

VERSION 1

THE  
***ASICS Runkeeper App***  
TRAINING MANUAL



---

## Section 1

About ASICS Runkeeper 03

---

## Section 2

Account Details 07

---

## Section 3

Runkeeper Go™ 11

---

## Section 4

- 1. Me Tab 15
  - 2. Start Screen 20
  - 3. Workouts & Training Plans 26
  - 4. Community 32
  - 5. Guided Workouts 37
  - 6. Races & Challenges 43
  - 7. Shoe Tracker 47
- 

## Section 5

Race Roster x Runkeeper 51

---

## Section 6

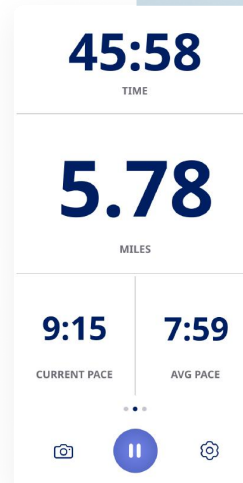
FAQ's 00

SECTION 1

***About***  
***ASICS Runkeeper***

# Product Overview

The ASICS Runkeeper app is a leading mobile app focused on getting more people out the door and running to reach their fitness goals. The Runkeeper app helps users to stay motivated throughout their running journey with Guided Workouts, virtual Challenges, an encouraging running community, and more. Users are encouraged to choose their own fitness mode, whether running, cycling or wheelchair. The Runkeeper app also features a premium subscription called Runkeeper Go™ that gives runners more advanced tools.



## About the Runkeeper App

Founded in 2008 and acquired by ASICS in 2016, the Runkeeper app was created with the belief that everyone is a runner. An acronym for the Latin phrase *Anima Sana In Corpore Sano*—meaning a sound mind in a sound body, ASICS and the Runkeeper app aim to make fitness accessible to all. All runners are invited to discover the uplifting power of movement on our minds and bodies.





### Key features

The Runkeeper app is designed to empower runners to meet their goals by providing fun, user-friendly features like:

## Runkeeper Go

The subscription-based premium version of the app, Runkeeper Go, includes basic features as well as access to additional coaching tools such as:

### *asics* Runkeeper

- Progress Insights is designed to help users achieve their running goals.
- Limited access to Guided Workouts led by ASICS Runkeeper Coaches (English and Japanese only).
- In-app race registration and tracking through OneASICS™ & Race Roster (in certain regions).
- Seasonal and monthly Challenges to keep users motivated.
- Shoe Tracking to alert users when it's time for a new pair, so their feet can always be properly supported.

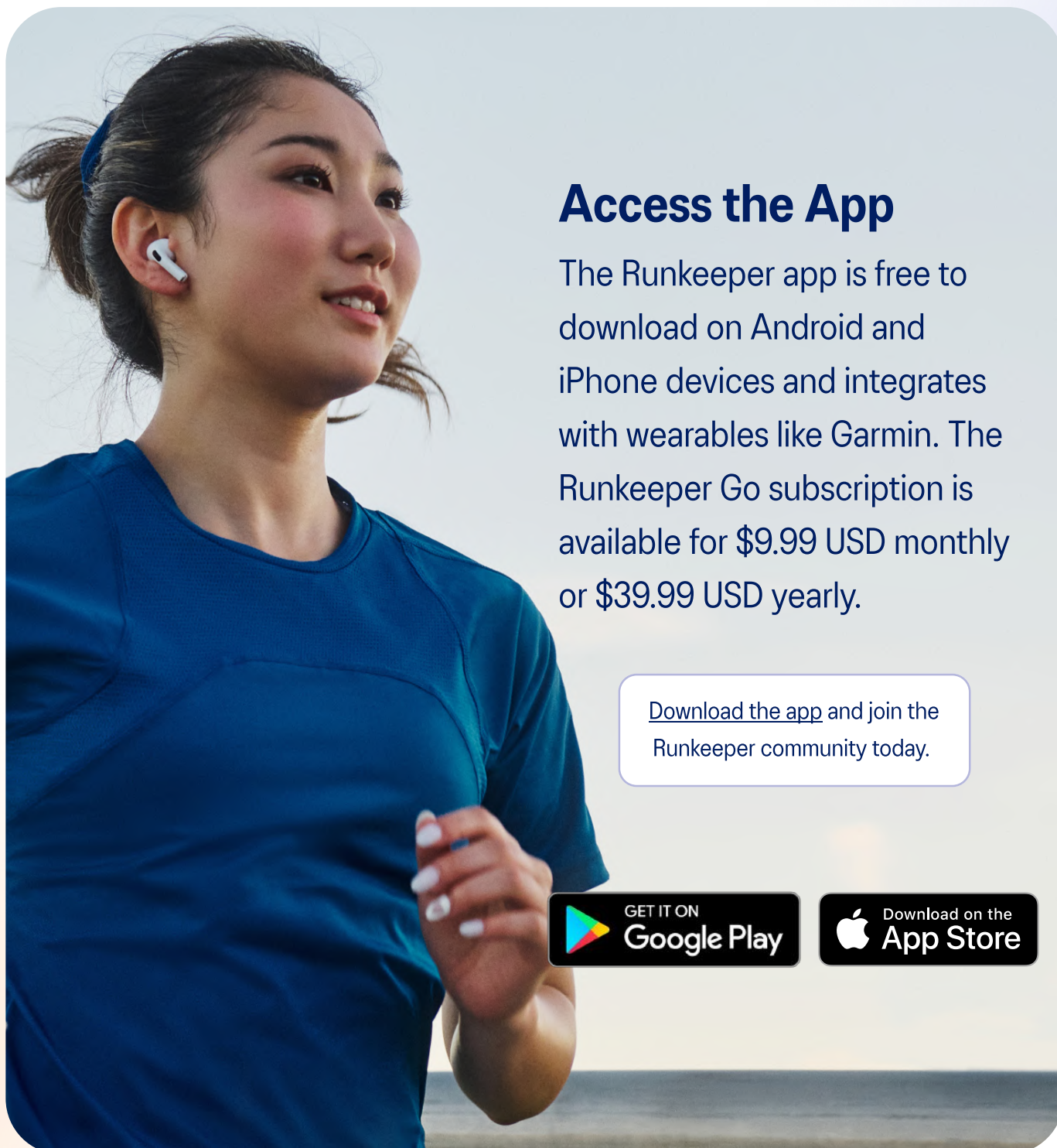
### Runkeeper **GO**

- Flexible Training Plans from 5K to marathon.
- Advanced Insights on workouts and goals to better understand progress
- Workout Comparisons to visualize changes over time.
- Guided Workout Training Plans, including My First 5K and My First 10K.
- Full access to Guided Workouts led by ASICS Runkeeper Coaches (English and Japanese only).
- Live Tracking to share real-time location status on workouts.

## Access the App

The Runkeeper app is free to download on Android and iPhone devices and integrates with wearables like Garmin. The Runkeeper Go subscription is available for \$9.99 USD monthly or \$39.99 USD yearly.

[Download the app](#) and join the Runkeeper community today.



## Access the App

The Runkeeper app is free to download on Android and iPhone devices and integrates with wearables like Garmin. The Runkeeper Go subscription is available for \$9.99 USD monthly or \$39.99 USD yearly.

[Download the app](#) and join the Runkeeper community today.

GET IT ON  
**Google Play**

Download on the  
**App Store**

SECTION 2

# ***Account Details***





## How do users create a OneASICS account?

After installing the ASICS Runkeeper app, the user will be prompted to sign up for a new OneASICS account or log in to an existing account. They will have a few options for creating an account:

- Sign up with an email address and password.
- Connect through their Facebook and Google accounts.

*\*Note: Runkeeper.com and the Runkeeper app share the same set of credentials.*

## OneASICS™ overview

OneASICS is our single sign-on feature that connects all ASICS accounts (ASICS fitness apps and ASICS shopping) to one username. This way, users are not required to remember multiple usernames and passwords. For example, the same credentials can be used to shop on ASICS.com and log in to the Runkeeper app. For more information about OneASICS, see our FAQ page [here](#). OneASICS benefits can be found [here](#).



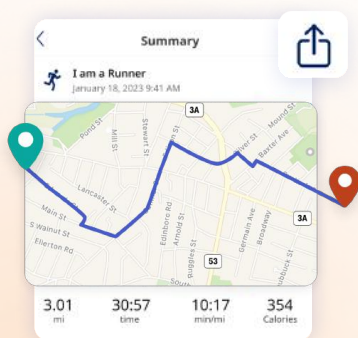


## Sharing Settings

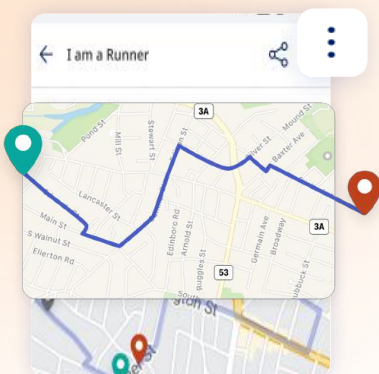
Data on the Runkeeper app can have three different sharing settings.

1. **Sharing with Followers:** Only followers on the Runkeeper app can see workout data.
2. **Sharing with Everyone:** Anyone with a Runkeeper account can see workout data. Activities can be shared on social media, but maps will not necessarily be shared.
3. **Sharing with Just Me:** No one can see the user's workout data, and users will be unable to share data or activities on social media.

iPhone



Android



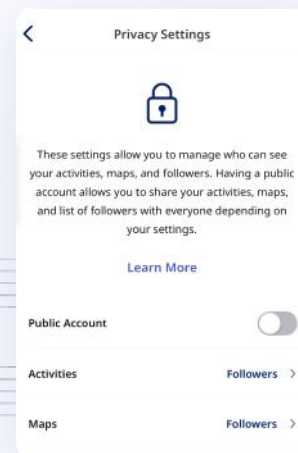
## Social sharing

Users have three options when sharing an activity on social media:

1. A photo with activity stats overlay – If a photo was selected previously in the Review and Save Screen or taken while tracking, that photo will auto-populate. Otherwise, users can take a picture to associate with the activity.
2. A map of the activity – To share this option, the Map View Setting will need to be set to Everyone.
3. As a stats graphic – This graphic displays activity stats on a colored backdrop.

## Privacy settings

Users can choose between a public account, private account or unlisted account. By default, a user's account will be set to private.



### Public account

A public account is more open and allows anyone to view a user's profile. Having a public account means that:

- Follow requests will be automatically accepted.
- Users can set activities and maps to share with Everyone or Only Me.

### Private account

A private account gives users more control over who can see their profile and activity details. This level of privacy also means that:

- Each new follow request will need to be accepted or declined.
- Only followers can view profile details such as activities, goals, achievements, followers and following list.
- Users can set activities or maps viewable to Followers or Only Me.
- Maps and activities on private accounts are automatically hidden from non-followers.

### Unlisted account

An unlisted account will prevent a user's profile from being found by others. Users can only set their account to unlisted through [Runkeeper.com](https://runkeeper.com).



