



Sunday 3 October 2021

Virtual Virgin Money London Marathon Event Guide

Welcome to the world's biggest-ever marathon

We hope you're looking forward to being part of the world's biggest-ever marathon on Sunday 3 October! More than 40,000 people will be running through the streets of London, while you and thousands more will be taking part on a course of your choice wherever you are in the world. #WeRunTogether

We're going to be with you every step of the way so, to ensure you have a fantastic Marathon Day, we've put together some final tips to enhance your experience. Make sure you check them out now over the next few pages so you're fully prepared for your 26.2-mile challenge.

Your Event Pack

Your Event Pack may have arrived in the post already. If it hasn't arrived by Monday 27 September and you live in the UK, please email londonmarathon@prolog.co.uk with your full name, date of birth and postal address, and we'll arrange a replacement pack for you.

It isn't possible to resend packs outside of the UK, but all participants will also receive a downloadable bib number prior to Sunday 3 October, so you can print one off if you need to.

We can't wait to see you as **#WeRunTogether** on Sunday 3 October.

Good luck!

The Virgin Money London Marathon Team

Top 10 tips for an amazing Marathon Day

- 1 Plot your route**

Make sure your route is safe and at least 26.2 miles. Decide on your pacing and fuelling strategies and any kit that you'll carry with you, such as a bottle belt or a pouch for your mobile phone, in advance.
- 2 Plan your kit**

Check the weather forecast and have a kit option ready for every eventuality, wherever you are in the world.
- 3 Set your start time**

You'll have 24 hours to complete the virtual Virgin Money London Marathon, starting at **00:00 BST** and ending at **23:59:59 BST** on **Sunday 3 October**. Please use the world clock to double-check your marathon will take place during those times.
- 4 Download the Official Virgin Money London Marathon App powered by TCS and practise**

You'll need to track your 26.2 miles using the Official App powered by TCS, which has been designed to enhance your experience of the virtual Virgin Money London Marathon.

As well as allowing you to track and log your run, the Official App powered by TCS will help bring the virtual experience to life, with an exclusive audio commentary featuring British athletics legends Steve Cram and Paula Radcliffe, and BBC Radio One presenter Adele Roberts, who will provide you with a memorable soundtrack to the day.

The Official App powered by TCS will be available to download for free during the week of the event, so make sure you download it and test it by doing a practice 5K ahead of Marathon Day.

See over the page for more information about how to use the Official App powered by TCS.
- 5 Invite your supporters**

Ask your family and friends to support you along your 26.2-mile challenge. You may know people who can run, jog or walk some of your route with you. Others may like to cheer you on, provide refreshments, or hold your very own Finish Line, which was sent to you in your Event Pack.
- 6 Wear your bib number**

If you'd like people to know that you're taking part in the world's biggest-ever marathon, pin your bib number to your vest, T-shirt or top. The cheers of encouragement will help you on your way!
- 7 Nominate an emergency contact**

Ask a friend or family member to be your emergency contact during the event. Write their details on the back of your bib number and let them know the route you plan to take and your rough pacing plan.
- 8 Check your phone**

Make sure your phone and spare battery pack are fully charged and that you're logged into the Official App powered by TCS so you're ready to start your 26.2-mile challenge.
- 9 Start your run**

When you're ready to start, go to the 'My Marathon' page in the Official App powered by TCS and hit the 'Get Started' button and then 'Start My Marathon' so the App can start tracking your progress.
- 10 Share your achievement**

Don't forget to take a halfway selfie and, once you've finished your 26.2 miles, you'll unlock an exclusive finisher selfie frame to help celebrate your achievement (along with the Finish Line provided!). Share your selfies with us on social media @LondonMarathon using #LondonMarathon and #WeRunTogether so we can celebrate with you!

Step-by-step guide to using the Official App powered by TCS



1 Download the Official App powered by TCS
You can download the Official Virgin Money London Marathon App powered by TCS for free during the week of the event from the App Store, Google Play or equivalent. We recommend downloading and practising with the App as soon as it's available. Please keep your eye on our @LondonMarathon social media channels to be the first to know when it's launched.

