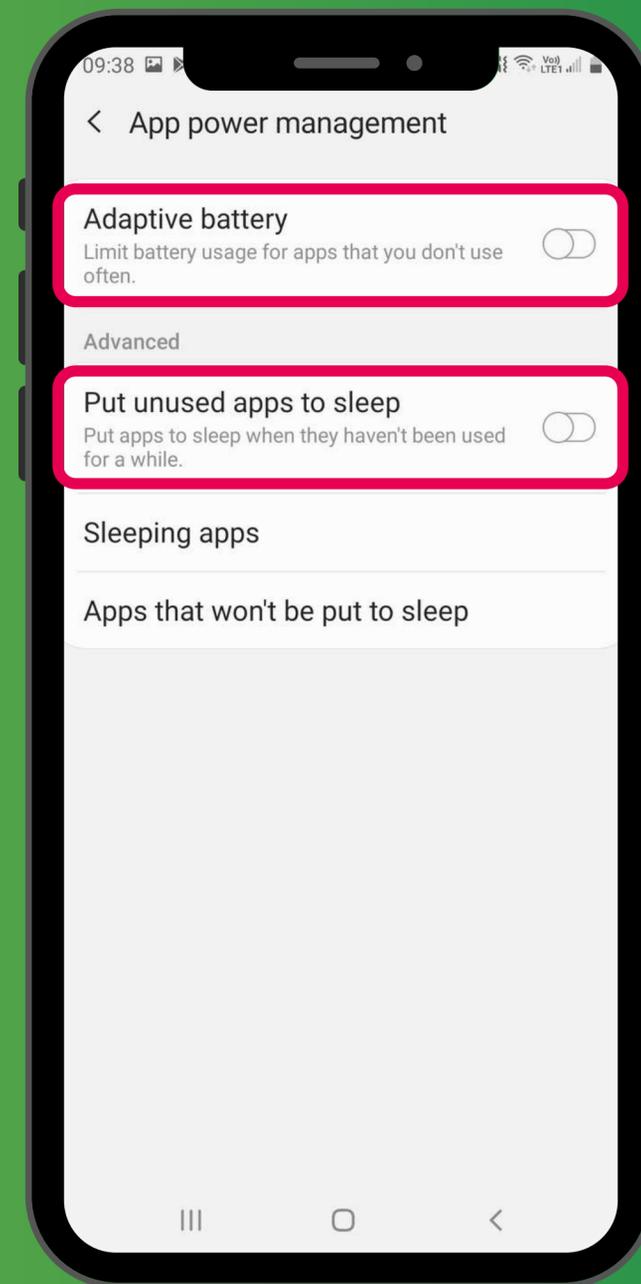
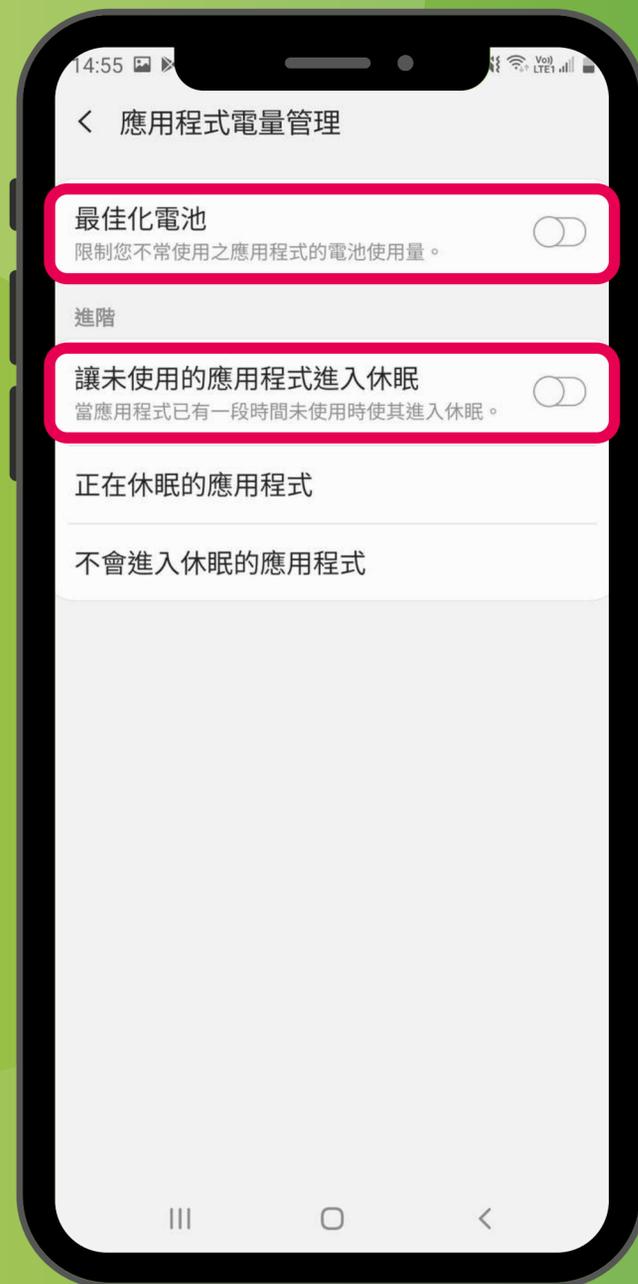
- 開啟藍牙  
Turn ON Bluetooth
- 開啟流動數據  
Turn ON Mobile data
- 開啟定位服務  
Turn ON Location Service/GPS
- 關閉「省電模式」  
Turn OFF 'Battery Saving mode'
- 關閉「勿擾模式」  
Turn OFF 'Do not disturb mode'



「設定」 → 「裝置維護」  
'Settings' → 'Device care'

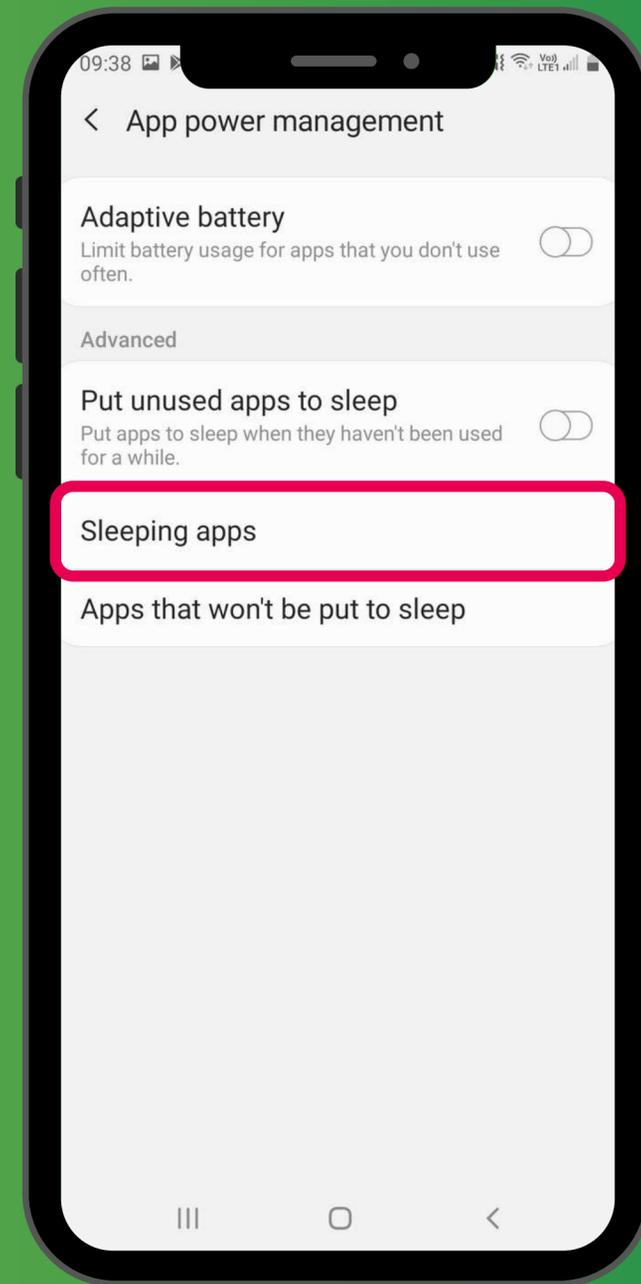


「設定」 → 「裝置維護」 → 「電量」  
'Settings' → 'Device care' → 'Battery'



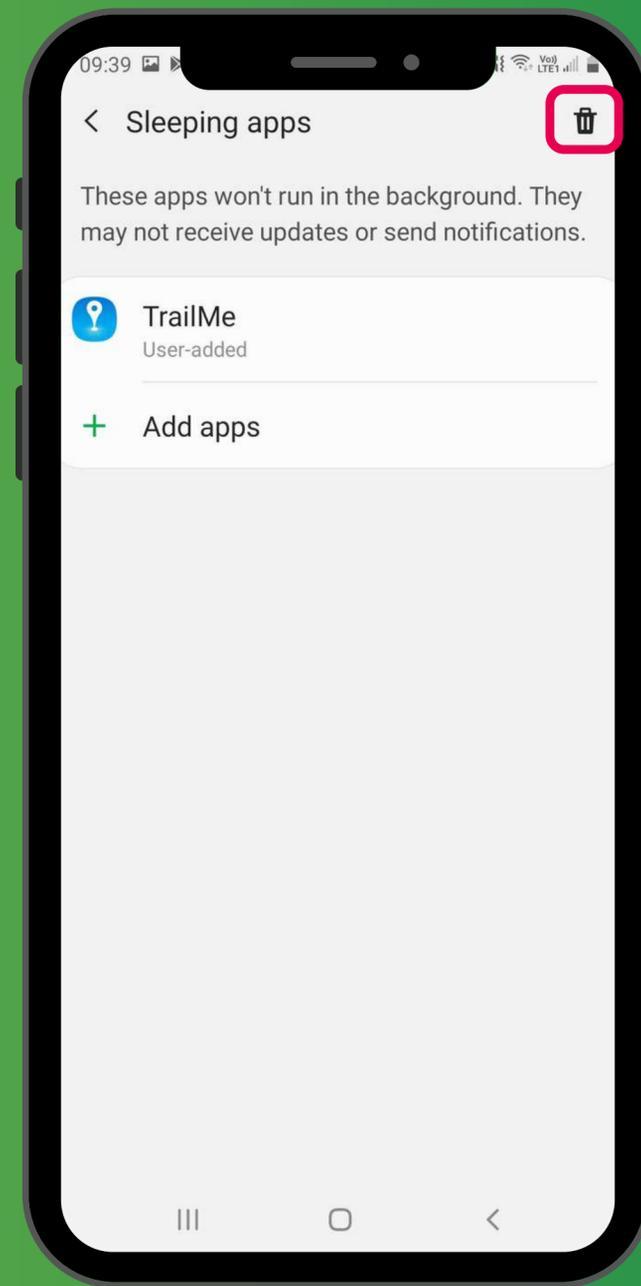
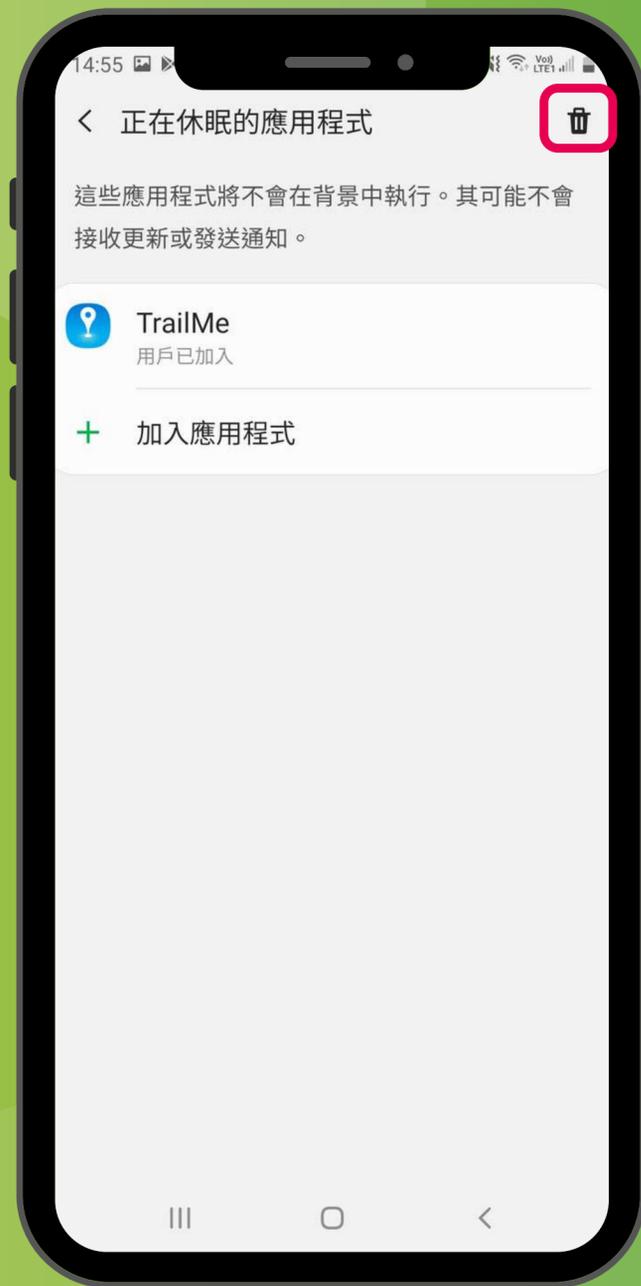
「設定」→「裝置維護」→「電量」→關閉「最佳化電池」及「讓未使用的應用程式進入休眠」

'Settings' → 'Device care' → 'Battery' → Turn off 'Adaptive battery' and 'Put unused apps to sleep'



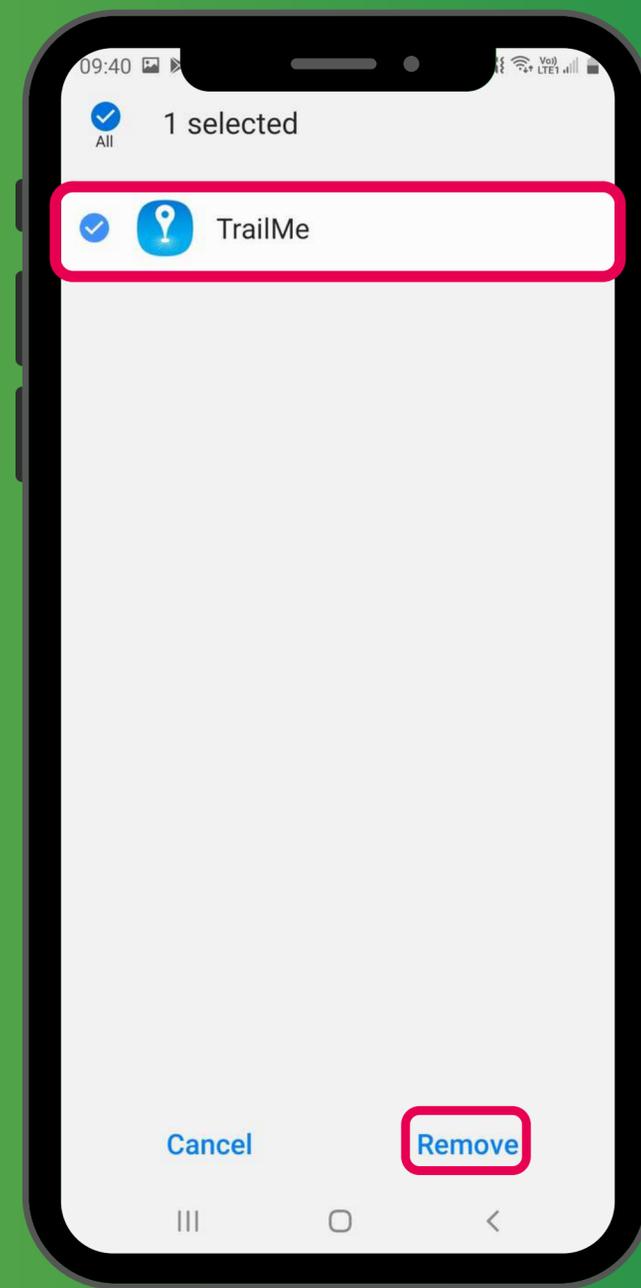
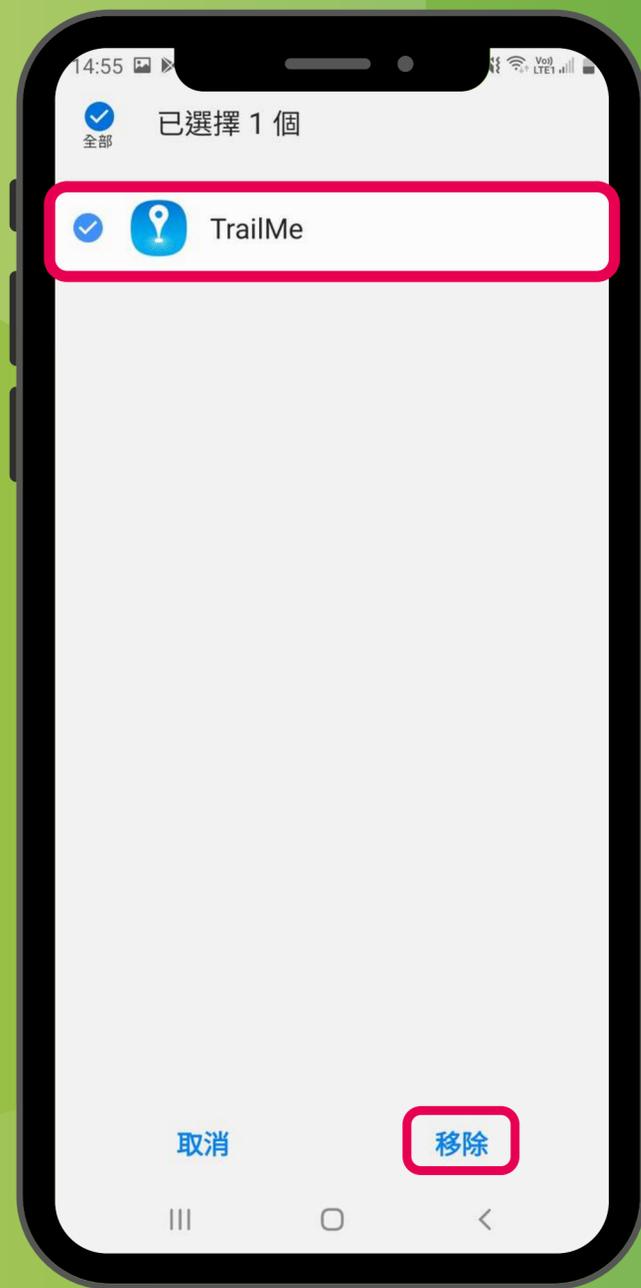
「設定」 → 「裝置維護」 → 「電量」 → 「正在休眠的應用程式」

'Settings' → 'Device care' → 'Battery' → 'Sleeping apps'



