

Fitness Challenge FAQ

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If your question has not been answered after reviewing this FAQ document, please email kayla.dyer@cignahealthcare.com for assistance.

Fitness Challenge FAQ

General Support

What is the Fitness Challenge URL? The URL is: <https://globalwellnesschallenge.com>

How do I join the challenge?

Returning User: Do not re-register. If you have participated in a past challenge, please sign in with the email and password you used for the previous challenge and join the new challenge. Make sure to use the Registration Code when prompted:

ClearwaterFC

New User:

1. **Open a Chrome browser.**
2. Paste the challenge URL into Chrome browser.
3. **On the Log In page click on Sign Up, then follow the steps as indicated below:**

STEP 1: Enter Registration Code: **ClearwaterFC**

STEP 2: Fill in your account information. Make sure the email you use is accessible- you will use this to confirm your account in Step 3.

STEP 3: Complete the verification and authentication process.

The Fitness Challenge URL doesn't work, is unresponsive, or I am having trouble registering.

Please try the following:

1. Confirm you are using the correct URL: <https://globalwellnesschallenge.com>
2. Refresh your browser.
3. Use a Google Chrome browser.
4. Clear your browser cache.

What is the registration code?

The registration code is: **ClearwaterFC**

I'm getting an error message on the site "Sorry, the challenge you are trying to join is not open yet or it is past the registration deadline".

If you are receiving this message, this could mean: 1. The registration window for your employer's fitness challenge hasn't opened yet or has passed. The window opens two weeks before the challenge starts and extends one week into the challenge. 2. The challenge has closed and you can no longer access the Fitness Challenge website. The website closes two weeks after the challenge is complete. 3. The link you are using to access the Fitness Challenge is incorrect. The URL has changed, so please make sure you are using the new link:

<https://globalwellnesschallenge.com>

Where can I go for support during the Fitness Challenge?

Participants should first go to the Support link found at the bottom of all the Fitness Challenge pages. If a participant is not able to find the answer to their question(s), they should reach out to their Challenge Administrator:

kayla.dyer@cignahealthcare.com

App Connectivity and Device Syncing

Does the Fitness Challenge have an App?

Yes, the Fitness Challenge apps are available in the [Apple App Store](#) and [Google Play Store](#). You can also scan the QR codes below with your mobile device's camera. The app has the same features and functionality as the web version. **This is a new app, and it is not the same app used for previous fitness challenges.** The new app is named: **Global Wellness Challenge**.

What apps can be connected to the challenge?

Cigna currently supports the following Apps & Devices:

- Apple Health (including Apple Watch)
- Fitbit
- Garmin Connect
- MapMyFitness, MapMyHike, MapMyRide, MapMyRun and MapMyWalk apps

Can I connect more than one device?

No. Cigna currently only supports connecting one device to your Fitness Challenge.

How do I earn points from my connected fitness app?

Workout activity minutes recorded by your wearable device will be imported to the Fitness Challenge automatically when you sync with your fitness app. Remember to manually start/stop your workout on your connected fitness app to ensure it categorizes the data appropriately.

How do I edit or delete the data received from my connected fitness app?

Data received from a connected fitness device cannot be edited or deleted. Only data entered manually can be edited or deleted.

How do I connect my fitness app?

Cigna currently supports connecting the Fitbit and Garmin fitness apps to the challenge. To sync an app, go to the Tracking Page and click "Sync Device". Then, choose your app and follow the prompts to login to your device account.

If you want to bring in Apple Watch data, you will need to download the iOS Cigna fitness challenge app from the Apple Store. Search for: "Global Fitness Challenge". It is only on the app where you will see Apple Health as a connection option, that is the connection used to bring in apple watch data.

Can I backlog my wearable activity?

"Wearable Activity" only registers after you connect your fitness app. Activity recorded by your fitness app prior to connecting to the challenge will not be sent to the challenge. Past data can always be logged manually into the challenge for valid challenge dates. Disconnecting/Reconnecting a fitness app will only reset the connection time and may cause a loss in your recorded activity.

Can I connect my Apple Watch?

Yes, use Apple Health to do this; it will only be visible as a connection option on the challenge iOS (Apple) app, so you will need to download that to your phone, and then look for Apple Health under the Connect Apps & Devices link on the Tracking page of the challenge.

I have connected my fitness app but don't see data.

Connected fitness apps will only send the challenge workout data. You will need to tell your fitness app/device when you start/stop a workout for the data to be classified appropriately and have it sent to the challenge. Also, you will need to adhere to the required intensity and duration as defined by your fitness device for it to classify the data as a workout and thus share with the challenge. Walking and low-intensity activities should be logged to the challenge manually.

