

Instructions on how to file a support ticket with Strava to match against a missing segment.

Step 1:

Find a potential match by going to this page and following the instructions (you need to do this in a web browser, not the phone app): <https://support.strava.com/hc/en-us/articles/216918247-Using-the-Potential-Segment-Match-Analysis-Tool>

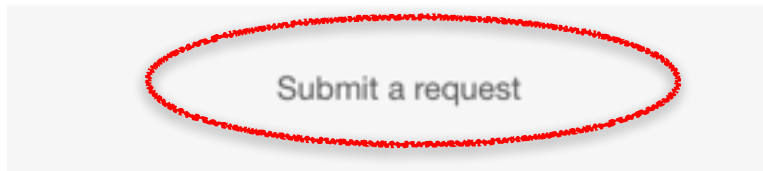
If you follow these instructions you will have a URL indicating the loppet segment for your activity that didn't match. You will send this to Strava support by following the rest of the steps.

Step 2:

Go to this page (make sure you are signed into Strava):

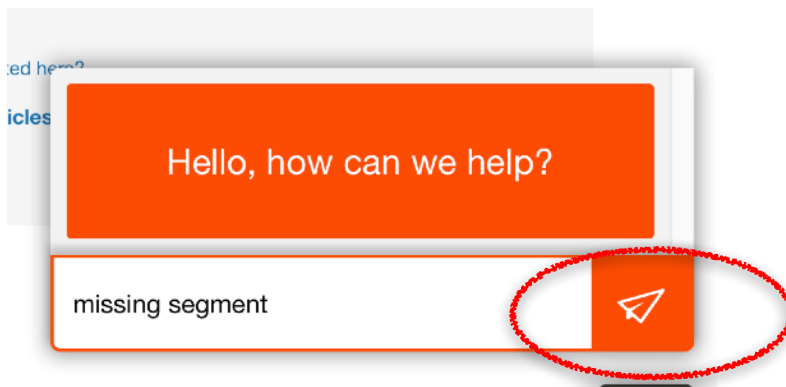
<https://support.strava.com>

At the bottom of the page you'll see a "Submit a request" button, click it:



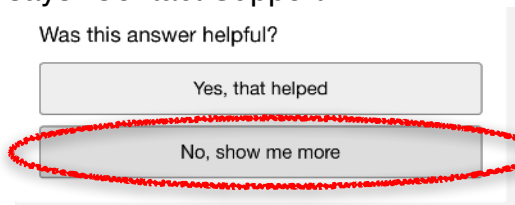
Step 3:

This will start an "intelligent agent" support sequence. Type "missing segment" into the field below "Hello, how can we help?" Dialog that pops up and hit the paper airplane button



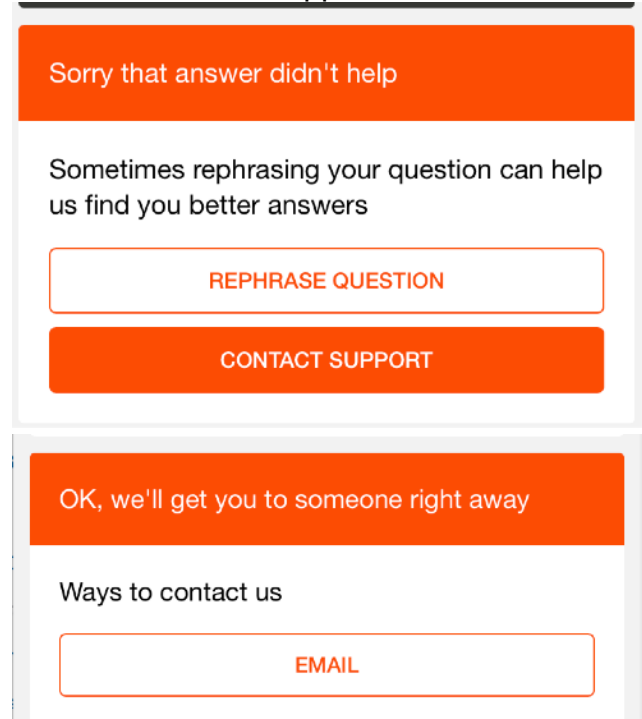
Step 4:

For every answer that comes up select "No, show me more" until you get a dialog that says "Contact Support"



Step 5:

Click on “Contact Support” and then “Email”



Sorry that answer didn't help

Sometimes rephrasing your question can help us find you better answers

REPHRASE QUESTION

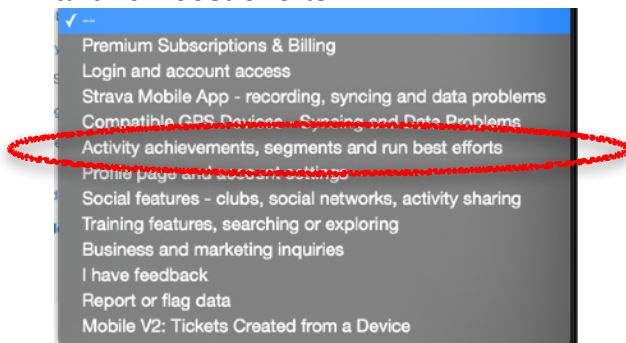
CONTACT SUPPORT

OK, we'll get you to someone right away

Ways to contact us

EMAIL

You will be presented with a list of categories, pick “Activity achievements, segments and run best efforts”



In the message composition window that comes up paste in the URL from Step 1 and send the request off. I did this for my holiday hustle effort and had it resolved within a day.

If for some reason they don't match against the loppet segment, let us know and we can try estimating a time manually.

Loppet Strava Segments

10k – 2021 Wetzin'kwa Loppet Pine Creek Cruise

<https://www.strava.com/segments/27229509>

20k – 2021 Wetzin'kwa Loppet The Classic

<https://www.strava.com/segments/27440695>

32k – 2021 Wetzin'kwa Loppet The Outer Limits

<https://www.strava.com/segments/27433212>