

## Welcome to Stepathlon

There are various ways in which we can help you with your query. First, we recommend looking through the following Frequently Asked Questions (FAQs). These have been broken down into various categories which can be easily navigated through.

If you don't find your answer there, you can get in touch with our Support Team via the Live Chat feature on the bottom right hand side of your screen, if you're using the web or you can also speak to us on the following numbers:

From Australia:

Toll free number 1800 09 53 82

From All Other Countries:

+91 22-6136-9701

You could also email us at [support@stepathlon.com](mailto:support@stepathlon.com).

***Please note: These FAQs are general in nature, and some variations do occur between differing Stepathlon Races and events, country requirements, and individual company policies.***

***For more information, please contact us or if you are taking part in a Company-based event, please get in touch with your Company Coordinator.***

### Logging In

#### **Forgot password/ Password reset/Email not received/ Trouble logging in**

Team Stepathlon sends all Stepathletes a Welcome Email which contains your initial login details. It is possible that this email might have gone to your 'Junk' or 'Spam' folder, so please check them if you don't receive anything.

You will be required to reset your password to one of your choosing on first login.

If at any stage you have trouble logging, please reset your details using the 'Forgot Password' feature on the Stepathlon main page.

### Apps and Devices

#### **Can I use my own step counting device to participate in Stepathlon?**

Yes, you can choose from our list of supported apps and devices featured in our [App & Device Gallery](#). You simply need to connect the app/device as per the instructions. Steps will be synced from your app/device's website, so you will first need to make sure the steps

are updated there, and then press the 'Sync' button to have them transferred across to Stepathlon.

Supported fitness tracking devices:

1. Fitbit – *All Device*
2. Garmin - *vivoactive® HR, vivosmart® HR+, vivomove®*
3. GOQii – *All Devices*
4. *Mi Band – All Devices*

Supported apps:

1. Step App

You may also use any other non-supported step counting devices to participate, in which case steps will need to be entered manually.

Note that for other activities additional to steps, such as swimming, cycling, weights or yoga, you will have to enter those details manually.

### **My Stepathlon App does not work. Why can't I sync my steps?**

You will need to ensure that you have the latest version of the Stepathlon App installed.

Please note: Some of the features of the Stepathlon App will not work on certain mobile devices, for e.g. iPhone 5 and below, Samsung Note 2, and other older phone models.

### **My Profile**

#### **How do I change the privacy settings on my profile?**

You can change your privacy settings by clicking on the 'Settings' icon on the top right of the screen.

#### **How can I change my team name?**

You can only change your team name by emailing the details to [support@stepathlon.com](mailto:support@stepathlon.com) and we will make the change on your behalf.

#### **How do I add or change my team profile picture?**

You can update your team profile picture only if you are a Team Captain. You can click on the 'Team Profile' image and you will be directed to the 'MyTeam' page.

## **How do I update my profile picture?**

You can change your profile by clicking on the Settings icon on the top right hand of your screen. You can update your picture by clicking on the default/existing profile picture and uploading your own picture or you can choose from one of our fun avatars.

## **I cannot enter in my age while setting up my profile**

You will need to clear your cache. You can do this by pressing down together the SHIFT + CLTR + R keys on your keyboard.

## **Stepathlon Surveys**

### Primary Use of Survey Data

Stepathlon uses pre and post event questionnaires primarily to facilitate the provision of health and wellbeing scores back to you in certain health areas, as well as to provide aggregate End of Event Reporting to your organisation as to any changes that have occurred. Key health areas examined include:

- Mental Health
- Cardiovascular Health
- Diabetes Risk
- Sleep
- Wellbeing
- Physical Activity

### Secondary Use of Survey Data

As part of our commitment to improving health and wellbeing around the world, de-identified Stepathlon survey data is stored in an independent research registry housed at Flinders University, Adelaide, Australia.

The research registry collects Stepathlon survey data and works with the scientific and health communities to conduct independent analyses of workplace health trends around the world. The ethical aspects of the registry have been approved by the Social and Behavioural Research Ethics Committee of the Flinders University.

You may opt-out of your data being stored in the registry and being used for research by following the process contained in the [Stepathlon Collection Statement and Privacy Policy](#).

## **Log Activity**

### **How do I enter my Step Count?**

Steps can be entered either by clicking a particular day in the Activity Calendar on the home page, or by selecting 'Log Missed Days' on the menu on the left for entries for multiple missed days.

You can directly sync your step count from our supported app/device or manually enter it on the 'Log Activity' page on both the app and the website.