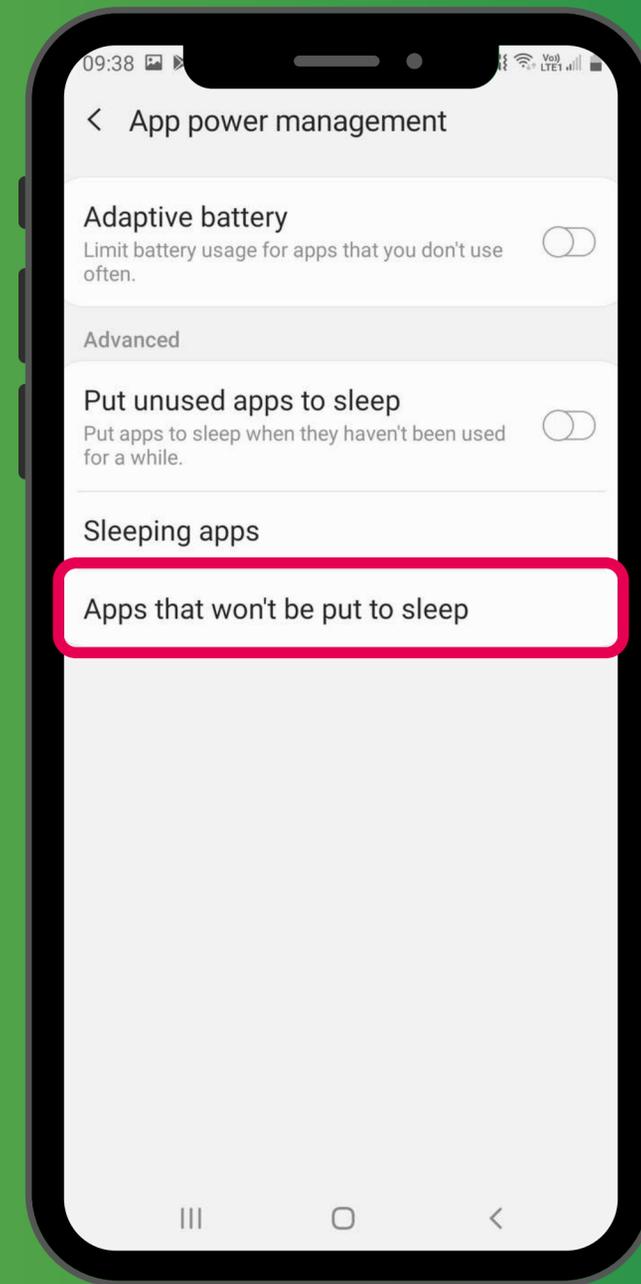
「設定」 → 「裝置維護」 → 「電量」 → 「正在休眠的應用程式」 → 

'Settings' → 'Device care' → 'Battery' → 'Sleeping apps' → 

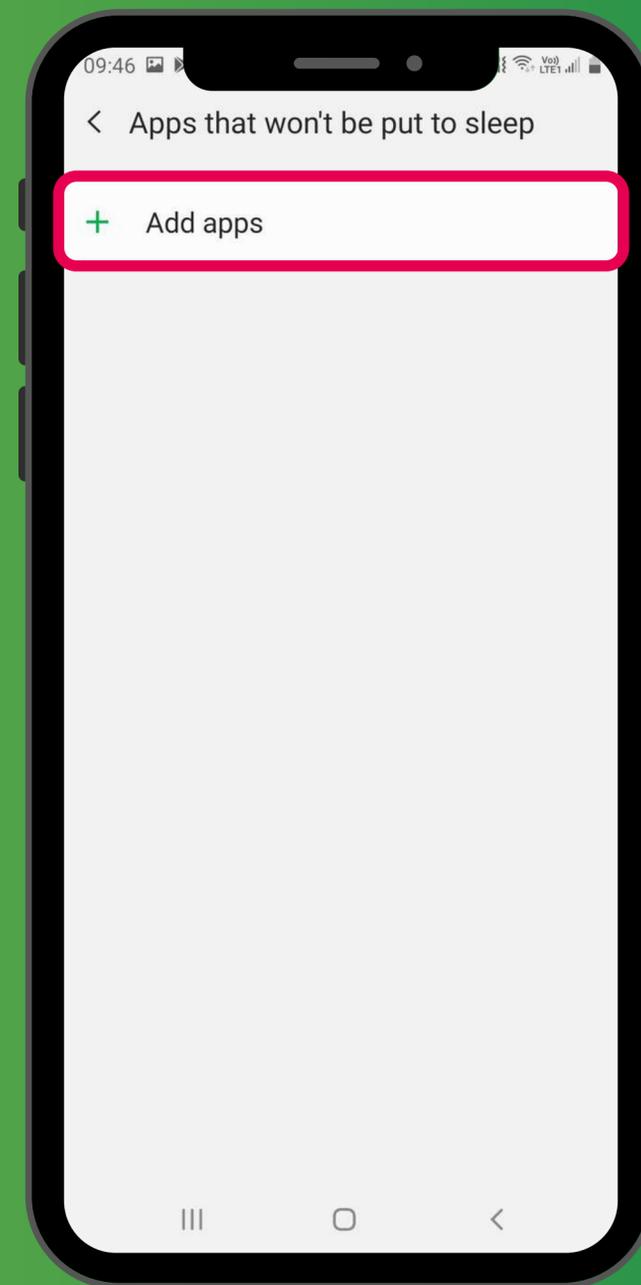
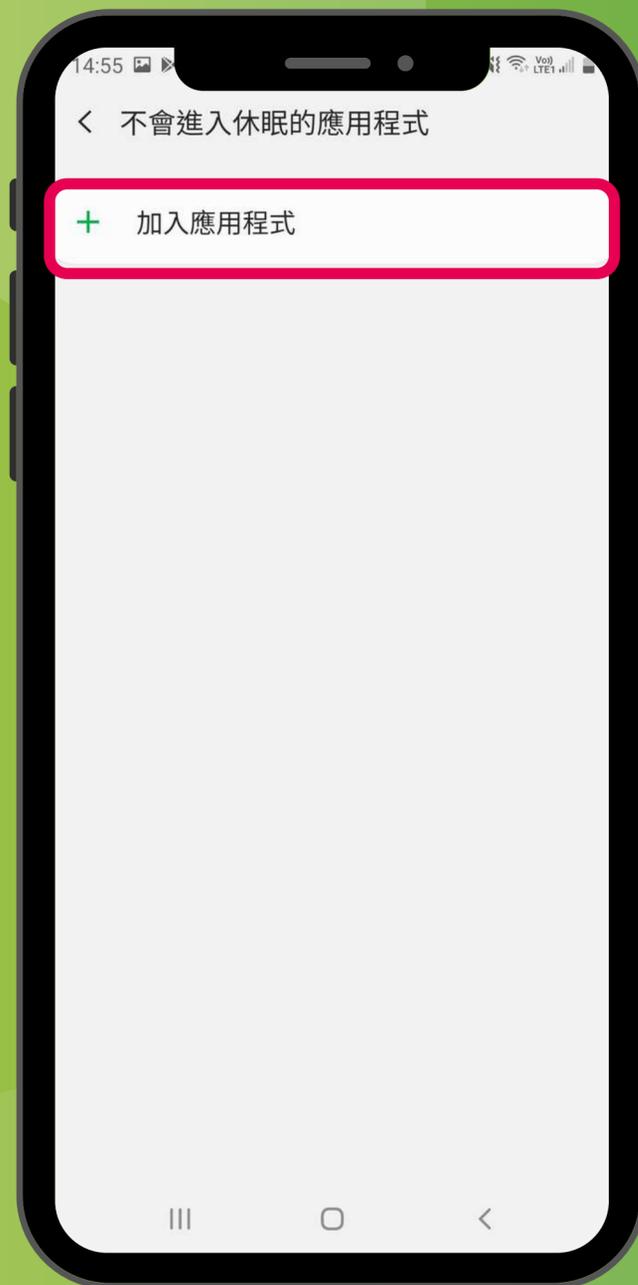


「設定」 → 「裝置維護」 → 「電量」 → 「正在休眠的應用程式」 → 搜尋  
及移除「TrailMe」應用程式

'Settings' → 'Device care' → 'Battery' → 'Sleeping apps' → Search and  
remove 'TrailMe' app

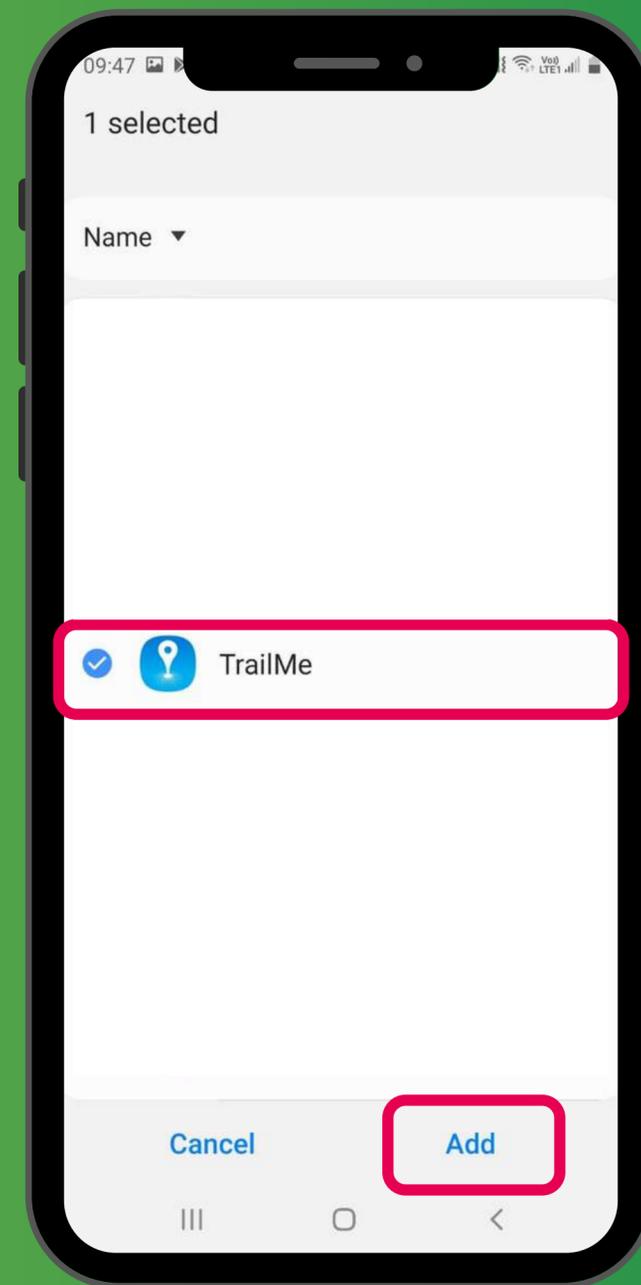
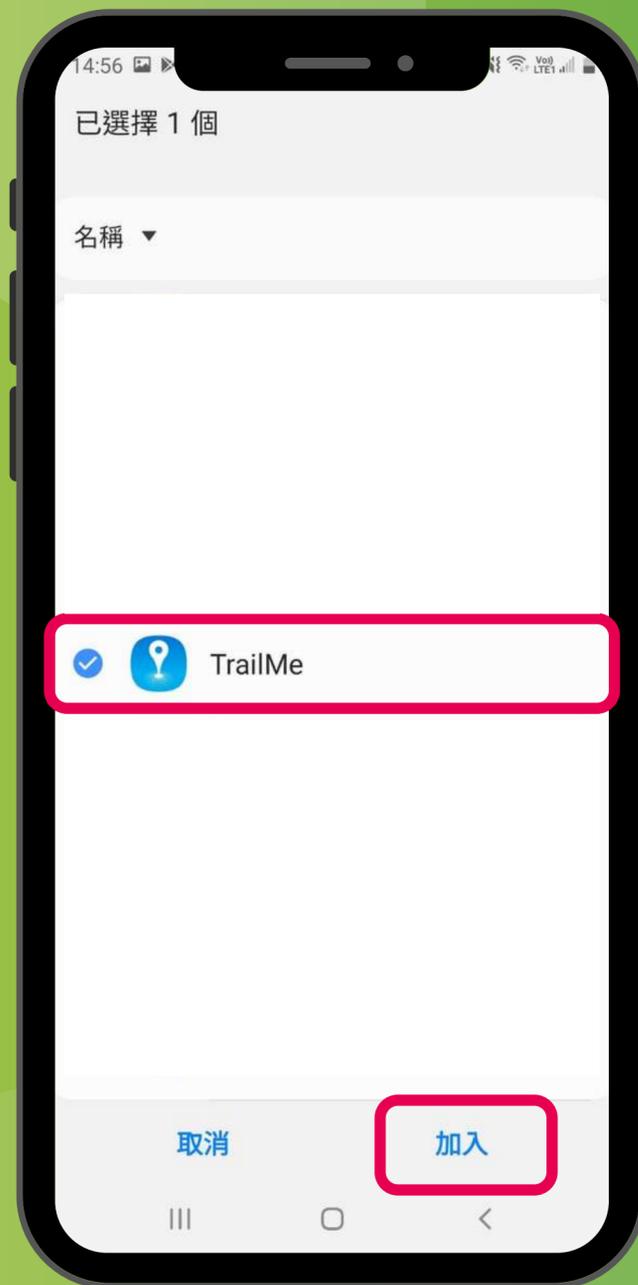


「設定」 → 「裝置維護」 → 「電量」 → 「不會進入休眠的應用程式」  
'Settings' → 'Device care' → 'Battery' → 'Apps that won't be put to sleep'



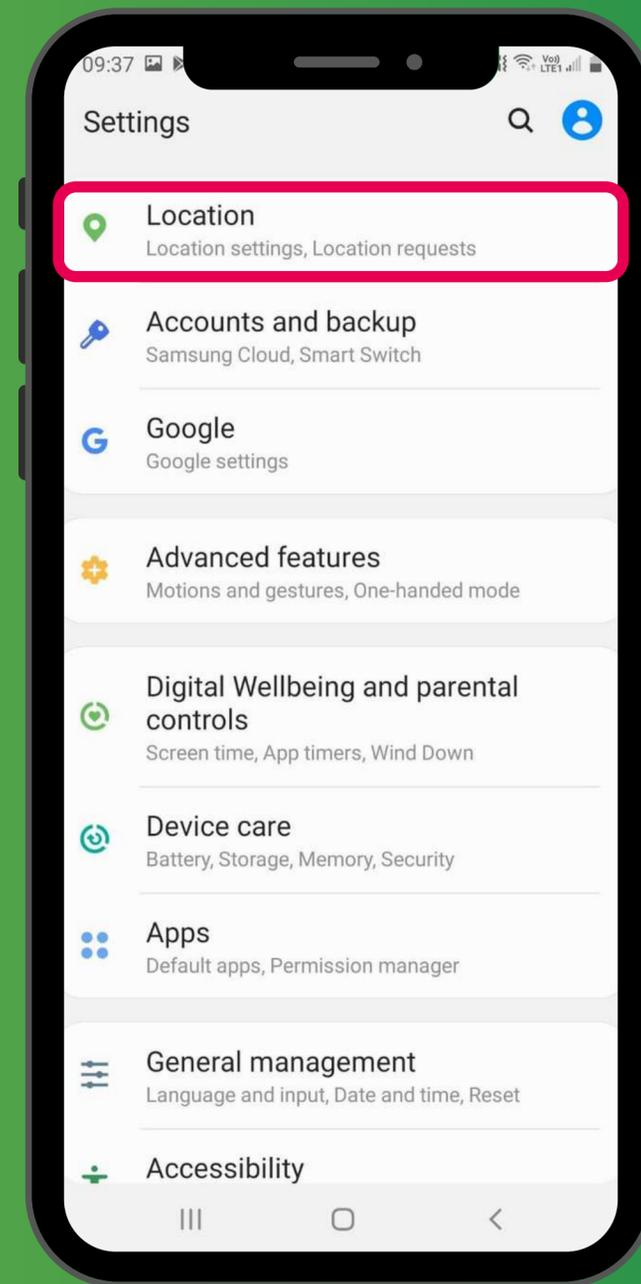
「設定」 → 「裝置維護」 → 「電量」 → 「不會進入休眠的應用程式」 →  
「+ 加入應用程式」

'Settings' → 'Device care' → 'Battery' → ' Apps that won't be put to sleep'  
→ '+ Add apps'

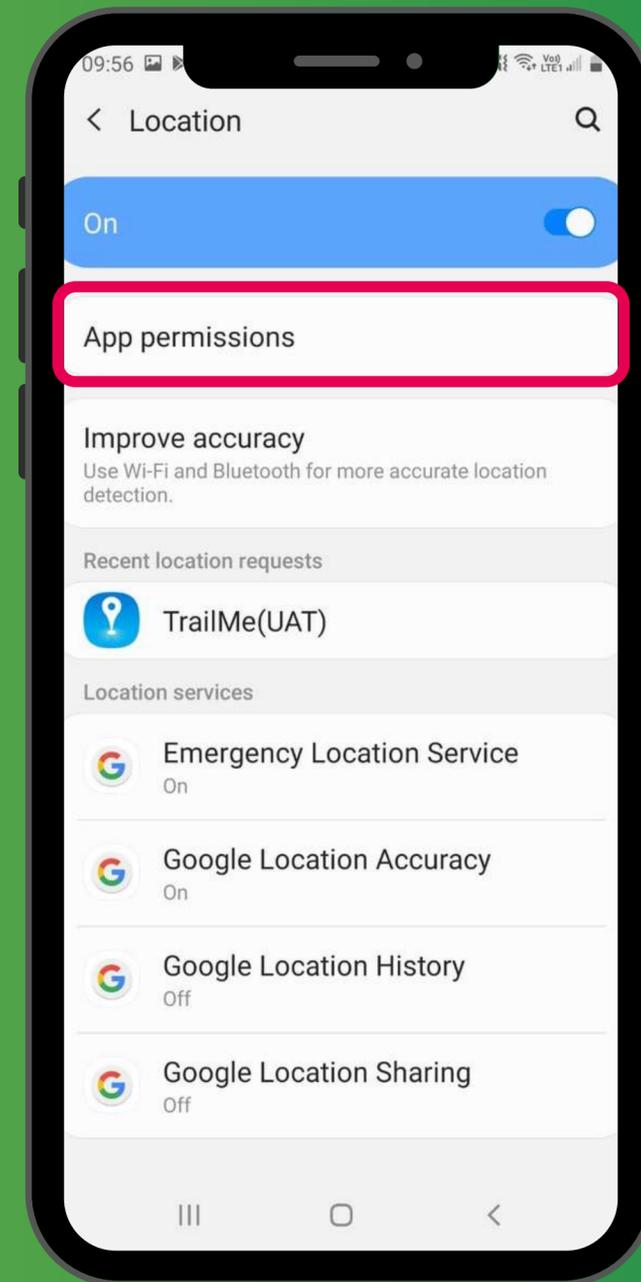


「設定」 → 「裝置維護」 → 「電量」 → 「不會進入休眠的應用程式」 →  
搜尋及加入「TrailMe」應用程式

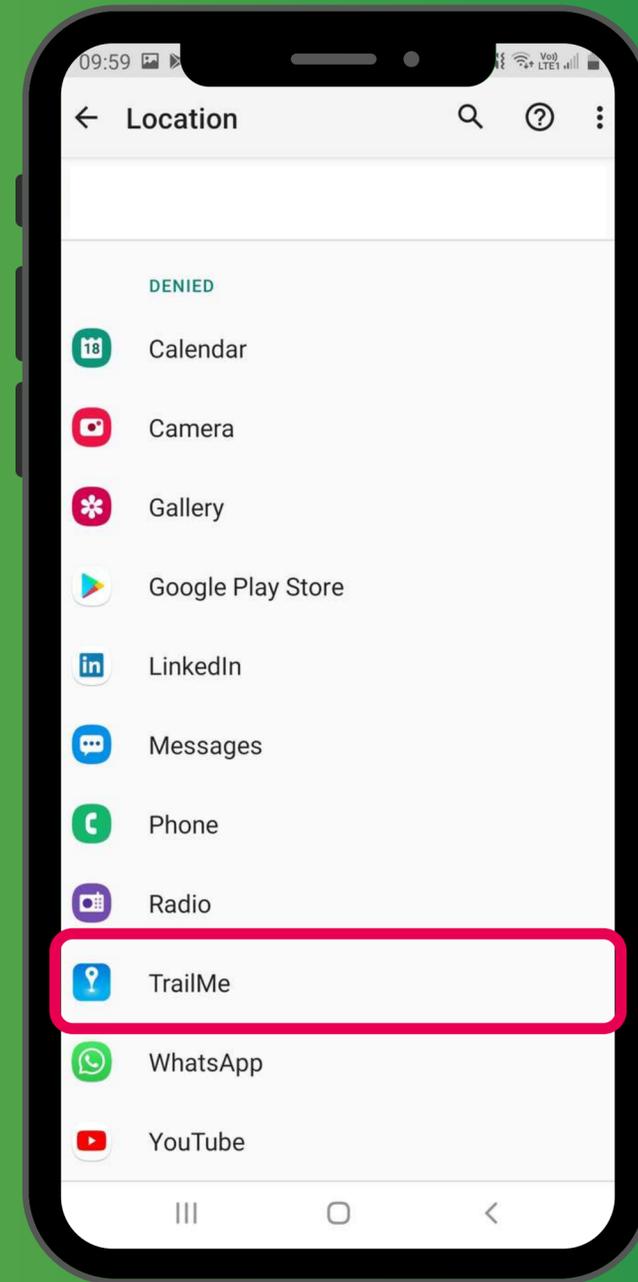
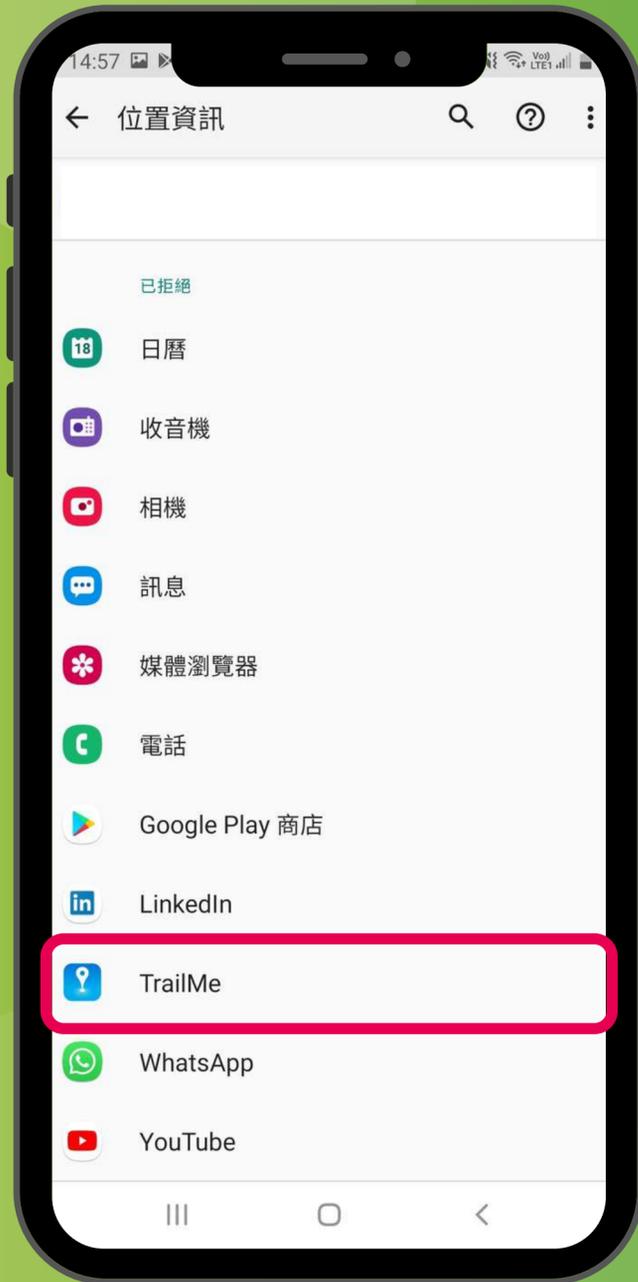
'Settings' → 'Device care' → 'Battery' → 'Apps that won't be put to sleep'  
→ Search and add 'TrailMe' app



