

The PAISBOA Health Benefit Trust Walking Challenge FAQ's

If your questions are not addressed in the FAQ below, please email your Challenge Administrator at walkingchallenge@well-concepts.com for further assistance.

Do I need to create a new registration if I have participated in previous challenges?

Yes, you will need to create a new registration to participate in this walking challenge. You can register via web browser or via the app using our Program URL (paisboa.thrives.app) or the registration link below.

Registration Link: <https://paisboa.thrives.app/login>

The PAISBOA Health Benefit Trust Walking Challenge begins on March 20th and will run for 6 weeks, through April 30th.

What is a team?

Teams are groups of people from our member schools. You will be required to select your member school in the drop-down menu during registration. This is a team competition, so you are required to join a team to participate in the challenge. Teams must be comprised of more than 5 individuals to be eligible for the Grand Prize.

How are team statistics calculated?

Team challenges are based on the team's aggregate average during the active dates of a challenge. This average is calculated by adding together all steps that are reported by team members for each day of the challenge and dividing it by the number of members on the team.

Note: Team's do not lose steps except in the case of a member leaving. They will take that day's steps with them. Their contributions to the averages from previous days will continue to impact the aggregate average. If you have a member join your team after it's been established, only the steps from the day they join the team and forward will count towards the team.

How do I add steps from previous days?

If you **do not** have a device connected you will be able to manually add steps using the instructions below.

From a Web Browser:

Click "Add An Entry" at the top right of the My Dashboard page.

Select a date and enter your steps.

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Click Save

From Mobile App:

From your dashboard, click on the teal "+Steps" icon

Click the date field and select the correct date from the calendar popup

Click the Steps icon and enter your step count and confirm it.

Can I add steps from before my registration date?

No. We do not bring in steps prior to your registration date. This is why it is important to register before a competition begins.

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How do I set or change my step goal?

The PAISBOA Health Benefit Trust Walking Challenge has a goal of 7,500 steps/day and your personal step goal defaults to this. This step goal cannot be edited.

Note about step goals: The Surgeon General suggests taking 10,000 steps a day for good cardiovascular health. For some people, however, this might be too high of a goal right out of the gate. We suggest setting a realistic step goal and then working to achieve that goal. You can always raise your goal once you've consistently achieved what you've set out to do. It's better to get up and start walking and to develop good exercise habits than it is to get discouraged along the way.

How do I convert other activities (swimming, yoga, Pilates, etc.) to step data?

The PAISBOA Health Benefit Trust Challenge allows users to manually enter activities and convert those activities to steps.

The activity converter allows for manual entry of activities that are performed without using a tracking device. **Please honor the integrity of the program by using the converter as it was intended.** For example, if you are wearing your FitBit all day, tracking your steps, and you attend a Zumba class on your way home and forget to take off your FitBit before class, you cannot allow your FitBit to collect steps while you are in the Zumba class and then add an hour of Zumba to your day through the activity converter.

Using the Activity Converter:

From a Web Browser:

Click Add An Entry

Select the date for which you want to add an activity

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In the "Select Activity" field, enter the name of your activity or select from the available list.

Enter the minutes spent on the activity. **Note: Enter only time actively spent on the activity, not including rest intervals.**

Click Convert

Repeat for any other activities you want to enter for this date. You can enter up to 6 different activities and up to 360 total minutes.

Click Save to finish the entry

From the Mobile App:

From your dashboard, click on the teal "+Steps" icon.

Select the date of the entry by clicking the date field and select the correct date from the calendar popup.

Click on the Activities icon and select the activity type from among the options.

Enter the number of minutes, or the number of miles for walking. **Note: You can enter a maximum of 360 minutes of total activity in a single day.**

We use a federal conversion chart to do these calculations, but conversion is an imprecise science. Your program administrator has the ability to set the activity converter to include certain activities. If you feel an activity should be included that is not, please contact your program administrator.

Pacer icon and pacer bar

The Pacer icon abides by the daily step goal of 7,500 steps/day and shows walkers where they should be in order to finish the challenge in time.

There is also a pacer bar that shows at the top of the leaderboard.

What happens if one of my team members stops walking?

Every member of your team is important, and the best way to keep fit is to make yourself (and your teammates) accountable to your social group. Try organizing lunchtime walks, or weekly challenges between just the members of your team. Support each other in achieving your goals. Be good teammates! It'll keep everybody more motivated.

Since team competitions count the team average, a team with members who are not participating will see their average pulled down by the non-participating team member. If this person updates their steps later the team average will go up again.

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How do I change my username?

We discourage the changing of usernames -- it can confuse your fellow walkers on the site (who is this?) however if you would really like to change your username you can do so once.

From your dashboard, click on your Account Settings

Under the Profile tab you can edit the username

Click Save.

How do I change or upload a profile picture?

From Web Browser:

Click on Your Settings

Under your profile image click 'Edit'

Drop your files or click to upload an image from your computer. Note: for best results, upload a square image sized 256 x 256 px.

Click Save Image

From Mobile App:

Tap on the Gear icon to open your settings

Tap Edit Image to select an image from your camera or photo library

How do I alter my privacy settings?

There are several privacy options to choose from in your profile settings. To get to your settings, click on your profile picture from the dashboard and go to the Account tab.

Review and change settings as you would like. Note that you can opt out of all communications as any challenge related communications (e.g. prize announcements) will come from Wellness Concepts or your HR group.

How do I add friends?

You can add friends to make social interactions easier and share updates through your Friends new feeds.

