

# The most common reasons for data synchronization issues

Is it that your sports app is connected, but data between your sports app and "DistantRace" is not being synchronized? Below are the most common data synchronization issues and their solutions to help you resolve technical difficulties.

## 1. **Connection of the sports app.**

The first step you can take is to check which external services are connected to your "DistantRace" account. Through a web browser, go to the ["Connections"](#) section in your profile. If there is no "Disconnect" button and a green (or yellow) icon next to the service logo you plan to use, it means that the service is not connected - press the "Connect" button and follow further instructions. [Look here](#) for more detailed information on how to connect external services to your "DistantRace" account.

## 2. **Initiation of data synchronization.**

Automatic data synchronization between "DistantRace" and the chosen external service only starts after you have connected this service. This means that activities recorded before connecting the service will not be synchronized. To access historical activities use the manual synchronization by date option or you can upload the activity file if available.

These options are available in the ["Activities"](#) section of your profile. If using manual synchronization, keep in mind that each service individually determines the time slice in which "DistantRace" can access historical data, and some services do not allow access to historical data recorded before connecting the service.

## 3. **The connection is no longer current.**

If you have not used "DistantRace" or the connected external service for some time, the connection may no longer be current and data synchronization may not occur. To resolve this [go to "Connections"](#) in your profile, disconnect the service and connect it again. This will restore the connection and automatic data synchronization will resume.

## 4. **Source of step data.**

If step data is not being synchronized, check if your chosen service is set as the step data source. To do this, go to the ["Daily Steps"](#) page in your profile. It is also possible that you have not given us permission to access your step data when connecting the external service. This is a typical case for "Garmin" users. In this case, it is necessary to disconnect and reconnect the chosen service, marking all permissions displayed in the chosen service's connection window (in the case of Garmin, "Health Data").

## 5. **Multiple user accounts in the chosen sports app.**

Even if everything seems to be correctly connected, data may not be synchronized because multiple accounts have been created in the chosen service. It's possible that the app on your phone records data in a different account than the one connected to "DistantRace". To resolve this, disconnect the sports app from your "DistantRace" account

and also log out from the sports app on your phone (you can also delete the app and reinstall it). Then reconnect the chosen service to your "DistantRace" account anew and log into the app on your phone, in both cases using the same login method and data (email/password, "Gmail" or "Facebook" account). [Here you can learn more](#) about multiple accounts in sports apps.

#### 6. **Multiple DistantRace accounts.**

Make sure you haven't accidentally created multiple "DistantRace" user accounts. This problem can arise if you filled out the registration form several times. This can happen if you used 2 different login methods when connecting. For example, the first time using email and password, and the next time a "Gmail" or "Facebook" login method. Remember, all external services (including social account connections) can be managed in the ["Connections"](#) section of your profile. [Here you can learn more](#) about dealing with multiple "DistantRace" accounts.

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Revision #2

Created 2024-04-02 19:11:04 UTC by Agris

Updated 2024-04-02 19:22:12 UTC by Agris