



Food Around the Globe Frequently Asked Questions

General

1. How does this challenge work?

As you add up steps, try recipes that'll give you the stamina to finish well. At each stop, check out local cuisine and try simple recipes you can make at home. Goals are based on an average of 7,000 steps a day. If you reach all the destinations, keep walking. Another team could sneak past you on the leaderboard. Steps count from any step-tracking device, app, or manually tracked steps.

2. When can I register the challenge?

Registration begins Monday, June 7, and is open until the challenge ends on Sunday, July 18.

3. Can I earn wellness dollars in this challenge?

Yes! You have the opportunity to earn the following rewards:

- Tracking all weeks of the challenge – \$20 wellness dollars.
- Track 196,000 steps during the Challenge – \$30 wellness dollars
- Members who earn 196,000 steps in the challenge will be entered into a raffle for the chance to win a free tracking device.

4. When does the challenge start?

Monday, June 21 at 12:00 am local time.

Registration

5. How do I register for the challenge?

1. Navigate to the **Challenges** page
 - a. Web: Visit the **Social** tab on the top of the Wellness Website, then click **Challenges**.
 - b. Mobile: Click on **Social** on the home page of your Virgin Pulse mobile app.
2. Click **Join** on the **Food Around the Globe Challenge**.
3. Read through the challenge description and rules.
4. Join a team (they'll be happy to have you), make your own team (lead the way, Captain) or take on the challenge on your own.
5. Make sure your tracker is connected to get credit for all your activity.

6. Is there a maximum number of steps I can upload/enter per day (toward the challenge)?

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



7. Can I join after the challenge has started?

Yes, you have until Sunday, June 27 to join the challenge. But join early so you don't miss out on the chance to earn your wellness dollars!

Step Tracking

8. If I join the challenge after it has started, can I upload steps for the days that I miss 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 toward the challenge from the moment you join it.

9. Where do I go to connect my activity tracking device with the Wellness Website?

Computer:

1. Sign in to 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. Sign in to 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.

10. 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 the **Tracking** menu.
2. Choose the **Stats** page.
3. Click on the **Log Steps** button.
4. Manually enter a desired number of steps.

Teams

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

The maximum number of members per team is five. Team sizes can range from one to five members. Try to recruit a full crew. If you want to compete individually 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.

Leaving/Rejoining the Challenge

12. 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 **Challenge Details** page in the challenge.
2. Select the **Leave Challenge** link in the bottom right-hand corner of the box that pops up.
3. Choose **Yes, Leave Challenge**.

13. Can I rejoin the challenge?

Yes, you have until Sunday, June 23 to join a team.

Assistance and Support

14. Whom 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.

Virgin Pulse Member Services:

Call 833-721-4094 or email support@virginpulse.com

Monday – Friday, 8am – 9pm ET