

## Frequently Asked Questions

### Nagoya Women's Online Marathon 2021 (Overseas)

#### Q. How can I download the Joyrun App?

The Nagoya Women's Online Marathon 2021 (Overseas) can be participated through a smartphone app, Joyrun. Please download the app to your smartphone.

[\\*Click here to download on the App Store \(for iPhones\)](#)

[\\*Click here to get it on Play Store \(for Android phones\)](#)

Even if you already have the App, it is recommend to delete and reinstall the App as there have been several updates.

#### Q. How can I login?

You will be asked to login twice, with the same Joyrun ID and password provided through "My Page" on the JTB Sports Station (JSS) website.

##### 1. App Login

Download and open the App, then tap "Account Login" to enter your Joyrun ID and password.

##### 2. Event Page Login

Tap the Nagoya Online Marathon 2021 event banner and login with your Joyrun ID and password.

\*Please see "How to Participate" manual under the Online Marathon tab on the race official website for details.

**\*If you are already logged into the Joyrun App with your personal ID (phone number) or an ID from the last year's Nagoya Online Marathon, please LOG OUT and LOG IN with this year's Joyrun ID and password provided by the event organizer.**

#### Q. I want to change my profile on Joyrun App.

You can edit your profile from "Me" page on the App, such as your nickname, height, and profile picture.


Please see "How to Participate" manual under the Online Marathon tab on the race official website for details.

#### Q. I can't change my nickname on Joyrun App.

You cannot change to a nickname if...

- it is already used by another user.
- it contains space, symbol, Japanese hiragana or katakana. (Use alphabet, numbers or Chinese characters)
- it has more than 13 letters.

#### Q. I want to change the language of Joyrun App.

Tap "  " icon in "Me" page in Joyrun App and tap "General" > "Language" to select a language of your choice. After selecting the language, tap "Done" on the top right corner.

#### Q. I want to change the audio guidance on Joyrun App.

You can change the audio settings by tapping "  " icon on the top right corner on the running page.

You can also turn on/off audio guidance and change language (English, Chinese or Japanese), and guidance frequency, etc.

Q. I get an error message when I try to run in Outdoor Mode.

You need to turn on your location service as Outdoor Mode calculates the distance using GPS.  
Please allow Joyrun App to use your location information.

Q. I finished logging into the event page and selecting running mode beforehand. Now I want to go running, what do I do?

Go to the event page in the App, tap "Start Running" in the event page, which directs you to the running page, and tap "Start" to start running.  
**\*Please be careful that if you start running directly from the App running page without going through the event page, your running will NOT be counted as the event record.**

Q. Can I take a break (pause the race) after starting running?

Yes, you can take a break (pause the race) for maximum of 120 minutes in total after starting running.  
In Challenge Mode, you can take 120 minutes break per each race.  
\*Be careful that the system automatically finishes your race if the pause time exceeds 120 minutes.  
\*When the system finishes your race, your run data will be automatically sent to Joyrun server (requires Mobile Network or Wifi).  
\*Please manually finish your race by long pressing "Finish" button when you finish running.

Case1: I ran 20km in Online Marathon Mode (target distance: 42.195km) and paused, and 120 minutes passed.  
>> Your record will be 20km run (target not achieved) and you need to start over the distance of 42.195km.  
Case 2: I ran 43km in Online Marathon Mode and paused, and 120 minutes passed.  
>> Your record will be 43km run (target achieved) and recognized as a marathon finish, but your time will be 120 minutes longer.

Q. I chose Online Marathon Mode. Do I have to run the full distance all at once?

Yes, but you can take a break (pause the race) for maximum of 120 minutes in total after starting running.  
\*Be careful that the system automatically finishes your race if the pause time exceeds 120 minutes.  
\*When the system finishes your race, your run data will be automatically sent to Joyrun server (requires Mobile Network or Wifi).  
\*Please manually finish your race by long pressing "Finish" button when you finish running.  
Case1: A runner ran 20km in Online Marathon Mode (target distance: 42.195km) and paused, and 120 minutes passed.  
>> Their record will be 20km run (target not achieved) and they need to start over the distance of 42.195km.  
Case 2: A runner ran 43km in Online Marathon Mode and paused, and 120 minutes passed.  
>> Their record will be 43km run (target achieved) and recognized as a marathon finish, but their time will be 120 minutes longer.

