



GENERAL QUESTIONS

How do I sync a fitness device/app?

- Click on the Sync Device icon on the dashboard OR click in the top right corner - Your Settings then Device Settings
- Select your device/app and click Connect
- Log into your device with your personal device account username/password
- Allow data to be shared with Aegis and Navigate Wellbeing Solutions
- Device will show as synced with date/time stamp

How often does my device/app information sync?

- Device information automatically syncs each time you log into your device website or application.
- The portal pulls data from the device website, NOT directly from your device.
- Sync your device with the device website or application often.

What information will sync from my device/app to this portal?

- The website will sync any data that you indicate you would like to have transferred from your device.
- Examples of some types of data that can be synced from devices are*:
 - Weight
 - Sleep
 - Activity and exercise (steps)
 - Data varies among devices

How do I edit my privacy settings?

- Click on the View Public Profile link on the dashboard then Edit Profile OR click in the top right corner - Your Settings then Privacy Settings
- Uncheck the boxes of the settings you want to change.
- Click on Update Privacy Profile to finalize your settings.



CHALLENGE QUESTIONS

How do I start a team?

- If you are the captain of the team, click the Join Challenge button. To create a team, the captain will need the names or email addresses of all team members. Please ensure you are spelling the team member's name and email address correctly. Each team can have 2-10 team members.

What is the role of the team captain?

- At a minimum, team captains are responsible for starting their team. If needed, captains can enter weekly reports of data for team members without computer or internet access. Team captains can also play a key role in keeping the team members motivated and involved throughout the challenge.

How do I accept an Invitation to join a team?

- If you were invited to join a team, log in to your dashboard and click on the notification in the upper right corner of the page to be taken to the Teams page. From the Teams page, you can accept the invitation for the team you wish to join. A participant can only be a member of one team.

How do I find a team to join?

- If you are looking for a team to join, click on the Join Challenge button. To find a team to join, search for a team by team name, team captain name or a team member name or view all existing teams. To request to join a team, click the Join button and a request will be sent to the team captain. When the team captain accepts your request, you will be a member of that team. A participant can only be a member of one team.

How do I record?

- You can record from the To-Do bar at the top of the page. Click on the circle icon of the task, and your recording box will pop up.
- You can also click on the Record Activity button on your dashboard, and it will take you to the challenge page. From the challenge page, you can record by clicking on the day on the calendar that you'd like to record for, or you can also record by clicking the Record Today's Activity button.

Will other people be able to see my weight online?

- No. Your individual weight will not be visible to others online or to your employer.

How are the team standings calculated?

- Team rankings on the leaderboard are based on averages, so it is fair to teams of all sizes.



INDIVIDUAL/PERSONALIZED QUESTIONS

What are the Individual/Personalized Challenges and what are they designed to do?

- The Individual Challenge categories provide participants the opportunity to enroll and participate in challenges that are personalized to their needs and wellness goals.
 - **Purpose** - This focus of this category is to provide a guide to find and define your potential and purpose.
 - **Physical** - The focus of this category is to provide a guide to increase physical activity with different exercise activities.
 - **Brainy** - The focus of this category is to find ways to exercise/activate your brain.
 - **Peer to Peer** - The focus of this category is to provide ideas and activities for you and a friend, co-workers, neighbor etc. to complete together.
 - **Balance** - The focus of this category is to provide ideas and activities for creating and maintaining work/life balance.
 - **Nutrition** - The focus of this category is to provide a guide to increase and promote healthy nutrition/eating habits.
 - **Community** - The focus of this category is to provide ideas on how to get involved in your local community.
 - **Financial** - The focus of this category is to provide learning opportunities and an action plan for your financial life.