2 Find your Booking Reference Number
You will need to know your Booking Reference Number to track your virtual marathon. We emailed participants their Booking Reference Number on Wednesday 1 September. If you signed up after this date, please check your confirmation email, which you will have received on the day you booked your place. But don't worry if you can't find your Booking Reference Number – we'll email it to you again when the App is launched during Marathon Week.

3 Set up your GPS tracking
Ensure your data is switched on and that you have given the Official App powered by TCS permission to use your location and Global Positioning System (GPS) in your phone settings.

4 Enable live location tracking
We've added a safety feature, which will allow you to add two trusted supporters to follow your live location on Marathon Day. **You must add their email address to your My Marathon profile before Sunday 3 October to be able to use this feature.**

Make sure you only provide access to your live location to trusted people who you are happy to follow your actual location. Your live location relies on you having a GPS signal. Your position on the live location map will update every two minutes.

To access your live location, your supporters will also need to download and log into the Official App powered by TCS before verifying themselves using a passcode.

If you don't use this feature, your supporters will still be able to follow your progress against the Virgin Money London Marathon central London route map.

5 Practise with the App in advance
We recommend using the 'Practice 5K' feature to ensure the App works on your phone and so you can get used to running with it.

6 Add your donate button

Make sure you create your fundraising page with Virgin Money Giving before 16:00 (BST) on Saturday 2 October. If you do, a 'Donate' button will appear on your tracking page, making it even easier for your supporters to donate to the charity of your choice.

7 Start your marathon

When you're ready to start your 26.2-mile challenge, go to the 'My Marathon' page in the App and hit the 'Get Started' button and then 'Start My Marathon' so the App can start tracking your progress.

Please note: tracking will only work on long courses, so please don't use a short course, eg your garden.

8 Listen to audio commentary

We've created some exclusive audio commentary to keep you company during your 26.2-mile challenge. You can turn the audio on and off easily using the button in the bottom-right of the screen. The audio will play over any music or any other audio you are listening to, interrupting it like a sat nav, making sure you don't miss out on a single second of the virtual Virgin Money London Marathon experience.

9 Pause your marathon

You can pause your marathon if you want to take a break. Simply press 'Pause'. Make sure you don't close the App and simply click 'Resume' when you're ready to continue. You can pause as many times as you would like to within the 24-hour period on Sunday 3 October (BST). Your elapsed time will continue, and this will be your finish time displayed in the results.

10 If you lose your GPS signal

The App needs a GPS signal to track your marathon. Unfortunately, GPS signals can sometimes be intermittent, especially if you're running in a remote location. If you lose your GPS signal, keep moving and log your run on an alternative device, such as a smart watch or running app. If you don't successfully complete 26.2 miles a link will appear in the Official App powered by TCS that will take you directly to a page where you can log your alternative device result.

11 Dropping out

We hope you'll be able to complete your 26.2-mile challenge, but life doesn't always go according to plan. If you do need to drop out, you can press 'End my Marathon' at any point, but please note once you do this your marathon cannot be restarted.



12 Uploading your result

The Official App powered by TCS will know when you have run the distance and will automatically log your finish time.

Your official time will be your total elapsed time, so that's your total time including any breaks and stops you've made. If you have paused your marathon, the App will still be timing in the background, and this will contribute towards your elapsed and official time.

Your official time will be automatically uploaded to the results on virginmoneylondonmarathon.com within 24 hours. Once your result has been uploaded, you will be able to download your finisher's certificate and we will send you your New Balance finisher's T-shirt and souvenir medal in the post by the end of November.

If you have queries, please speak to the chatbot in the Official App powered by TCS, or check out the **FAQs on our website**.

Thank you to our Sponsors and Partners

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Thank you!

Finally, we'd like to say a big thank-you to you! We can't wait to see you on Sunday 3 October when [#WeRunTogether](#) in the world's biggest-ever marathon!

