

Multiple user accounts in a sports apps

The essence of the problem.

It may happen that multiple user accounts have been inadvertently created in one of the sports apps you wish to connect to your 'DistantRace' account, which can create certain ambiguities and lead to data synchronization problems. There are several scenarios in which user accounts may accidentally be created.

1. **Different login methods:**

It is possible that the user account was initially created using an email and password, but on subsequent logins, one of the social media accounts was used, thereby creating 2 independent profiles.

2. **Simultaneous use of the mobile app and web browser version:**

If you use both the mobile app and the web browser version simultaneously, it is possible that 2 separate accounts have been created in each. Especially if a different login method was used in each.

3. **Shared use of a device.**

There are cases where users in a household use one device and one sports app. If one user does not log out after using it, and another user tries to connect the service to "DistantRace", then the accounts may overlap.

Check if multiple accounts have been created.

To check if you have accidentally created multiple accounts in any of the sports apps, follow the steps described below.

1. **Go to the "Connections" section:**

Log into your "DistantRace" account through a web browser and go [to the "Connections" section](#) in your profile. Here you will find all the information we have about each of your connected external service accounts.

2. **Check the available information:**

Under the connected service, you will find the data we have about the user account of the connected external service. There will also be a help link that describes in detail how to use this data and check your external service account with the available data.

Connect the correct account.

If it is found that you have multiple sports app accounts, then follow the steps described below to connect the correct account to your "DistantRace" profile and resolve synchronization issues.

1. Disconnect the sports app.

Go to the ["Connections" section](#) and disconnect the sports app from your "DistantRace" account.

2. Log out of the sports app.

Log out of the sports app on all devices where you use it. If you can't find how to log out, you can also delete the app and reinstall it.

3. Use the same login details.

Re-add the sports app to your "DistantRace" account and log in anew on your devices. Use the same login details and method everywhere. If you use an email and password, use the same email everywhere. Conversely, if you use, for example, one of the social media accounts, then use the same social account everywhere to establish connections.

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