



2020 Zwift UCI Cycling Esports World Championships

Final Guidance & FAQs

Thank you for taking the time to attend the National Federation briefing sessions held on Wednesday 2nd December. This document outlines final points of clarification for competing nations and riders, and provides written guidance and answers to the questions raised during the sessions.

If any further queries emerge at any point in between now and the race, please direct these to the points of contact provided at the end of this document.

Zwift and the UCI would like to thank you for your participation and continued support. Good luck and Ride On!

Additional Guidance

Race Start Times and Entry into the start pen

Please note that the start times for each race have been slightly updated to fit within the broadcast schedule (see below). The below start times prevail/supersede the ones in the Technical Guide and Information Bulletin.

For each race, athletes are required to enter the pen 60 minutes before the designated start time. During this period, riders will be able to warm up and Zwift technical staff will be able to help to troubleshoot any last minute issues.

	Women's Elite Race	Men's Elite Race
Enter the Pen (GMT/UTC)	12:47	13:45
Race Start time (GMT/UTC)	13:47	14:45



Broadcast Information

Broadcast details are now confirmed. Please find a list of territories that will receive broadcast output here

(<https://zwift.com/p/where-to-watch-the-2020-uci-cycling-esports-world-championships>). For those territories that do not have exclusivity with broadcasters, the race will be available to also watch live on www.youtube.com/zwift and on uci.org.

Tacx NEO 2T Firmware Update

It is **very** important all athletes competing in the event are using the latest NEO 2T firmware, **version 90.0.38**. This is a special update that Garmin Tacx have developed to optimize performance for the World Championship and is not available to the general public.

Garmin Tacx have distributed an email to all participants with instructions about how to access and install this special firmware update. Please ensure that all riders have completed this firmware update by **Monday, 7th December** at the latest.

When complete please instruct riders to also **email the Tacx team to confirm the update** and **serial number of your trainer** to ensure your trainer qualifies for the event.

We encourage riders to ride with the latest firmware prior to the event.

Trainer Difficulty

Please note, for the 2020 Zwift UCI Cycling Esports World Championships, the trainer difficulty must be between 50% and 100%. The game will automatically default any lower setting back to 50%. Beyond this, participants are free to adjust the difficulty setting up to a maximum of 100% depending on preference. Please direct any queries on trainer difficulty in Zwift directly to our technical team at pro-support@zwift.com

Trainer Testing

Much like bikes, all trainers feel a little different. We would encourage competitors to take time and familiarise themselves with the Tacx Neo 2T Smart. We recommend at least one longer ride to bring the trainer to temperature and to include a mix of steady state, sprint interval tests and an all-out effort.

Tacx NEO 2T Road Feel Setting

The Tacx NEO 2T has a 'Road Feel' setting, which alters the behaviour of the trainer over different virtual terrain. Riders must ensure this setting is turned **OFF** for the event. This can be set either in the Zwift Game or through the Tacx App.

Team Cars

Each participating team will have the opportunity for up to 2 members of team staff to 'fan view' their riders in game. You must have a Zwift account (one can be created at Zwift.com) to be



entered into the Team Car Pen. It is imperative that you **do not** leave the starting pen. There is no need to even pair a trainer to the game for the Team Car account. If you require further instructions on how to use 'fan view' please contact pro-support@zwift.com

Please apply for your team car places using the form provided in this document supplied by email.

Submitting Height and Weight Information

Each rider must submit a Height and Weight video to Zwift within 24 hours of the start of the event. Riders must follow the Pre-Race Weight Video instructions in Appendix A of the Cycling Esports Rules and Regulations.

Send the links to the final videos to the using the form provided in this document supplied by email.

Rider Video Feeds

The Zoom links for the rider video feeds are contained in the document provided to each National Federation by email.

Rider Video Feeds Pre-Race Check-In

Each rider should login into the relevant Zoom link above for a set up test with our broadcast control room during one of the following windows:

MONDAY 7th DECEMBER - 20:30-21:30 GMT/UTC

TUESDAY 8th DECEMBER - 15:00-17:00 GMT/UTC

Rider Headshots and Images

There are some accessibility issues with the Google Drive folders shared previously. For National Federations who have not done this yet, please forward all rider headshots and images as soon as possible to: henry.nixon@zwift.com.

In-Game Equipment

It is possible for Zwift to entitle riders with in-game equipment that corresponds with National Federation commercial partners and suppliers. Please let us know if your riders need any kit entitlements at pro-support@zwift.com

Latest Version of the Zwift Game

Please make sure that your riders have installed the latest version of the Zwift game. In many cases this will happen automatically when loading the game after the latest update, but for the avoidance of doubt this version is 1.0.59353.



Q&A answers

1. Powerups

How many chances will riders have to gain powerups during the event?

