

## Great American Adventure Frequently Asked Questions

### **General**

#### **1. When can I join the Challenge?**

Registration begins Monday, March 2<sup>nd</sup> and is open until the Challenge ends on Sunday, April 12<sup>th</sup>.

Please note, if you join after the Challenge has started, you may not be able to meet the incentive requirement of tracking steps all weeks of the Challenge, but you could meet the other reward requirement of tracking 196,000 steps during the Challenge.

- Track steps all weeks of the Challenge - \$20 wellness dollars
- Track 196,000 steps during the Challenge - \$30 wellness dollars

#### **2. When does the Challenge start?**

Monday, March 16<sup>th</sup> at 12:01 am local time.

### **Registration & Teams**

#### **3. How do I register for the Challenge?**

Members need to join a team (or create one) to compete in the Challenge. To do that, follow these steps:

1. Navigate to the Challenges page
2. Click on the Challenge
3. Browse through Suggested Teams and choose a team or go to Team Invites (if there is a pending team invitation)
4. Click the JOIN US button. Or create your own team by going to "Create a team".

#### **4. How do I invite others to join my team?**

1. Navigate to the Challenges page
2. Go to My Team
3. Click Invite Players.

**5. What is the maximum number of team members allowed per team?**

The maximum number of members per team is 5. Team sizes can range from 1 to 5 members.

**6. Can I participate in the Challenge without a team (as an individual)?**

Yes, if you want to compete as a "team of one", you can do so by creating a team, making it private and inviting no other members to your team. Your reward is not contingent upon your team's progress. You will be rewarded as an individual for tracking steps all weeks of the Challenge and also when you track 196,000 steps during the Challenge.

**7. Can I join a team after the Challenge has started?**

Yes, you have until Sunday, March 22<sup>nd</sup> to join a team.

**8. Can I create a team after a Challenge starts?**

Yes, you have until Sunday, March 22<sup>nd</sup> to create a team. Please be aware that steps will only start counting toward the Challenge once registered.

**9. Can I change teams after the Challenge has started? If I accidentally leave the Challenge, can I re-join?**

You have the option to change teams until Sunday, March 22<sup>nd</sup> to change teams and re-join the challenge.

**10. How do I leave the Challenge?**

**Mobile device:**

1. Click on the ellipsis icon (three dots) in the right-hand corner
2. Select "Leave Challenge" from the menu
3. Choose "Yes, leave Challenge."

**Computer**

1. Visit the "My Team" page in the Challenge
2. Select the "Leave Challenge" link
3. Choose "Yes, Leave Challenge."

Please note that in the after Sunday, March 22<sup>nd</sup>, you will not be able to re-join the Challenge.

## 11. How do I change teams?

### Mobile device:

1. Click on the ellipsis icon (three dots) in the right-hand corner
2. Select "Change Teams" from the menu
3. Choose your new team
4. Select "Yes, change teams."

### Computer:

1. Visit the "My Team" page in the Challenge
2. Select the "Change Teams" link
3. Choose your new team
4. Select "Yes, I want to change teams."

Please note that in the after Sunday, March 22<sup>nd</sup>, you will not be able to re-join the Challenge.

## 12. If I leave the Challenge or move teams, what happens to my steps?

If you change teams after the Challenge has started, your steps will be transferred with you to the new team and subtracted from your previous team. If you leave the Challenge after the Challenge has already started and then re-join a team, your steps would initially be removed, but then would transfer to the new team you joined. Please expect for your steps to transfer within 24 hours.

### *Team Captains & Rivals*

## 13. Does the Team Captain have a specific role?

The role of Team Captain is assigned to the person who creates the team. They are the only team member who can invite others to join their team. You do not have to be invited by the Team Captain to join a team unless that team is set to private. Anyone can join a team until the team is full (the max number of 5 team members is reached). If the Team Captain decides to leave the team, the Team Captain role will be passed on to the member who joined the team first.

## 14. Can the Team Captain leave their team?

Yes, the Team Captain can leave their team. When they leave the team, the Team Captain role will then be passed on to the member who joined the team first.

## 15. Can the Team Captain remove a member from their team?

No, there is no possibility for a Team Captain to remove anyone from their team. What they can do, though, is use the team chat to politely ask the person in question to leave the team themselves.

**16. How do I prevent others from joining my team without being invited?**

Make your team “private” when creating it so that only those you invite will be able to join your team. The member who creates the team becomes the Team Captain by default. Only Team Captains can invite others to join their team.

**17. If a Team Captain of a private team invites the maximum number of team members, are those spots held for the invited members or can they later invite more members?**

There are several possible scenarios:

1. **If the Team Captain invites the maximum number of team members and all of them join the team**, the Captain would not be able to invite anyone else to join.
2. **If the Team Captain invites the maximum number of team members and all of them join the team, but someone leaves the team in the meantime**, the Captain can then invite someone else to join (if they already have not joined another team or left the Challenge after the start date).
3. **If the Team Captain invites the maximum number of team members, but not all of them join the team and the rest are pending invitation**, the Team Captain can then cancel their invitation and invite someone else. To do this, the Team Captain needs to take the following steps:
  1. Navigate to the Challenge page
  2. Select My Team
  3. Choose Invite Players
  4. Click on the X button next to a member who is pending invitation to cancel it
  5. Click on the newly empty spot and invite another member.

