WELLHUB CHALLENGE

FAQ

#1 How do I join my company's challenge?
For members: After you create your Wellhub account, click on the menu on the top right corner of your screen. You will be redirected to the "**Profile**" tab and you'll see a "**CHALLENGES**" section. Click on the challenge and then "**Join challenge**".

For subscribers: After you log into your Wellhub account, go to the "**Profile**" tab and you'll see a "**CHALLENGES**" section. Click on the challenge and then "**Join challenge**."

#2 Do I need to subscribe to a plan to join?
No - to participate and earn points from daily steps, you just have to download the Wellhub app and sign in for free! If you also want to earn points for check-ins, you'll need to subscribe to a plan.

#3 Are family members included?
No, the challenge will only be available to employees.

#4 Is retroactive data counted?
Yes. If you can't join from the beginning, you can join and sync your steps and/or check-ins anytime before the end date. All steps and check-ins that have been counted on your phone or gadget before the end date will be counted towards the challenge.

#5 How to ensure my points are updated?
To ensure your points are up to date, make sure you have the latest version of the app installed, log in to the Wellhub app regularly, and refresh the challenge page.
If you've just completed a check-in and don't see an immediate update, don't worry—it may take a moment to process, depending on the gym or studio system.

#6 What counts as a Wellhub check-in?
Check-ins at gyms, studios, live classes and 1:1 sessions with personal trainers.

#7 How can I sync my steps?
There are 2 ways of counting steps**:**

📱 **With your phone:**
You need to download or use **Apple Health** or **Google Fit.** Make sure you have your phone on hand when doing an activity to count your steps and that they are connected to the Wellhub app.

⌚ **With a gadget:**
Smartwatches and Smart Bands usually have step trackers inside them. Sync your data with Apple Health or Google Fit, and then with the Wellhub app.

Important: Steps are only synced when you allow both of these apps to connect when joining the Challenge on the Wellhub app. You'll see a banner to connect when you join.

#8 How do I transfer my data from other apps to Apple Health?

1. Open the Apple Health app.
2. Select Summary (bottom left).
3. Select your Profile Picture (top right).
4. Select Apps under Privacy.
5. Select the app.
6. Toggle Categories on or off.

If you're still unable to transfer your data or are having trouble with integration, we suggest checking Apple Health or the other app's Help Center.

#9 How do I transfer my data from other apps to Google Fit?
You need to connect an app with Fit to share the data from that app with Fit. Each app you connect will have a different process to connect it. But generally you can:

1. Open the app you want to connect.
2. Look for the Settings menu.
3. Look for the setting to connect other apps and devices. Depending on the app, this might be called "Link other services", "apps & devices", "manage connections", or something else.
4. Follow the onscreen instructions to link the app to Google Fit.

If you're still unable to transfer your data or are having trouble with integration, we suggest checking Google Fit or the other app's Help Center.

#10 I use Garmin and Apple Health shows a different step count than Garmin. What should I do?
If your Apple Health account is showing a different step count than your Garmin Connect account, it could be that your Garmin Connect account is not set as the primary source within Apple Health. To check this setting:

1. Open Apple Health.
2. Select the Steps card.
3. Scroll down to Data Sources & Access.
4. Garmin Connect should be at the top of the list. If not, select Edit (top right), press and hold next to Connect to reorder it to the top of the list.
5. Select Done **.**

#11 If I use Health Sync to transfer my Samsung Health data to Google Fit and my steps are not getting updated, what can I do?
You can open the Health Sync app, click the 3 dot menu, choose the option to "resync a specific day" and resync all the days that you think are missing**.**

Wellhub Help Center