For supported devices, steps will be synced from your app/device's website, so you will first need to make sure the steps are updated there, and then press the 'Sync' button to have them transferred across to Stepathlon.

Note that for other activities additional to steps, such as swimming, cycling, weights or yoga, you will have to enter those details manually.

Once you have synced or entered your steps and activity, you will need to click on 'Submit' on the 'Log Activity' page.

### **When should I submit my steps?**

We suggest you submit your steps and activities before going to sleep every day.

### **What happens when I enter my steps?**

Your steps are added to your team's total Step Count. This is then converted to kilometres and plotted on Stepathlon's map of the 'Virtual World'. As more steps are taken, teams progress. You can also see your team's position on the 'Leaderboard' in which all teams are ranked based on total distance travelled.

### **What should I do if I submit an incorrect step entry?**

Please contact Team Stepathlon at [support@stepathlon.com](mailto:support@stepathlon.com) for further assistance.

### **What does it mean if you get a 'Speed Check'?**

You have entered an unusually high step count and are being asked to explain how you managed to get it. When submitting your explanation, please account for precise details i.e. type of activity, distance, time and effort spent on doing the activity and what you did differently to achieve such a high step count during your normal day.

Given the large number of participants involved in each Stepathlon event, please understand this system is in place to ensure participant integrity, and a level playing field for all.

### **What happens when my explanation for a 'Speed Check' gets rejected?**

When an explanation for a Speed Check has been rejected once, participants get another chance to submit their explanation. In case of a second rejection, they are awarded an event average steps for that day.

### **Some teams seem to be cheating and moving ahead on the Leaderboard. What is Stepathlon's view on that? It is demoralising for those of us who are being honest about our Step Count.**

As you know, we ask all Stepathletes to sign our Honour Code before participating in Stepathlon, and request they uphold it with truth and integrity while participating. In addition, we flag Stepathletes who are being less than honest about their activity levels. We have a Speed Check system in place that prevents people from putting in an exorbitant number of steps. Every time they do that, we flag them with a Speed Check and investigate the matter further. While we use this system to identify Stepathletes that may be falsifying their information, we have also identified Stepathletes who are training for marathons or triathlons and are honestly generating high activity levels.

Becoming a Stepathlete is a choice people make to change their lives for the better. While we have contests, challenges and healthy competition as catalysts to help everyone make this change, the benefits (better health, increased energy, higher quality of life, etc.) are for the individual. An individual who fakes a Step Count without truly being active is only cheating themselves and breaking the Honour Code. All Stepathletes who are falsifying their information and moving ahead on the Leaderboard will be denied the real reward of improved wellbeing by way of healthy competition with their colleagues and counterparts all over the world.

In extreme cases, Stepathlon does have the right under its terms and conditions to vary step counts, and to withdraw individuals whose behaviour is not in accordance with the spirit of the event.

Let us assure you, the vast majority of Stepathletes are in the race for the right reasons and are actually turning their lives around. We hope you will continue to be one of them.

### **If I'm unable to access the internet for a few days, will I be able to enter my steps retrospectively?**

You can enter these steps by visiting the 'Log Missed Days' page.

### **I'm going on holiday, what should I do?**

Take your device or mobile app with you and participate in the Race from wherever you are. Remember Stepathlon is for Anyone, Anywhere, Anytime.

### **I've been sick. What can I do?**

On the 'Log Missed Days' page you can select the option which states that you were sick on that particular day. You will then be granted your event average for the 'Sick' day. You cannot enter more than ten sick days in a Race.

### **I clicked on the 'I am sick' icon by mistake. Can I change that?**

Unfortunately, this cannot be changed. Please contact [support@stepathlon.com](mailto:support@stepathlon.com).

### **Do I get credited for any other physical activity besides walking?**

Stepathlon grants credit for up to 17 activities additional to steps. These can be logged on the step entry panel accessible from the Step Entry Calendar, or the Log Missed Days page. For swimming and cycling, enter the distance covered. For all other activities, enter the time spent. Please do not wear your pedometer whilst you are undertaking these extra activities, as entering steps as well will be regarded as 'double logging'.

### **Stepathlon Website**

#### **What is Community?**

This is your 'News Feed' where you will find all the information you need on health and wellness. This is where you can read articles written by experts, Celeb Mantras, fun Step Facts, interesting infographics as well as all the blogs and pictures uploaded by fellow Stepathletes. You can upload your own pictures, videos and write blogs on your fitness journey. You can also form or join 'Groups' and 'Events' that interest you in order to interact with other like-minded people.