「設定」 → 「位置」  
'Settings' → 'Location'

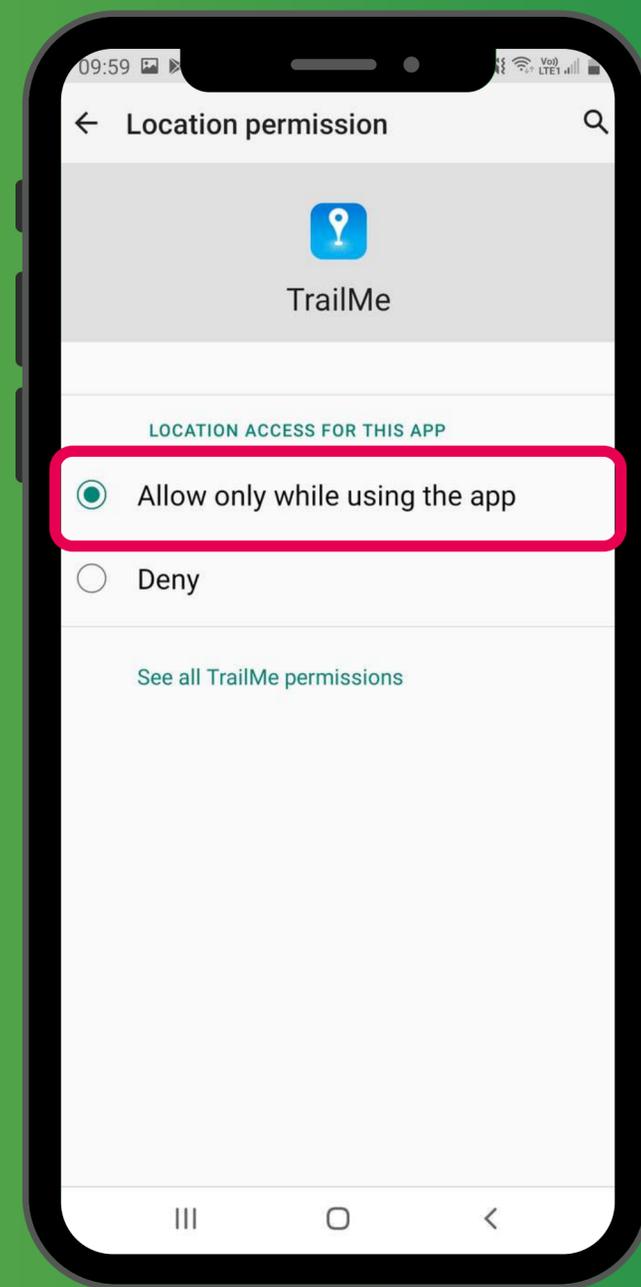


「設定」 → 「位置」 → 「應用程式權限」  
'Settings' → 'Location' → 'App permissions'

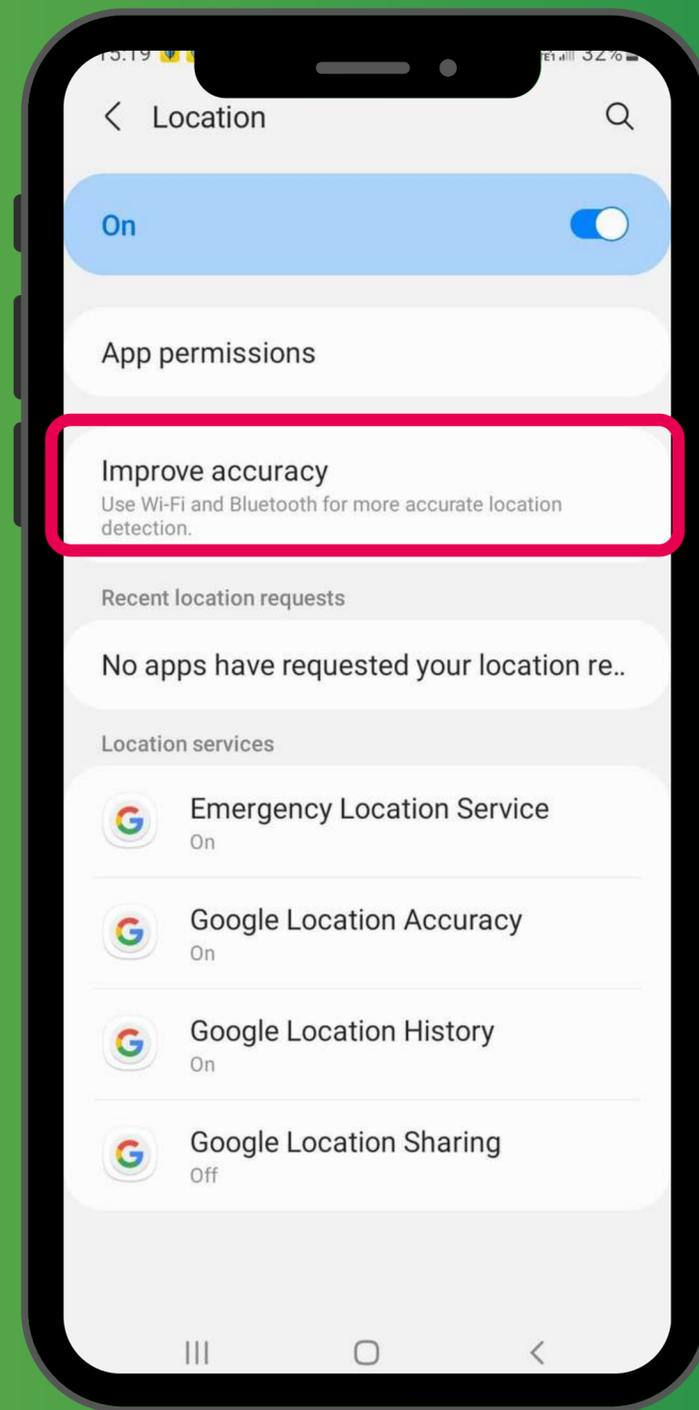


「設定」→「位置」→「應用程式權限」→ 搜尋及選擇  
「TrailMe」應用程式

'Settings' → 'Location' → 'App permissions' → Search and select  
'TrailMe' app

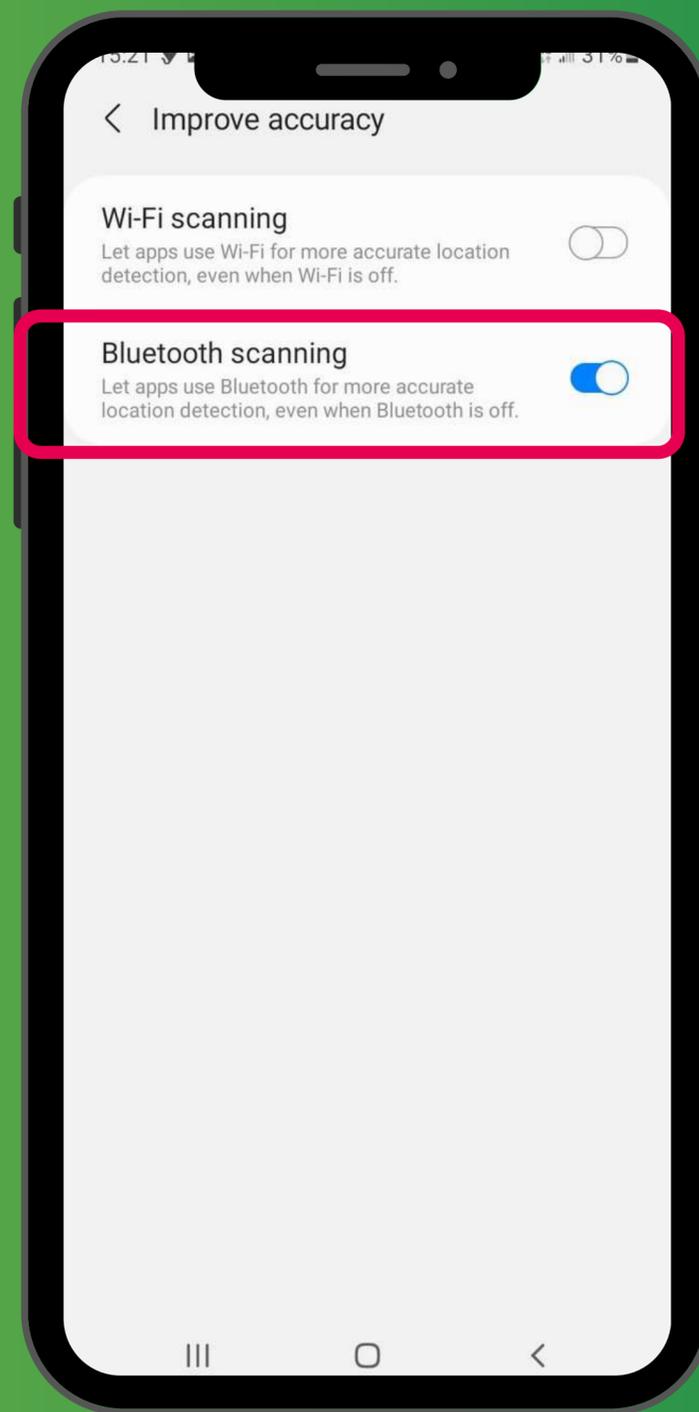
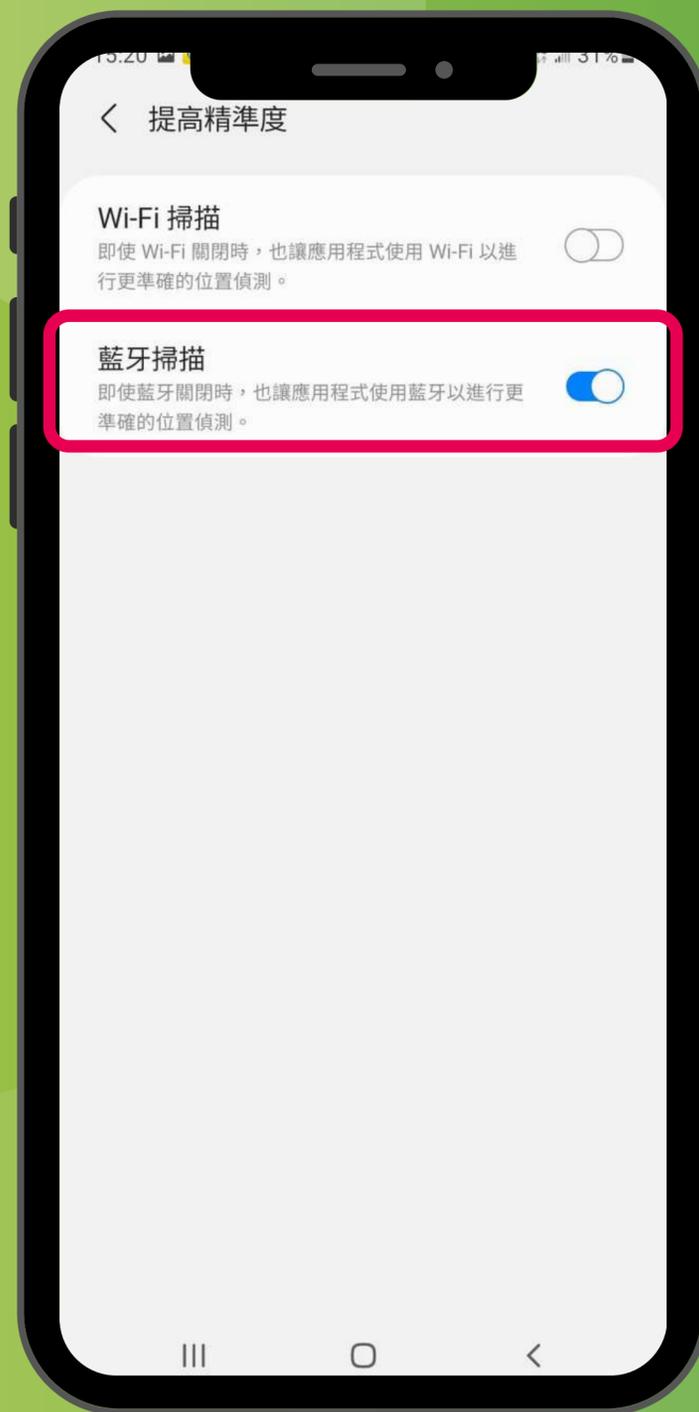


「設定」→「位置」→「應用程式權限」→「TrailMe」  
應用程式 →「僅在使用此應用程式時允許」  
'Settings' → 'Location' → 'App permissions' → 'TrailMe'  
app → ' Allow only while using the app'



「設定」 → 「位置」 → 「提高精準度」

'Settings' → 'Location' → Improve accuracy



關閉「Wi-Fi掃描」，開啟「藍牙掃描」

Turn OFF 'Wi-Fi scanning', turn ON 'Bluetooth scanning'

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PHONE SETTING - XIAOMI

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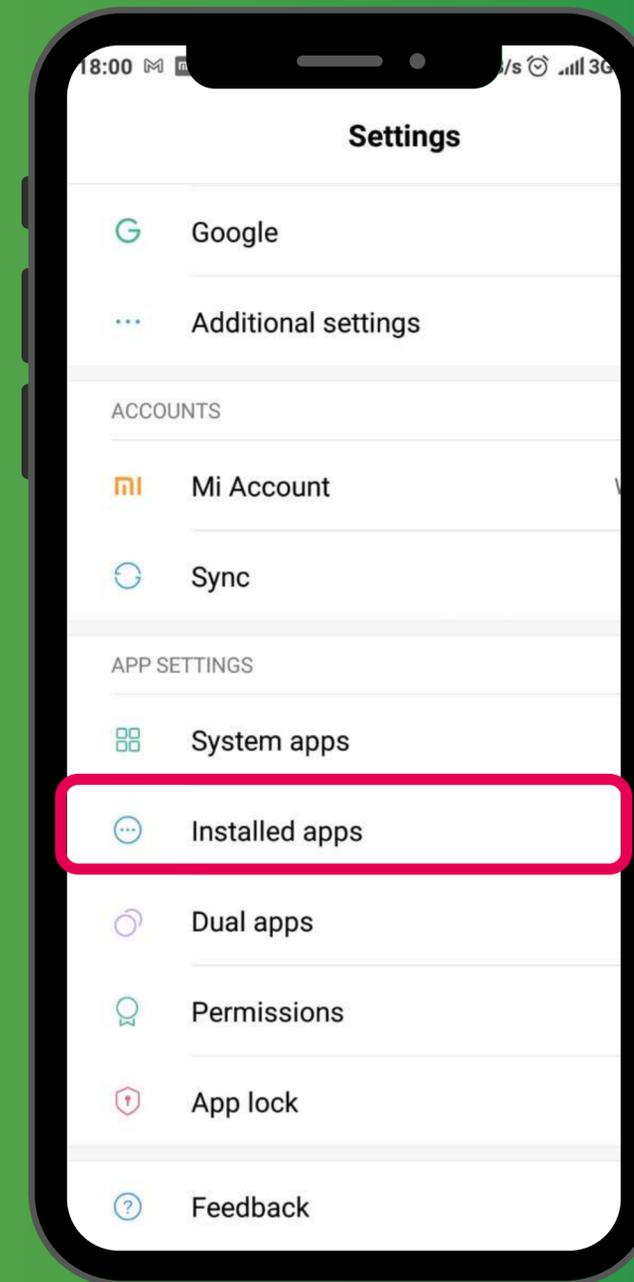
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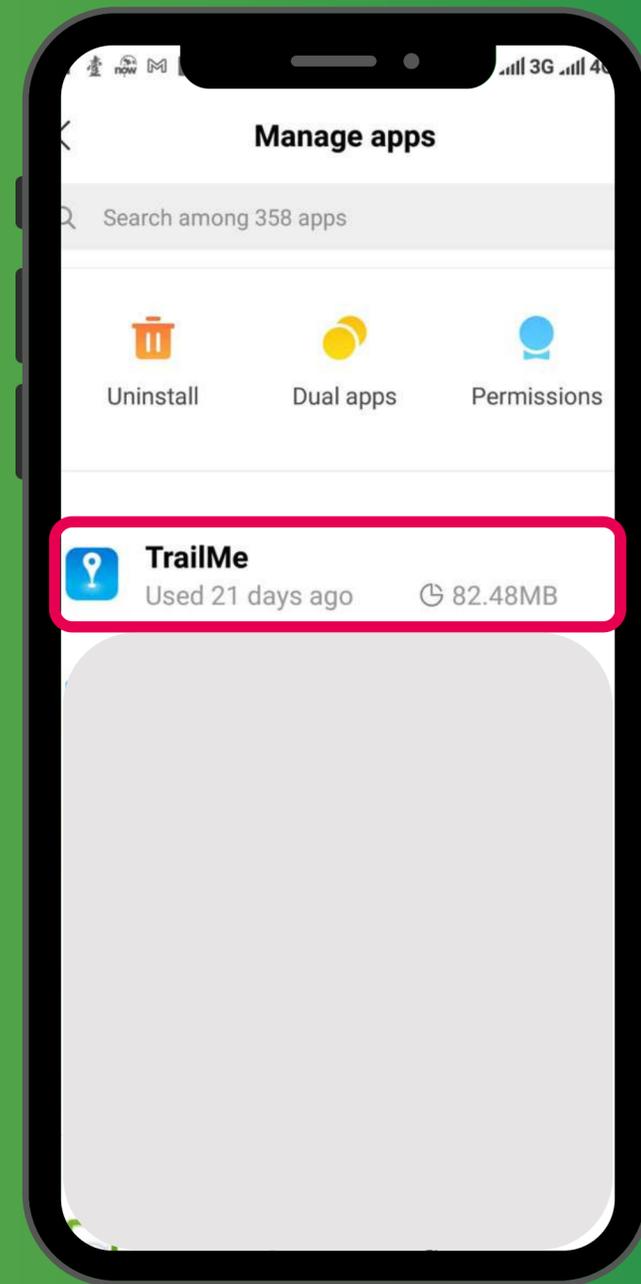
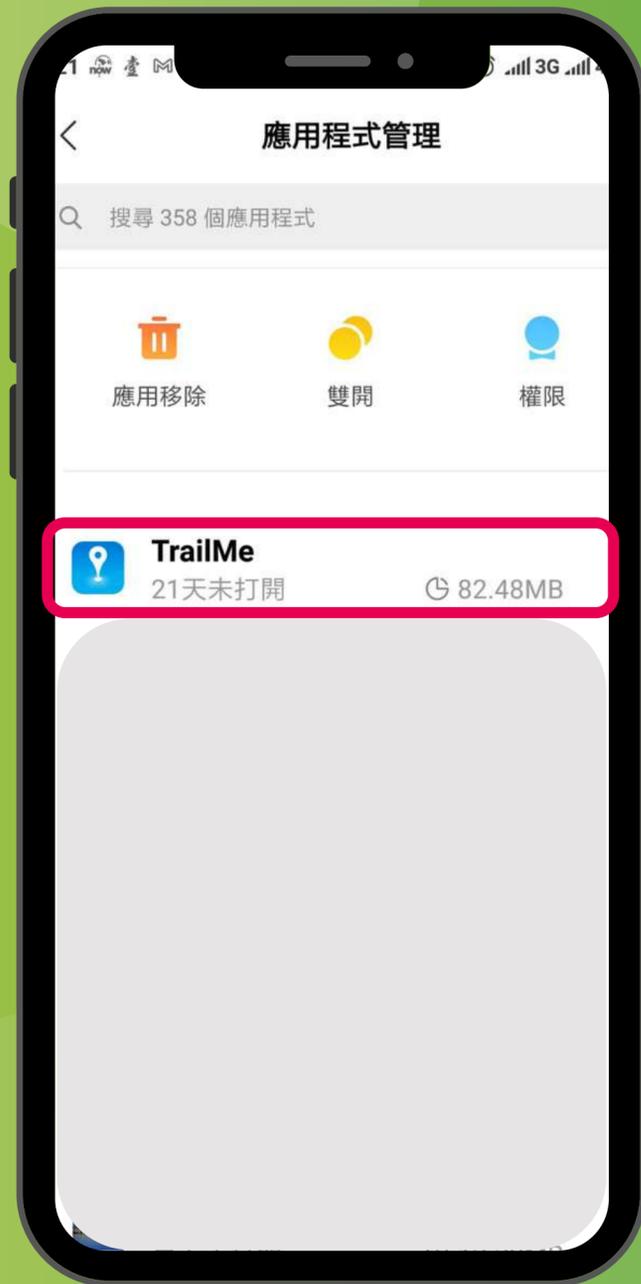
# 電話設定目標

