FAQS - VIRTUAL OXFAM TRAILWALKER (VTW) 2020

VTW REGISTRATION

1. What is the Virtual Oxfam Trailwalker (VTW) event?

Virtual Oxfam Trailwalker is an event being organized by Oxfam India wherein the participants join the event virtually i.e. they can **join from any part of the world, walk/run at any time of the day, and on any surface** (trail, road, treadmill, your backyard, literally anywhere).

2. What is the joining contribution for the event?

The joining contribution is **INR 1000**. This contribution is treated as donation towards Oxfam India. Optionally, we encourage you to also start a [fundraiser](#) to support Oxfam India's work.

3. What is the event format?

The event lets you choose from two available formats, similar to the main Oxfam Trailwalker event — **100km in 10 days or 50km in 10 days.**

4. Can I change the event format from 100km to 50km or vice versa?

The format selected at the time of registration remains final and cannot be changed.

5. When is the event scheduled?

Participants can choose from two available slots for this challenge.
Slot 1: 24 Jul–2 Aug 2020
Slot 2: 6 Aug–15 Aug 2020

Want to register for both slots? Get in touch: syed@oxfamindia.org / 8884088821

6. Can I change the challenge slot after registration?

Once you register for a challenge slot, you cannot change it.

7. Is there an age limit to participate in the event?

There's no age limit to participate in the VTW event. Anyone, absolutely anyone, who has passion for fitness and resonates with Oxfam India's work, can participate!

In case you are 60+, we advise you to consult a medical expert given the nature of event. For minors participating in the challenge, we strongly advise adult/parental supervision.

8. If my registration fails, what shall I do?

Please contact us at: syed@oxfamindia.org/trailwalker@oxfamindiamail.org/8884088821.

9. I forgot my login password, how can I reset it?

You can reset your password by clicking on the **'forgot password'** option. You will receive a system-generated password resent link on your registered email ID.

VTW POST-REGISTRATION

10. How do I submit my activity data on VTW platform?

After registering successfully, the activity data needs to be uploaded on your dashboard.
- Log in to your account
- You will reach the dashboard
- Here, enter the kilometres walked
- Upload the screenshot (one screenshot per day)
- Submit Activity

11. What mobile apps shall I use for submitting proof of my activity?

Screenshots from all major fitness applications are acceptable. Some recommendations – ADIDAS RUNNING, APPLE WATCH, FITBIT, GARMIN CONNECT, GOOGLE FIT, NIKE RUN CLUB, PUMATRAC, STRAVA, RUNKEEPER, MAP MY WALK and MAP MY RUN by UNDER ARMOUR, or others.

12. How can I check my total distance walked, and distance left to complete the event after submitting the activity screenshot?

You will receive a **progress email** on your registered email ID every time you update your activity/ progress data on the dashboard.

13. Can I upload the activity data for multiple days in one go?

We recommend sharing updates on a daily basis so that we can maintain your progress. However, this is completely up to you — upload screenshots for multiple days at once, but update all progress on/before the closing date of your chosen challenge slot.

14. I walk/run two times a day, can I upload two screenshots for a single day?

You can upload only one screenshot for each day. In case your app gives you multiple readings for different walks during the day, just make a collage and upload the same as proof. Or upload a single cumulative screenshot at the end of each day.

15. Can I edit or delete the screenshots after uploading?

No. Once the activity/ progress screenshot is uploaded, it cannot be changed or deleted. So please ensure you are filling up the correct details, and uploading the right screenshot.

16. Should I update the activity details with decimal points, as per the tracking app?

No. The system will not take decimal values, please round-off the number as per the mathematical rule, for instance: 5.66 KM = 6 KM and 5.44 KM = 5 KM.

17. How will you ensure no one is cheating?

There are multiple ways one can cheat during a virtual challenge. But when they do, they cheat themselves more than the organisers or other participants. The Virtual Oxfam Trailwalker is a non-competitive event, everyone is a winner.

18. Will I receive a certificate on event completion?

Yes. After completion of the event you will receive an email with your the **E-certificate**. Those completing the challenge will receive a 'completion' e-certificate, and those who are unable to complete the challenge will receive a 'participation' e-certificate.

DONATIONS

19. I can't participate in the challenge right now, can I still donate?

Yes! Your support is crucial, and if you cannot participate in the challenge and still want to donate, you can do it by clicking on the **Donate** tab on the homepage. Regardless of your participation, you can also support us by **starting a Fundraiser**. Do it now!

20. Do I receive 80G certificate/Tax exemption on the joining contribution or any other donation that I make?

Yes. A receipt will be sent to you within 7 working days after the transaction is successful or cheque is realised. The certificate will be e-mailed to you on your registered email ID provided at the time of making the contribution/donation. Be sure to double-check your email ID for spelling errors before clicking the submit button while making a donation.

