



Game On Steps Challenge FAQ

Registration: Starts December 1

Challenge: January 2-31

1) How do I get a fitness device? To join the fitness device craze:

- Get your FREE Fitbit Zip from BW *if you have not done so already*. After you have completed your biometrics and Vitality Health Review for the first time, login to Vitality. Click *Rewards* and follow the prompts to get your device!
- Check your Vitality Bucks, redeemable for a variety of devices in the Vitality Mall.
- Purchase a compatible device at a retailer near you!

2) What are the compatible fitness devices and apps for the Challenge? See the list below! If you are unsure about your device’s compatibility, call Vitality at 877.224.7117 to verify.

IMPORTANT NOTE: The MapMyFitness app serves as an interface between the devices listed in the MapMyFitness section below and Vitality. Jawbone, Withings and Misfit devices cannot be linked *directly* to Vitality.

Link directly to Vitality			
Polar	Fitbug	Fitbit	Garmin
Loop M400 V800	Go ORB Air	Alta Blaze Flex Force Zip One Ultra Charge Charge HR Surge	Vivofit Vivosmart Vivosmart HR Vivoactive Forerunners: 15, 225 Forerunner 920XT Fenix Series (all) Epix

Link through Mobile Apps		
Download the apps below and link to your Vitality account.		
Apple Health (iPhone 4 or later)	Vitality Today	MapMyFitness

Link through MapMyFitness App		
Download the MapMyFitness App, link the app to Vitality, and link your device to the app		
Jawbone	Withings	Misfit
Up Up24	Pulse	Shine Flash

- 3) How do I link my fitness device to my Vitality account so that my steps count toward the Challenge?** Log in to Vitality and click on *Devices* from the *Manage Your Links* box on your homepage. Click on your fitness device for more information and follow the instructions!
- 4) I am attempting to link an old Fitbug and it doesn't seem to be working. What should I do?** Log in to your Fitbug account [HERE](#) using your *registered e-mail address* as your username. If that doesn't work, contact Fitbug's Customer Care team [here](#) and they will help you!
- 5) I use multiple different fitness devices. If I accumulate steps on multiple devices in a day, will Vitality add all of them together?** Vitality's current system cannot apply multiple devices to a step total. The system records from the device that accumulates the greatest number of steps.
- 6) Do I need to upload my steps to Vitality manually?** Nope! All you have to do is link your fitness device to your Vitality account. Just make sure to sync your fitness device during the competition to have all of your steps accounted for and keep your team in the running!
- 7) How often will Vitality sync my steps with the Challenge Leaderboard?** Daily at 10 PM Central, Vitality pulls each individual's steps into the Leaderboard. In other words, updates are not live and you will see one update to the Leaderboard each day.
- 8) Can I join multiple teams?** No, every associate can participate on 1 team only.
- 9) Are spouses eligible to participate in the challenge?** YES! We are very excited to have spouses join in the fun! Spouses can register through their Vitality account and will participate with the team member's divisional team!
- 10) I work for BW Container Systems, but my office is in Hunt Valley. Which team am I on?** All associates are on their location's team. In other words, you would be on Team BWPS Hunt Valley. Because Design Group is spread across so many locations, Design Group professionals have been organized into regional teams!
- 11) I am a Design Group professional and I'm not sure of my region. Can you help?** E-mail bwwellbeing@barry-wehmiller.com and we will tell you!
- 12) I don't see my name on the Leaderboard – why not?** In order to be included on the Leaderboard (and eligible for an individual prize), you have to register for the challenge and agree to the Rules of the Road. Once you have completed both steps, you should see your name up there with the rest of your team members!
- 13) Can I still register once the challenge has begun?** Yes! Registration will be open through the last day of the challenge on January 31. Your step count will include all steps tracked and uploaded to Vitality since the start of the challenge. If you do not believe your step count is accurate, contact Vitality Customer Care at 877.224.7117.
- 14) What if I have newly joined the BW family and do not see an invitation to a challenge in my Vitality account?** If you were hired after November 28, you were not on the original file we uploaded for the Challenge. Assuming you establish your Vitality account and link your fitness device prior to the last day of registration, you can participate. Simply e-mail bwwellbeing@barry-wehmiller.com and we will send you an invitation.
- 15) What is the Vitality Today App and how do I get it?** Vitality Today is Vitality's smartphone app, which allows you to check in to local gyms, complete your VHR, and complete your weekly goal check-ins from your mobile device. Visit your smartphone's app store, download the FREE Vitality Today App, and login using your Vitality account credentials.
- 16) The Vitality Today app states that steps can now be shared with Vitality via my iPhone or Apple Watch. Can I use those devices for the challenge?** Yes! Vitality now has the ability to upload steps from both your Apple Health app

and Apple Watch. In order to have these recognized, link your Apple Health app to the Vitality Today App. To link the apps, open the Vitality Today App, click *More > Apple Health* and follow the instructions!

17) My steps on the Leaderboard do not match what I see on my device. Help! Your steps make several stops before they post to the Leaderboard. Therefore, **the Leaderboard likely will *not* match your device until 48 hours after they've been uploaded to your fitness device provider.** For those who want to understand further, the process looks like this:

- 1) At different times throughout the day, Vitality receives data from the many compatible fitness device providers.
- 2) This data is loaded to Vitality's *main database*, which records your steps and rewards you with points for Verified Physical Activities and Verified Workouts.
- 3) At approximately 10 pm Central, Vitality syncs the *main database* with the *Vitality Challenge platform database*. Therefore, steps earned or synced after 10 pm Central will not migrate to the Challenge platform database until the following day's data feed.
- 4) Beginning at approximately 9 am Central, Vitality syncs the *Challenge platform database* with the *Leaderboard*.

18) I have waited 48 hours and am still not showing *any* steps on the Leaderboard. What gives?

- **Your device may not be linked:** Login to Vitality and navigate to Get Healthy > Fitness and Exercise > Fitness Devices. Click on your device and check that it is, in fact, linked to Vitality. If not, follow the steps listed to link your device. You will start showing steps on the Leaderboard within 48 hours.
- **Your device may not be synced:** If your device does not sync wirelessly, check that you have synced your steps with your device provider. For example, the Fitbug must be periodically synced with Fitbug's site via a USB cord. Sync your device, and you will start showing steps on the Leaderboard within 48 hours.

19) If neither of these seems to be the issue: Call Vitality at 877.224.7117 for further assistance

Additional Questions?

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