## OBJECTIVE OF PHONE SETTING

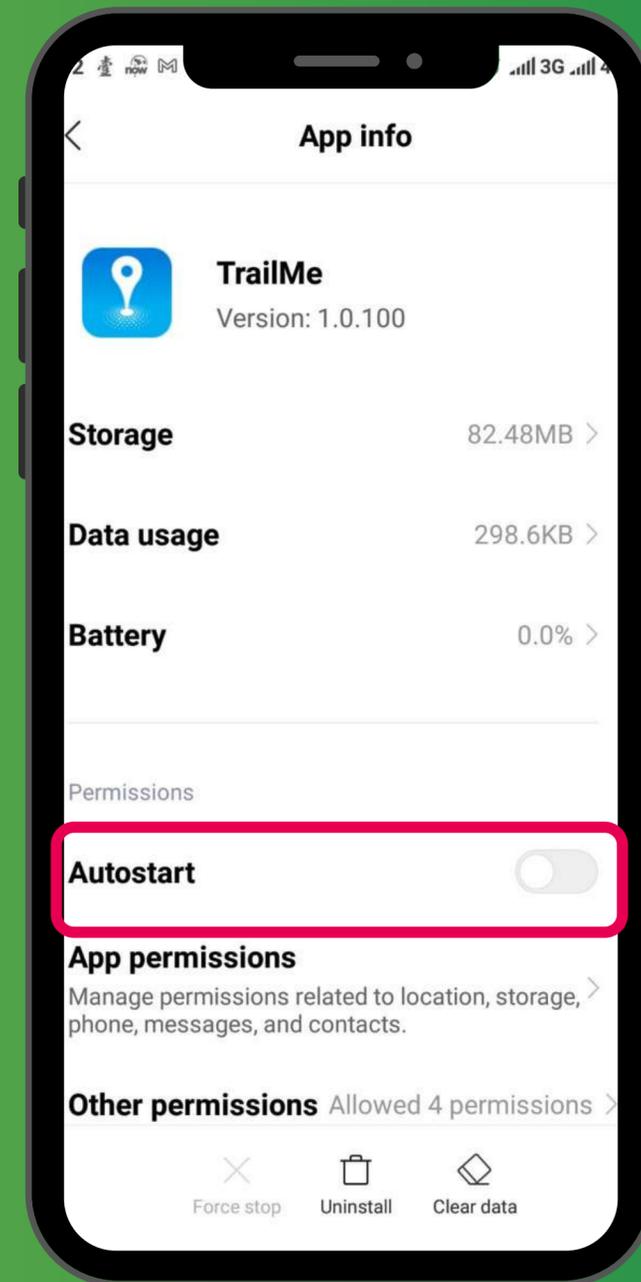
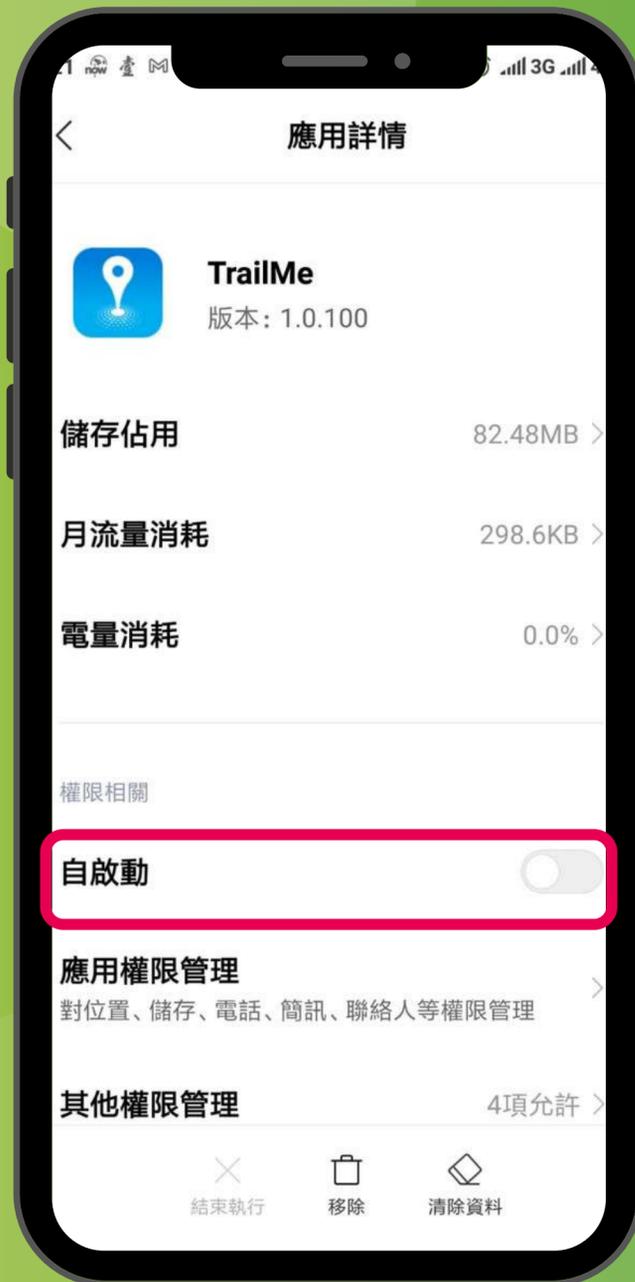
- 開啟藍牙  
Turn ON Bluetooth
- 開啟流動數據  
Turn ON Mobile data
- 開啟定位服務  
Turn ON Location Service/GPS
- 關閉「省電模式」  
Turn OFF 'Battery Saving mode'
- 關閉「勿擾模式」  
Turn OFF 'Do not disturb mode'



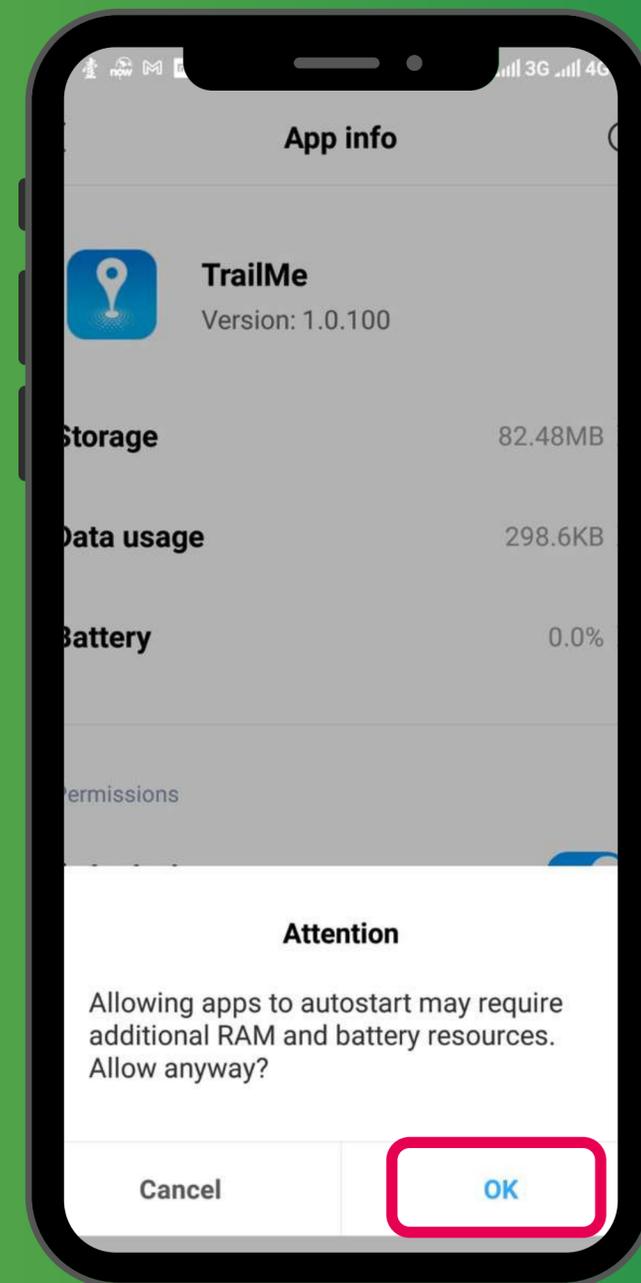
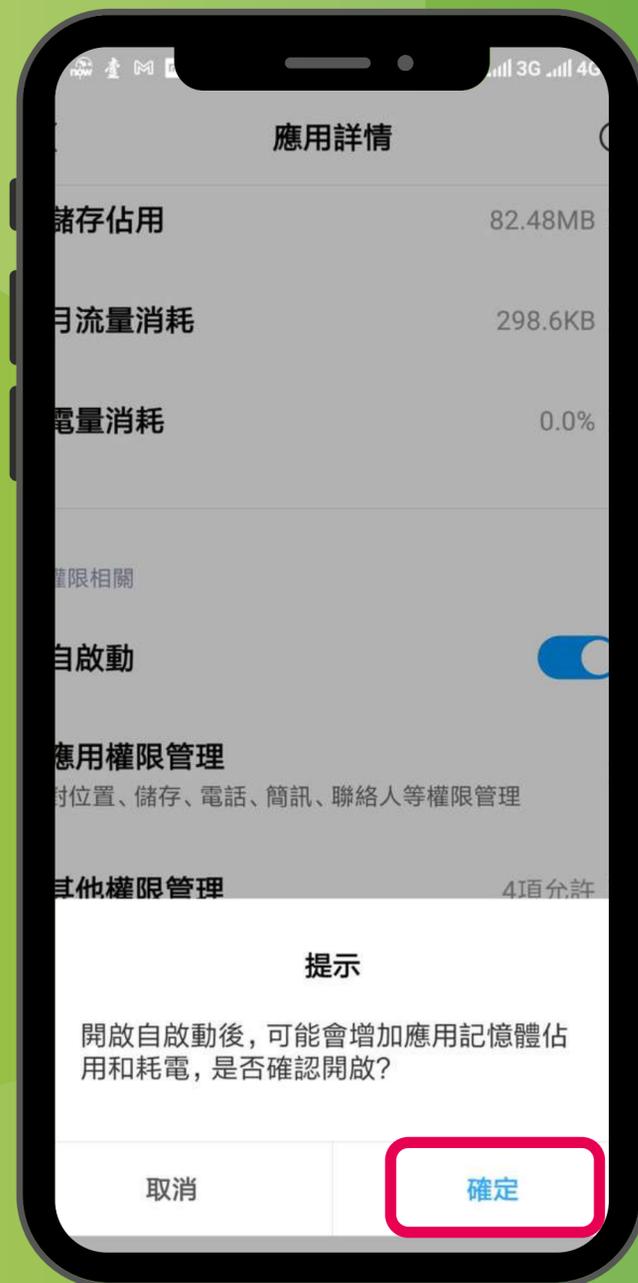
「設定」→「更多應用」  
'Settings' → 'Installed apps'



「設定」 → 「更多應用」 → 搜尋「TrailMe」應用程式  
'Settings' → 'Installed apps' → Scroll down and select  
'TrailMe' app

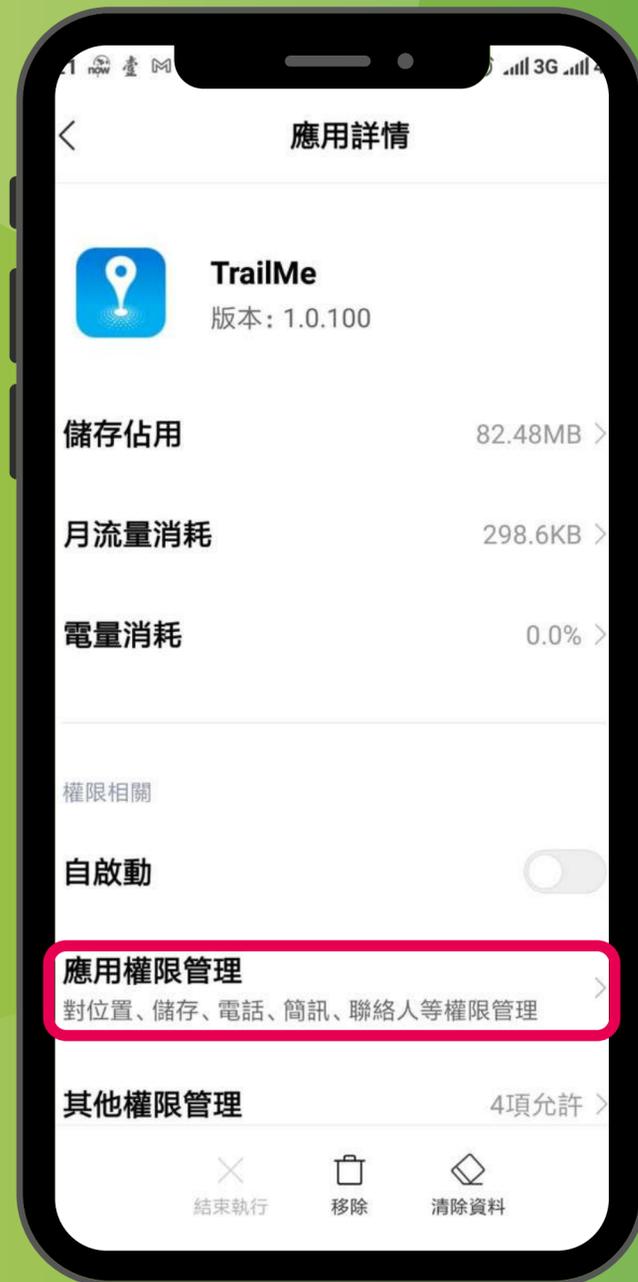


「設定」 → 「更多應用」 → 「TrailMe」 應用程式 → 開啟 「自啟動」  
'Settings' → 'Installed apps' → 'TrailMe' app → Turn on 'Autostart'

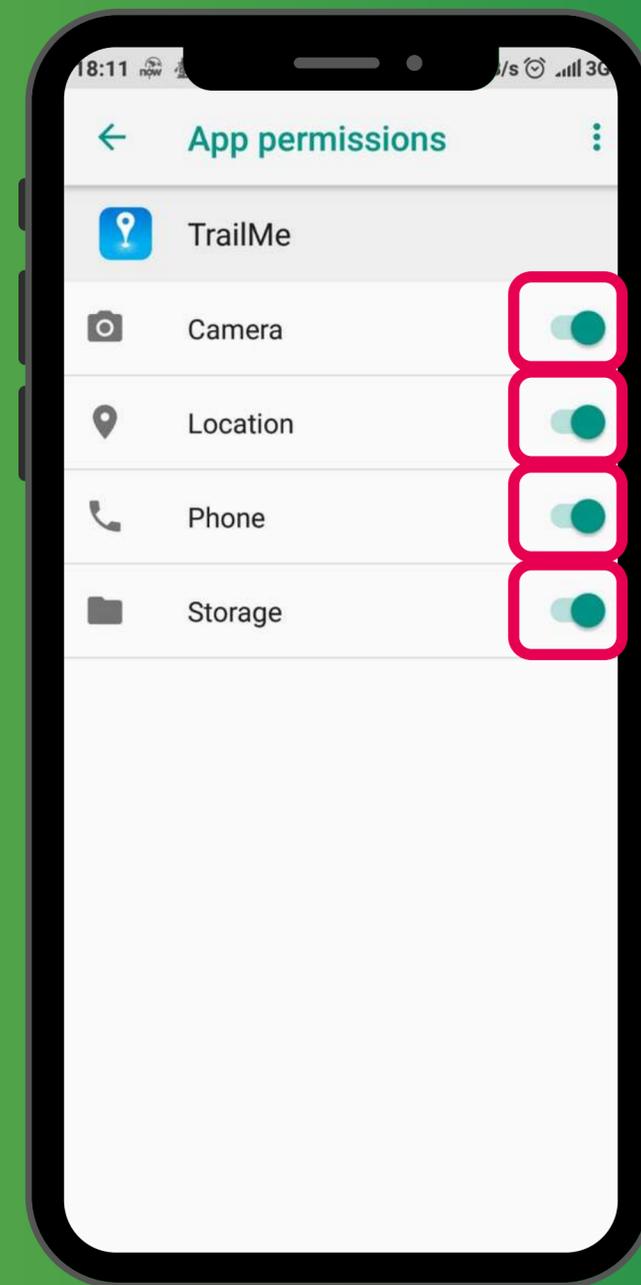
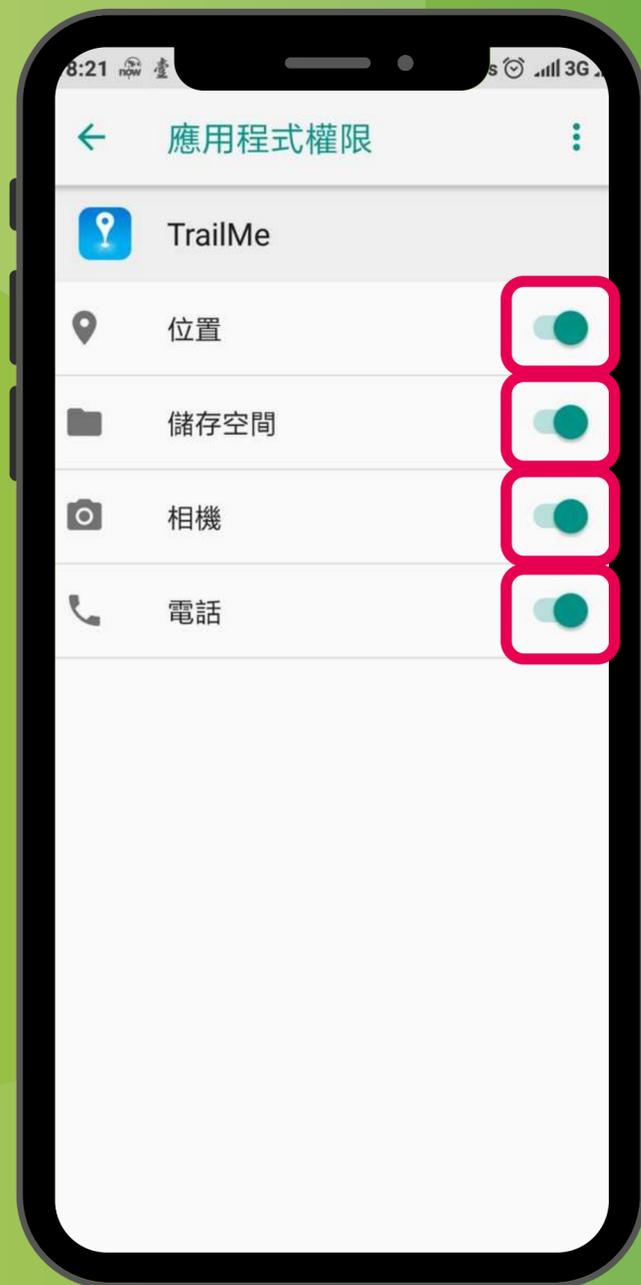