Q. I chose Challenge Mode. Can I run more than two 10.5km races in one day?

No, unfortunately. The Challenge Mode requires you to run 10.5km for 4 times over 4 separate days due to system requirements.  
Please complete 10.5km x 4 races within the event period (From 13:00, March 14 to 23:59, April 30, Japan time)  
\*Each day starts at 1:00 a.m. Japan time.  
\*You do not need to wait 24 hours between the races, as long as the second race is on a different day (past 1:00 a.m. Japan time).  
\*The 4 days can be either consecutive or non-consecutive.

Case 1: A runner ran 22km at once. >> Event record of **one 10.5 km race** run.  
Case 2: A runner ran 10.5km at 21:00 Japan time and 10.5km at 8:00 Japan time. >> Event record of **two 10.5km races** run.  
Case 3: A runner ran 10.5km at 10:00 Japan time and 10.5km at 20:00 Japan time. >> Event record of **only one 10.5km race** run.

Q. I chose Challenge Mode, but I ran over 42.195km.

The system recognizes your run as an event record of **one 10.5 km race** run.

Q. I want to run my second race in Challenge Mode. Is there anything I need to do?

Go to the event page in the App and tap "Start Running" in the event page before starting running.  
**\*Please note that if you start running directly from the App running page without going through the event page, your running will NOT be counted as the event record.**

Q. I want to change the Mode I selected.

1. Choose between Online Marathon Mode or Challenge Mode

It can be changed only once. You can reset the Mode in the event page, but please note that your run data will be cleared (deleted) when the mode is reset.

2. Choice between Outdoor Mode or Indoor Mode

It can be changed before starting running for as many times as you like. Tap a Mode that you would like for each race in the running page.

Q. Will the App automatically stops when I finish running the target distance?

No, the App does NOT stop automatically when you finish running the target distance.

Runners must finish their running manually.

Please check the distance on the running screen or with the audio guidance while running.

When you complete your target distance, tap "Pause" then long press "Finish" to finish your race in the App.

Your run data will be sent to Joyrun server when your running is finished in the App (requires Mobile Network or Wifi).

\*If you do not manually finish your race, the system will automatically terminate it after a certain amount of time, and your time record will be longer than the actual time run.

Q. Is there anything I need to do after finishing running?

When you complete your target distance, tap "Pause" then long press "Finish" to finish your race in the App.

Your run data will be sent to Joyrun server when your running is finished in the App (requires Mobile Network or Wifi).

\*If you do not manually finish your race, the system will automatically terminate it after a certain amount of time, and your time record will be longer than the actual time run.

Q. The progress bar (% display) in the event page does not move.

The progress bar will show your degree of achievement towards the target distance when you go back to the event page after finishing running.

Please note that it does not show the achievement progress in real time while running.

Case 1: Finished 42.195km in Online Marathon Mode >> The bar should indicate 100%.

Case 2: Finished the first 10.5km race in Challenge Mode >> The bar should indicate 25%.

Case 3: Finished the second 10.5km race in Challenge Mode >> The bar should indicate 50%.

Q. I want to check if I successfully finished my race.

You are recognized as a finisher if you go to the event page and the progress bar indicates 100%.

Also, on the event page of the finisher, "Certificate" button appears and you can check your Online Certificate of Race Completion.

Q. Can I try again after finishing the marathon?

You can retry and rerun the marathon as many times as you like.

Make sure to go to the event page in the App and tap "Start Running" in the event page before starting running.

\*Please be careful that if you start running directly from the App running page without going through the event page, your running will NOT be counted as the event record.

Q. If I finished the marathon for more than once, which record will be shown on the Certificate?

Due to system requirements, your Certificate shows your record from the first time.

However, for runners who improved their record at their second, third or fourth try, the App will update the Certificate and show your personal best record around the end of May (after the event finishes).

Q. I want to change my name on the Online Certificate of Race Completion.

If you change your nickname on the App profile, your name on the certificate will also be changed.

Please note that there are limitations to the availability of nicknames.