



Swiss Re  
Foundation

# FAQ & Help Center

“Fast legs for smart youth”

Velafrica and Swiss Re Foundation



# FAQ – Challenge Format & Rules

## **What is the Challenge Format?**

The Swiss Re Foundation donates \$1 for every kilometer you hike, walk or run and \$0.25 for every kilometer you bike towards Velafrica until we reach our goal of \$40,000 or the 40 days are over!

## **Who can participate?**

The challenge shall be inclusive, so we do not mind if Swiss Re employees invite friends or family members to participate in the challenge. Contractors and external employees are allowed to participate as well.

## **Can others in my network sign up for the Challenge, too?**

Yes, the Atlas app is open to anyone in your social/professional networks you want to invite to be a part of the challenge.

## **What will happen when the Challenge is over?**

You can either delete the app or keep on using it by joining a community Challenge that is not supported by the Swiss Re Foundation.

## **Will the best team and individual win something?**

The Swiss Re Foundation will make sure that the best individual, teams, country and office locations will be celebrated. 😊

## **Is there a way to see how the challenge is progressing outside of the app?**

Yes, all the detailed stats, your posts, how much the challenge has progressed and much more information is available on this [dashboard](#)!

# FAQ – How to download & sign up to the challenge?

## Where can I download the application?

**Option 1:** open [www.atlasrun.com](http://www.atlasrun.com) on the browser of your Android or iOS phone. You can then either click on the iOS or Android button that redirects you directly to your respective store where you can download the application

**Option 2:** open [www.atlasrun.com](http://www.atlasrun.com) on the browser of your Android or iOS phone. You can then enter your phone number and click on “get download link”. You will then get a text message with a link that redirects you directly to the respective store where you can download the application

**Option 3:** search for “Atlas Run” on the iOS Appstore or for “atlasrun” on Google Play

## How can I sign up for the Swiss Re Foundation / Velafrica Challenge?

**Option 1:** Once you have signed up, the app will ask you if you want to join a “Community Challenge” or a “Corporate Challenge”. Click on “Corporate Challenge” and enter the code “sr4velafrica” to join the challenge.

**Option 2:** If you wrongly clicked on “Community Challenge” you have to navigate to click on “Challenges” on your bottom navigation, then scroll down to push on “Corporate Challenge” and then enter the code **sr4velafrica** to join the challenge.

## I’m based in China and we have several app stores – where can I find the app?

For iOS users, you can find the app on the iOS Appstore by searching for “Atlas Run”. For Android users, go to <https://s3.amazonaws.com/atlas-app-dist/android.apk> on the browser of your mobile device and you will be able to download the application!

For a more detailed overview about the download and sign up process look into [this document](#)

# FAQ – Team & Profile Features

## How can I see how my team is doing compared to the rest? Where's the leaderboard?

**Option 1:** Check out the leaderboard on the app. On the 'sweat' page click on the trophy on the top right to see where your team is at. Clicking on each team will also give you individual leaderboards to see who's leading in each team.

**Option 2:** Open the dashboard on your computer: [click here](#). On the left you see leading individuals & teams.

## How can I edit my team photo?

When you're creating your team choose a team name and a upload or take a team photo. We're adding it in the settings so you will be able to change it after the team is created. For now if you would like to change the name or photo email us the details at: [hello@atlasrun.com](mailto:hello@atlasrun.com) and we will get on that asap!

## I joined the wrong team, how can I switch?

Click on the bottom navigation bar on the 'team' button. It is the icon that looks like a heart. Click on the top right, on the three little dots to access your team settings. You can choose to leave the team and join or create another team there.

## How can I talk to my teammates?

Click on the bottom navigation bar on the 'team' button. It is the icon that looks like a heart. That's your team chat. You can write in there to communicate with your teammates. If you would like to take notifications off for the team chat you can edit that on the top right clicking on the three little dots.