SECTION 3

***Runkeeper Go***



## Runkeeper Go Overview

The Runkeeper Go subscription gives users access to exclusive premium features that take their experience in the Runkeeper app to the next level. Certain features like Training Plans and Live Tracking are only available with the subscription, whereas features like Insights and Guided Workouts are available to a limited extent to all users.

The Runkeeper Go upgrade costs \$9.99 USD monthly or \$39.99 USD yearly.

*\*Note: Pricing may be subject to change.*



### Live Tracking

This feature allows users to share their live location with loved ones during GPS-tracked activities. Live locations can be shared whether they're running a race and want to be cheered on or they're out for a morning jog and want someone to know where they are. Live Tracking gives users a secure, personalized link they can share with anyone in the world, regardless of Runkeeper status, from which they can follow the user's movements. Live Tracking can be accessed by clicking the sharing button on the Start Screen.

*\*Note: Live Tracking must be manually turned off. The web page will only be accessible via a personalized link, but keeping Live Tracking enabled can drain more battery power.*



### Advanced Insights

With Advanced Insights, users can get more from their fitness data. These advanced reports give users important information to help them better track their progress, helping them get more from their activities. Insights give users access to in-depth data on their pace, distance, and goal progress, even letting them compare activities with similar ones in the past. Insights are available under the Me tab.





## Race Training Plans

Runkeeper Go members have unlimited access to our race [Training Plans](#). Users answer questions about their goals, timeline and schedule to receive their Training Plan. If a user misses training, the schedule will adapt to keep them on track for their goal. This adaptive feature is exclusive to the race Training Plans. For more details, see the Workouts and Training Plans section.

---



## Running For Exercise

Running for Exercise is a training feature that schedules workouts in advance based on a user's schedule, ability and desired outcome. These workouts are designed to keep the user in a routine when not training for a specific event. Unlike race Training Plans, these workouts are not based on a set timeline and, therefore, will not adapt. For more details, see the Workouts and Training Plans section.

---



## Goal Insights

Though all Runkeeper users can set goals, only Runkeeper Go subscribers get access to Goal Insights, which gives users a deeper look into their progress. If no goals have been set, this area can help users to determine challenging but achievable goals based on their experience level. Goal Insights are available under the Me tab.

---



## Guided Workouts

The Runkeeper app offers a wide variety of Guided Workouts designed to motivate users to meet their fitness goals. These workouts guide users through a series of coached audio workouts led by ASICS Runkeeper Coaches. Workouts range from 5-minutes to hour-long sessions and include everything from stretches to beginner workouts to endurance and tempo runs. Though some Guided Workouts can be accessed without a Runkeeper Go membership, some are exclusive to paid users. For more details, see the Guided Workouts section.

*\*Note: Guided Workouts are only available in English and Japanese.*

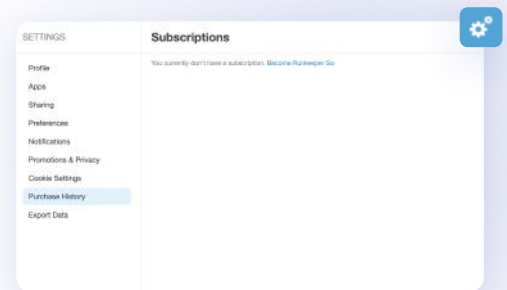
# Runkeeper Go

## How can users cancel their Runkeeper Go subscription?

On the Runkeeper app, the log-in page features a Forgot Password prompt that will take them to the password reset page.

### Here users will:

1. Users will need to log in to their account on [Runkeeper.com](https://Runkeeper.com).
2. Tap the gear icon in the top right corner of the screen to access the settings page. This will take the user to their Settings page.
3. Go to [Purchase History](#).
4. A list of payments made will be visible on the Purchase History page.
5. Find the Actions column and hit the X button to cancel the subscription.



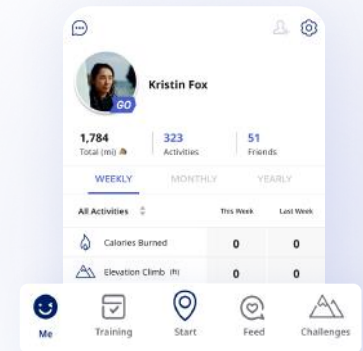
Users that subscribed to the Runkeeper Go upgrade in the app must go to their respective app store to cancel.

SECTION 4.1

***Me Tab***

# Me tab overview

The Me Tab is where users will see all their running metrics, achievements and other personal information.



## My Stats

This section shows users their weekly, monthly and yearly activity as well as mileage totals for tracking and comparison purposes.

### Stats include:

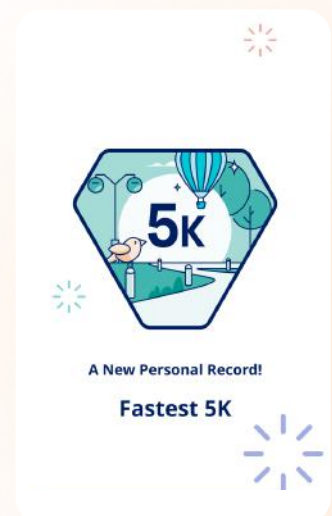
- Distances moved
- Average pace
- Activities done
- Calories burned
- Elevation climbed
- Time spent on activities



## Achievements

This is where users find badges earned for personal running records. This includes common race distances and metrics like longest run or highest elevation. Though badges are only available for running records, users can also get an overview of their records for their other activities.

*\*Note: These are based on full activity distances, not segments of longer activities. For example, if a user's fastest 5K was part of a longer 7K run, it would not count as their 5K record.*





## Activities

Here users can find all of their logged activities. Users can drill into an activity to review their Activity Summary. The summary includes a map of the run, overall pace (or speed), mile/kilometer split, duration, distance and estimated calories burned—based on weight and activity type.

Runkeeper Go subscribers will have access to additional analytics, including:

- Compare workouts to other workouts of similar distances in iOS.
- Weather data for all their activities (temperature and precipitation).

*\*Note: On iPhone, users can filter the list based on several criteria; however, filtering is not available on Android.*



## Goals

Goals allow users to set specific targets like weekly frequency, longest activity, total cumulative distance, weight loss and races. However, Runkeeper Go subscribers will see additional Goal Insights to help them achieve their goals on time.



## Insights

Insights are exclusive to Runkeeper Go subscribers. Insights show users data similar to the My Stats section but in more detail with the ability to filter based on activity. For more information on Insights, see the Runkeeper Go section.



## Shoe Tracker

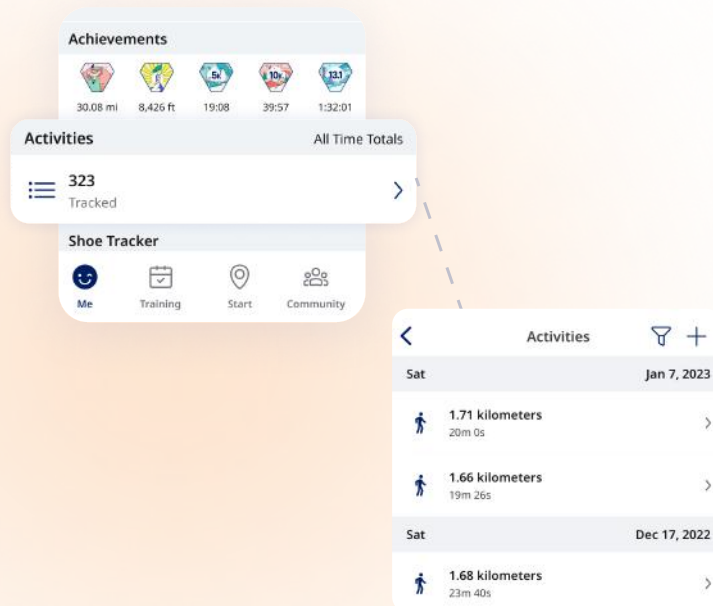
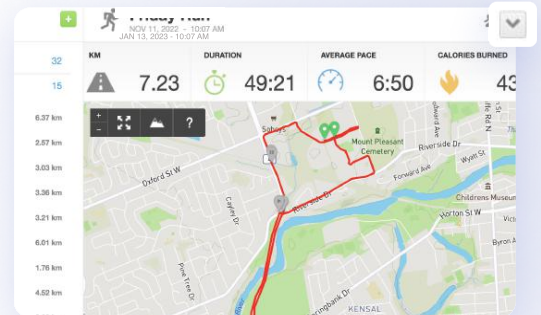
The Shoe Tracker feature allows users to keep track of how many miles they have logged on their shoes. Users set distance goals for the shoes they want to track and will receive alerts when they are nearing or ready for retirement. Users can track multiple shoes at once and log what shoes they used when they completed an activity.



# How do users edit or delete an activity?

## Desktop:

1. Log into your Runkeeper Account.
2. Go to the Me tab and select Activities.
3. Navigate to the desired activity.
4. Click on the arrow in the upper right-hand corner to reveal a dropdown menu.
5. Select Edit Activity or Delete Activity.



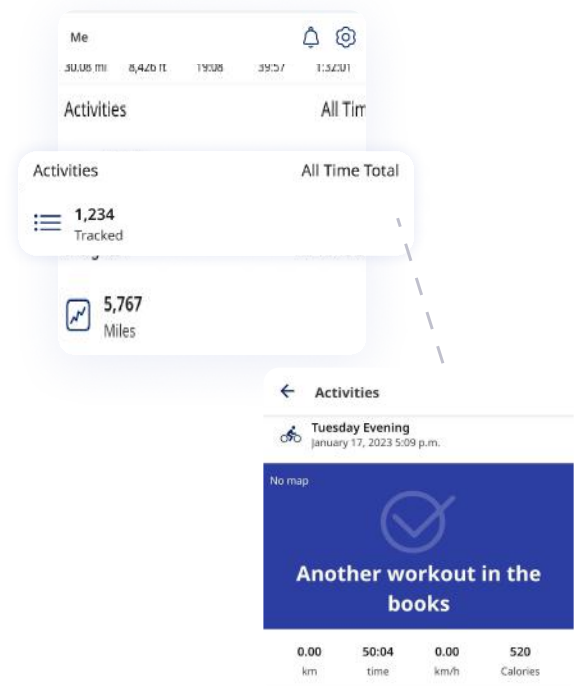
## iPhone

1. In the Me tab, click the Activities cell.
2. Find and select the activity that needs to be modified.
3. Scroll to the bottom of the summary page to click the edit button.
4. Edit the activity from the Review and Save screen.
5. Click Save to keep changes or the trash can to delete the activity.

## Android

1. In the Me tab, click the Activities cell.
2. Find and select the activity that needs to be modified.
3. Tap the three vertical dots on the Summary screen and click Edit Activity or Delete Activity.
4. Edit and save the activity from the Review and Save screen.

*\*Note: Users cannot edit the activity map or activity type from the mobile app. To edit the map, users must go to [Runkeeper.com](https://runkeeper.com).*



### Can users re-upload activities?

If a user's activity includes an error they cannot fix, such as a person being tagged in the activity they would like to remove, users can download, delete and re-upload activities.

1. Select the activity they want to download from their activity feed.
2. Scroll down the activity summary page to the section marked Export and click the link labeled GPX.
3. This will download the user's activity as a GPX file.
4. Once the activity is downloaded, they can delete it and re-upload it.