#### **What file formats are allowed for photos & videos?**

The photos need to be in JPEG format with a maximum size of 5 MB.

The videos need to be in FLV, MOV, and MP4 format with a maximum size of 100 MB.

#### **Why is my post not showing up?**

To ensure that we do not have any inappropriate or offensive information uploaded on the platform, we have a system in place, a layer of check, to filter all the posts uploaded by Stepathletes. The posts would reflect only once these posts are approved by the Stepathlon Team. This process would usually take 24-48 business hours for all the posts to reflect under the community feed.

#### **How does the Quizathon work?**

Throughout the Stepathlon Race there will be one Quizathon daily, consisting of three quiz questions. You cannot answer the same Quizathon more than once. The more you attempt

and answer correctly, the more Badges or Trophies you get, and the more Step Points you accumulate!

### **What are Groups?**

Stepathletes can create 'Groups' to build communities of people with similar interests. You can join other 'Groups' and upload blogs, videos and photos to share with a select group of people. The creator of the 'Group' is allowed to delete it at any time.

### **What are Events?**

Stepathletes can create 'Events', which other users are allowed to attend. Those who are part of the 'Event' can send invites to other Stepathletes. The creator of the 'Event' is may delete it at any time.

### **Tools**

#### **What is Food Swap?**

This feature helps you swap the unhealthy for the healthy! We encourage Stepathletes to have a look at what they can learn by simply submitting their everyday dietary products while we 'swap' them for something more nutritious or healthy. It will also tell you how many steps you need to walk in order to burn it off!

#### **What is Step Routes?**

This feature allows you to literally map your neighbourhood and your city. For example, you can enter the number of steps it takes you to walk from your home to a landmark near your house and upload a picture. You can also share some of your best walking, running or cycling routes with fellow Stepathletes.

#### **What is Calorie Checker?**

Our new 'Calorie Checker' database features over 18,000 food items with over 8,000 brand name products and an array of international foods, it includes more nutrient information than other research quality food and nutrient databases. You simply type in a food choice to find its nutritional value, such as total calories, protein, carbohydrates, dietary fat, calcium and more. We arm you with the information you need to make better and healthier choices.

#### **What is the Weight and BMI Tracker?**

We've built the 'Weight and BMI Tracker' to help you reach your weight goals. Once you tell us your weight goal and date, we can tell you how many steps a day you need to take to reach it. When you manually enter your weight into the Tracker, we plot your weight on a date chart and calculate your BMI for you, all in one convenient place. This makes it easier for you to keep track of your progress.

## **What are Leagues?**

You can set up a 'League' if you want to challenge another Stepathlon team or other individual Stepathletes as you Race around the 'Virtual World'. You can challenge Teams from your 'Leaderboard'. You can also access 'Leagues' from the 'Tools' tab.

## **How do I create an Individual or Team League?**

You can select whether you want to start an Individual or Team league via the Leagues page under the 'Tools' tab. To get started, you need to give your team or individual league a fun name and add teams or individuals you would like to challenge. You can invite as many teams or individuals to participate in your league, but only the first 30 who accept your challenge will be added to the league. You can add or delete teams or individuals at any point during the challenge. You can create as many leagues as you like!

## **Race**

### **Will I know the number of steps needed to get to the next destination or the end of the Race?**

We do not reveal the number of steps required to get to the next destination. But there is a progress bar on the 'Map' page under the 'Race' tab which indicates the percentage of distance covered as well as the balance to your next destination.

### **Why is my current location on the map displayed incorrectly on the Race map?**

Stepathlon is a Virtual Race around the world which spans across multiple locations. Whether you are physically based in Sydney, Singapore or Mumbai, all Stepathletes start their Race from one central location and then progress to various parts of the world.

### **I am on the My Team page but I cannot see the steps entered by my team members.**

This is probably because your team members have set their profile status to Private.

### **Can I see the progress of other teams?**

You can track other teams on the 'Leaderboard' when you click on the 'Race' tab. You can customise your 'Leaderboard' to view only those teams you wish to track. You will also be able to see these tracked teams on the 'Map' of our 'virtual world'. Clicking on the team will take you to their 'Team Profile' page.

### **How do I track other teams in the Stepathlon Race?**

You can track how your colleagues or other teams are performing by going to the 'Leaderboard' page, identifying the team you want to follow and clicking on the 'Follow' button next to it. You can follow up to 9 teams. If you then go back to the 'Map' tab you will

be able to see the teams you have selected on the map.