- Powerups will be awarded to riders each time they pass an arch on course. Riders will receive 11 powerups during the event.

At each arch is there any possibility that a rider will not be awarded a powerup?

- No, riders will definitely receive a powerup at each arch. Each time there is a 50% chance of a feather powerups and a 50% chance of an aero powerup

Can someone else hit the power up button for the rider?

- Yes, if riders have authorised on-site support, someone else can push the powerup button when the rider requests

2. In-game kit

Do riders need to wear a helmet, are sunglasses allowed?

- Save for the prohibited items and mandatory in-game kit outlined in the Technical Guide (e.g. TT bikes, TT helmets, disk wheels, tron bike), and event related commercial restrictions, riders can choose any available equipment from their garage for the race

When will the jerseys be available and unlocked in the garage?

- All jerseys have been unlocked and are now available for selection. If you cannot see the jersey please reach out to us via pro-support@zwift.com

3. Broadcast

Are National Federations and/or riders allowed to stream their participation online?

- A number of exclusive broadcast deals have been negotiated for the event. Under these agreements National Federations and riders must not stream their participation (either live or delayed).
- As part of the broadcast agreement with Eurosport, local language commentary will be available in 21 languages (English, French, Spanish, Italian, Dutch, German, Portuguese, Bulgarian, Czech, Greek, Hungarian, Romanian, Turkish, Serbian, Russian, Norwegian, Danish, Swedish, Finnish)





	<p>What if we are having issues sending IRL National Federation kit to our riders?</p> <ul style="list-style-type: none">- Please make Zwift and the UCI aware as soon as possible! For the avoidance of doubt, it is prohibited for competitors in the event to be wearing their trade team kit.
6.	<p>Smart Trainer Delivery</p> <p>What should I do if any of my riders has not received their Tacx NEO 2T?</p> <ul style="list-style-type: none">- The vast majority of trainers have been delivered to riders now, however there have been a few ongoing issues with customs and clearances. The Garmin-Tacx and Zwift teams are both closely tracking all outstanding issues and working hard to remediate these. If you have any concerns, please immediately contact pro-support@zwift.com and we can provide an update.
7.	<p>Fan View</p> <p>How do I fan view a rider?</p> <ul style="list-style-type: none">- Please download Zwift on primary device and Zwift Companion app on your Mobile device<ol style="list-style-type: none">Once reaching Zwifts homepage simply click RIDEYou will be prompted with the icon 'JOIN EVENT' tapping here will fly you to the starting pens, one for the riders and another for the teams DSZwift companion app will make fan viewing easier,Please make sure Zwift device and the device operating the Companion app are signed into the same account and connected to the same WIFI signalMake your way to ZWIFTERS and scroll to the rider you wish to viewExample rider P. Layer By clicking on FAN VIEW this will automatically start viewing rider on primary deviceNow that you are fan viewing the Race Pen, you will be able to tap on the list of riders on the right hand side of the screen to view allTap on the rider to open viewing options, Click on the eye to change camera angles
8.	<p>Can I use a front wheel stabilizer or other front wheel attachment?</p> <ul style="list-style-type: none">- Article 2.1 of the UCI Cycling Esports Regulations applies - bicycles used for cycling esports races shall be (i) bicycles as defined in part 1 of the UCI Regulations in combination with a smart trainer compatible with the cycling esports platform.- For the avoidance of doubt, the bike must have a front wheel and not be connected to any other equipments such as fork stabilisers or a Wahoo Kickr Climb



Rider/National Federation Checklist

Trainer

- Undertake a test ride on the trainer provided - steady state, sprint intervals and a full out effort
- Update the firmware
- Ensure 'Road Feel' setting is off
- Choose your trainer difficulty (>50%)

Equipment and In-Game

- Choose your in-game equipment
- Ensure you have the right in-game kit
- Ensure your HR device works
- Update your display name and avatar
- Apply for your team car spot and practice fan view
- Join the pen an hour before the event

Broadcast and Commercial

- Send us your headshots
- Please make yourself available for interviews
- Prepare your environment/ background
- Test your equipment and game devices
- Ensure your feed adheres to the commercial guidance
- Attend the broadcast set-up check in
- Winners - do not exit the game!

Performance Verification

- Submit your weight and height videos
- Ensure you save the Zwift file in public setting once the race is finished

Communications

- Look out for WhatsApp messages from the team
- Use key points of contact for troubleshooting

Key contacts

- Aside from the WhatsApp group, any inquiries regarding the race should be directed to the following email addresses, depending on subject matter:
 - General Enquiries - pro-support@zwift.com
 - Race schedule, organization, structure - charlie@zwift.com
 - Account, Tech & Entitlement Questions - pro-support@zwift.com
 - Performance verification - zada@zwift.com
 - Regulations - legal@zwift.com