



Troubleshooting Access to Shutterfly Race Photo Albums

1. **Make Sure You're Using the Correct Direct Sharing Link**

If your buddy passed it along to you, make sure it is not a link copied from their browser's address bar while logged in.

2. **Try Opening the Link in Incognito, Private Mode, or a Different Browser**

Sometimes, cached login states or cookies can cause issues.

3. **Remove "www.shutterfly.com" Cookies**

If you visited Shutterfly before, old cookies may cause redirection issues. Clear browser cookies for shutterfly.com or try using a browser that hasn't been used for Shutterfly.

4. **Avoid Viewing from the Shutterfly Mobile App**

The Shutterfly app often requires login even for shared content

If all else fails, please reach out to events@runawayshoes.net

Shutterfly®

Thank you to all of our race photo contributors! Please Note: Run Away Events does not guarantee a photo of every participant.