## How can I see my runs and previous shares?

On the bottom of the navigation bar, click on your profile (button on the right). To make any edits to your profile name or add a photo click on the three little dots at the top right of your screen. To see your overall stats you see them with the stats button. To see your previous activity (biking, running, walking) click on the middle history. To see previous photo shares click on shares.

# FAQ – Tracking issues and recording my workouts (I)

## **For best results with GPS tracking iOS:**

1. Be sure you have installed the *latest* version of the Atlas App.
2. Toggle Location Services “On” for Atlas in iPhone settings (Settings->Privacy->Location Services) and make sure location services are turned on specifically for Atlas.
3. Turn Airplane mode ‘Off’ and WiFi ‘On’ in iPhone settings
4. Open the app, making sure you have a direct line to the sky. Then click ‘go’ and watch the miles increase as you’re enjoying your activity.
5. If it is cloudy, or there are trees or tall buildings around, you may experience GPS disruptions. Many GPS issues occur in certain locations that may not have a strong signal.
6. If you continue to have issues with GPS tracking please contact [hello@atlasrun.com](mailto:hello@atlasrun.com) so we can help you.

## **For best results with GPS tracking Android:**

1. Be sure you have installed the *latest* version of the Atlas App.
2. Reset network and location warnings in settings, and reboot device.
3. Make sure your phone’s battery saving mode is turned off as that can affect GPS.
4. If none of the above work, please delete & re-install the app to see if this helps.
5. If you continue to have issues with GPS tracking please contact [hello@atlasrun.com](mailto:hello@atlasrun.com) so we can help you.

# FAQ – Tracking issues and recording my workouts (II)

## **I am having accuracy issues when I'm tracking my workouts**

Depending on your phone tracking can be inaccurate sometimes. Here are a couple of ways you can improve accuracy:

- ✓ Make sure you are outside. We can not track your activity indoors. It is difficult to catch the right satellite signal indoors. For the optimal accuracy please add your activity manually if you are running on a treadmill or if you are walking in a building. You can do this by clicking on the “+” sign on the sweat screen.
- ✓ Make sure you activated localization. We can not track your activity if tracking is not activated. Please allow tracking by going to your settings.
- ✓ Fully charge your battery. When your phone is on low battery or if you use the battery saving option tracking services will be less accurate.
- ✓ Please update the app. We continuously work on improving accuracy. You might be on an old app version. A full refresh is the best way to avoid issues. Delete Atlas and download again.

## **I'm using another app that tracks my runs**

Not a problem, you can use Atlas in parallel and we are already working on solutions to connect your favorite running app with Atlas.

## **How does the app track my activity?**

You have to click on “sweat” on the navigation bar and then hit the “Go” button to start tracking your activity. Once started, you will see your kilometers and the amount donated go up until you decide to stop and hit the stop button!

## **I don't want to take my phone on my run, hike or bike ride**

If you don't want to take your phone with you but you know how many kilometers you have exercised you have the option to add your kilometers manually. Click on “sweat” on the navigation bar and click on the small “+” sign to manually add your workout.

## **How can I switch between running, hiking or biking?**

Click on “sweat” on the navigation bar and click on the small runner icon on the left to change your activity.

# FAQ – Privacy & other questions

## **Can I use the App abroad?**

Yes you can but please be aware that our GPS tracking requires you to have an internet connection at the end of a fitness session so consider potential roaming costs whilst tracking your activity.

## **Which software does the app require?**

Please update the app to the latest iOS or Android version to make sure it runs smoothly.

## **Use of data**

The Atlas app is compliant with data protection law established between the United States and the EU/Switzerland (Privacy Shield) as well as GDPR. No data will be used for advertisement. Please conduct the Atlas Privacy Policy and/or Terms & Conditions for more information (<https://atlasrun.com/privacy> & <https://atlasrun.com/terms/>)

## **Whom can I contact if I have difficulties downloading or using the app**

If this document does not answer your question or technical issue contact us on [hello@atlasrun.com](mailto:hello@atlasrun.com) and we will try to help you as soon as possible!





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