「設定」 → 「更多應用」 → 「TrailMe」應用程式 → 開啟「自啟動」 → 選擇「確定」

'Settings' → 'Installed apps' → 'TrailMe' app → Turn on 'Autostart' → Select 'OK'

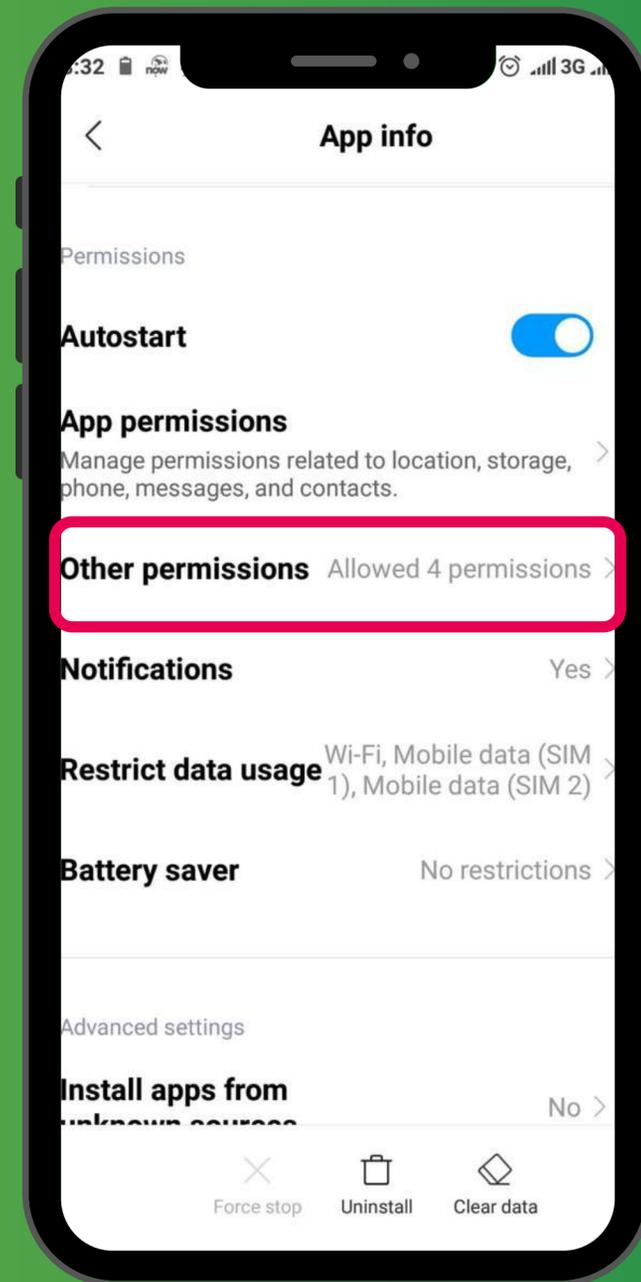


「設定」 → 「更多應用」 → 「TrailMe」 應用程式 → 「應用權限管理」  
'Settings' → 'Installed apps' → 'TrailMe' app → 'App permissions'

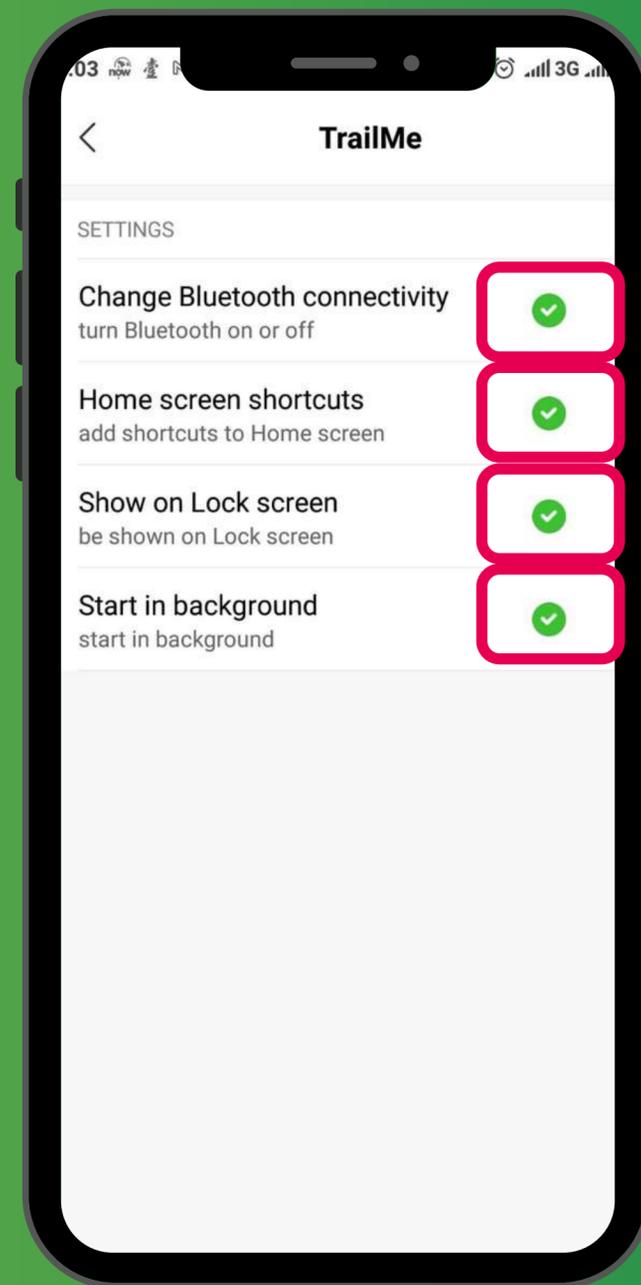
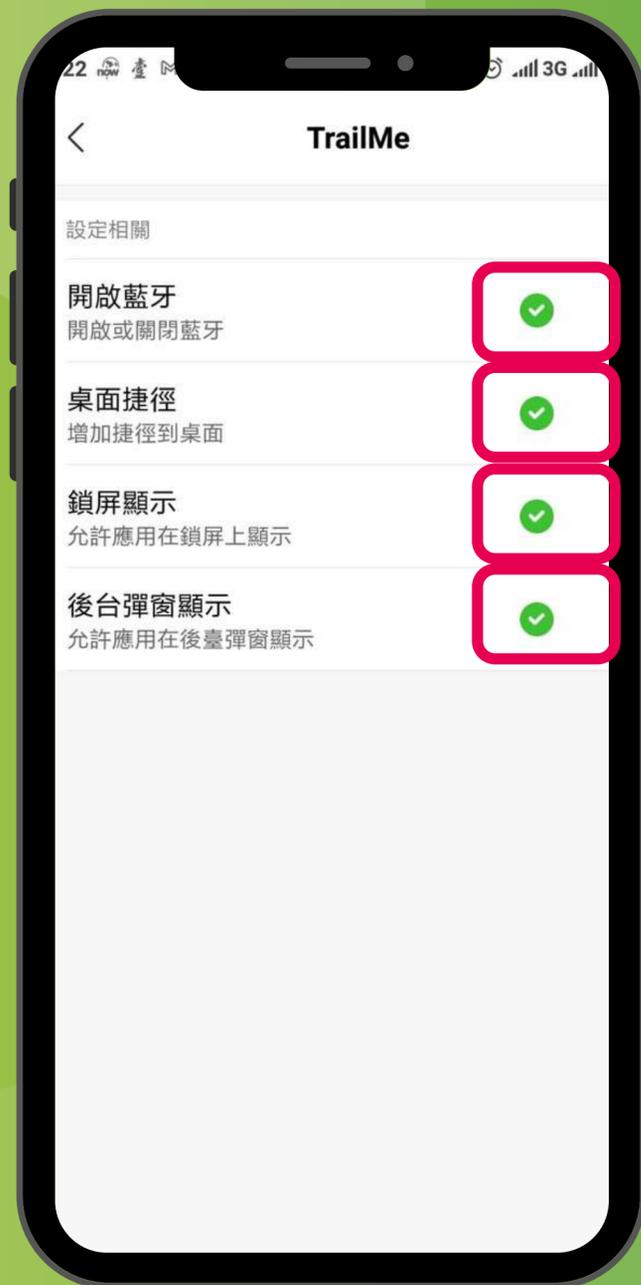


「設定」 → 「更多應用」 → 「TrailMe」 應用程式 → 「應用權限管理」  
→ 開啟 「位置」, 「儲存空間」, 「相機」 及 「電話」

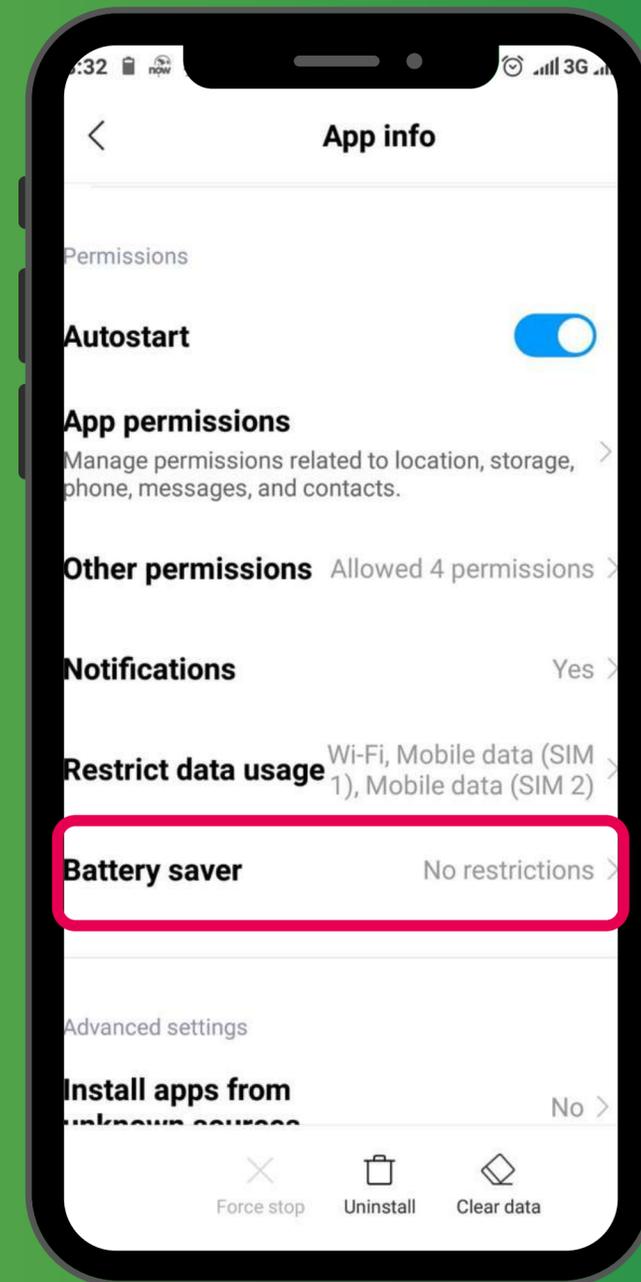
'Settings' → 'Installed apps' → 'TrailMe' app → 'App permissions' →  
Turn on 'Camera', 'Location', 'Phone' and 'Storage'



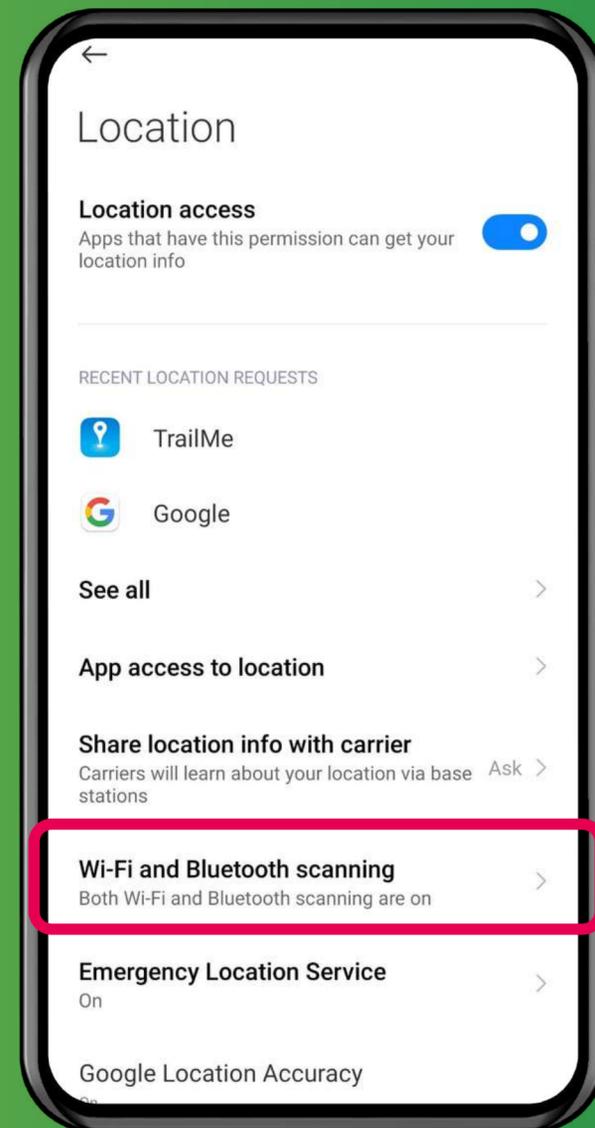
「設定」 → 「更多應用」 → 「TrailMe」 應用程式 → 「其他權限管理」  
'Settings' → 'Installed apps' → 'TrailMe' app → 'Other permissions'



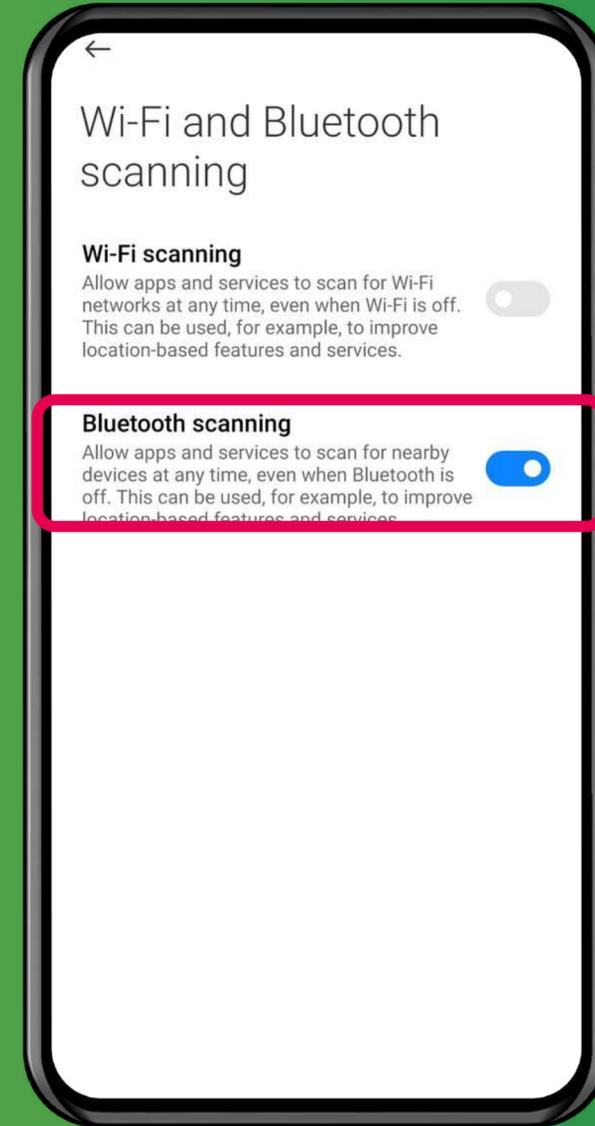
「設定」→「更多應用」→「TrailMe」應用程式→「其他權限管理」→  
開啟「開啟藍牙」，「桌面捷徑」，「鎖屏顯示」及「後台彈窗顯示」  
'Settings' → 'Installed apps' → 'TrailMe' app → 'Other permissions' →  
Turn on 'Change Bluetooth connectivity', 'Home screen shortcuts', 'Show  
on Lock screen' and 'Start in background'



「設定」 → 「更多應用」 → 「TrailMe」 應用程式 → 「省電策略」  
'Settings' → 'Installed apps' → 'TrailMe' app → 'Battery saver'



「設定」 → 「密碼，隱私與安全」 → 「位置」 → 「Wi-Fi和藍牙掃描」  
'Settings' → 'Password & Security' → 'Location' → 'Wi-Fi and Bluetooth scanning'



關閉「掃描Wi-Fi」，開啟「藍牙掃描」

Turn OFF 'Wi-Fi scanning', turn ON 'Bluetooth scanning'

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# 電話設定目標

## OBJECTIVE OF PHONE SETTING

- 開啟藍牙

Turn ON Blue tooth

- 開啟流動數據

Turn ON Mobile data

- 開啟定位服務

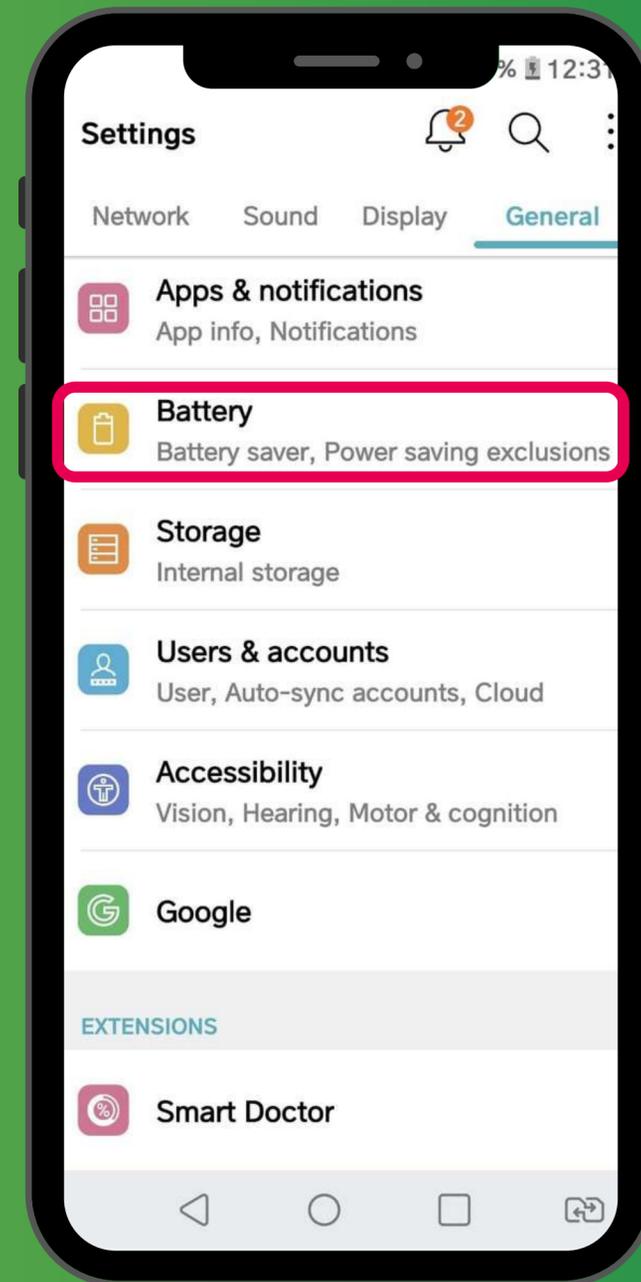
Turn ON Location Service/GPS

- 關閉「省電模式」

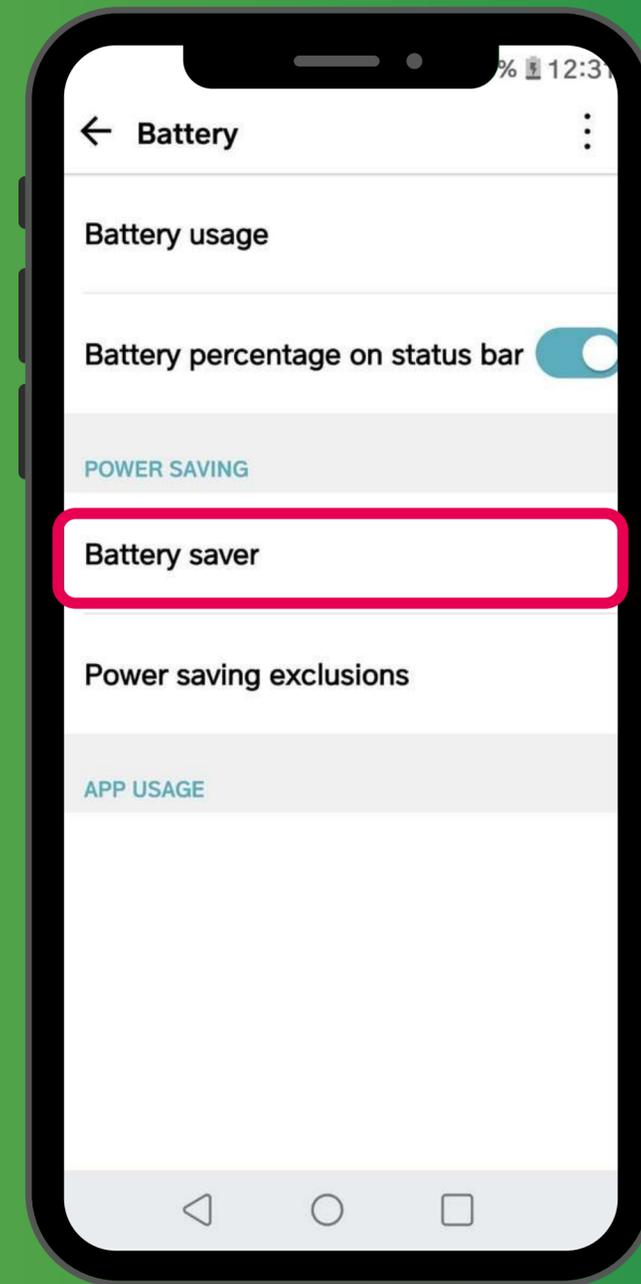
Turn OFF 'Battery Saving mode'