What workout types should I select on my fitness app/device if I want the minutes data to be applied in the challenge?

We suggest participants select one of the following workout types from their connected fitness app/device to ensure the data will sync into the Fitness Challenge:

- Walk
- Running
- Cycling
- Hiking (shows in the challenge as Walk)
- Yoga
- Swimming
- Other (for Apple Watch, this will show in the challenge as Aerobics)

Instructions to Log "Other" Workout from Apple Watch

1. From your watch face, press the digital crown to be taken to the Apps screen. Move around to find the Workout app icon, and tap it.
2. At the bottom of this list you will see an 'Add Workout' button. Tap on this.
3. Find the "Other" workout type, and tap to add it to the list of populate workout options
4. After tapping "Other" you will be brought back to the 'Add Workout' screen. Tap on "Other" to start your workout.

After performing the steps above, "Other" will now be present in the list of activities seen when you tap on the Workout app icon. The steps outlined above to Add Workout are not necessary after completing this sequence initially.

Why am I am not seeing data from prior to when I connected my fitness app?

The Fitness Challenge platform does not receive any data you logged on your fitness app prior to it being connected to the challenge. Only activity completed after the device is connected will be pulled into the Fitness Challenge.

Why do I only see my workout data?

Random and low intensity data will not be fed into the challenge by connected fitness apps, so that data must be logged manually.

Should I delete the challenge and app from my phone and/or disconnect my fitness app and reconnect it to the Fitness Challenge to force my data to sync?

No. Once you download the challenge app it is best to not delete it and re-download. Also, once a fitness app is connected to the challenge it should be left as such (disconnecting/reconnecting to try and force data syncing is not recommended).

Specifically for iPhones, there are settings available for Health Permissions, which if you delete the challenge app and re-download could prevent the Fitness Challenge App from having access to your workout data. All Health Permissions should be left untouched as well.

General Guidance for Apple Health & iPhones[How to start a workout on Apple Watch](#)

Tip: To start a workout without setting a goal, just tap the workout type you're going for—a run, walk, etc. You may need to look at the instruction specific to your version of Apple Watch.

Apple definition of active minute data: Every full minute of movement that equals or exceeds the intensity of a brisk walk counts toward your daily Exercise and Move goals. For wheelchair users, this is measured in brisk pushes. Any activity below this level counts only toward your daily Move goal.

For the Apple Health connection, the syncing process is completed manually. Simply tap the Apple Health button, then tap 'refresh data' to pull in any new data.

General Guidance for Fitbit App[How do I track my workouts with my Fitbit device](#)

Tip: After clicking on the hyperlink above, click on the "How do I start and stop a workout on my Fitbit device" link. Find your device and follow the instructions.

Fitbit definition of active minute data: earn active minutes through 10 minutes or more of continuous moderate to intense activity.

General Guidance for Garmin App[How to start an activity](#)

You may need to find the directions for your specific Garmin device.

Garmin defines intensity minutes as: reach or exceed 10 consecutive minutes where either your step count rate or heart rate is elevated above the threshold that is considered moderate intensity.

Earning Points

How do I earn points?

Earn points by logging activity, completing achievements, or completing a logged personal goal. There is a daily maximum of 480 minutes.

- **Log Activity:** 1 point for every minute logged
- **Complete Achievements:** 10-200 points each
- **Complete a Goal:** 100 points (total)

Why is the challenge designed with minutes instead of steps?

Not all physical activity is tracked in steps (for example: cycling, yoga, strength training, cross fit, etc.). Using minutes is a more suitable way of standardizing a scoring metric across all activities that a participant may engage in.

What counts as Activity?

We recommend logging any activity that is outside your normal daily routine. For example, if you go for a 20 minute walk at lunch you can count that activity.

Activity Should:

- Be a workout
- Be more than 10 continuous minutes in duration
- Raise your heart rate or include constant movement
- Be outside your daily routine

What activities can I choose from?

Here's the list of the activities that can be chosen within the Fitness Challenge when you log your workout:

- Aerobic
- Cycling
- Elliptical
- Hiking
- Jogging
- Martial Arts
- Other Intense
- Other Moderate
- Running
- Sports
- Strength Training
- Stretching

- Swimming
- Walking
- Yoga

How do I log my activity minutes?

Log into the challenge and click on the Tracking page. In the Log Activity section choose the date and type of activity and enter minutes. Click on Add Activity.

How many minutes can I log each day?

480 minutes is the maximum allowed per participant each day.

When is the deadline for logging activity?