From a Web Browser:

Click the Friends tab from the left-hand menu

Enter the username or name of the person you want to add as a friend

Click Add Friend

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An invite will be sent to that person, when they accept it they will be added as a friend

From Mobile App:

Open your Groups tab by clicking on the icon of two people

Enter all or part of the username or name of the person you are trying to add as friend

Click the Add Friend button to the right of their name

The person can then confirm the friend request by checking their notifications and clicking accept.

When you add someone as a friend, you are essentially asking to 'follow' that person by being able to view what data they are making available to the others, and to be able to compare stats to that person. They can choose to add you back as a friend or not, which grants you more permissions.

How do I remove friends?

From a Web Browser:

Navigate to the Friends page from the left-hand menu

Click the “...” on the individual’s image

Click “Unfriend”

From Mobile App:

Open your Groups tab by clicking on the icon of two people

Search for the friend by username or name

Click the “...” to the right of the individuals username

Click “Remove Friend”

What kind of information can my friends see?

You can choose what kind of information your friends see. They will always be able to see how many steps you’ve taken. This is a walking competition, after all!

When you write a blog post or share a photo, you can choose who sees it by clicking the drop down “Image/Note Visible To”. You can choose Anyone (everyone will be able to see your post), Friends (only your friends can see it), or Only Me (only you can see post).

You can also manage your overall privacy settings by going to Your Settings (or clicking on your profile photo) and clicking on the Account tab.

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What kind of information can non-friends see?

You can choose what kind of information your friends see. They will always be able to see how many steps you've taken. This is a walking competition, after all!

When you write a blog post or share a photo, you can choose who sees it by clicking the drop down "Image/Note Visible To" (browser) or by clicking on the red eye icon (mobile app). You can choose Anyone (everyone will be able to see your post), Friends (only your friends can see it), or Only Me (only you can see post).

You can also manage your overall privacy settings by going to Your Settings (or clicking on your profile photo) and clicking on the Account tab.

How do I edit my journal entries?

From a Web Browser:

Locate the entry you would like to edit within My Journal Entries on your Dashboard

Click on "... " to the far right

Make your desired updates (entries can be deleted by clicking on the red X)

Click Save

From the Mobile App

Locate the entry you would like to edit

You can re-enter metrics on an entry by deleting it and entering it again. To delete an entry, click the grey X to the right of the number.

Each metric is saved as you enter it.

How do I upload or change a step blog image?

To Make a Photo Entry from the browser:

Click "Add An Entry" at the top right

Click the Photo tab and the upload your selected photo

Set to whom the post will be visible. Posts visible to "Anyone" or "Friends Only" will appear in the Newsfeed on the Sitewide page and your public profile page.

Click Save

To Edit an Existing Image from a Browser:

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Locate the entry you would like to edit within My Journal Entries on your Dashboard

Click on “...” to the far right

Make your desired updates (entries can be deleted by clicking on the red X)

Click Save

To Make a Photo Entry from Mobile App:

From your dashboard, click on the teal “+Steps” icon

Click the empty photo icon and select either your camera or photo library

To save a photo, click the dotted circle icon.

You can re-enter metrics on an entry by deleting it and entering it again. To delete an entry, click the grey X to the right of the number.

How do I use my pedometer?

Pedometers are usually worn on the wrist like a watch or clipped to your shoe or waistline. When worn, they measure your steps based on your movement patterns. Additionally, most smart phones contain internal pedometers that can give to an app.

While they share basic functionality, different manufacturers design pedometers and apps differently. Your pedometer probably came with an instruction manual, and while nobody loves to read instruction manuals, it probably has most of the information you're looking for.

My Steps are Not Syncing Correctly

First, make sure everything is working correctly with your device and that you have paired it with the app. Check that the device is properly charged, and steps are reaching whatever step app you are tracking from.

If you are connecting a device as a data source for Google Fit or Apple Health, make sure your steps are reaching that app and if they are not, check the support for your device to determine the appropriate configuration.

Check Your Account

If you are using Fitbit, Garmin, or Polar, make sure that your device is syncing to your account so that the app has data to pull.

Check the account for your device, which will be on www.fitbit.com, connect.garmin.com, or flow.polar.com

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Make sure to check on a web browser and not a mobile app, as you want to make sure that your steps are reaching your account from your app. If you check your account and steps are not showing up on that account, then that is the reason why steps are not syncing. Follow the support instructions provided by your device provider to connect your device to your account.

Reset Permissions

If steps are showing up correctly in your account, or if you are using an app we sync to directly like Apple Health or Google Fit, then the next thing you should check is whether your app is providing the proper permissions.

You need to provide access to your device, activity, and health data when asked. To reset your permissions:

1. Disconnect your Device from Walker Tracker.
2. Uninstall your Walker Tracker App.
3. Reboot your mobile device.
4. Reinstall your Walker Tracker App.
5. Reconnect your app to Walker Tracker.

You should be asked to accept permissions for Walker Tracker. Please grant all necessary permissions.

If you are still having issues, please reach out to [support](#) and a technician can help with your syncing issue.

What kind of pedometers and apps do you link with?

We are constantly working to link to the latest and greatest devices and apps. To find our most current list of devices and app please [click here](#).

Cheating, exaggerating, etc.

Competitions rely on everyone being honest when entering steps. If you feel someone wasn't honest, please address that with that competitor. In the long run it's just moving, and if their cheating got you to walk a few extra steps, then Hooray! You're the real winner!