

# Frequently Asked Questions (FAQs)

## DOWNLOADING THE APP

**1. Where do I find the marathon app?**

The Soldier Marathon app is available in the Google Play and Apple App store. Search for Soldier Marathon in your app store.

**2. Does it cost anything to download the app?**

The Soldier Marathon app is 100% free.

**3. Why do I need to create a user account or sign in with Facebook to use the app?**

Soldier Marathon app is powered by MyLaps. When signing in (via a personal account or via Facebook), you are agreeing to the Privacy Policy and Terms & Conditions of MyLaps.

## USING THE APP

**4. What can I do with the app?**

The Soldier Marathon app has all the information you need as a participant, spectator and fan. It includes important information about race weekend including interactive course maps, Health & Fitness Expo info, transportation and parking details, FAQs, and social media plug ins. Use the app to:

- View participant race day information
- Track real time progress for up to 25 participants
- Access maps for the start and finish areas
- View the full schedule of weekend events
- Share in the experience with a Selfie using your phone's camera

**5. Is Live Tracking available in the app?**

Yes, you can track up to 25 athletes in the app.

**6. Which races are included in live tracking?**

Soldier Marathon

Soldier Marathon Relay

Soldier Marathon Half Marathon

**7. How can I find participants to track?**

Select the 'Live Tracking' tile. From this screen, select 'Find a Participant'. Enter the name and click search. Once you identify your racer, simply select their name to add to your custom tracking list.

**8. How can I see official race results?**

Select the 'Results' tile and select your race to find official race results.

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## FINDING AND TRACKING PARTICIPANTS

### 9. How do I track an athlete?

Follow these simple steps:

- Download the app
- Click on the LiveTracking tile
- Click on the 'Find a Participant' bar
- Enter the name or bib number of the athlete and click search from your keyboard
- Select your racer
- Your athlete is now stored. Just click the LiveTracking tile to see them

### 10. What are the best ways to find a participant to track?

You can search for participants in a variety of ways:

- Bib number
- Last name only
- First name only
- First name Last Name

### 11. Do I have to use the app to track an athlete?

No. You can access live tracking online. Follow these steps:

- Click on this link <https://live.sporthive.com/event/3823/Live>
- Enter your athlete name & select them
- Click 'Live Tracking' during the race to watch your athlete's progress.

### 12. Can I share my athlete's progress during the race?

Yes, you can follow <aces> athletes, and share their live progress during the event.

- Click on this link: <https://live.sporthive.com/event/3823/SocialSharing>
- Find your athlete and select them
- Choose how you want the live progress notifications shared on your social media – Facebook or Twitter?

### 13. Key Links to Post On Your Website – **Soldier Marathon**

**Download the App!**

<https://live.sporthive.com/event/3823/App>

**Live Track your athlete(s)**

<https://live.sporthive.com/event/3823/Live>

**Follow your athlete(s)**

<https://live.sporthive.com/event/3823/SocialSharing>