Top Tips/FAQs

Tips about the Cycling365 app

1. Sometimes my trips aren't uploading from the App?
   - If you recorded your trip on the App but it doesn't seem to be uploading, try exiting out of the app, and entering in again, and usually it will upload straight away.
   - If you're cycling trip was outside the County border of Dublin it will only appear on the Statistical Leaderboard and not on the other main leaderboards.

2. The Cycling365 app on my smart phone didn't record my trip!
   - Was your GPS (location) enabled?

     Please be aware that by pressing OK to the Alert message saying '*Enable GPS to start tracking'* does NOT turn location on. Manually turn GPS on, and then press start on the App.

Tips about tracking trips

3. Do I have to use the App to track my trips?
   - No, you can either manually draw your track on the website or upload a .gpx file
     In both cases, log in via the websites user area or directly via www.cycling365.eu , and click on my tracks tab. Here you can chose the Upload .gpx file button or Insert track manually button towards the top of the page. For more detailed instructions, click here

Tips about why and how to find your subteam

4. What is a sub-team and why should I be on one?
   - The four Dublin Local Authority residential areas are each sunbeams; if your workplace has signed up, your workplace is a subteams too. To see your sutbeam, click here, then on Dublin, and then on your relevant subteam.
   - It's an advantage to join your local authority subteam as there are more prize opportunities! If your workplace is talking part, check you are part of that too.

5. How do I join a subteam?
- It's easy to do, and you can do it on the App or on the website
    - On the website - log in and click on the 'My Challenges' tab, and then on the pencil, this will allow you join your relevant subteam; or
    - On the Cycling365 app – log in, click on the cup (third tab in) and then click on edit – scroll down and click on your sub-team choice – your chosen subteam will be highlighted in a lighter blue colour.