Frequently Asked Questions

If you don't find what you are looking for, please email events@nywolf.org

How do I log my mileage?
You can log results starting August 1st under the **"Results" tab** on the race homepage. Results can be entered manually or by uploading GPX or FIT files from a fitness app or smartwatch. Challengers who are competing for top finalist positions will be required to show proof of their challenge by submitting files or via email (an event representative will reach out to those slated for top spots).

How do I create an individual or team fundraiser?
You can create an individual or team fundraiser during the registration process or by navigating to the "Become a Fundraiser" tab on the RunSignUp homepage. You can locate your individual or team fundraiser by navigating to your profile and looking under the "Fundraising" tab. **Link your fundraiser to Facebook to increase its impact!** Learn more about fundraiser prizes under the "Fundraiser Prizes" tab on the RunSignUp homepage.

How does the $10 team discount/ refund work?
If 10+ team members register for the event at once (in one transaction), all registrations will be discounted $10. If you sign up separately, once your 10th team member registers for the event, a $10 refund will be issued to all previously registered participants. All subsequent team members (#10 forward) will have to join the team *during the registration process* to receive the $10 discount upfront. Otherwise, they can join the team by navigating to the **"Teams" tab** after registration and will receive a refund when they join the team.

How does the $10 referral refund work?
Send the referral link located in your registration confirmation email to your friends and family. If three people sign up using your referral link, you will receive a $10 registration refund from RunSignUp.

Can I run on a treadmill and/or bike on a stationary bike?
Yes, you are permitted to complete your challenge using a treadmill and/or stationary bike. Miles accumulated on an elliptical or by swimming will not count towards the 100 Mile Challenge or the 200 Mile Bike Challenge.

If I register after August 1st, will my mileage before I register count?
Yes, if you register after 8/1, you can backlog your mileage from before your registration under the **"Results" tab** on the race homepage.

How does my registration fee benefit the Wolf Conservation Center?
About $10 of each registration fee covers our costs. The remaining funds will directly support our mission of wolf conservation through education, advocacy, and species recovery! Any additional donations will fully support our mission and are 100% tax-deductible.

What fitness app do you recommend for logging my mileage?
We recommend Strava. Strava is used by most members of the running community and its GPS exports are compatible with the RunSignUp site.

I can't find my results, can't find my name when I search for it, or can't see my results in public participant lists.
You may be marked as anonymous in your profile. You can change this by following these steps:
Navigate to your profile and select profile --> account information. Click the blue edit icon in the upper-right corner of this section to edit the information. Scroll down to the option "show as anonymous in public participant lists and race results" and be sure this option is unchecked.

Where do I find my finisher's certificate?
Log into your profile on RunSignUp. Once you are in your profile, click on the "Results" tab and you'll see an option to "View Finisher Certificate." Right-click to print your certificate.

What if I have limited mobility but still want to participate?
We welcome your participation in the event and encourage you to do what you can and have fun with it. Please reach out to events@nywolf.org describing your circumstance.