



2021 ATB Virtual Race FAQs March 25 – April 25, 2021

1. Q: The race period is over now and I didn't submit my result. What do I do?

A: Submit a help ticket to Sportstats Support using the link below and input this question. They will assist you. Please check your spam and junk folder for their reply if you do not see it in your Inbox or copy the help ticket id number to reference. They are very prompt to respond.

<https://vr.sportstats.one/support/>

Once you have claimed the race, it will appear on your Sportstats Dashboard and you can submit results from there by clicking on the event, then clicking the Submit Result button. You can use any app or device to time your race! You have the option to submit results by uploading a GPX file, entering your time manually, or connecting directly to one of these apps: Strava, fitbit, or Under Armour.

If you don't already have a Sportstats account, you can create your free account today at the link below:

<https://vr.sportstats.one/Member/Register/>

If you have any questions, did not receive your Sportstats email or need help, please reach out to Sportstats: <https://vr.sportstats.one/support/>

2. Q: When will I receive my race package?

A: You can pick up your race kit in person or choose to have it mailed to you in late May. Race kit includes shirt and medal. Complete details at the link below. Please read all the info carefully. <https://bayrace.com/pickup/>

3. Q: Where do I find my bib #?

A: Bib numbers are assigned once you submit a race result to Sportstats. The bib number is required to submit your choice of whether you want to pick up your race package or send by mail. Bib numbers are located under your name in the results. Below is the link to race results. <https://vr.sportstats.one/events/view/29922>

You can download souvenir bibs and finisher certificates at the link below.

<https://bayrace.com/awards/>

4. Q: How do the relays work?

A: Each member of the relay team runs their leg on their own and does not have to be on a specific course or location as long as the distance for the leg is achieved. The team captain will submit each team member(s) time to Sportstats. Only the team captain will receive the unique link to submit results.

5. Q. I just moved. How do I update my mailing address?

A. Please send email to info@bayrace.com with your new and complete mailing address including suite/unit/apt number if applicable.

6. Q. If I participate in this year's virtual race, will it count toward the shoelace charm program?

A. Yes, if you have an official result posted on Sportstats for the 2021 ATB Virtual Race, it will count toward the shoelace charm program. The program is not automated. In other words, we cannot track how many races you have run because often people move, register with a slightly different name (Bob/Robert), use pre/married names, etc. Please submit the shoelace charm program form once your result has been posted on Sportstats and a volunteer will verify the request. Please include the possible names you used to register, the exact individual years you completed the race with an official result, etc. More details at <https://bayrace.com/awards/>

7. Q. Where do I enter my predicted Hammer Time?

A. Predicted Hammer Times were collected up to 9:00am on March 25, 2021. This contest is now closed and a winner will be drawn after the race period closes.