

**Together, we run.**  
**FAQ – ASICS Runkeeper Trial Redemption**

**Expected Behavior:** When a new user, or existing Runkeeper (but not Runkeeper Go) user, clicks an event link promoting a Runkeeper Go trial, they should be redirected to a landing page that informs them they have successfully unlocked their trial, and for how long they will have access to Runkeeper Go.

**FAQ:**

***I am currently using my OneASICS members benefit granting me access to ASICS Runkeeper Go for 90 days. Why am I unable to activate my event trial as well?***

- Users are only able to activate one trial at a time. An event trial will not override your OneASICS member trial.

***I am an existing Runkeeper User, on an Android device, and I was not able to activate my trial.***

- We suggest navigating to the “me” tab, clicking the settings icon in the top right-hand corner, then select account settings. You should see that you have access to Runkeeper Go, even though you did not see the landing page confirming you have accessed your trial. Thank you for being patient with us.

***I am not actively on another trial of Runkeeper Go, and I am unable to redeem the trial being offered by my event host.***

- Please ensure you are using the most current version of iOS, as well as the most current version of the ASICS Runkeeper app.