**18. If a Team Captain of a public team invites the maximum number of team members, are those spots held for the invited members or can anyone join?**

No, the spots are not held for invited members even if the Team Captain invites the maximum number of team members to join their team. Because the team is set to be public, anyone can join until the team is full.

However, if the Captain sets their team to be private, only invited members would be able to join the team.

**19. What are Rivals?**

Rivals is a fun way to create more competition. Teams that you add as Rivals show up on your Rival leaderboard. The other team is not notified when you make them a Rival and your team does not automatically become a Rival of theirs when you make them your Rival. There are no rewards tied to Rivals.

### **Steps Tracking**

#### **20. Is there a maximum number of steps I can upload/enter per day (towards the Challenge)?**

Yes, the maximum number of steps that can be uploaded to count toward the Challenge is 30,000 per person, per day.

#### **21. If I join the Challenge after it has started, can I upload steps for the days that I missed prior to joining the Challenge?**

No, you will not be able to upload steps for Challenge days prior to when you joined the Challenge. Your steps will start counting towards the Challenge from the moment you join the Challenge. For example, if the Challenge starts Monday, March 16<sup>th</sup> and a member joins the Challenge on Wednesday, March 18<sup>th</sup>, only those steps they upload on Wednesday, March 18<sup>th</sup> and after will count.

#### **22. How many steps do I need to take each day to help my team reach the final destination?**

It depends on the number of members your team has. For a full team of 5 members, each member would need to take an average of 7,000 steps per day, over the course of the Challenge, to reach the final destination. There is no incentive tied to reaching the final destination, but it is encouraged to help boost motivation among other members.

#### **23. Can I manually enter my steps in the Challenge?**

Yes, you can manually enter your activities such as walking, running, weight-lifting, etc. in a couple of different ways.

##### **Add an Activity:**

1. Select the ADD AN ACTIVITY button in the top-right corner of the Challenge page
2. Choose the desired activity from the drop-down list
3. Enter Minutes and/or Kilometers
4. Select SAVE

The activity will be converted into steps and will be added to the step count as a validated source.

##### **Tracking Menu**

1. Navigate to Tracking menu
2. Choose Stats page
3. Click on Log Steps button
4. Manually enter a desired number of steps.

**24. If I sync my steps from a validated source (Fitbit, Android Steps, etc.), convert an activity to steps AND manually enters steps, will all of them count towards the Challenge?**

No, in that case, only validated and converted steps (ADD AN ACTIVITY) will count towards the Challenge. Note: Only the highest steps-based source (validated or Self-Entered Steps) is selected and added to any steps converted from exercise minutes to calculate one's total score for that day.

***Syncing Activity Tracking Devices***

**25. Where do I go to connect my activity tracking device with the wellness website?**

**Computer:**

1. Log into your wellness website account
2. Navigate to the Profile menu
3. Choose the Devices & Apps page
4. Hover over your device/app
5. Click the CONNECT button.

**Mobile device:**

1. Log into the Virgin Pulse app
2. Tap on the menu in the top left corner of the screen
3. Go to Devices & Apps
4. Tap your device/app
5. Select the CONNECT button.

**26. What do I do if my steps aren't showing on my wellness website?**

If you are missing steps from your activity tracking device/app, try the following:

1. Ensure that you are using the most current Virgin Pulse App version on your smartphone.
2. In the Virgin Pulse Mobile app, from your home menu, click on the 3 lines in upper left-hand corner and go to "Devices & Apps".
3. Ensure your device/app shows as "My connected devices and apps".
4. Make sure your steps are syncing with your app/device. For example, check to see if your steps are showing up accurately on your FitBit app.
5. You can also try disconnecting and reconnecting your device/app by going to the Devices & App page, find your device/app and select "DISCONNECT" and then follow the steps to reconnect your device/app.

**27. Who can I contact if I'm having trouble syncing my activity tracking device/app to the wellness website?**

Please contact Virgin Pulse Member Services if you are having difficulty or issues syncing your activity tracking device/app with the wellness website:

**Virgin Pulse Member Services:**

Call 833-721-4094 or email [support@virginpulse.com](mailto:support@virginpulse.com)

Monday – Friday 8am – 9pm ET

***Leaving the Challenge***

**28. How can I leave a team in a Challenge?**

By leaving your team, you automatically leave the Challenge as well. In order to leave you team you will need to take the following steps:

**Computer:**

1. Navigate to the Challenges
2. Go to My Team
3. Click on the Leave Challenge button located in the upper-right corner of the page

**Mobile App:**

1. Click Challenges
2. Go to the Challenge you wish to leave
3. Tap on Team
4. Select leave This Challenge

Important note: you cannot rejoin the Challenge after Sunday, March 22<sup>nd</sup>.

**29. If I leave a team, will my steps recorded up until I left stay with that team? Can a new member then join the team to fill the spot?**

There are a few possible scenarios:

1. If a member leaves their team and no one joins the team instead, their steps will remain within the team's score.
2. If a member leaves their team and joins a new team, they take their steps with them to their new team.
3. If a member leaves their team and another person fills their spot (given the team has no other empty spots), the steps accumulated by the initial team member will get subtracted from the team's score (but only when the new team member uploads/enters their steps).

This can affect the entire team's score and position on the map - they can even go backwards and close a destination they had previously opened. **Important note:** there are no incentives tied to a team score or for reaching the final destination of the Challenge.