21. Is the payment process secure?

Yes, your information is completely secure. Once you have submitted the information, the data is securely transferred to our payment service provider and the payment is processed securely. We will not use any financial information that you have provided here for anything other than processing your donation.
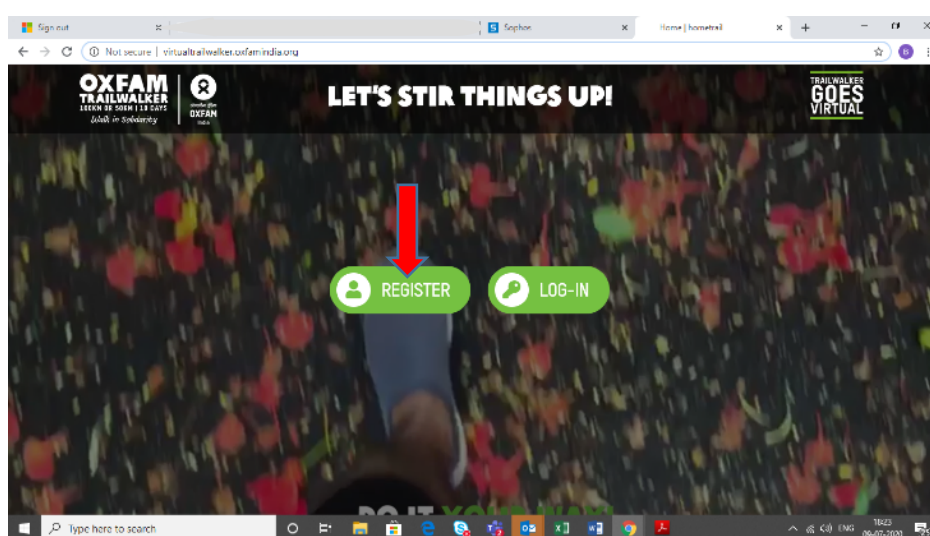
VTW EVENT PROCESSES

22. Can you explain the registration/ participation process in detail?

Yes! Please refer to the following steps to understand the event participation flow better.

STEP 1 - Go to the Virtual Oxfam Trailwalker website by clicking on below link and click on 'Register'

http://virtualtrailwalker.oxfamindia.org/

STEP 2 - The registration form will automatically open. Please fill up all necessary details.

STEP 3 – After filling the form, click on 'Create New account' tab and proceed to the payment page.

STEP 4 – You will be redirected to the payment gateway. Check all fields. Payments can be made using Credit card/Debit card/Net banking/UPI/PAYTM/Cash card/Wallet.

OXFAM
TRAILWALKER
100KM OR 50KM | 10 DAYS
Walk in Solidarity
OXFAM
India

STEP 5 - Once the payment is completed, you have registered for the Virtual Oxfam Trailwalker 2020! The following page will reflect on your screen. **You will also receive a confirmation email with details of the chosen event format and challenge dates. Please check your spam/junk folder in case you do not receive this email.**

Write to us at syed@oxfamindia.org / trailwalker@oxfamindiamail.org for queries.
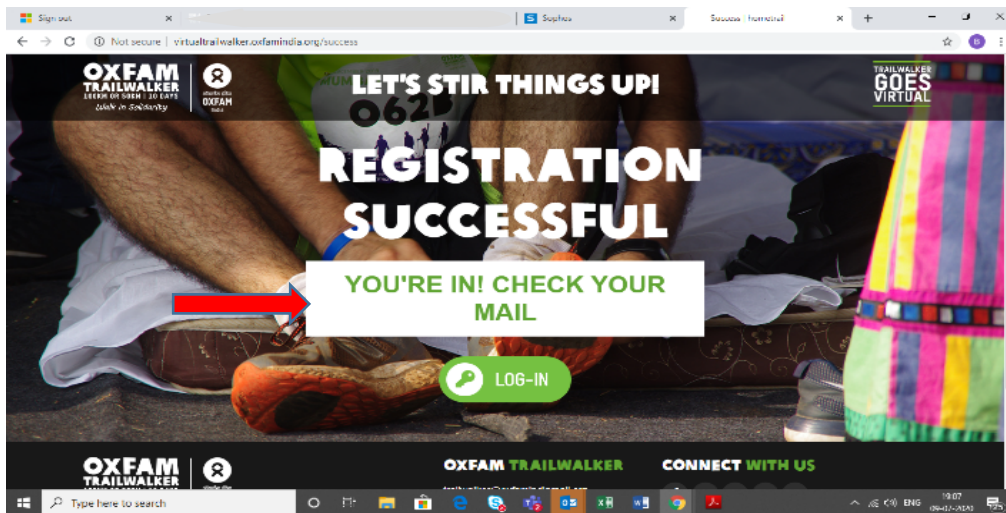
STEP 6 - On successful registration, click on login and enter the login credentials given at the time of registration to access your Virtual Trailwalker dashboard. **NOTE:** YOUR DASHBOARD IS ACTIVATED FROM THE FIRST DAY OF YOUR SELECTED CHALLENGE SLOT.
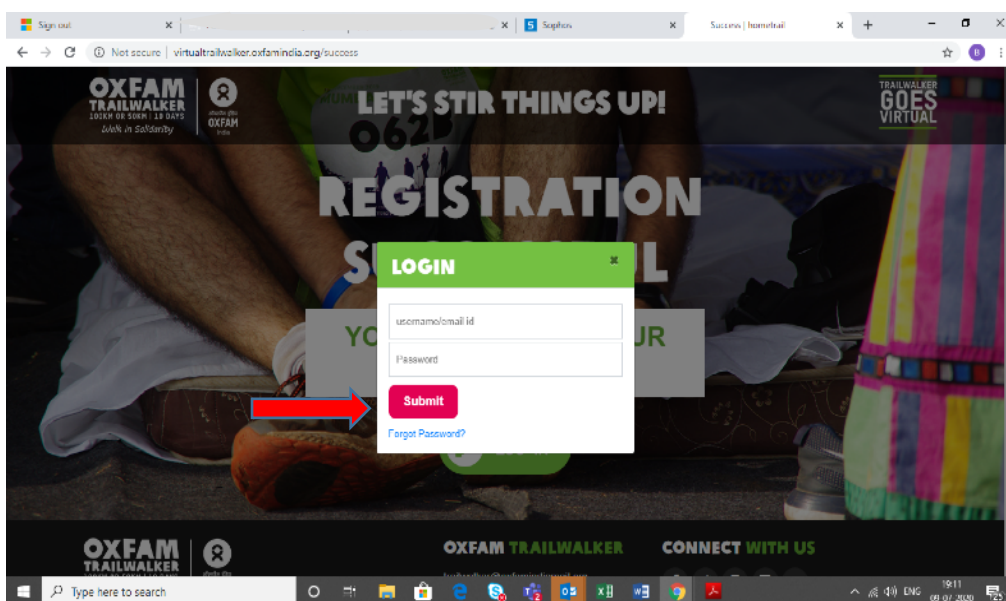
STEP 7 - After successful login, your dashboard will open, wherein you will be updating your activity/ progress during the event dates. **Please note** that your dashboard is active only during the chosen event dates. Entries are not accepted before or after the selected slot.