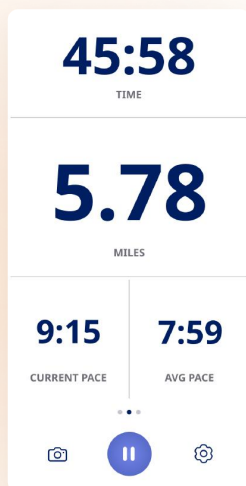
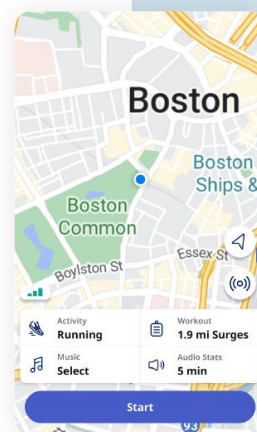
SECTION 4.2

# ***Start Screen***



# Start screen overview

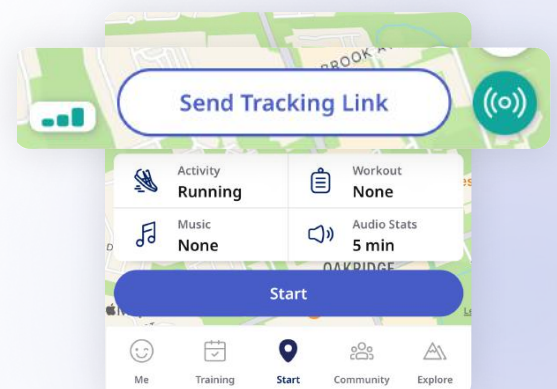
The Start screen is where users go to begin tracking an activity, which is where the Runkeeper app pulls most of its data from. All stats on time, speed and progress are taken from a user's activities. Users can customize their experience on this screen by selecting the type of activity or workout plan they'll be doing, as well as what music and audio stats will play throughout.



Users can choose to track their activity in real-time through the start screen by clicking Start Activity, or they can manually enter the details of their activity afterward through the + in the upper right corner.

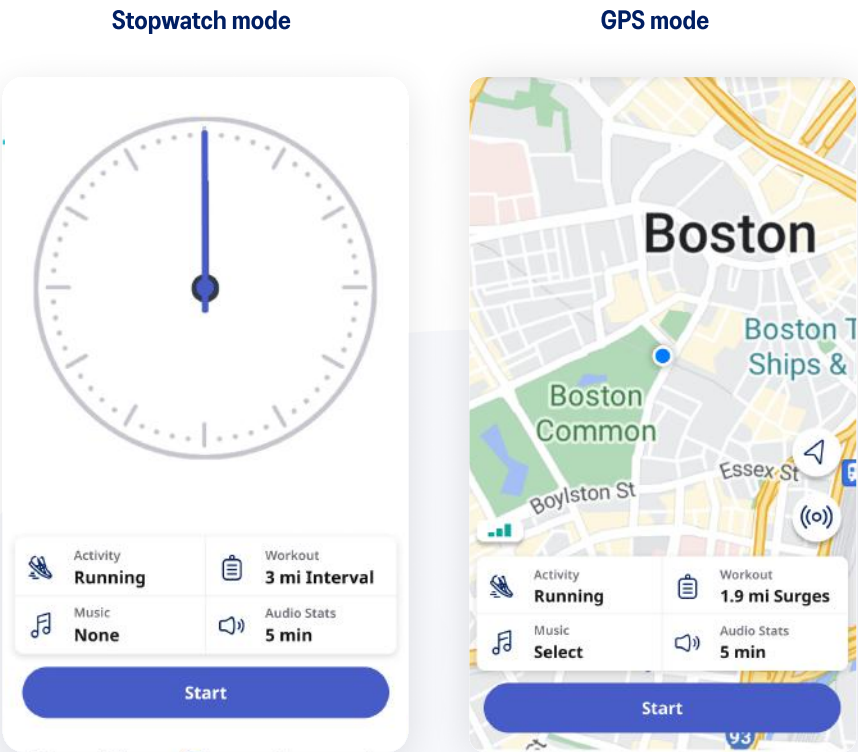
## Tracking in GPS mode

By default, when users open the Start screen, they will find themselves in GPS mode. This means that when they start their activity, the app will use the GPS to track their location and elevation to give the users a more complete picture of their activity. GPS mode is ideal for outdoor activities or activities spanning more than one location.



## Tracking in Stopwatch mode

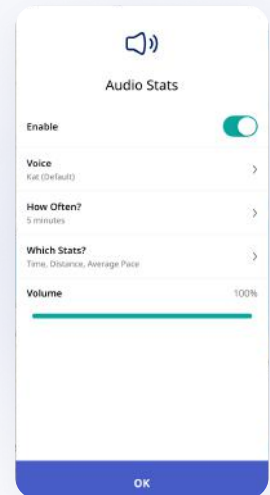
Stopwatch mode allows users to track their indoor activities, like treadmill running, as it does not track distance or calories. Users can get these details from their indoor workout devices and manually enter them in the Review and Save screen at the end of their activity. When users are in Stopwatch mode, they will see a stopwatch instead of a map on their Start screen.



## How can users access Stopwatch mode?

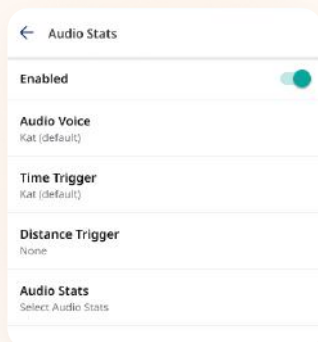
### iPhone

1. Tap on the Activity cell on the Start screen.
2. Toggle on Stopwatch mode.
3. Select the desired activity and tap OK.
4. The Start screen will now show a stopwatch, and users can start their activity as they would any other.
5. Once the activity is completed, users can fill in further details before saving the activity.



### Android

1. Tap on the Activity cell on the Start screen.
2. Go to the Stopwatch mode tab and select the desired activity.
3. Click the back arrow to be taken to the Start screen
4. The Start screen will now show a stopwatch, and users can start their activity as they would any other.
5. Once the activity is completed, users can fill in further details before saving the activity.



*\*Note: To go back to GPS mode, tap on the Settings icon and unselect Stopwatch mode from the Activity options.*

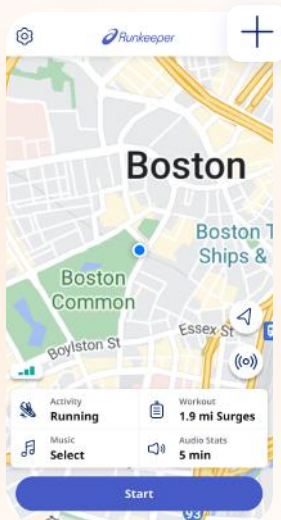
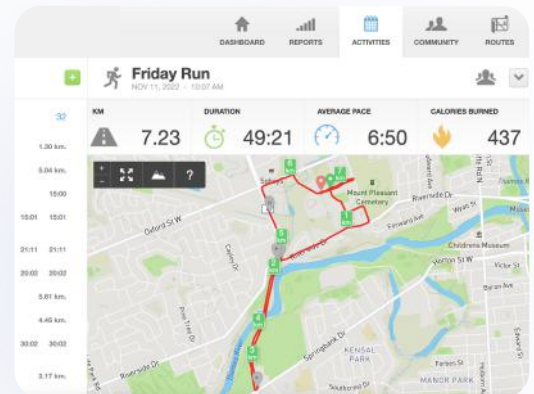


# Start Screen Logistics

## How are activities manually added?

### Desktop

1. Log into your Runkeeper Account.
2. Go to the Me tab and click the Activities tab.
3. Hit the + sign on the left-hand side.
4. Input activity information, including route plotting.
5. Tap Save to log the workout.



### In-app

1. Click the + on the upper right corner of the start screen.
1. Select the activity type and input activity details into their corresponding cells.
2. Tap Save Activity to log the workout.

*\*Note: To bulk import activities, see [this page](#).*

## How can users turn off audio stats?

### iPhone

1. Go to the Activity Settings in the Runkeeper app (Tap the gear icon in the top left-hand corner of the Start screen).
2. Under the Coaching section, toggle the Audio Stats off. If the toggle is gray, audio cues have been successfully disabled.

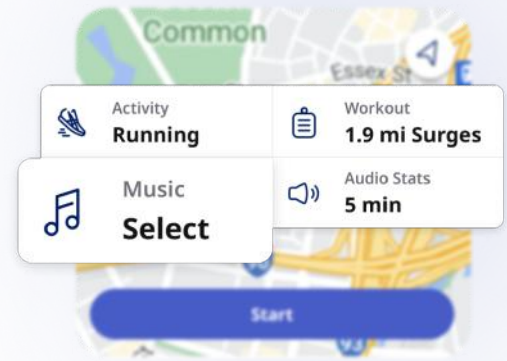
Users can also toggle audio off by going to the Start screen and tapping the Audio Stats box on the bottom right.

### Android

1. Go to the Runkeeper app settings.
2. Select Audio Stats and toggle that option off at the top. This option can also be accessed from the Audio Stats grid on the Start screen.

## How can users listen to music during their activities?

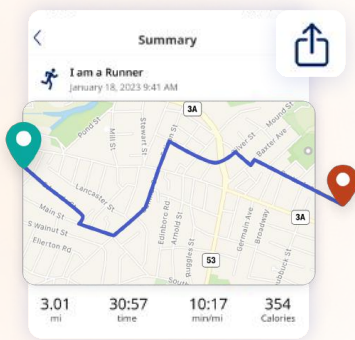
1. Select the Music cell on the Start Screen.
2. Choose a playlist from their preferred streaming service.



## How can users troubleshoot poor GPS signals?

Before beginning an activity, users can see the strength of their GPS signal via the indicator on the Start Screen. If an activity is completed with poor GPS signal, users can:

1. Access the activity from list in the Me tab.
2. Open the Activity Summary and tap on the map.
3. Click Fix GPS on the top right corner.
4. This will give users a preview of the map with Runkeeper's "smoothing" algorithm applied (this basically removes any outlier GPS points).
5. If the map looks better, they can confirm and save the new map.