- 關閉「勿擾模式」

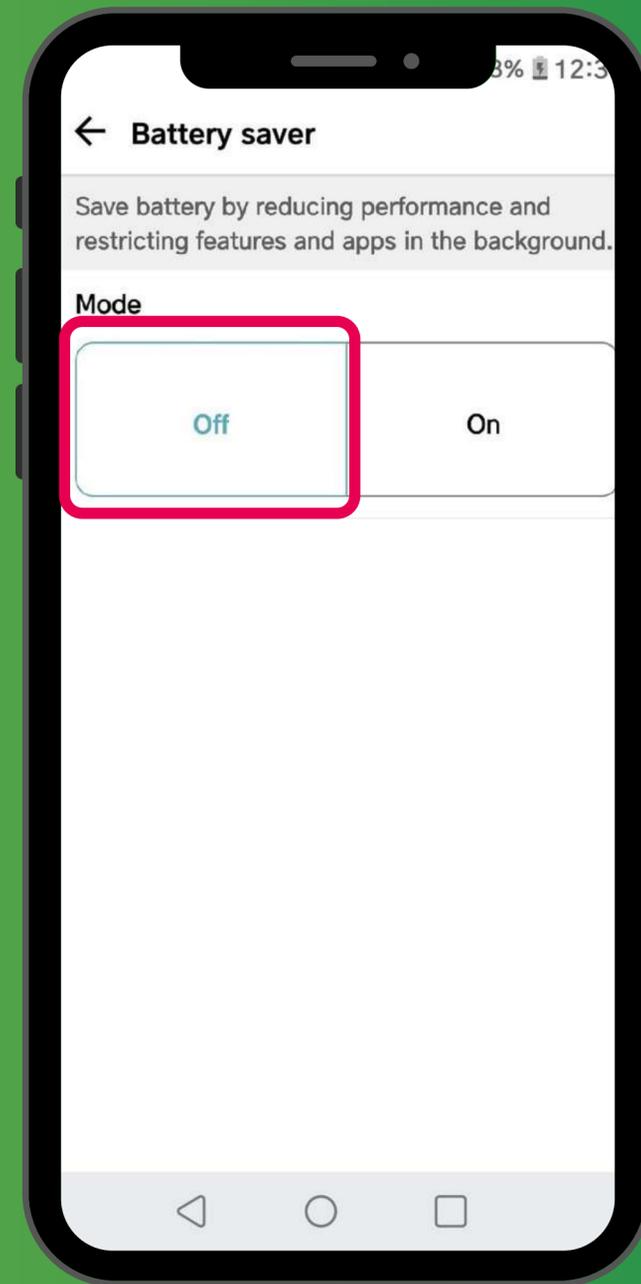
Turn OFF 'Do not disturb mode'



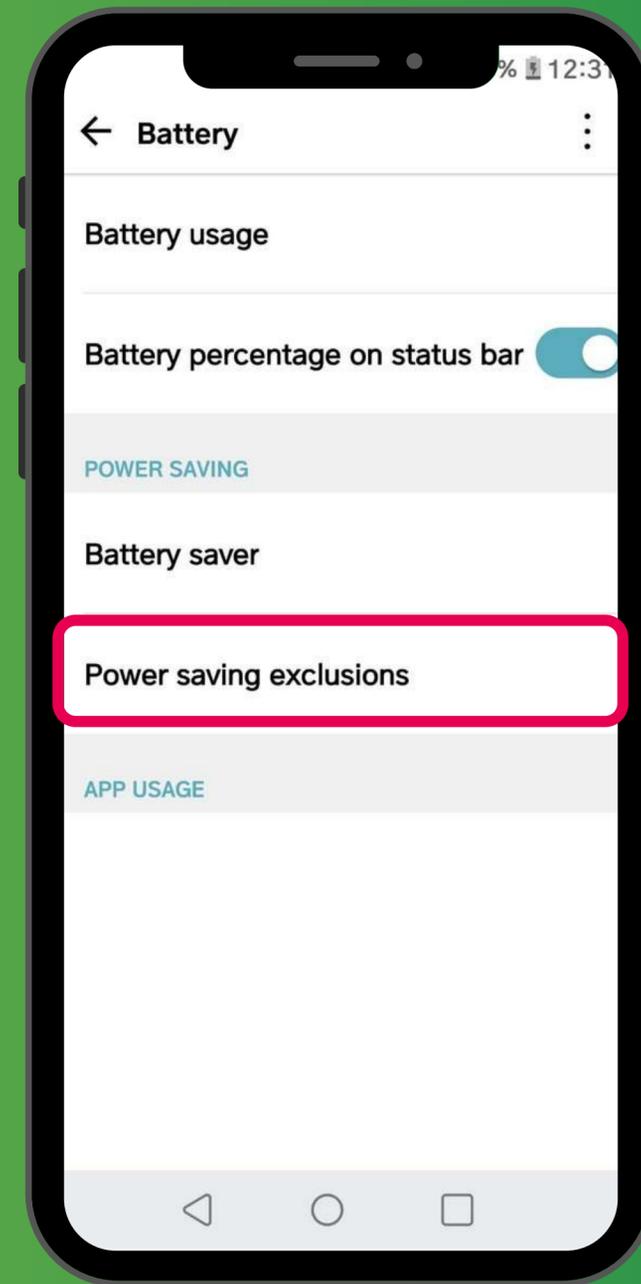
「設定」→「一般」→「電池」  
'Settings' → 'General' → 'Battery'



「設定」 → 「一般」 → 「電池」 → 「省電」  
'Settings' → 'General' → 'Battery' → 'Battery saver'

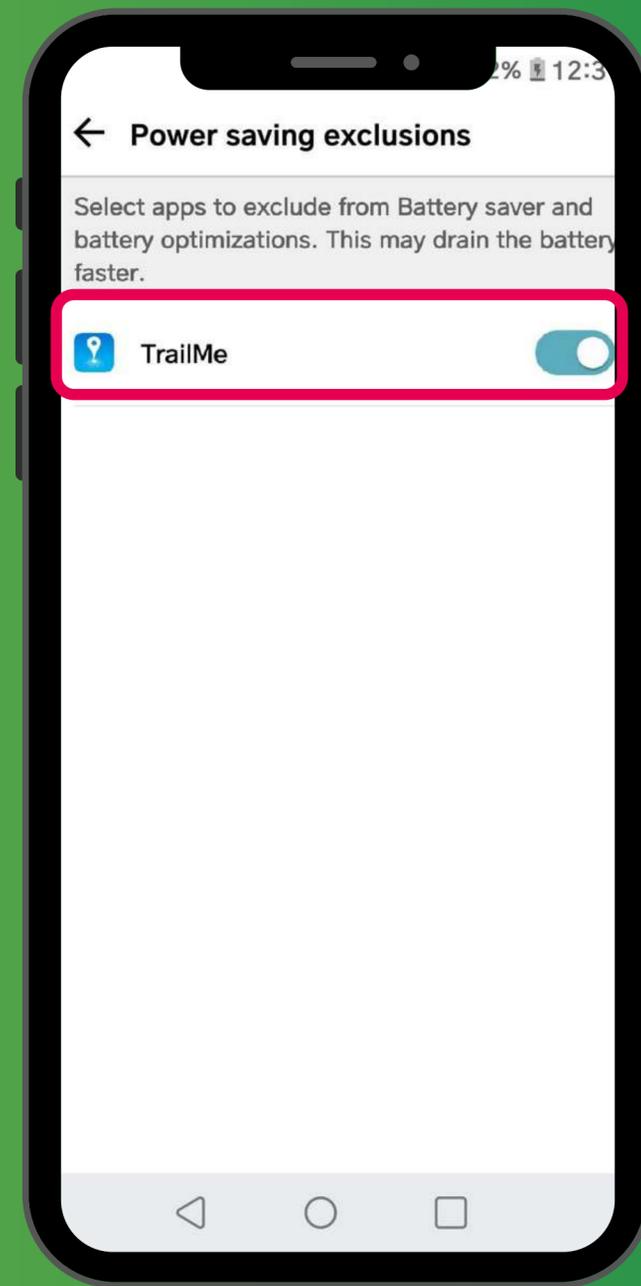
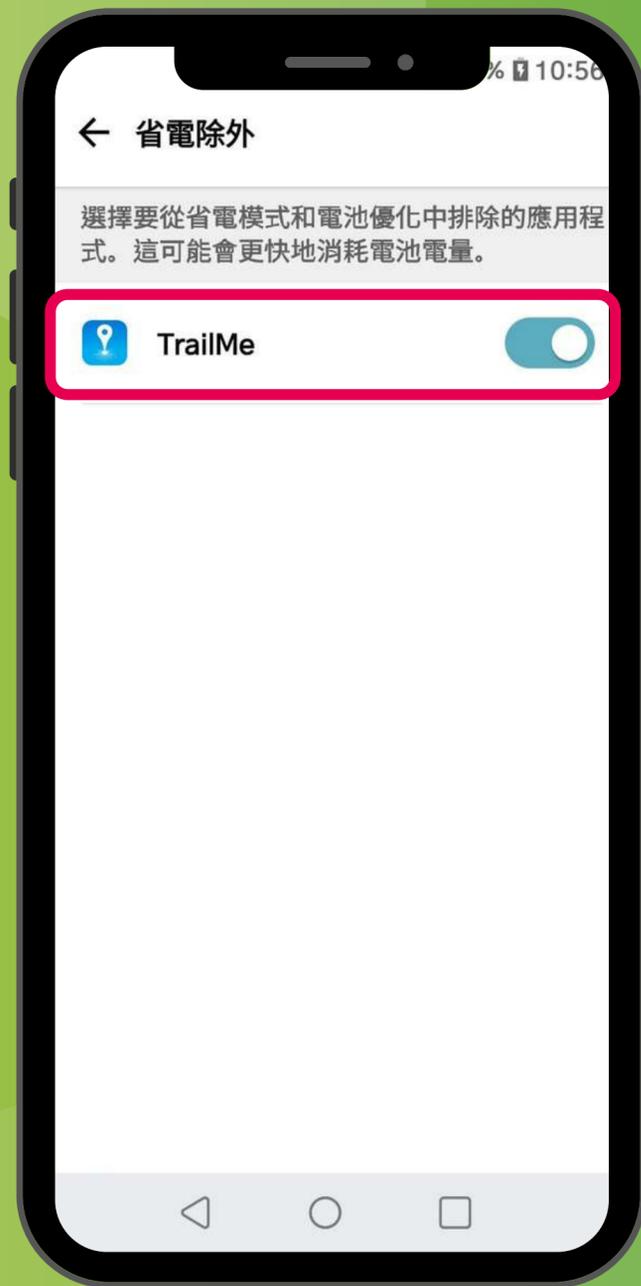


「設定」 → 「一般」 → 「電池」 → 「省電」 → 「關閉」  
'Settings' → 'General' → 'Battery' → 'Battery saver' → 'Off'



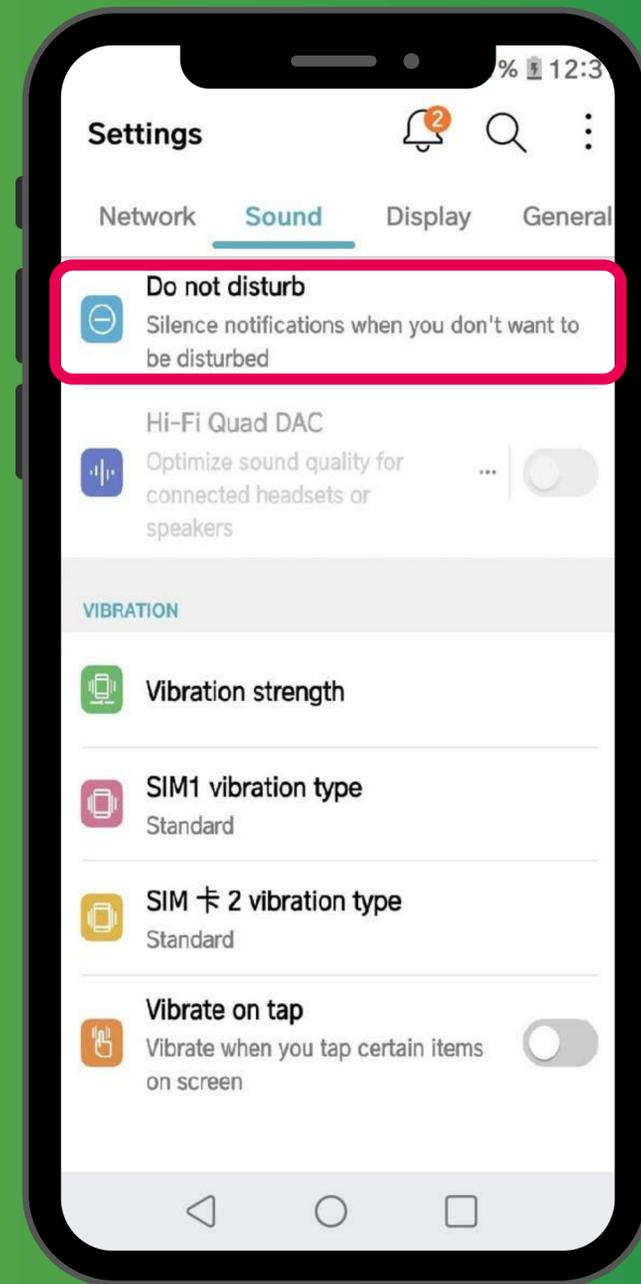
「設定」 → 「一般」 → 「電池」 → 「省電除外」

'Settings' → 'General' → 'Battery' → 'Power saving exclusions'

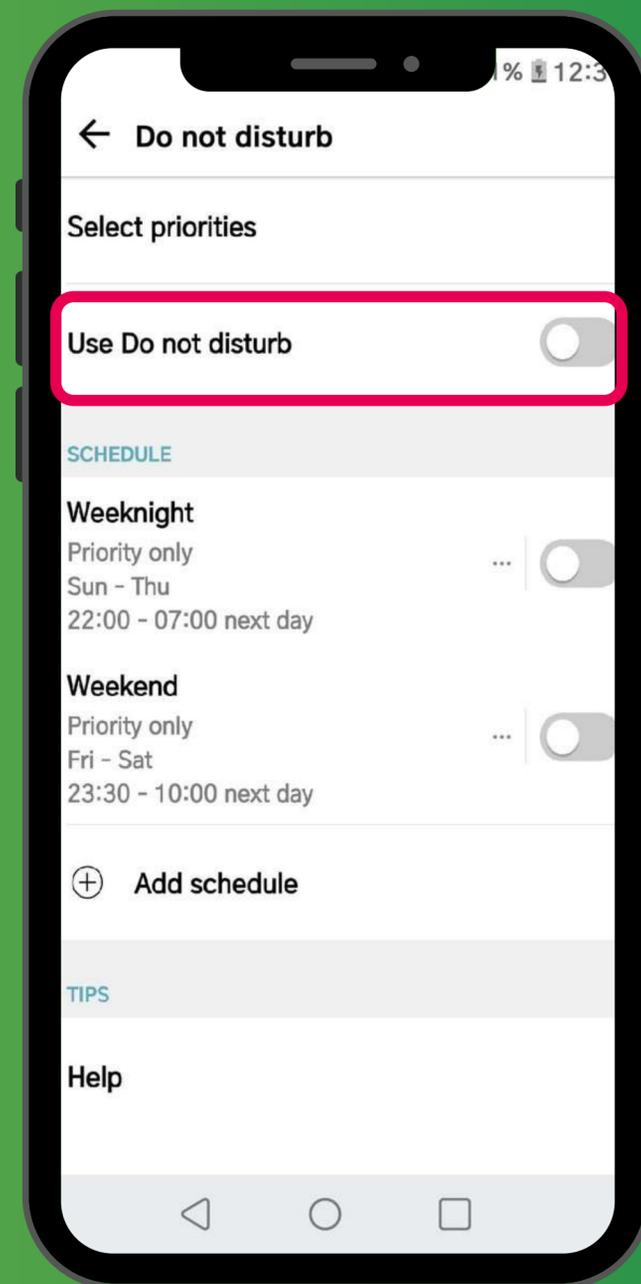


「設定」 → 「一般」 → 「電池」 → 「省電除外」 → 搜尋及  
開啟"TrailMe"應用程式

'Settings' → 'General' → 'Battery' → 'Power saving exclusions'  
→ Scroll down, select and turn on 'TrailMe' app

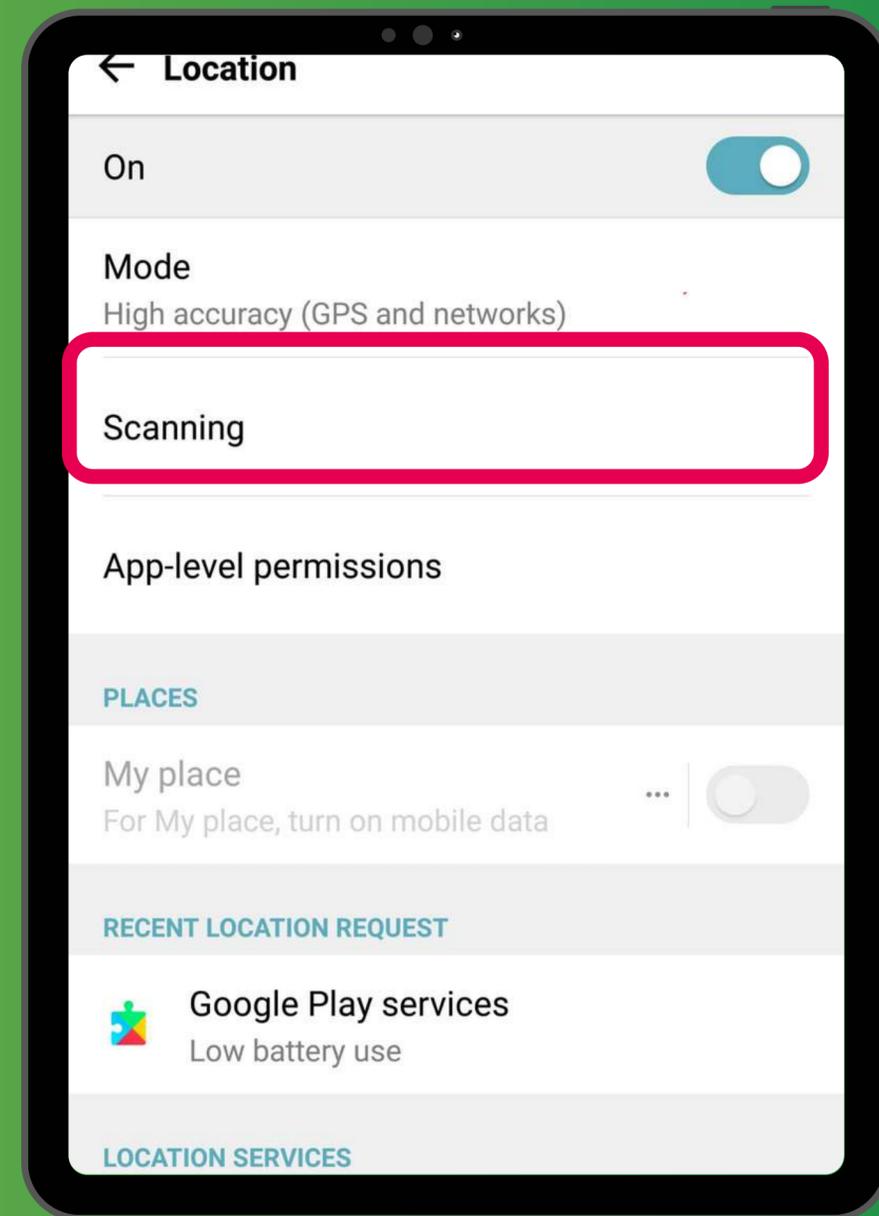


「設定」 → 「聲音」 → 「勿干擾」  
'Settings' → 'Sound' → 'Do not disturb'