Enter the distance covered, and upload the screenshot by clicking on upload option. Click submit.
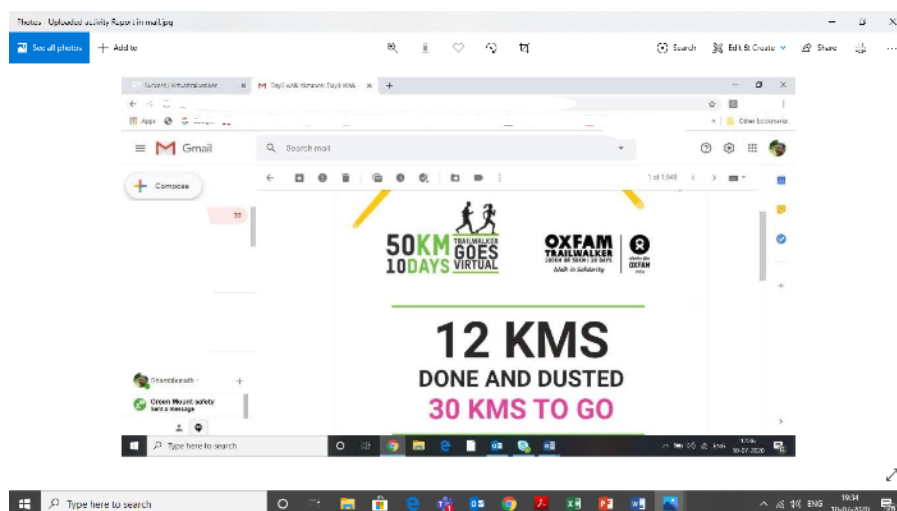
STEP 8 - On submission, the below page will reflect on your screen. You can now click on 'Fundraiser' to start an optional fundraiser in support of Oxfam India's work, or go back to your 'Dashboard', or 'Log-out' from your account.
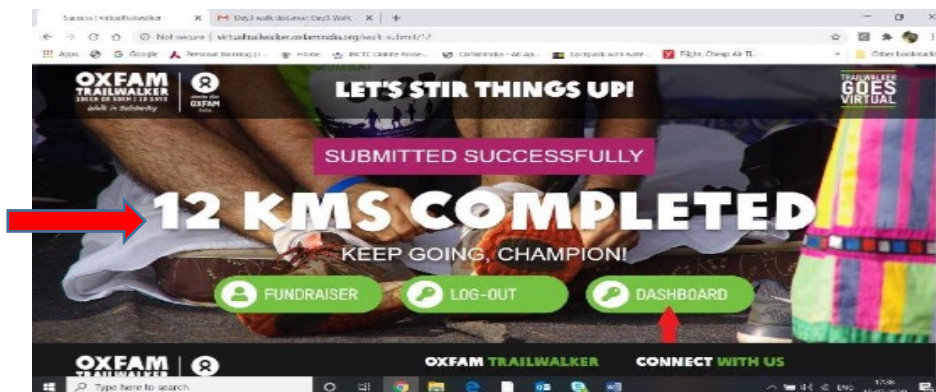
STEP 9 - After successfully submitting your activity, you will receive an email with kilometers completed and kilometers pending.

REGISTER NOW, LET'S ROLL.

WE'RE WAITING!

Still got questions? trailwalker@oxfamindiamail.org