

# VIRTUAL RACE FAQs

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## MANAGE YOUR REGISTRATION:

- [Resend Confirmation Email](#)
- [Reset My RunSignUp Password](#)
- [Submit Results](#)

## WHAT IS A VIRTUAL RUN?

A Virtual Run is an event you can complete anytime/anywhere! There isn't a set time or place since virtual runs are meant for you to complete at your convenience and at your own pace.

Whether you run on a treadmill, jog around the neighborhood or walk around the block, our Virtual Turkey Trot Miami 5K/10K is a great way to join the Thanksgiving family fun! And of course, the bragging rights are yours.

**You can post your results from Thursday, November 19 2020 7:00 AM EDT to Thursday, November 26 2020 11:59 PM EDT**

## WHAT'S INCLUDED?

- Digital Bib
- Online Results
- Digital Finisher Certificate
- Commemorative Finisher Medal

**Share your experiences on social media! [@Run.Miami](#) #TurkeyTrotMiami**

## IS THERE A SPECIFIC APP WE NEED TO USE TO TRACK OUR TIME?

You can track your run with any app, watch, or fitness device that you would like.

## CAN I COMPLETE MY VIRTUAL RUN WITHOUT MY BIB?

The bib is not required to be worn during the run.

## HOW DO I DOWNLOAD MY BIB?

[Click here](#) to visit your Profile. From there, you will see "View Pre-Race Bib" on the right panel of your registration for this event. You must be logged into your RSU account to access this.

## HOW DO I SUBMIT MY RESULTS FOR MY VIRTUAL RUN?

To submit your results, please click the "Submit Virtual Results" button on the [Results Page](#)

**You can post your results from Thursday, November 19 2020 7:00 AM EDT to Thursday, November 26 2020 11:59 PM EDT**

## HOW DO I TRANSFER MY REGISTRATION TO THE LIVE RACE?

- Login to your [RunSignUp](#) account
- Go to your [Profile](#)
- View your events under **Upcoming Events**
- Click **Manage Registration** next to the registration that you are editing.
- Click **Transfer to Another**
- You will be shown the details and fees (if applicable) for transferring to another Race
- Select the appropriate Race and click **Start Transfer**

## HOW DO I DOWNLOAD MY BIB, SUBMIT MY RESULTS, OR DOWNLOAD MY FINISHER CERTIFICATE?

[Click here](#) to visit your Profile. From there, you will see "View Pre-Race Bib", "Submit Virtual Results" and other options on the right panel of your registration for this event. You must be logged into your RSU account to access this.

## CAN I UPDATE MY SHIPPING ADDRESS?

If you are registered for our Virtual Run, we are happy to assist you with updating your shipping address.

- Login to your [RunSignUp](#) account
- Go to your [Profile](#)
- View your events under **Upcoming Events**
- Click **Manage Registration** next to the registration that you are editing.
- Update your Shipping address

***Note: Cutoff date - Tuesday, November 3, 2020 at 11:59 PM EDT***

## MANAGE YOUR REGISTRATION:

- Resend Confirmation Email
- Reset My RunSignUp Password
- Change My Race Distance
- Deferred My Registration

## HOW DO I CHECK IF I AM REGISTERED?

Click [HERE](#) to look up your registration.

## DO YOU OFFER REFUNDS, TRANSFERS OR DEFERRALS?

No refunds are permitted. However, you may transfer your race entry to another non-registered individual or defer your entry to the following year's race (fee associated with both options). *\*Some options do not apply for the Virtual Race.*

## HOW TO TRANSFER MY BIB TO ANOTHER NON-REGISTERED INDIVIDUAL?

You may officially transfer your race entry to another non-registered runner. The last day for online changes is **Wednesday, November 11 (11:59 PM EST)**. Before completing the transfer process, please note:

- You will not be refunded/reimbursed for your original registration. Any transfer compensation must be arranged between you and the transfer recipient. The race organizers are not responsible for the terms of payment between parties in the transfer process and we do not condone the resale of registrations at elevated prices.

### Race Entry Transfer Steps:

1. Find a non-registered runner interested in officially participating in the said event. Race organizers do not participate in this part of the process.
2. Login to your [RunSignUp](#) account
3. Select "Manage Registration"
4. Select "Transfer to Another Runner"

**Please note:** The recipient can only register for the event that was transferred to them. The race entry recipient will be charged a \$10 transfer fee to complete the transfer. A new bib will be assigned to the race entry recipient only after new registration is complete online. For specific instructions, please click [HERE](#).

**Note:** This policy is strictly available for **live event entry only**. This policy does not apply to add-on packages. Any participant who transfers his or her race entry or race bib without following the above process will be removed from official race results and disqualified from participating in any future Life Time event.

## HOW DO I TRANSFER MY REGISTRATION TO VIRTUAL?

- Login to your [RunSignUp](#) account
- Go to your Profile
- View your events under **Upcoming Events**
- Click **Manage Registration** next to the registration that you are editing.
- Click **Transfer to Another**
- You will be shown the details and fees (if applicable) for transferring to another Race
- Select the appropriate Race and click **Start Transfer**

## HOW DO I RESEND MY CONFIRMATION EMAIL?

RunSignUp allows you to access your registration through your Profile. From there you can resend your confirmation email if you have misplaced it, or if you have not received it

*Note: If you did not receive your confirmation make sure to check your Spam/Clutter folders.*

You will always be able to resend the registration confirmation for any registrations associated with your Profile (including any sub-accounts of yours) by following these steps:

1. Login to your [RunSignUp](#) account
2. Go to your Profile
3. See your events under **Upcoming Events**
4. Click **Resend Confirmation** next to the registration that you would like to resend the confirmation email
5. Check the email listed in your Profile for your registration confirmation

At that point, the confirmation email will be sent to the email address associated with that registration. If the original confirmation message did not send because you had a typo in an email address, you will need to update this information as explained in [How to Correct Typo/Modify Profile](#).

## HOW DO I RESET MY RSU PASSWORD?

If you ever happen to forget your password, simply open up the “Login” page and click **Forgot Password?** At this point, you can enter in the email address you use to access your RunSignUp account, and click on the button labeled **Send Reset Password Link**

After clicking the “Reset Password” button, you will receive an email with a unique link allowing you to reset the password for your RunSignUp account.