### **How is the Leaderboard ranked?**

'Leaderboard' rankings are calculated on the basis of distance travelled. The team that has covered the maximum distance is ranked higher on the 'Leaderboard'.

### **What is 'Teams Around Me'?**

This function allows you to see the 3 teams immediately behind you and the 3 teams ahead of you.

### **Can I see my team's performance?**

Yes, you can see your team's statistics on the 'My Team' page under the 'Race' tab.

### **Can others see my performance?**

This would depend on whether you've chosen to have a Limited, Private or Public Profile. Even if you have a Public Profile, your detailed statistics are only visible to you.

## **Personal Health Assessment**

### **What is Step Assess?**

The 'Step Assess' page on our website allows you to track and monitor individual key health indicators throughout the duration of the Stepathlon Race. Self-reporting tools enable formal assessments of lifestyle, wellbeing, biometric health and mental health. You can keep track of your scores and get educated on how to improve health risks using the following tools:

- Cardiovascular Score - Using a combination of *Framingham & Harvard tools*
- Well-being Score - Using *WHO-5 Well-being Index*
- Diabetes Risk Assessment - Using '*Detect-2*'
- International Physical Activity Questionnaire (IPAQ)

You can also update your health record with health parameters such as blood sugar levels, blood pressure, cholesterol, nutrition and sleep among others. All health data and reports are available to you anytime in one convenient location and are kept strictly private.

## **Rewards and Recognition**

### **How do I win prizes?**

We have gamified the Stepathlon platform for participants with exciting contests and challenges. These have been designed to foster engagement, fun and teamwork among teams. Stepathletes win gratification for participating in these.

### **What are my Achievements?**

This section shows you all the Badges, Trophies and Certificates you have won. These are rewarded for being active physically and online, by engaging in the many activities throughout the Stepathlon Race, for reaching various milestones and for having 'mastered' certain activities. A detailed description of each achievement is listed in this section.

### **Can I share my Badges, Trophies and Certificates?**

Yes, you can share your achievements on various social media platforms to show the world how well you've been doing!

### **Can I download my Badges, Trophies and Certificates?**

Yes, you can download and print your badges, trophies and certificates and pin them up on your noticeboard or even share on social media.

### **How do I collect rewards during the Race?**

Throughout the Race, Stepathletes are rewarded for their levels of activity and engagement as measured by the completion of contests, interaction with the community, collaboration with your team members and other health focused activities. Rewards can be earned in simple ways:

### **How do I collect Step Points?**

Every activity that the Stepathlete participates in is worth certain points. All he/she has to do is to-

- Keep Engaging (posting blogs, photos, videos, participate in quizzes, contests, surveys)
- Keep Moving (entering steps for different types of activity, getting his/her step count up, updating personal health records) and
- Keep Collaborating (comment, like, create or join groups and events)

Select Stepathletes who collect the highest number of Step Points will win prizes at the end of the Race.

## **Participate in Contests**

### **How will I find out about all the activities and competitions that will take place during the Stepathlon Race?**

Regular updates on activities and competitions will be posted on the Contest page. You will also receive notification pushes as well as emails.

### **What are Step Points?**

Throughout the Stepathlon Race there will be various contests, challenges and activities for you to take part in on the Stepathlon website. You can earn Step Points for a whole range of activities such as completing your Profile, entering your Step Count, winning a Badge, Trophy or Certificate, answering quizzes, etc.

Stepathletes should look out for ways in which to earn Step Points. Remember, there is no cap on how many points you can win!

### **Who is a Star Stepathlete?**

Star Stepathletes are picked on a daily basis depending on whether he or she has successfully completed the Task for the day.

### **What are Contests and Challenges and what do I win?**

Throughout the Stepathlon Race, exciting contests have been planned. Each one has been designed to foster engagement, fun and teamwork amongst participants. Stepathletes can earn points and stand a chance to win awesome prizes. Winners get featured in our 'Contest Winners' gallery.

## **Mobile App**

### **Where can I download the Stepathlon Mobile App?**

The Stepathlon Mobile App is available for the iOS and Android platforms and can be downloaded from iTunes and the Play Store respectively for free.

### **What features does the Stepathlon Mobile App offer?**

The Stepathlon Mobile App offers all the features that are available on the web platform.

## **After the Race**

### **Until when will the site be live?**

Each Stepathlon Race has a Grace period at the end of the event. Please contact at [support@stepathlon.com](mailto:support@stepathlon.com) for details specific to your race.