Frequently Asked Questions (FAQs)

1. Q: What is a Virtual Run?
   A: Virtual Run is a run that can you can run anytime, anywhere at your own pace.

2. Q: Who can participate in the SCORE Virtual Run?
   A: Everyone. We encourage participants of all ages.

3. Q: How do I sign up for SCORE Virtual Run?
   A: You can sign up for SCORE Virtual Run at www.score.my.

4. Q: How can I register/sign up for my friends?
   A: You can register for your friends by registering as a group.

5. Q: Upon success of registration, what will I receive?
   A: You will receive the following, within 24 hours;
   i.Confirmation Slip attached together with your E-Bib Number
   ii.Payment Confirmation – sent from your payment channel (ipay88)
   *IF you do not receive the above, please also check your Junk/Spam Mail as it might have been filtered by your email server. If you still have not received these items after 24 hours, please notify us at result@score.my

6. Q: Can I change the running distance?
   A: You may email your request to result@score.my.

7. Q: Can I amend the details in my registration?
   A: Yes. Typo in your registration details such as Name, IC/Passport No, Address, Contact Number, Emergency Contact etc. can be amended by emailing to result@score.my.

8. Q: I can't find my Registration/Payment Confirmation(s). How can I retrieve it?
   A: We will resend it to you. Please notify us at result@score.my.

9. Q: Can I use the same result for different runs?
   A: Yes, you can as long as they are still within the running period.

10. Q: What are the recommended running apps that I can use?
    A: You may use any of the following;
    i. Runkeeper
    ii. Nike+
    iii. Garmin Mobile
    iv. Strava
    v. Map My Run
    vi. Runtastic
    vii. Endomondo

11. Q: How do I submit my run results?
    A: You may submit your run results through the link that we've provided on the registration platform.

12. Q: Why can't I submit my run results?
    A: You may have submitted your results after the submission period.

13. Q: Can I still submit my results after the race has ended?
    A: You will have to notify us by emailing it to result@score.my, our team will assist you from there.

14. Q: When will the medal be delivered?
    A: Medals will be sent out after the submission period has ended. Estimated delivery time varies from 7–14 working days, and might take longer depending on delivery service companies and locations.

15. Q: Why haven't I receive my medals?
    A: There are several reasons as why you have not received your medals;
    i.You may have submitted your results after the submission period.
    ii.The delivery address provided was incorrect.
    iii.Your parcel may have been lost/still being delivered by the courier service.
    *If you have encountered any problem regarding medal delivery, you may contact us at result@score.my. Our team will assist from there to rectify the issue.

16. Q: I moved house. What should I do?
    A: If you haven't received the medal for any race that you've completed, your medal might have been sent to your old address. If such problem exists, kindly notify us at result@score.my.

17. Q: Do you ship internationally?
    A: Yes. We welcome participants from all around the world.

18. Q: I have received the wrong medal.
    A: We truly apologize for the mistake and we will post you a new medal. Kindly notify us at result@score.my