



MyWellness

Mindful Exploration Challenge

Frequently Asked Questions



General

1. How does this challenge work?

Mindful Exploration is a step challenge—so do what you can to increase your step count. As your team step count goes up, you'll advance to a new virtual destination and learn about the mindfulness practices of those cultures. 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 approved step-tracking device or app or you can manually track your steps.

2. When can I register for the challenge?

Registration begins Monday, August 22, and you will be able to join the challenge until it ends on Sunday, September 25. You can earn points until the last day of the challenge. Get ahead of the game—join before the challenge starts and track daily!

3. What are the rewards for this challenge?

- Join the challenge to earn **500 points**.
- Track once per week for all weeks of the challenge to earn **500 points**.
- Post a challenge comment once per week to earn **250 points**.
- Unlock a destination in the challenge to earn **125 points**.
- Reach a challenge goal (individual thresholds—140,000 steps) to earn **500 points**.

4. When does the challenge start?

Monday, August 29 at 12 am local time.

Registration

5. How do I register for the challenge?

- a. Visit [MyWellness](#)
- b. Navigate to the **Challenges** page
 - i. **Web:** Visit the Social tab then click **Challenges**.
 - ii. **Mobile:** Click on **Social** on the homepage of your MyWellness mobile app.
- c. Click **Join** on the Mindful Exploration Challenge.
- d. Read through the challenge description and rules.
- e. 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.
- f. 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 can join at any time during the challenge, but join early so you don't miss out on the chance to earn your MyWellness points! The last day to join is Sunday, September 25.

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?

Yes, you can backtrack up to 14 days back once you join the challenge!



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Frequently Asked Questions continued



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

Computer:

- Sign in to your [MyWellness](#) account
- Navigate to the **Profile** menu
- Choose the **Devices & Apps** page
- Hover over your device/app
- Click the **CONNECT** button

Mobile device:

- Sign in to the Virgin Pulse app
- Tap on the menu in the top-left corner of the screen
- Go to **Devices & Apps**
- Tap your device/app
- 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, weightlifting, etc. in a couple of different ways.

Add an Activity:

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

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

Tracking Menu:

- Navigate to the **Tracking** menu
- Choose the **Stats** page
- Click on the **Log Steps** button
- Manually enter the number of steps you took.

Teams

11. 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. 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:

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

Computer:

- Visit the **Challenge Details** page in the Challenge.
- Select the “Leave Challenge” link in the bottom right-hand corner of the box that pops up.
- Choose “Yes, Leave Challenge.”

13. Can I rejoin the challenge?

Yes, the last day to re-join the challenge is Sunday, September 25, 11:59 pm local time.

Assistance and Support

14. Who can I contact if I am having trouble recording my Healthy Habits?

Please contact Virgin Pulse Member Services if you have any questions:

Email support@virginpulse.com,
or call 833-721-4094,
Monday–Friday, 8 am–9 pm ET