

FREQUENTLY ASKED QUESTIONS

Q. I am getting the message "Incorrect user name and password" before I attempt to log in. What should I do?

A. Delete your browsing history and clear the cookies from your internet browser. Then try to log in again.

Q. I have not registered to the correct team. What should I do?

A. To join the correct team you must register using the email address your team leader submitted on your behalf. This would have been sent to you in an email. If you have two company email addresses and signing up with one which placed you in the incorrect team, try registering using your other email address.

Q. Do I have to enter my steps every day?

A. No, you can enter steps retrospectively simply by clicking on the desired date on your Exercise Challenge home page and entering the number of steps you walked on that day.

Q. Why can I only enter 10,000 steps from alternative activities?

A. Please contact your site representative.

Q. What if I don't have a pedometer?

A. Use the step converter on your Exercise Challenge home page to calculate how many steps you have completed for the exercise performed. You can also use the step converter to calculate the number of steps which are equivalent to various types of exercise other than walking.

Q. What does a team leader have to do?

A. Simply invite and register the members they would like to have on their team, and think up a team name. Other than this, team leaders have no additional responsibilities.

Q. I don't have 4 people to create a team. What should I do?

A. Don't worry, those participants who don't belong to a team can register as individual team members and then join teams with insufficient members. Alternatively you can start your own team by becoming a team member then other people can join your team

Q. Why can't I enter more than 40,000 steps per day?

A. It is unlikely that an individual will complete more than this number of steps in a single day, as 40,000 steps is equivalent to about 32km of walking. This limit is designed to prevent large numbers being entered by mistake.

Q. Can I change my goal?

A. Yes. Simply go to the My Progress section of the Exercise Challenge page, type in your new goal and click Update.

Q. When entering the steps I have done, do they accumulate or update?

A. Entering two step counts for the same date causes the total number of steps for that day to accumulate. If you have mistakenly entered too many steps, you may rectify this

by deducting the difference from your next day's total.

Q. Why isn't my average number of steps calculating correctly?

A. The "average steps per day" figure is calculated as the day rolls over. This means that the average number of steps is not correct until you have added the number of steps for the current day.