

General event questions

Q: How does this Virtual Challenge work?

A: You have the opportunity to go any distance each day. All you have to do in this challenge is log your distance under your profile!

Q: Do I have to perform physical activity every day, or can I break it up?

A: You can break it up however you like. Daily, twice a day, and take days off. Your choice.

Q: Do treadmill miles count?

A: Yes

Q: Do elliptical, step climbers, spin bikes, rowers count?

A: Yes! If you can count your miles, then it counts! Walk, jog, swim, ride, row, any way that you like to track miles! You can track by foot or via arm swings, everything counts. When submitting your results, just select "**Custom activity – your choice**". You can add notes on what activities you did to complete your miles.

Q. Is there a set course?

A: No, you can create your own right out your front door, back yard, or wherever you like!

Registration questions

Q. Can I still register?

A: Yes! This challenge runs until October 31st at 11:59 P.M. (EST). All results must be submitted by October 31, 2020 at 11:59 P.M. (EST).

Q. When does the Lisa's Army Virtual Challenge take place?

A: Starting October 1st, you can begin submitting miles and you must complete the distance by October 31st.

Q. Can I compete Internationally?

A: Yes!

Q. What timezone are we using?

A: We will be utilizing the UTC-5 (New York - Eastern) timezone. All results must be submitted by October 31, 2020 at 11:59 P.M.

Q: I registered as a individual but am now interested in joining a group. How do I transfer?

A: Go to your [Run Signup](#) profile -> MANAGE YOUR REGISTRATION -> TRANSFER EVENT. You will go through the signup process again for confirmation. You will be asked if you want to create your group or join an existing one.

Note - be sure to ask the team leader if they set up a password to join the group. If they did, then you will need that password to join.

Tracking your miles questions

Q: How do I keep track of my distance?

A: This is an honor system, but ideally you use a GPS watch or phone to track your workouts.

Q: I'm doing non-walking/non-running activities - how do I convert my activity to miles?

A: Click the following link for resources "[Converting various activities to mileage](#)"

Q: I'm participating in another race/challenge during the same period as the Lisa's Army Virtual Challenge - can I count those miles towards the challenge?

A: We'll allow it.

Q: How do I enter/track my miles?

A: Enter them through your RunSignUp account that you used to register.

Q: Do I need a GPS watch/tracker, or Strava? Will I need to show my watch or device for proof of physical activity?

A: You can use one if you wish, but you don't need one. You are on the honor system. There are no additional awards given for completing the distance faster. Keep an eye out on our group Strava Challenge so you may easily track your miles.

Q. I like to track my distance all day long. Can I enter them at night, or does it have to be by activity?

A. You can enter the distance that you covered in a day vs. an activity. All the distances you do will count!

Tracking your mileage

Tracking your mileage is super easy - Once you do it a few times, you'll get the hang of it!

1. Beginning October 1st, you can login to [RunSignup](#). We recommend letting it remember your username/password as you'll be here often!

2. Go to the [RESULTS](#) page. We recommend bookmarking this page so you can find it quickly.

Click "SUBMIT VIRTUAL EVENTS"

3. Select your activity. You can select either "**Walk - run - wheelchair**" or "**Custom activity – your choice**". You can add notes on what activities you did to complete your miles.
4. Select the current day or the day (between October 1st and October 31st) for which you are entering the miles.
5. A second box says "Miles" - Enter the number of miles completed that day.
6. Click "Submit your activity"

You're finished! RunSignup will automatically update your total distance and show you your total progression to date!

Tips and tricks with tracking your distance

- When you go to submit your next activity, click "Add Another Activity", it's the blue button at the bottom! This way you don't overwrite your previous activity!
- It's best to enter your distance daily rather than allowing your information to accumulate, and, your progress will motivate you even more!
- For those athletes who "double" (that is, completing physical activities twice or perhaps more in a day), simply total the mileage that day and submit one entry. E.g., James completes 5 miles in the morning and then does another 3 miles that night. He should make one entry for 8 miles that day.

Troubleshooting your tracking results issues

Q: I'm unable to find my name or submit my results after registering.

A: You probably had your profile listing set to "anonymous". To submit results, go in through your Runsign Up profile and select "SUBMIT VIRTUAL RESULTS" for the Lisa's Army Virtual Challenge.

Q: I need to enter my next activity distance, but I keep entering it and my previous activity disappears. How do I fix it?

A: You are overwriting the previous activity. Keep the data the same for the previous activity, and click ADD ANOTHER ACTIVITY to add your next activity distance. You will continue to do this every time you add a activity.

Q: I did not get my link - how do I log my miles?

A: Some email servers block our emails to you. If you do not have your link, login to the SAME RunSignup account that you used to register

Q: When I search for my name, it does not come up to enter virtual results. Or, it says I don't have permission.

A: You must be logged into the same <https://runsignup.com/login> account that you registered with.

Q: I don't see the date when I try to log my results.

A: Once you get into the results page, you have to click "Add Another Activity".

You must do this every time you log an activity.

The time and distance on the right is the total time and distance. It will automatically add that up for you and you don't have to enter anything.

Q: I ran ran/walked/swam/paddled etc. today - how do I enter a second entry of results?

A: In the results page, choose "Add Another Activity".

Be sure you do not overwrite the previous activity or it will disappear.

Each time you do a new physical activity, be sure to click "Add Another Activity".

If you logged your activities once per day and have 62 entries, you will see all 62 activities in the submit results page. Don't overwrite them.

Q: I made a mistake on entering my results - how do I change it?

A: You can go in and overwrite the mistake. Don't just enter it again correctly since you have to overwrite the incorrect data.

Q: I entered my results, but I don't see it in the listing.

A: Wait a few minutes for the servers to update. If it still doesn't update, be sure you are looking at the correct event. There is a drop down box called Result Set - choose that to switch between events.

Q: Someone else registered me - how do I move that to my account?

A: Follow the instructions on "Transferring Sub-Account To Another Existing Account"

Q: I'm trying to submit results, but it says that I'm locked out. What should I do?

A: This usually happens if there are too many failed attempts to log in. Try waiting 20-25 minutes and then log back in to Run Signup.