*\*Note: Users cannot manually revert to the original map. To do so, they would need to contact [support@runkeeper.com](mailto:support@runkeeper.com) or manually adjust the activity via desktop.*



SECTION 4.3

# ***Workouts & Training Plans***

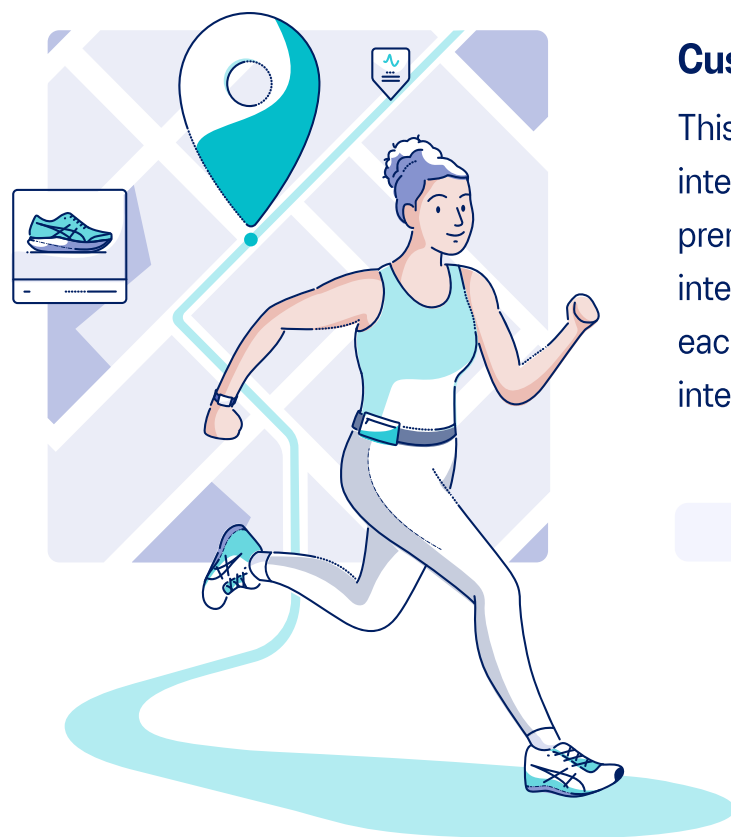
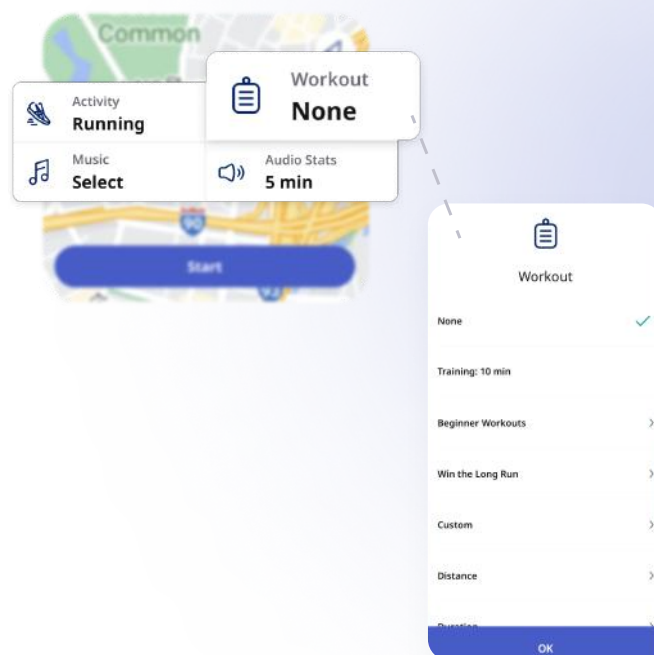
# Workouts overview

Found in the Start screen, the Workout cell allows users to select the kind of workout they would like to start.

## Users can choose to:

- Select a pre-programmed workout.
- Design or select a Custom Workout.
- Structure their activity based on Distance, Duration or Pace.

*\*Note: If users wish to do a different workout, they must manually select it before beginning. Otherwise, the last chosen workout will automatically begin.*



## Custom Interval Workouts

This feature allows users to set up their custom interval workouts and is available to free and premium users. Users can set up time or distance intervals and select a slow, steady or fast pace for each interval. Basic cues will alert users when an interval change and what their pace should be.

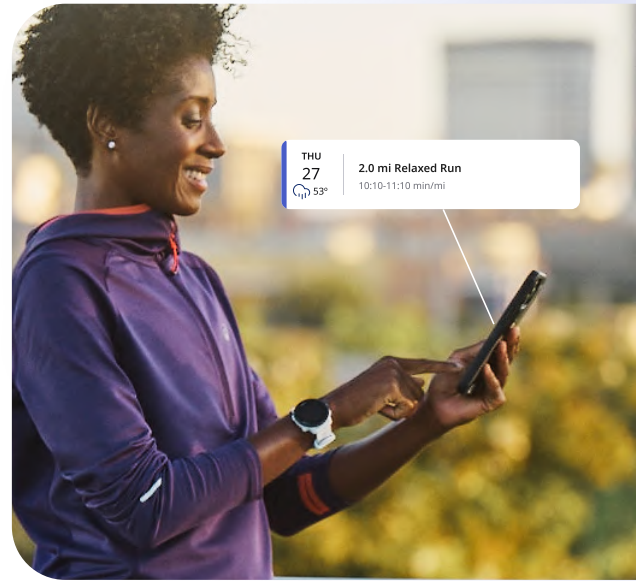


# Training Plans overview

Training Plans are exclusive to Runkeeper Go subscribers and provide users with several unique training solutions to meet their fitness or running goals.

Available Training Plans include:

- Flexible Race Training Plans
- Running for Exercise
- Win the Long Run



## Race Training Plans

This feature provides flexible Training Plans based on their race date, distance, and goal pace customized to their timeline. Training plans can be made for:

• 5K • 10K • Half marathon • Marathon • 5 Mile • 10 Mile

Plans for 10 Mile, half marathon and marathon distances must be started 10-16 weeks before race day, whereas all other plans can be started 5-16 weeks ahead of the race. The plan is broken down into four phases:

**Preconditioning**

**Getting Faster**

**Going Farther**

**Fine Tuning**

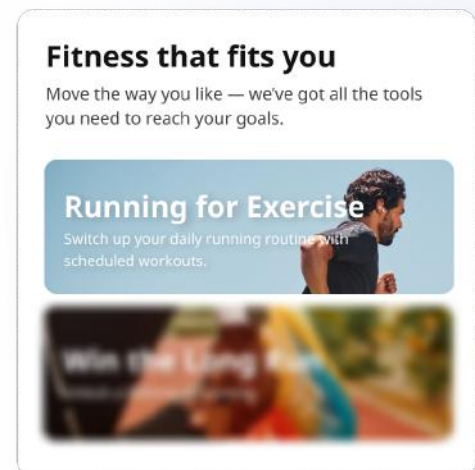


For each phase, users will complete a variety of workouts focused on building endurance and strength, including relaxed runs, tempo runs and other types of interval workouts. Since the Training Plan is designed to work on a specific timeline, it can be adapted or re-generated when workouts are missed. Each workout includes automated audio cues that provide instructions throughout.



## Running for Exercise Plans

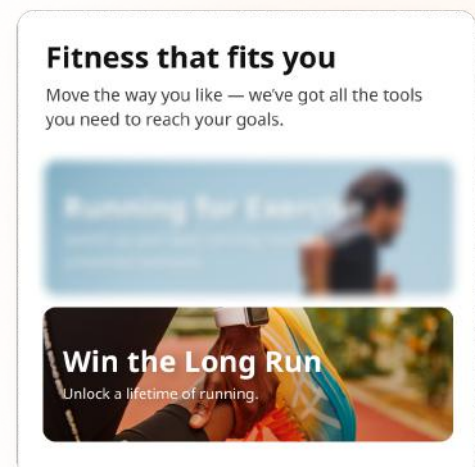
These plans allow users to create an ongoing workout schedule without a specific race goal or date. Rather, these plans are designed to help runners build general fitness and establish a routine, without worrying about pace. Users will answer onboarding questions to determine their current fitness level and how often they would like to run, at which point they'll be provided the desired number of workouts for the week.



Each workout comes with automated audio cues, where users will be given generic paces of fast, steady or slow. Since these plans do not have an end date, each week's workout must be completed before moving on to the next one.

## Win the Long Run

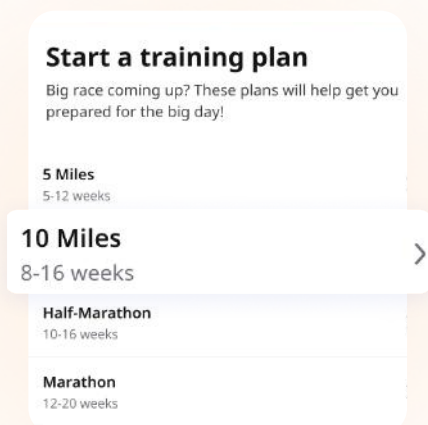
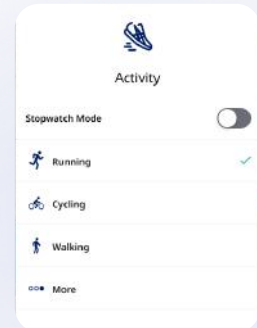
This workout series is designed to improve a user's 5K pace. The plan consists of a fixed set of six workouts, with audio cues that provide instructions throughout. Win the Long Run operates as both a Challenge and a Training Plan and can be accessed from either tab.



# Workouts & Training Plans

## How can users create their own Custom Interval Workout?

1. Access the Workout Cell found on the Start screen.
2. Choose Custom.
3. Create and name your new workout, or scroll to the bottom to access previously saved workouts.



## How do users start a Training Plan or Running for Exercise Plan?

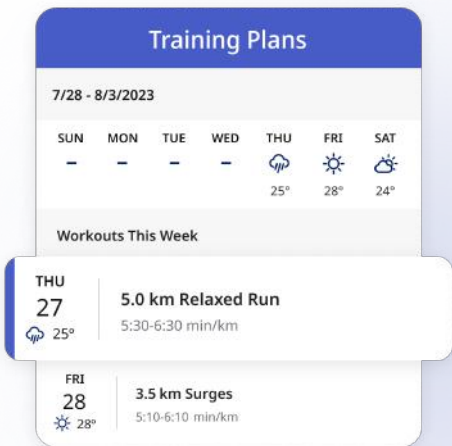
1. Go to the Training tab.
2. Select the type of training you'd like to start.
3. Launch the Training overview screen.
4. Answer onboarding questions to receive your Training Plan.

## Can a user enroll in Race Training and Running for Exercise at once?

No. Training plans are mutually exclusive. Users must delete one plan before starting the next. Deleting a plan will also delete any progress recorded by the plan. However, you can be enrolled in Win the Long Run or a Guided Workout Training Plan at the same time as a Race Training or Running for Exercise Plan.

**When are weekly workouts posted for Race Training and Running for Exercise Plans?**

Sunday or Monday, depending on the user’s first day of the week setting. This can be adjusted in-app under Settings.



**Can the schedule be changed in Race Training or Running for Exercise?**

Yes. The user can complete a workout within the plan on any day/week. Past workouts can also be associated with a matching workout to complete that workout assignment. Workouts can also be scheduled with a push notification reminder any day of the week.