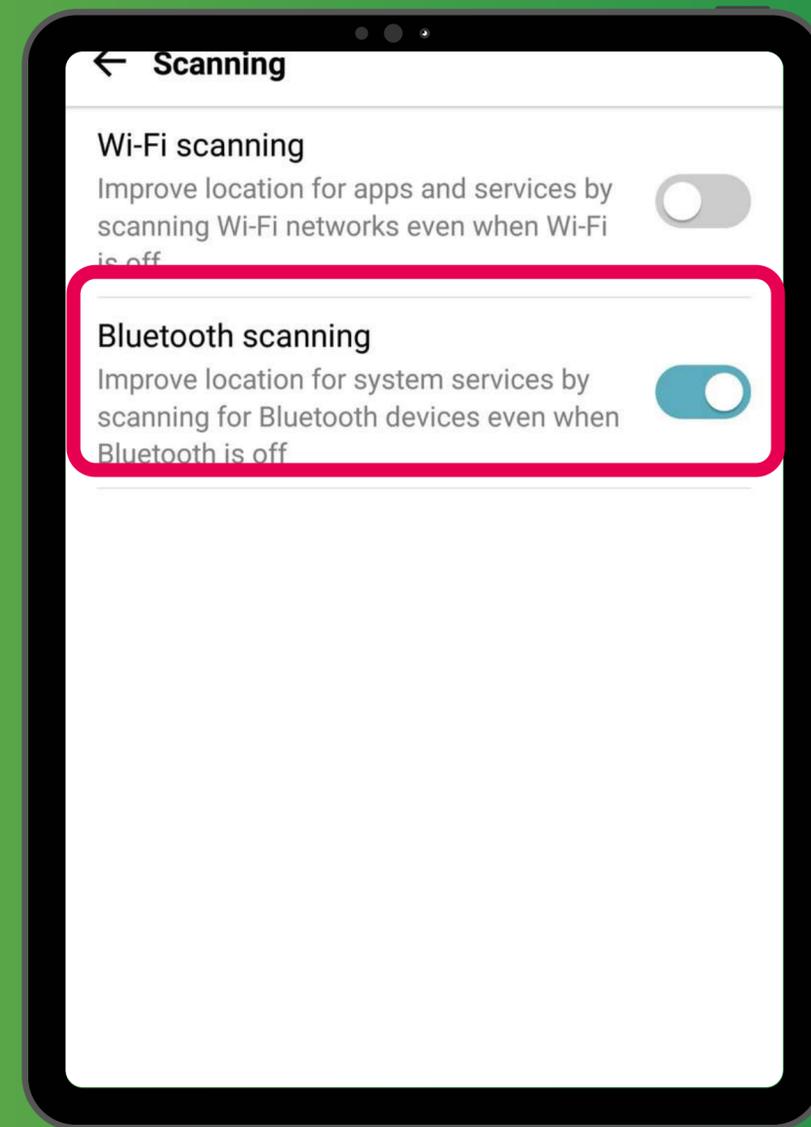
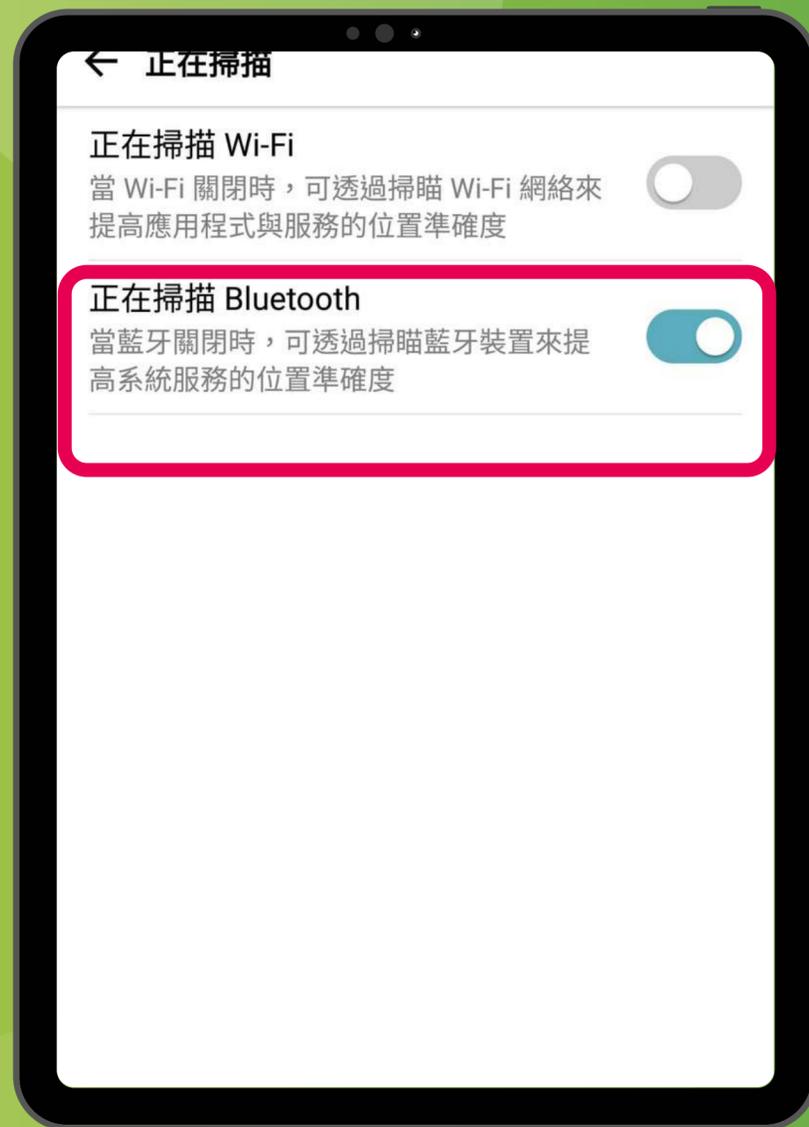


「設定」 → 「聲音」 → 「勿干擾」 → 關閉「使用  
不允打擾」模式

'Settings' → 'Sound' → 'Do not disturb' → Turn off  
'Use Do not disturb' mode



「設定」 → 「定位服務」 → 「掃描設定」  
Setting → Location → Scanning



關閉「Wi-Fi掃描」，開啟「藍牙掃描」  
Turn OFF 'Wi-Fi scanning', turn ON 'Bluetooth scanning'

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# 電話設定 - 華為

# PHONE SETTING - HUAWEI

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# 電話設定目標

## OBJECTIVE OF PHONE SETTING

- 開啟藍牙

Turn ON Blue tooth

- 開啟流動數據

Turn ON Mobile data

- 開啟定位服務

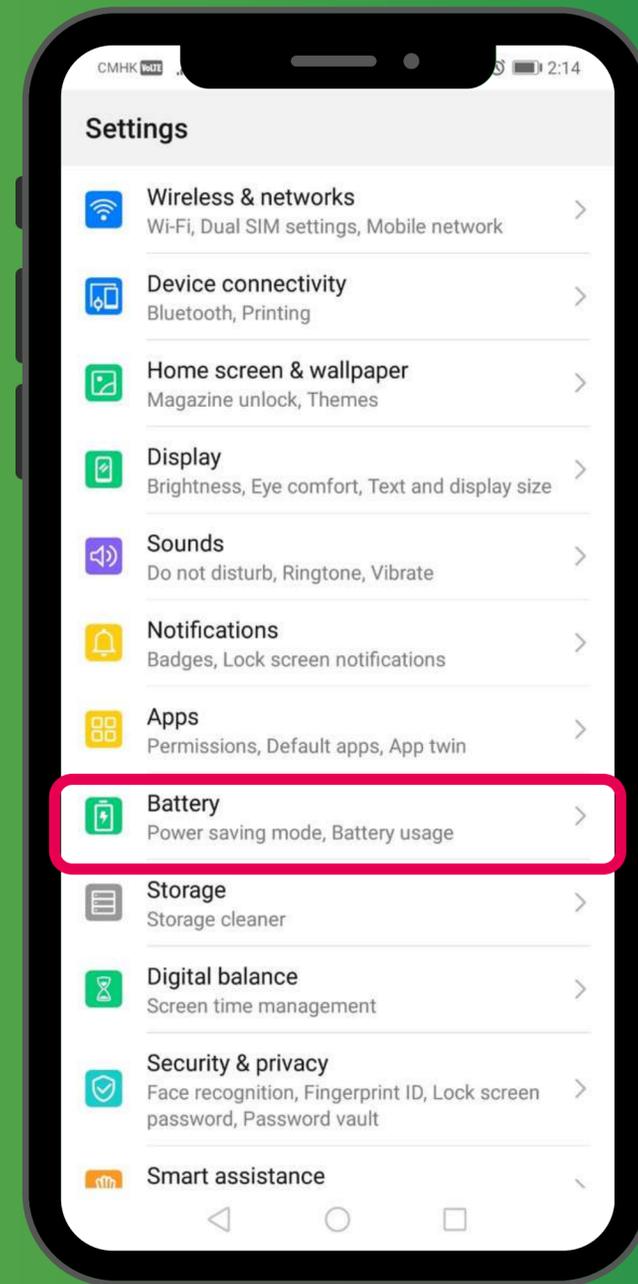
Turn ON Location Service/GPS

- 關閉「省電模式」

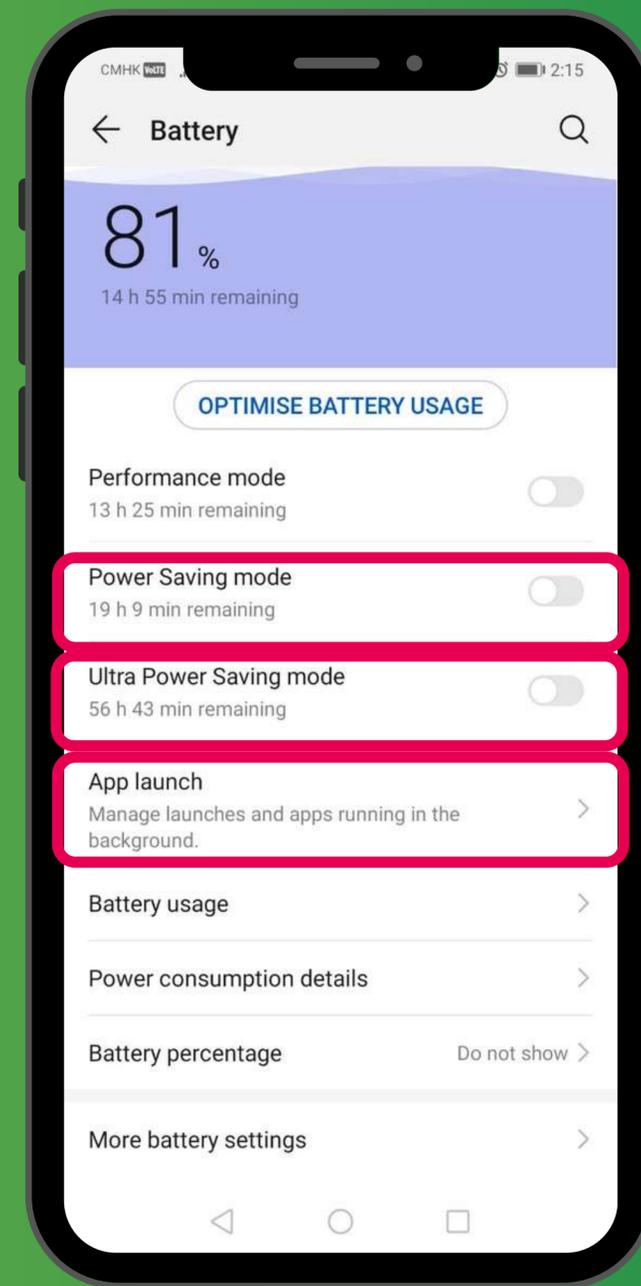
Turn OFF 'Battery Saving mode'

- 關閉「勿擾模式」

Turn OFF 'Do not disturb mode'



「設定」 → 「電池」  
'Settings' → 'Battery'

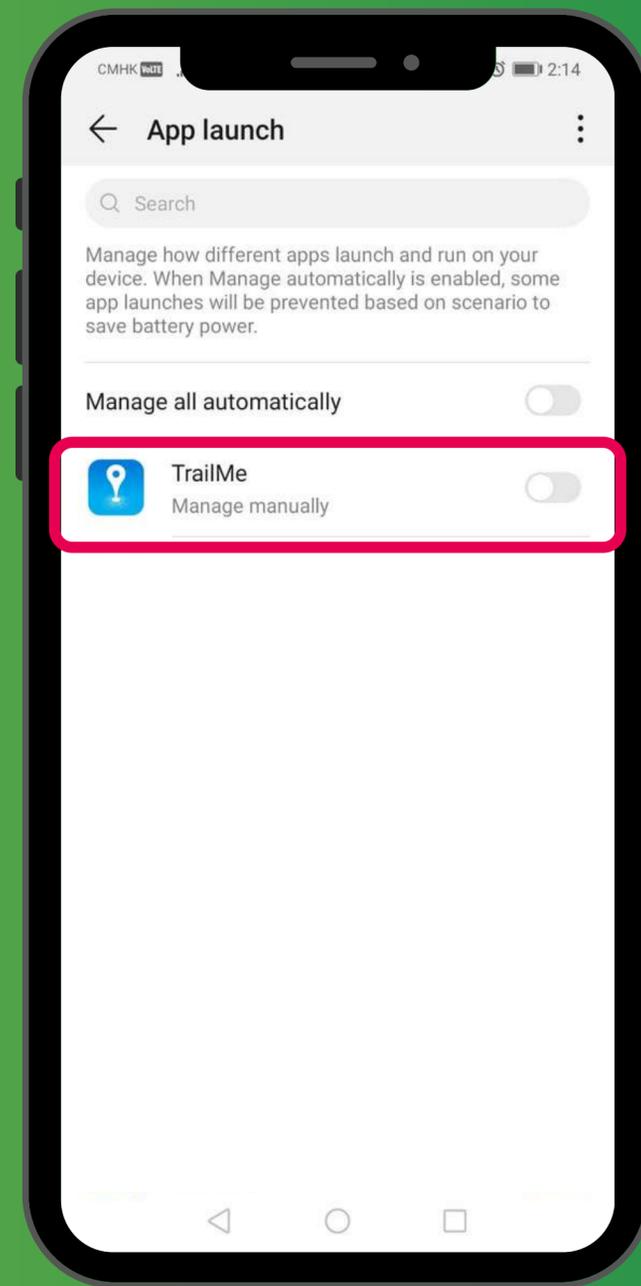
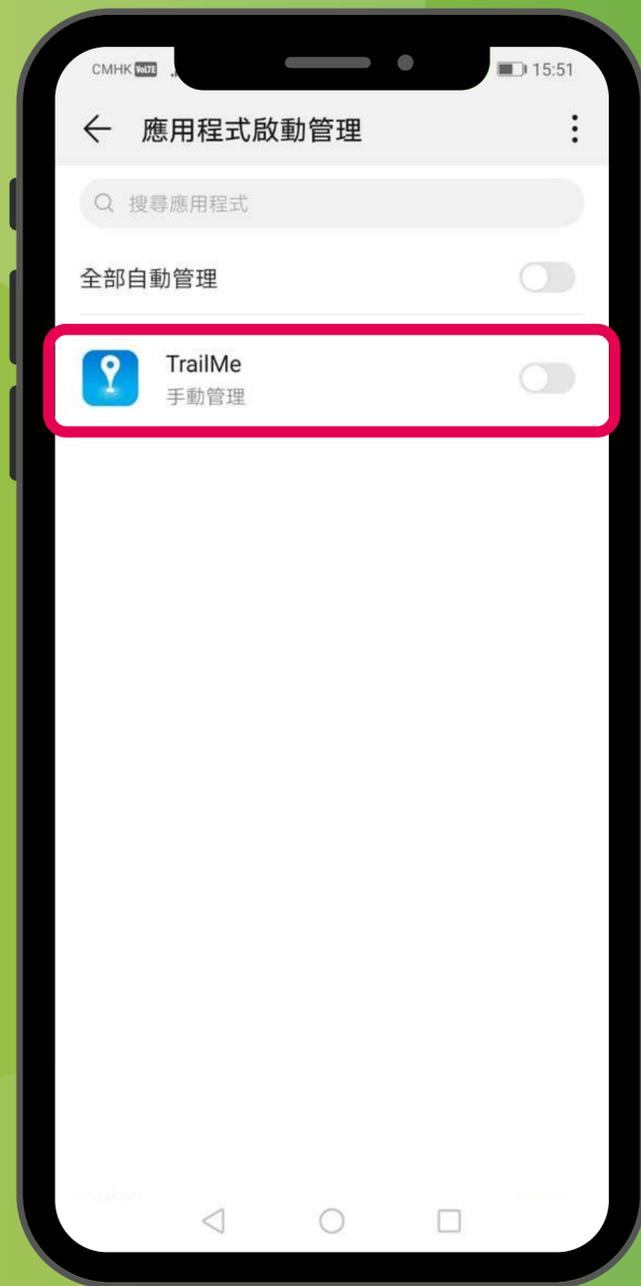


「設定」 → 「電池」 → 關閉「省電模式」及「超級省電模式」

'Settings' → 'Battery' → Turn off 'Power Saving mode' and 'Ultra Power Saving mode'

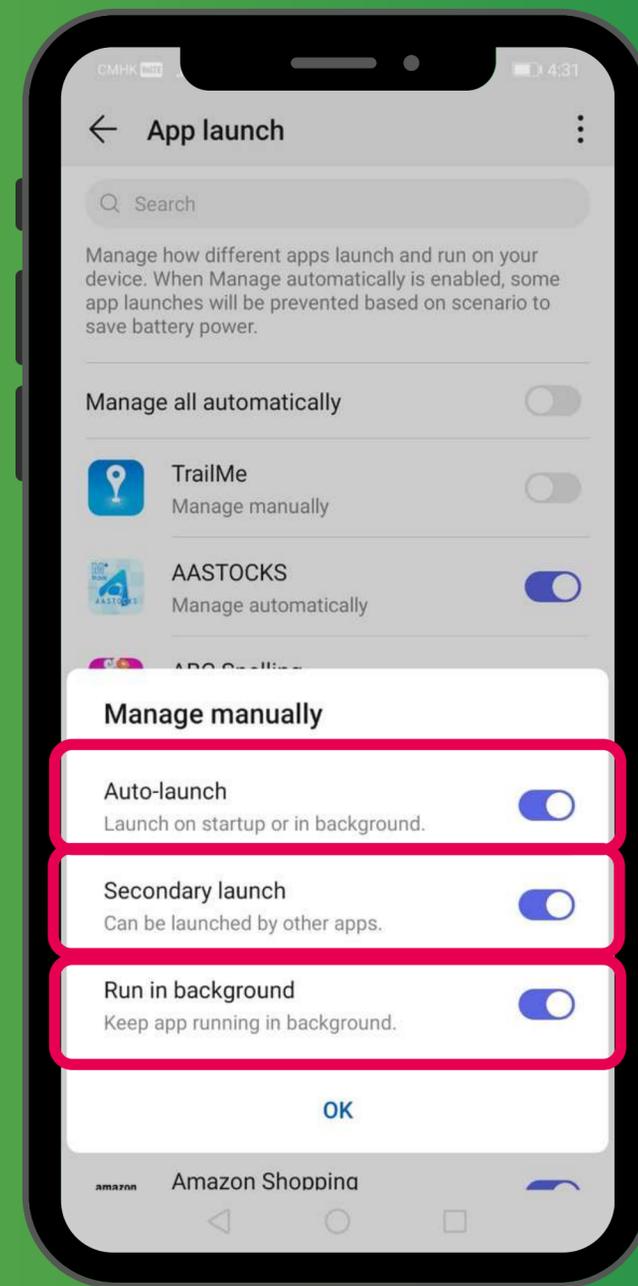
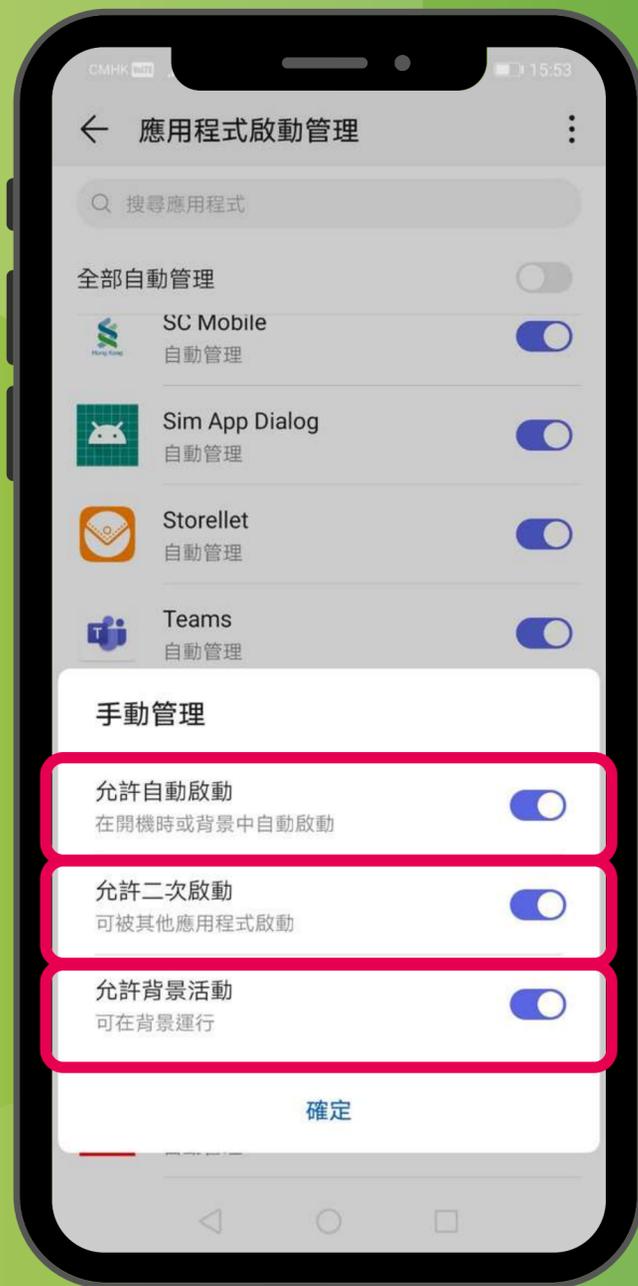
「設定」 → 「電池」 → 「應用程式啟動管理」