The deadline to log activities is one week after the challenge end date. [For the Clearwater Spring Fitness Challenge 2023, the deadline is Tuesday, June 18th.](#)

How far back can I log activity? Can I add activity I forgot to log?

Yes, you can log activity back to the beginning of your challenge as long as the challenge is still active and you log the activity before the activity logging deadline (1 week after the end of the challenge).

What are the 'Achievements'?

Achievements (also called badges) are fun ways to challenge yourself as you enjoy the challenge. Each achievement has a point value that you can earn.

How do I earn achievements?

You can earn badges for everything from logging a certain amount of activity, to logging multiple different kinds of activities. What you need to do and how many points the badge is worth is spelled out in the challenge.

What is the 'My Goal'?

These are fun personal goals within the challenge. These are not shared with anyone else and let you set a goal just for you (for example: lose 10 pounds over the course of the challenge). This is another way to keep the challenge interesting, and even earn some additional points!

Can I set more than one personal goal in the challenge?

Yes, multiple personal goals can be set throughout the challenge, but only one personal goal can be set at a time. If you meet your first personal goal, you can set a new goal within the challenge.

How do I log my activity manually?

On the 'Tracking' Page:

1. Choose the date you would like to log activity under.
2. Then choose the 'Activity Type' from the drop down.
3. Then enter the duration (in minutes).
4. Click on 'Add Activity'.

How do I earn points from a wearable device?

Workout activities recorded by your wearable device will be imported to the Fitness Challenge automatically. Remember to manually start your workout on your wearable device to record your activity.

I don't see the activity I have been doing on the drop down on the tracking page

If the specific activity you are doing is not on the drop down, choose "Other - Moderate" or "Other - Intense" based upon the intensity of the activity completed. This option will allow you to manually enter your activity (like Volleyball) and the minutes.

I added some activity in error can I go back and edit it?

Yes, for **manually entered data**, if you go back to the date and find the activity logged in error on the Tracking page, you can either choose to 'edit' or 'delete' the activity.

Activity received from a connected fitness app cannot be edited or deleted.

Activity received from a connected fitness app cannot be edited or deleted.

Do I have to use the Weight Log?

No, this is not a requirement, but it is used for two of the personal 'My Goals' - lose weight and bulk up. If you do track your weight, the information is not shared with anyone.

If I use the Weight Log will others see my weight?

No. This is personal information not shared on the site or with your employer.

Is my activity monitored or audited?

We encourage participants to accurately and ethically log all of their activity. In the end, this challenge is designed for you, to help you improve your personal fitness while also giving you an outlet by which to connect with your coworkers, form teams, and have a way to compete with other teams and coworkers. We encourage accurate participation for the benefit of all those who are enjoying the challenge. The challenge administrator/sponsor does have access to reporting.

How are team points earned?

These are the points each team member earns during the challenge. The team leaderboard is based on average team score (add up the points each team member has earned in the challenge to date and divide that number by the number of people on the team).

From a competition perspective, this is the best way to compete against coworkers. We encourage users to form a team, engage in healthy competition against other teams. The average of the points across team members over time allows for a great way to work with others and rely on teammates to rack up points.

Teams

How big or small can my team be?

Teams can be anywhere from 3 to 20 people.

How do I join a team?

Sign into the challenge and click on the Team page. Search for a team by team name or team captain. Request to join. The team captain will receive a notification and need to accept your request to join.

How do I form a team?

Sign into the challenge and click on the Team page. Enter name for new team and click Create. Teams can be anywhere from 3 to 20 people. The easiest way to invite others to your team is to email them directly and tell them to join.

Will I (a team captain) be notified when someone requests to join my team?

No, you will not receive a notification when someone requests to join your team. You must login to the fitness challenge portal to see requests to join your team.

How do I invite others to my team?

The easiest way is to email them directly and tell them to join your team.

How can I make someone else captain or remove them from my team?

Log into the challenge and go to the team page. As the captain you can select the person you want to make captain or remove from the team. Select transfer captain status or remove from the pop up.

Can I participate in more than one team?

No, you can only be on one team at a time.

Do I need to be on a team?

No, you can participate as an individual.

How does the team leaderboard work?

The team leaderboard is based on average team score (add up the points each team member has earned in the challenge to date and divide that number by the number of people on the team). This allows teams of different sizes to compete on a level playing field.

Incentives

Challenge Prizes

Prizes will be awarded to the **50** individuals at the conclusion of the challenge. Winners will be chosen from a raffle of those that completed the challenge.

All winners will receive a \$140.00 gift card to St. Pete Running Company

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