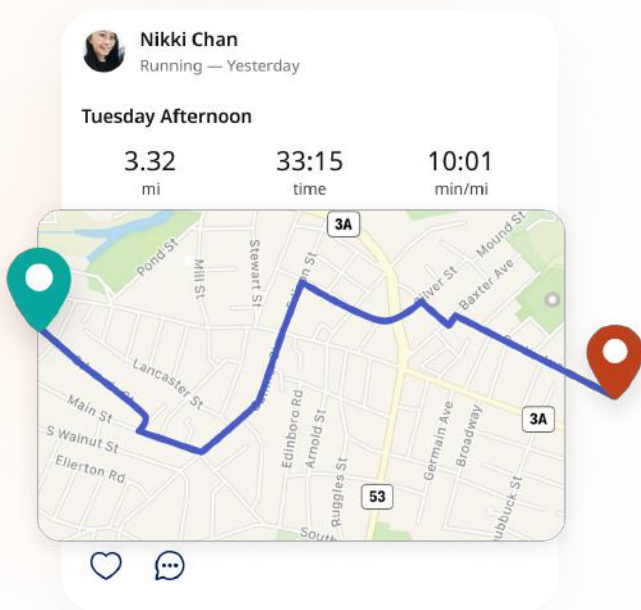
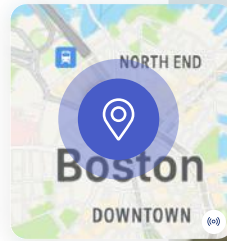
SECTION 4.4

# *Community*



## Community overview

The Community tab aims to connect runners so they can support, inspire and hold each other accountable. Under this tab, users can follow one another and share activities through the Feed. Users can also create running groups to motivate each other toward a common goal. Users can connect digitally and in person at ASICS DTC locations (only available in New York City) and Run Specialty stores.



### Community Feed

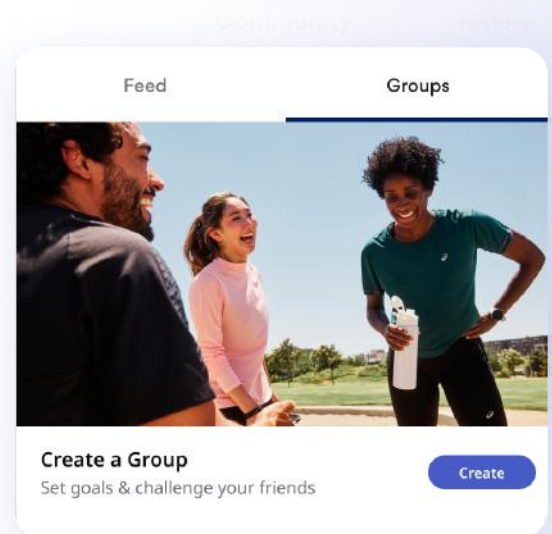
The Feed lets users see what their community has been up to. Any information set to Share with Followers will automatically show up in the feed screen where users can like and comment. Users will see activities from the people they follow; likewise, their shared content will be featured on their followers' feeds.

#### This can include:

- Activity details
- Added picture
- Route map
- Notes on the activity
- Tagged participants

## Running Groups

Running Groups allow users to connect with other runners with similar goals. Once created, any running activities its members complete will automatically be counted toward the group's goal. When creating a Running Group, users will be asked a few questions, including the type of Challenge, group goal, how long it will last and the group's name. Users will also have the option to invite their friends to join their running group by typing their info into the search bar.



### Important things to note:

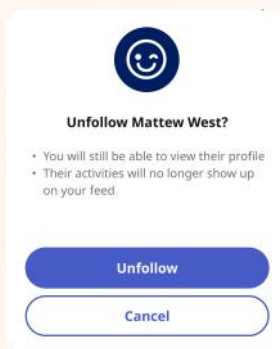
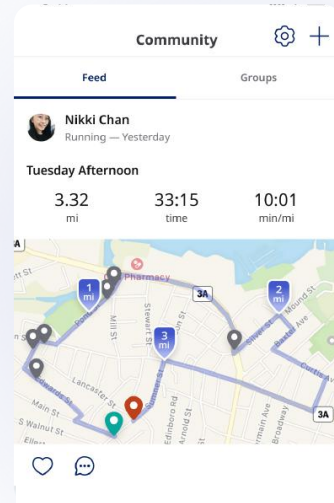
- Groups can only be made for running activities. Other activities will not count toward a user's progress.
- The maximum number of members is 100, including the group creator.
- Once a user leaves a group, they cannot re-join.
- Running groups start the day they're created. Users cannot select a different start date.
- Users can create/join as many running groups as they like.



# Community Tab

## How do users follow other users on the Runkeeper app?

To find users to follow, users can open their Feed in the Community tab and select Find Friends to Follow, where they can search for Runkeeper Accounts. When users wish to follow someone, they can click the Follow button. If the selected account is set to private, users will see Requested upon hitting the follow button and have to wait for their follow request to be accepted. Public accounts can be immediately followed.

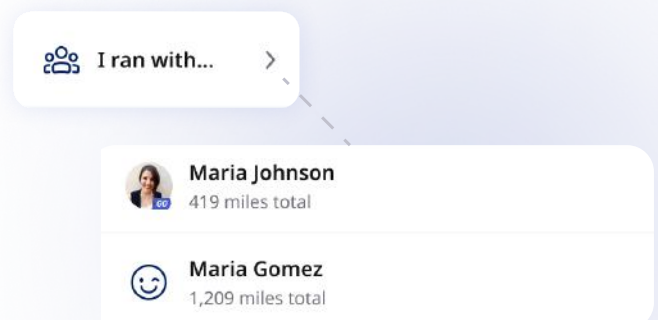


## How do users unfollow others?

If a user wants to unfollow another user, they can go to the profile they wish to unfollow and select the Following button. The user will get a pop-up screen where they can confirm they want to unfollow this user.

## Can users tag each other in activities?

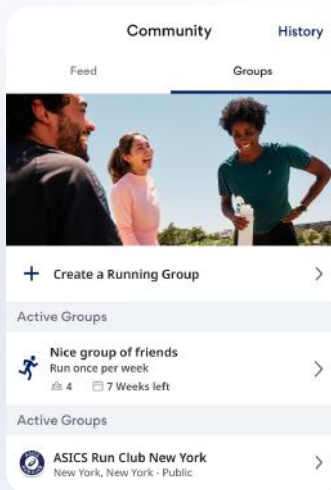
Yes, when completing or editing an activity, users will have the option to tag their followers at the bottom of the Review and Save screen. The cell will say, "I ran with..." and give users the option to tag someone from their contacts or followers.





## Can users untag each other in activities?

No, unfortunately, at this time, users cannot untag. However, users can delete and re-upload the activity.

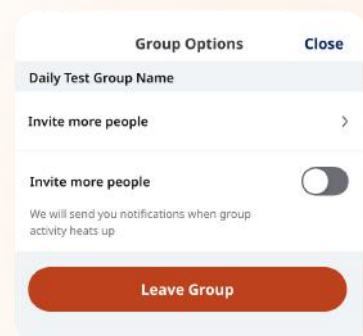


## How do users create a Running Group?

1. Go to the Community tab.
2. At the top of the screen, select the Groups tab.
3. Select Create a Running Group.
4. Once a running group is created, it will display as an active Challenge.

## How can users change their Running Group settings?

1. Tap the settings gear in the top right corner to access the Running Group settings.
2. To leave the group, select Leave Group.
3. To turn off notifications, tap the toggle button.
4. Inviting more people can also be done on this screen.



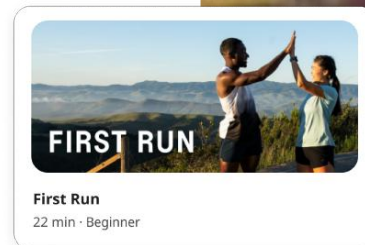


SECTION 4.5

# ***Guided Workouts***

# Guided Workouts overview

These are audio-led workouts designed to provide users with the unique opportunity to train with a real coach in their ear. All workouts feature an ASICS Runkeeper Coach or ASICS Athlete and are backed by ASICS. They are designed to provide users with the guidance and motivation they need to build a running habit, achieve their goals and reach the finish line feeling strong.



Guided Workouts allow users to set their own pace by providing instructions based on relative effort. For example, “a pace at which you could hold a conversation with someone” or “an all-out sprint.” Though some Guided Workouts are available in the free version of the Runkeeper app, most are only accessible to Runkeeper Go subscribers.

## Guided Workouts come in a variety of formats, including:

- Single workouts that users can repeat at their leisure.
- Training Plans that users must take in order.
- Podcast-style continuous runs.
- Interval and tempo runs.
- Non-running activities like warm-ups, cool-downs and stretching.
- Activities designed for specific skill levels like beginners or advanced runners.



*\*Note: Guided Workouts are only available in the ASICS Runkeeper app to users who have their app set to English or Japanese.*

## Highlighted Guided Workouts

### My First Run:

Coach Corinne guides users through their first run, starting with a warm-up before coaching them through four brief intervals. This might be the encouragement they need to get out the door!

🕒 DURATION: 22 MINUTES



**First Run**

22 min · Beginner



**Returning To Running**

24 min · All Levels

### Return to Running:

Coach Corinne helps users shake off the dust and restart their running routine. This brief fartlek workout (interval run) includes running tips to inspire users to build a routine they can stick to.

🕒 DURATION: 24 MINUTES

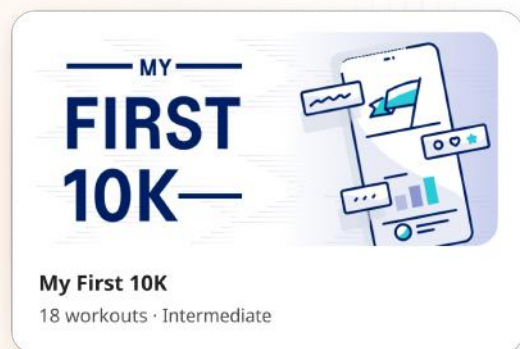
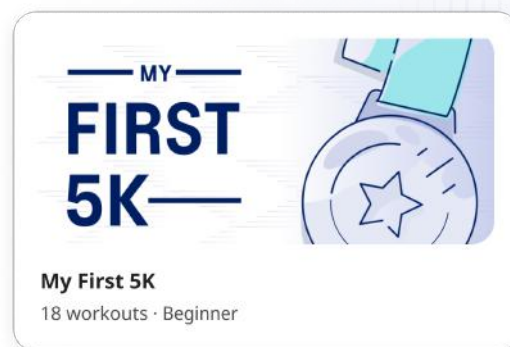




## My First 5K:

Coach Erin emphasizes that sticking to a routine is the key to progress. Through 18 workouts, this plan eases users into a regular running routine, with gradually increasing run-walk intervals. Exclusive to Runkeeper Go users.

🕒 18 WORKOUTS, 24-41 MINUTES



## My First 10K:

Coach Erin accompanies runners on a six-week journey to a 60-minute run incorporating run-walk intervals. In 18 workouts, this plan gets the user up and moving three days per week to help them reach their goals. Exclusive to Runkeeper Go users.

🕒 18 WORKOUTS, 30-60 MINUTES

## Half-Marathon Guided Workout Training Plan:

To be released in 2023.

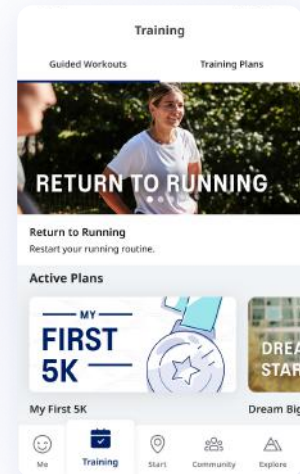
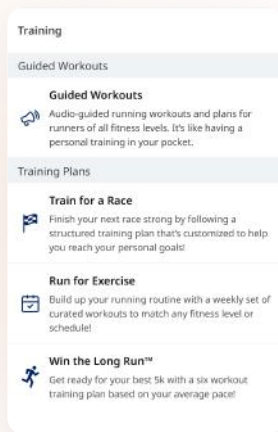




## How do users start a Guided Workout?

### iPhone

1. Tap on the Training tab in the bottom navigation bar.
2. Tap Guided Workouts in the top right corner.
3. Choose the Guided Workout that interests you most.
4. Hit Download Workout.
5. When ready, tap Start Workout.