'Settings' → 'Battery' → 'App launch'

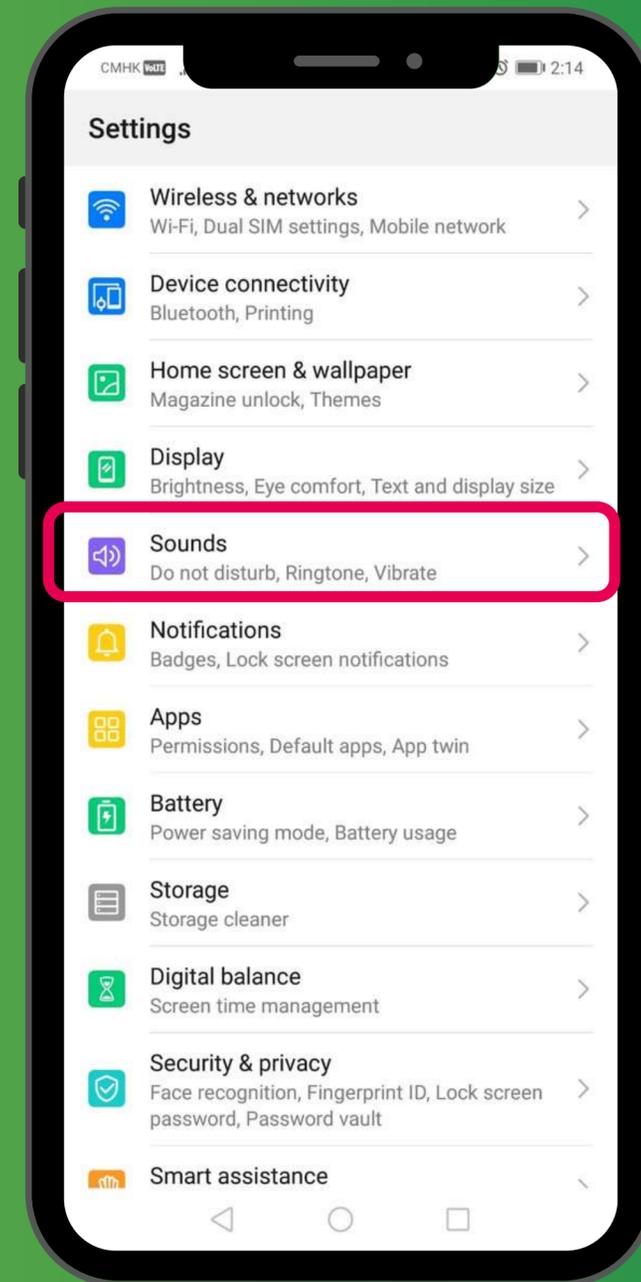


「設定」→「電池」→「應用程式啟動管理」→搜尋及關閉「TrailMe」  
應用程式

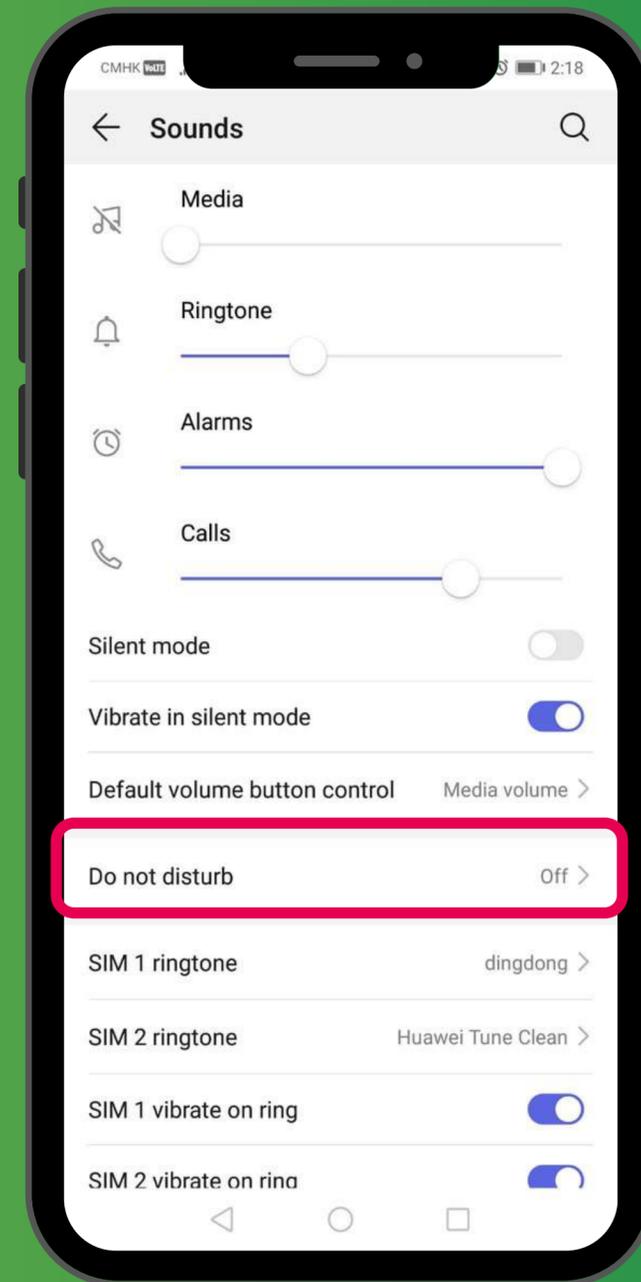
'Settings' → 'Battery' → 'App launch' → Search and turn off 'TrailMe' app



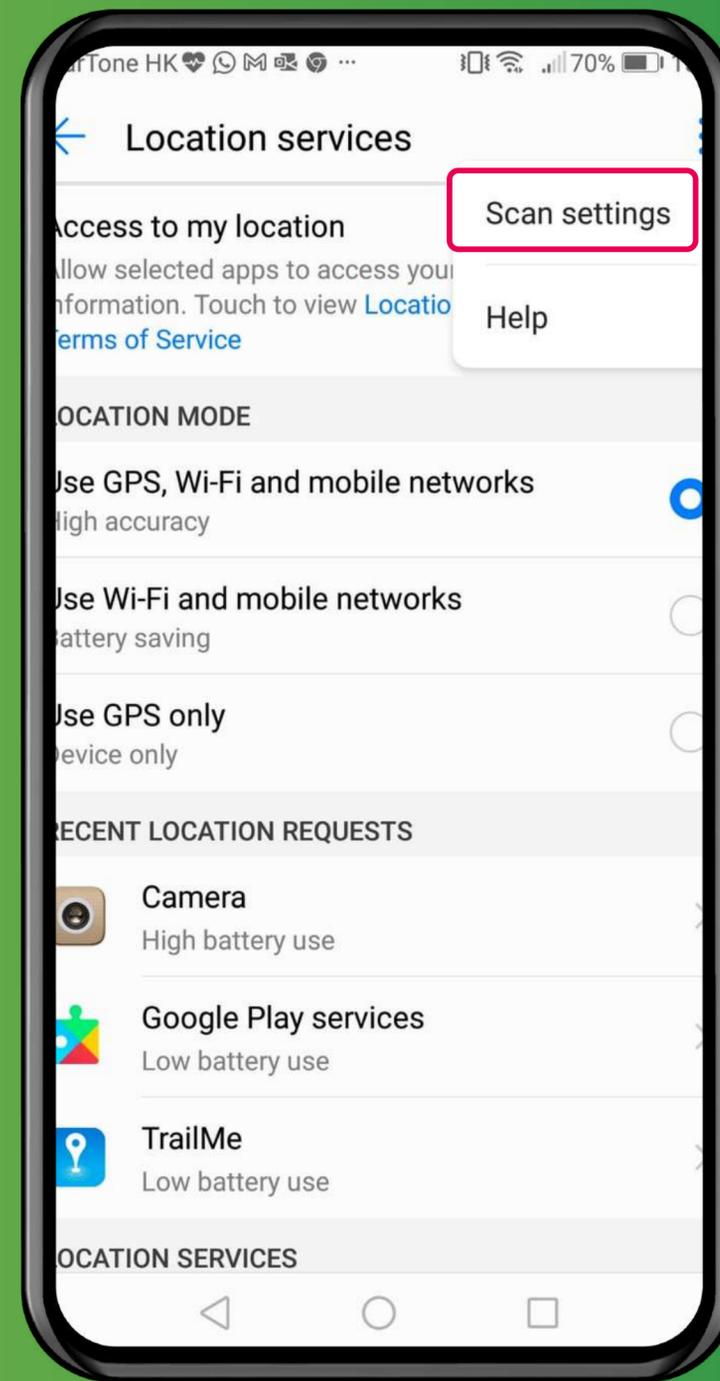
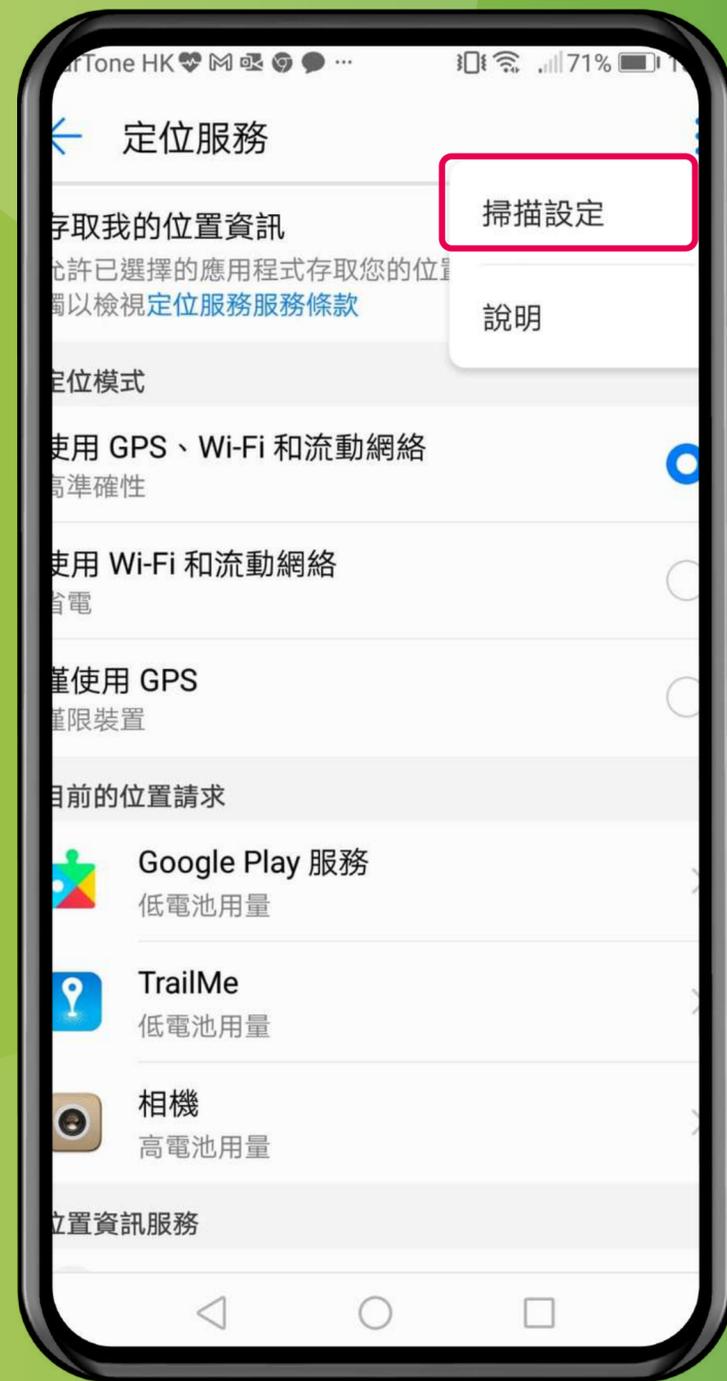
「設定」→「電池」→「應用程式啟動管理」→關閉「TrailMe」應用程式  
→開啟「允許自動啟動」，「允許二次啟動」及「允許背景活動」  
'Settings' → 'Battery' → 'App launch' → Turn off 'TrailMe' app → Turn on  
'Auto-launch', 'Secondary launch' and 'Run in background'



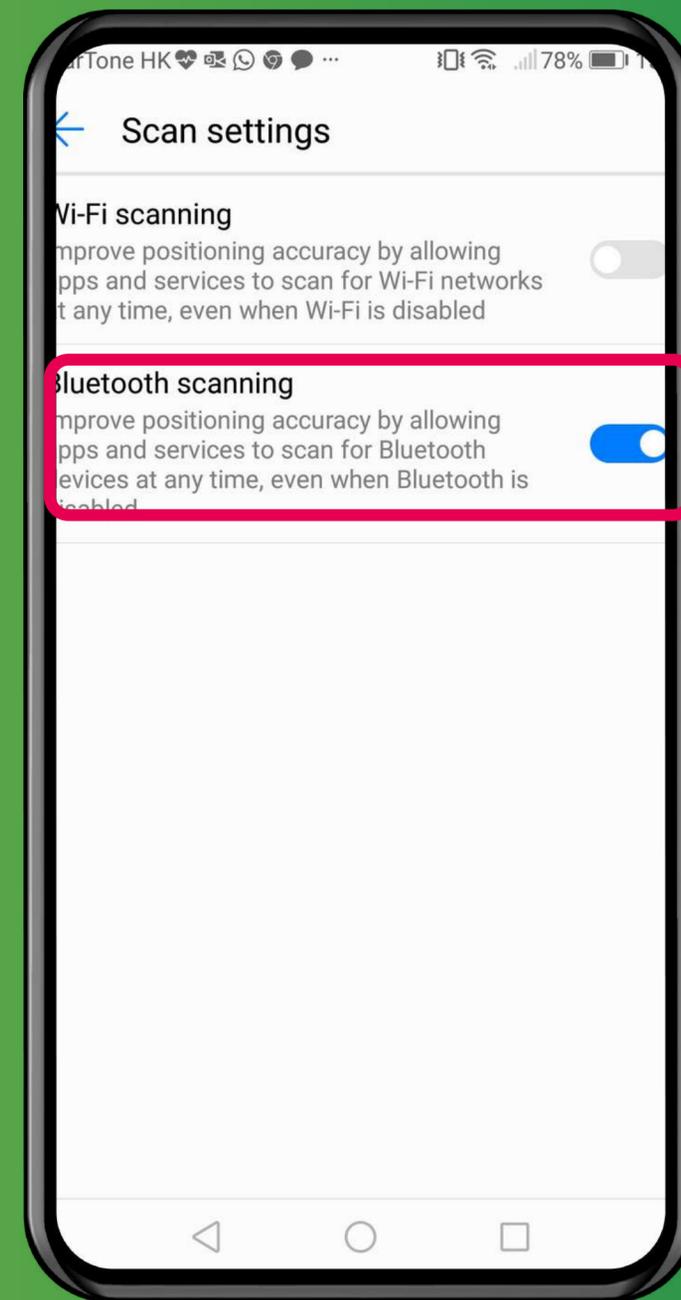
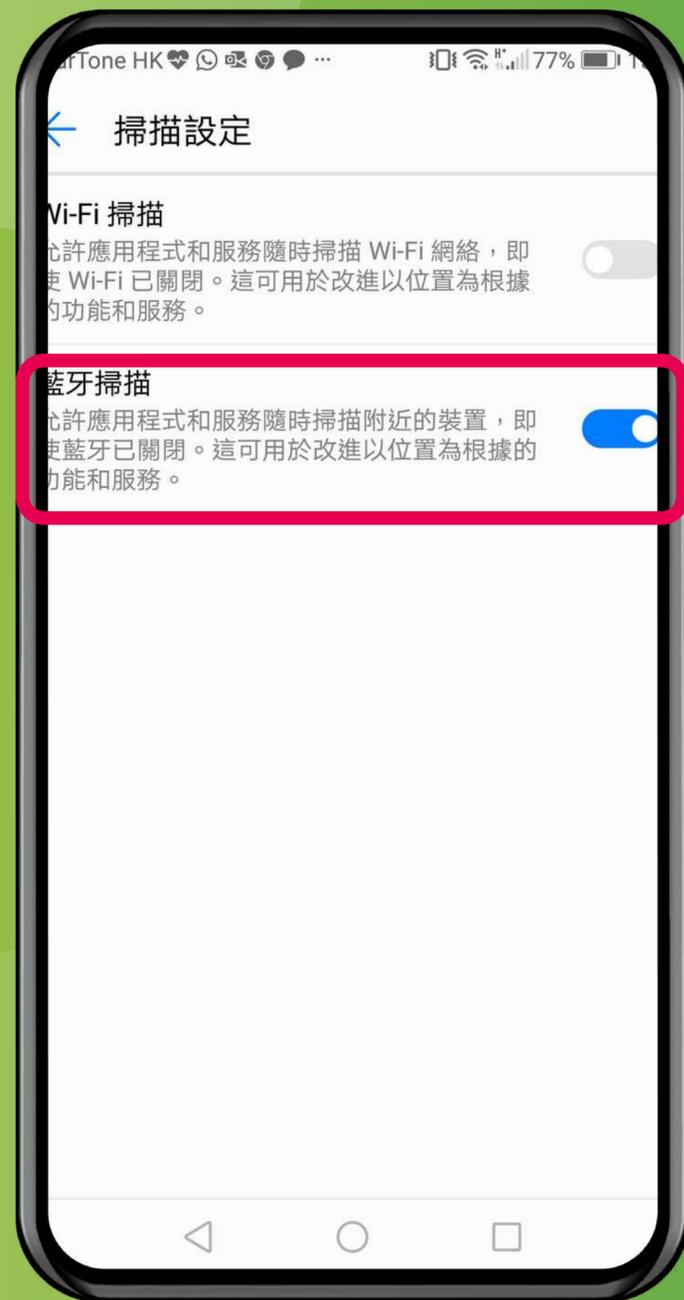
「設定」→「音效」  
'Settings' → 'Sounds'



「設定」→「音效」→關閉「勿擾模式」  
'Settings' → 'Sounds' → Turn off 'Do not disturb'



「設定」 → 「私隱」 → 「定位服務」 → 「掃描設定」  
Setting → Privacy → Location Services → Scan setting



關閉「Wi-Fi掃描」，開啟「藍牙掃描」  
Turn OFF 'Wi-Fi scanning', turn ON 'Bluetooth scanning'

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