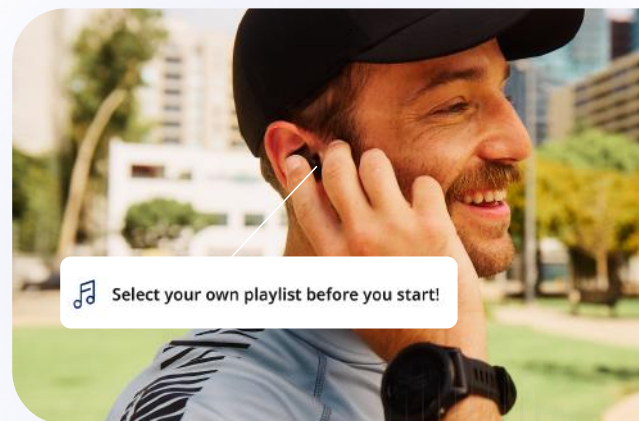


### Android

1. Tap on the three horizontal lines at the top left corner.
2. Select Guided Workouts.
3. Choose the Guided Workout that interests you most.
4. Hit Download Workout.
5. When ready, tap Start Workout.

## Can I play music while listening to a Guided Workout?

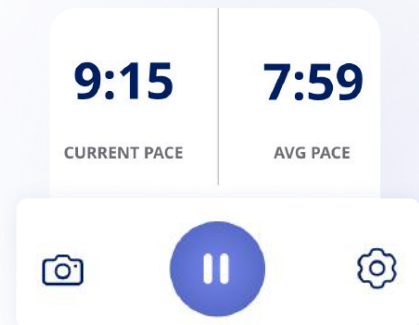
Yes! We recommend setting up music prior to starting the workout.



# Guided Workouts

## How do I leave a Guided Workout Training Plan?

On the plan overview screen, tap the options menu in the top right, where you will see the option to exit the plan. This will return your default view on opening the app to the Start screen.



## Where can users find all workouts by a specific coach?

Users can see all workouts led by their favorite ASICS Runkeeper Coaches by accessing their Coach Workout List within the app. Users can find this page by:

1. Opening the Guided Workout page.
2. Tapping the workout or coach they're interested in.
3. Scrolling to the bottom of the Workout Overview page until the coach's name and image appear.
4. Tapping on the coach's name will lead them to a complete list of their Guided Workouts.

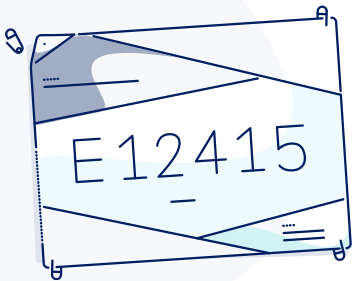
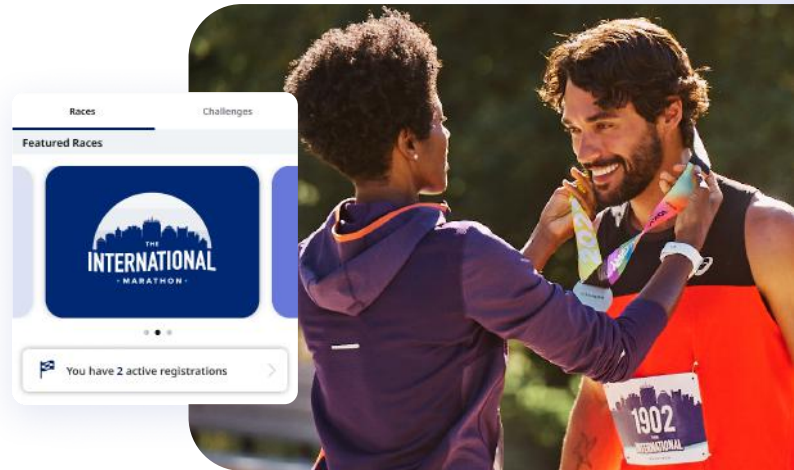
SECTION 4.6

# ***Races and Challenges***



## Races overview

The Races feature centralizes users' racing experience in the Runkeeper app by enabling them to find and register for races within the app. This is available through integration with the ASICS Race Roster platform to provide runners with a seamless racing experience.



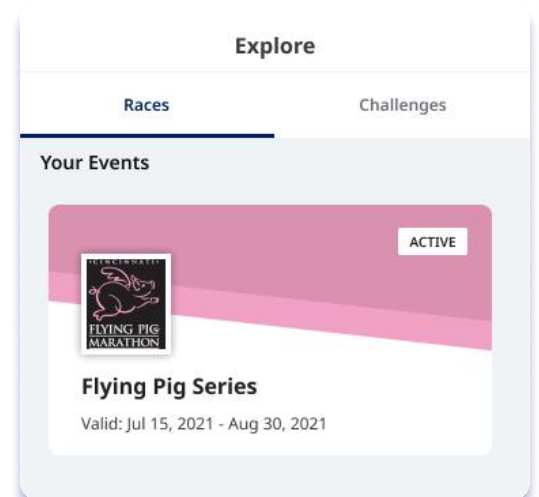
The goal is to motivate users to come together with like-minded runners through these events, either virtually or in person. Whether it's their first 5K or their 50th marathon, all users are encouraged to participate at their own pace.

### Finding a race

Users can browse through available races in the Explore tab of the Runkeeper app. With various distances, as well as virtual and in-person options, users can select an event that's just right for them. All races shown are selected by the Race Roster Customer Service team and are hosted on the Race Roster platform. Users can register for events within the app by clicking on the event and accessing Event Details. Once a user has registered for a race, Runkeeper Go users can input their event details and goals into the Race Training Plan to begin preparing for the finish line. See Training Plans for more details.

### Racing with the app

After a user has registered, the event will show up in their Active Registrations. Here they can find race details and information shared by the event organizers. Whether the event is virtual or in-person, users can track their race with the Runkeeper app. With virtual races or event Challenges, results will be automatically published to the Race Roster platform.

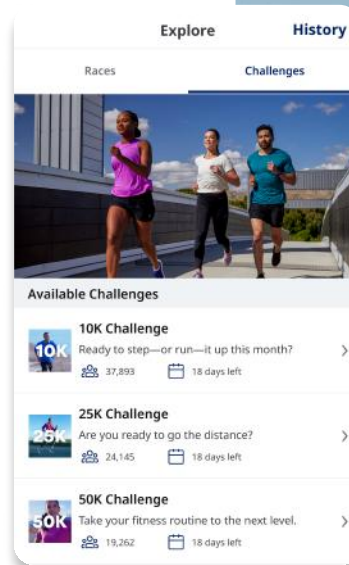




## Challenges overview

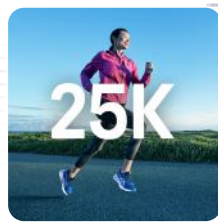
Challenges encourage users to complete a specific activity requirement in a set timeframe, often in pursuit of a reward. Challenges can be leveraged in support of global brand marketing campaigns, product launches or a race. However, users also have the option to participate in our regular monthly distance Challenges.

Challenges are free to enter, and users can use the progress bar to see how well they're doing. Once a Challenge is completed, the progress bar will display 100%, and the Join Now button will say Challenge Complete!



### Monthly Challenges

Users can participate in our monthly distance Challenges that encourage them to reach a set distance within the month. Users can choose from the following distances:

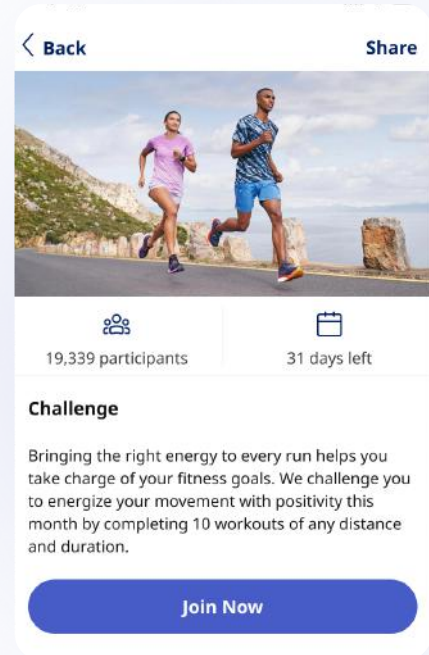


Challenges can be done in conjunction with each other or one at a time, and users can move in whatever way they like most, so long as they reach their goal. Each month the distance Challenge will restart, allowing users to create a consistent routine.

## How can users join a Monthly Challenge?

Users can find Challenges within the Explore tab by clicking the Challenges tab below the search icon. Users will see all available Challenges and can find details by clicking on the desired Challenge. Here users can click Join Now to participate. Alternatively, users can click Join when presented with an in-app notification or announcement email. This will have the same result as joining within the app.

*\*Note: Once a Challenge is joined, it cannot be left.*



## What activities count towards a Challenge?

Only running, walking, hiking, cycling, wheelchair, trail running, running with family and plogging activities can be counted toward Challenges. However, each Challenge is unique and will specify its own completion criteria.

## Can Challenges be targeted?

Challenges can be targeted at the national level. All users in the targeted country can view and join said Challenge.

## Can users receive an award for Challenges?

All Challenges can include a Reward section on their info page. Though there are technical and geographical limitations to the rewards that can be offered, it is encouraged to offer one. For more details, speak to your ARA marketing contact.

## How long do Challenges last?

Challenges can last for any time but must be created with a specific start and end date.

## What languages are Challenges available in?

Challenges can be translated into any of the 12 languages offered in the Runkeeper app.



SECTION 4.7

# ***Shoe Tracker***

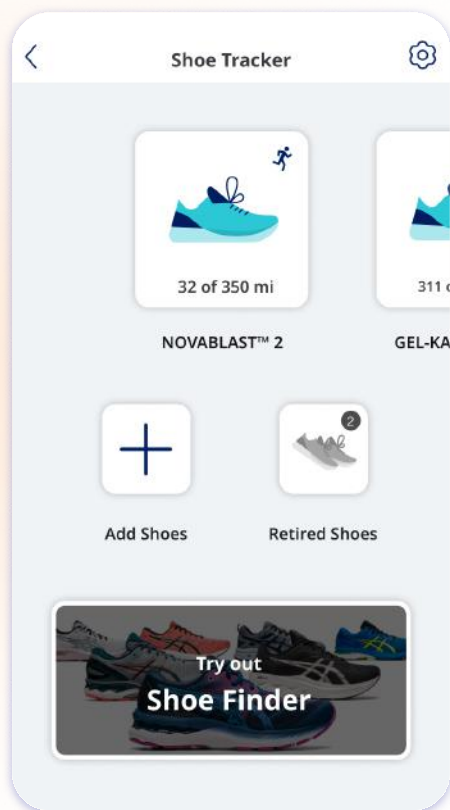
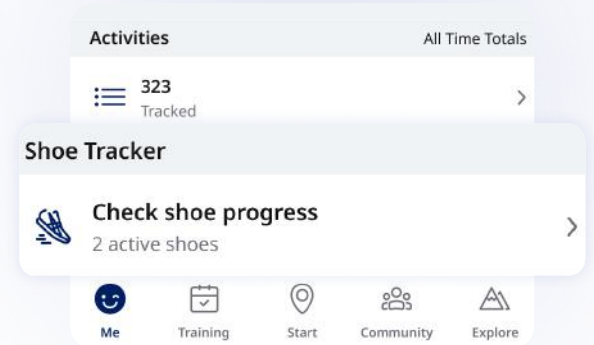


# Shoe Tracker

## Where can users access Shoe Tracker?

1. Go to the Me tab and scroll down to Shoe Tracker.
2. Click *Try out Shoe Tracker*.
3. Here, users can add, retire, or edit existing shoe details.

*\*Note: Retired shoes cannot be recovered, so users should be careful before they retire their gear.*



## How do users add a new pair to Shoe Tracker?

Shoes can be added to the Shoe Tracker page by clicking the + sign. Users will be guided through various prompts about their shoes when adding a new shoe.

### These prompts include:

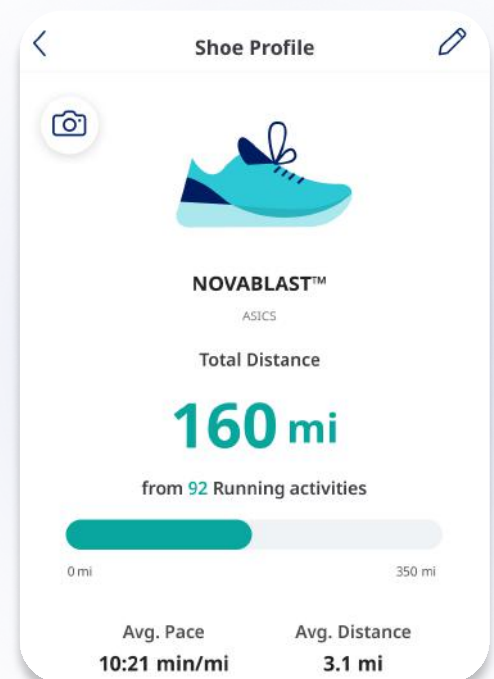
- Adding a shoe nickname.
- Inputting details like brand, model and color.
- Choosing what past activities (if any) they'd like to associate with these shoes.
- Selecting a distance goal (with some guidance from Shoe Tracker).
- A photo can be added by selecting the camera icon in the top left corner.

## How can users associate their shoes with an activity?

When an activity is completed, the Review and Save page will allow them to associate a shoe from Shoe Tracker. To do this retroactively for a past activity, users must:

1. Go to the Activities page found in the Me tab.
2. Tap the activity to access the Activity Summary Page.
3. Click on Add Shoes and select the pair that was used.

*\*Note: Default running or walking shoes will automatically be associated with that activity type. This can be manually changed if needed.*



SECTION 5

***Race Roster x  
Runkeeper***

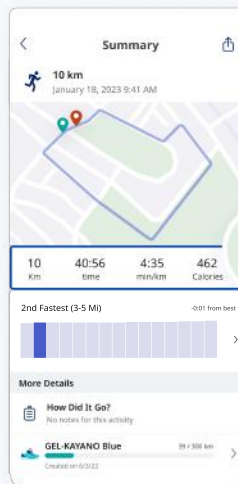
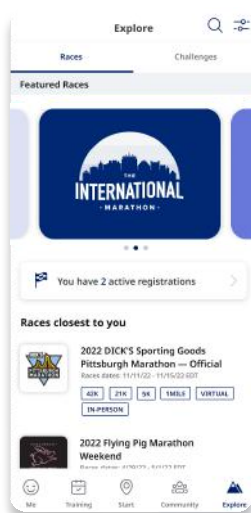
# Race Roster overview

Race Roster is a world-class event management system that allows event organizers to oversee all aspects of endurance events, including marketing, from a single dashboard. Race Roster works behind the scenes to help events meet their potential. Race Roster has been a part of the ASICS family since 2019.

## App integration:

- Show users race events
- Host virtual races

 **asics Runkeeper**

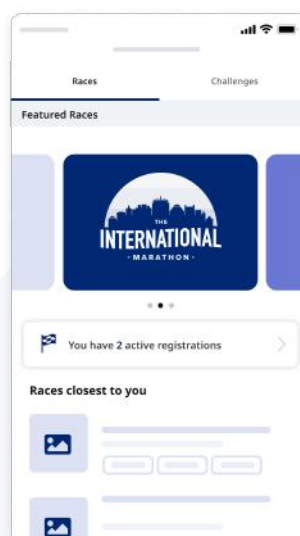


 **RACE ROSTER**



- Simplify event registration

 **asics Runkeeper**

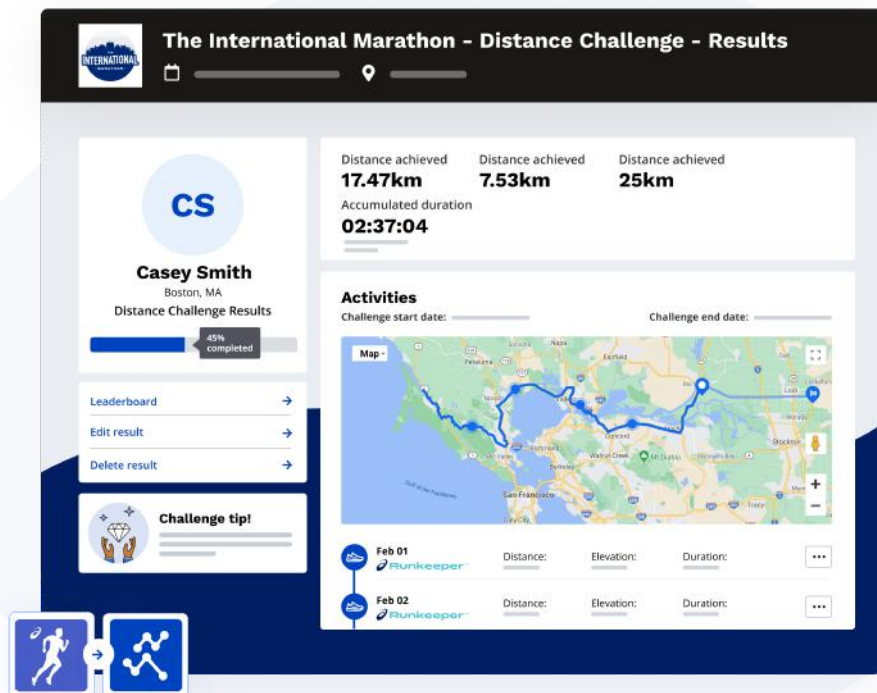


 **RACE ROSTER**

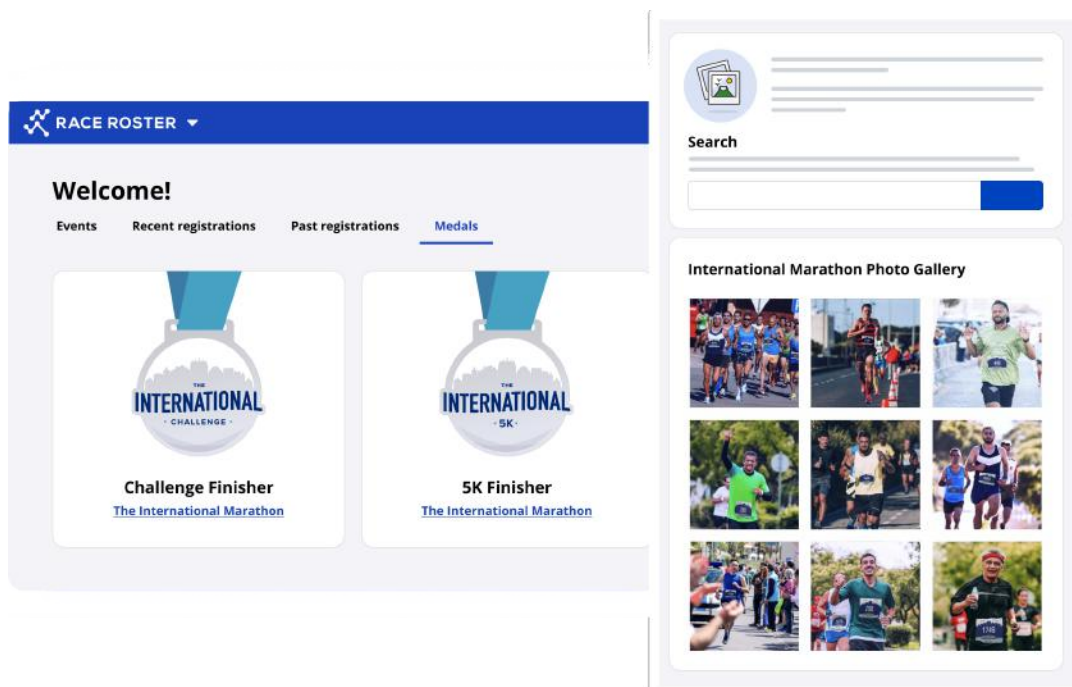




- Create event-specific Challenges



- Shareable race content

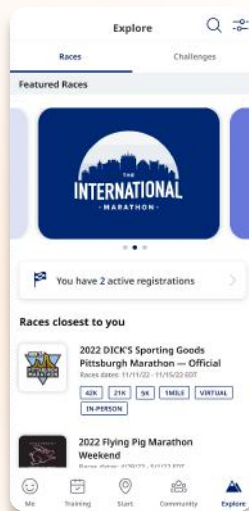
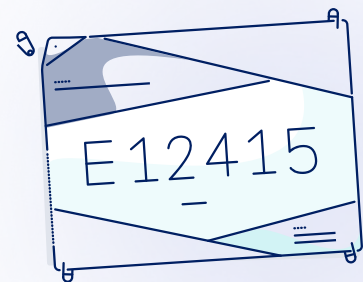


With the Runkeeper app, Race Roster events can connect with new runners, not only in-person but through virtual experiences. Meanwhile, Runkeeper users benefit from a seamless racing experience.

*\*Note: Event Specific Challenges and Training Plans vary on the event's contract and are pushed live after a formal request with the ASICS Apps team.*

## How do users access the Races feature?

Users must tap on the Explore tab in the bottom navigation bar. The Races tab will be shown by default.

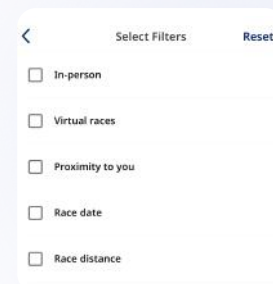


## How does the Runkeeper app choose the races shown?

Races are selected by the Race Roster Customer Success team. At this time, only races offered on Race Roster are available. Not all Race Roster events are eligible to be featured in the Runkeeper app, depending on their contracts and existing partnerships.

## Can races be filtered?

Users can leverage the filter and/or search functions (in the top right-hand corner) to find races that meet their criteria. For users to see races closest to them or sort by proximity, they will need to consent to the Runkeeper app's use of device location.



## Do races have a cost?

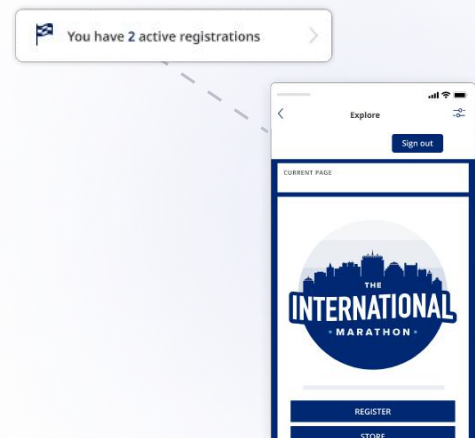
Most races displayed in the Runkeeper app have an associated registration fee. For details on a specific race's cost, see the associated Event Details page.

## What country are the races in?

At this time, the vast majority of races shown will occur in the United States or Canada. There is also a regular influx of in-person and virtual events in Japan or geared toward Japanese users.

## Where are Active Registrations?

Once users have signed up, their registration will appear in their active registrations list. A banner on the main Races page below the featured races section will link them to active or past registrations.



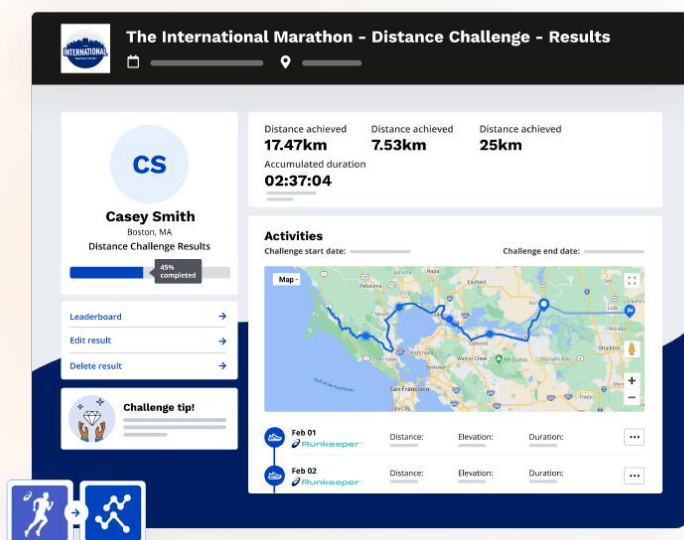
## What if a race is not appearing in Active Registrations?

Users should reach out to [support@runkeeper.com](mailto:support@runkeeper.com) for investigation.

## How are virtual races run?

Participants must have installed and created an account on the Runkeeper app. From there, users must:

1. Click the explore button and select the races tab.
2. Select the race they want from the featured list or the Active Registration list.
3. When ready, click Track Race Now.



Once the user has finished running, they can click stop and save. Their results will be automatically posted to the Race Roster leaderboard.

## SECTION 6

# ***FAQ's***



# Account Settings

## What profile customization options are there?

Runkeeper users can customize their:

**Username**

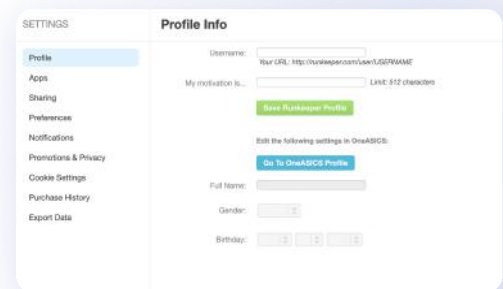
**Profile picture**

**Motivation**  
(only visible on desktop)

## How do users update their profile information?

### Desktop:

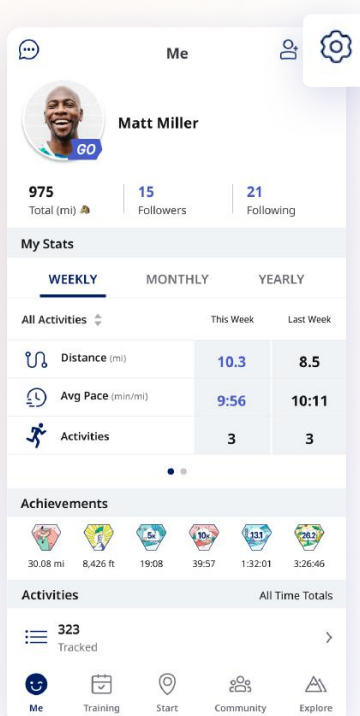
- Log in to [Runkeeper.com](https://Runkeeper.com).
- Click on the gear icon located in the top right corner of the page.
- Click on Account Settings.



### In-app:

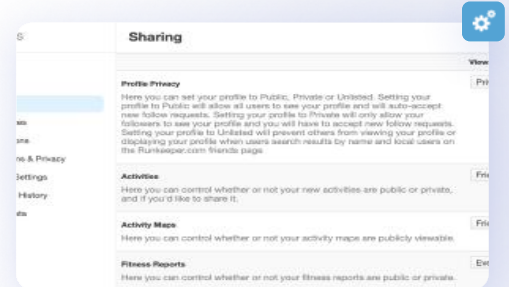
1. Open the Me tab.
2. Click the settings gear in the top right corner.
3. Select profile settings.

*\*Note: to update profile pictures in-app users, click on the picture next to their name on the Me Tab and follow the prompts.*



## How can users update their Sharing settings?

1. Log in to [Runkeeper.com](https://Runkeeper.com).
2. Click on the gear icon in the page's top right corner.
3. Click on Account Settings.
4. Click on Sharing in the column on the left.
5. Under Viewable, select one of the three options: Everyone, Followers, or Just Me.
6. Click the Save Sharing Settings at the bottom to save the selection.



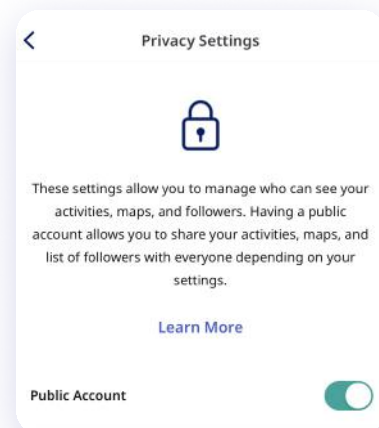
## How do users change their privacy settings?

### Desktop:

1. Click on the settings gear in the top right corner.
2. Choose Account Settings from the drop-down.
3. Select Promotions and Privacy.
4. Pick their preferred setting.

### iPhone:

1. Go to the Me tab.
2. Select the settings gear in the top right corner.
3. Click on the privacy settings options.
4. Pick their preferred setting.



### Android:

1. Access settings through the hamburger menu.
2. Select the privacy settings.
3. Pick their preferred setting.

---

## How can users make their accounts Unlisted?

An unlisted account will prevent a user's profile from being found by others. Users can only set their account to unlisted through [Runkeeper.com](https://Runkeeper.com). They must follow the instructions for changing their privacy settings and choose Unlisted.

---



# Account Troubleshooting

## How can users reset their password?

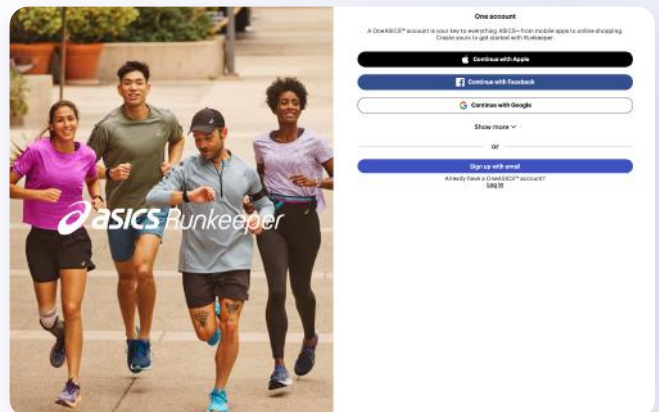
### In-app:

On the Runkeeper app, the log-in page features a Forgot Password prompt that will take them to the password reset page. Here users will:

1. Type in the email address associated with the Runkeeper account.
2. Click the Send Reset Link button and wait for a password reset email from ASICS.
3. Set a new password for the account by clicking the Reset My Password button in the email.

### Desktop:

1. Go to [this page](#).
2. Type in the email address associated with the Runkeeper account.
3. Click the Send Reset Link button and wait for a password reset email from ASICS.
4. Set a new password for the account by clicking the Reset My Password button in the email.



*\*Note: If the password reset email does not arrive right away, check spam and junk folders.*

## How do users change their email?

1. Go to [this page](#)
2. Enter the updated email address with the account's current password.
3. Click the Change Email button.



## Can users merge multiple accounts?

Users with more than one Runkeeper account can merge them. However, there are some important considerations before proceeding.

- They must be sure all activities from the app have synced to [Runkeeper.com](https://runkeeper.com).
- If they have a Runkeeper Go subscription on one account, that is the one they should keep.
- Otherwise, they should keep the account with the most activities logged to make the merging process easier.



If the user has an account with fewer activities that has a Runkeeper Go subscription, email [support@runkeeper.com](mailto:support@runkeeper.com) to resolve this.

## How do users merge accounts?

1. Decide which account to keep and which to delete.
2. Sign into the account that will be deleted.
3. If there are activities, follow [these steps](#) to export data.
4. Sign out of the soon-to-be deleted account and sign into the account that will be kept.
5. Import account data. Users can bulk import up to 100 activity files at a time following [these steps](#).\*
6. Users can sign back into the account they want to delete and follow the steps below.

## How can users export their data?

1. Log in to [Runkeeper.com](https://Runkeeper.com) and select the settings gear in the top right corner.
2. Select Account Settings.
3. Scroll to the bottom of the page and click on the Export Data tab on the left hand side.
4. Select a Starting Date and Ending Date using the calendar boxes to export activity data within that time frame.
5. Click the Export Data button to complete the export process.
6. Individual GPX activity files, along with master CSV files for cardio activities, measurements, strength training and sleep, will be available for direct download on that same page with a "Download Now" button.

*Note: GPX files from standalone Apple Watch activities are not compatible with the exporting feature. Manually entered activities are also not exportable due to the lack of GPS data. The export process may take some time—the page will refresh every 30 seconds or so until the export is complete and will be available for seven days afterward.*

## How can users delete their Runkeeper account?

To delete a Runkeeper account without exporting any data, users must go directly to [this link](#).

### Here they will:

*\*Note: Users can download Runkeeper data on this page before account deletion.*

*However, if a user wishes to delete their entire ASICS account, they must go to [this link](#). When the account is deleted through this link, all ASICS accounts, including ASICS Runkeeper, ASICS Studio and ASICS.com, will be permanently deleted. It may take up to two weeks to process the deletion.*



## Troubleshooting

If you or a user need further assistance, check [support.runkeeper.com](https://support.runkeeper.com) or email [support@runkeeper.com](mailto:support@runkeeper.com).

