COMPANY STEP CHALLENGE
SPARKPITTSBURGH

Registration:

Q: What do I need to do to register for the SparkPittsburgh Company Step Challenge?

A: Log on to www.SparkPittsburgh.com and complete the necessary information. Additional information can be found in the SparkPittsburgh Company Step Challenge toolkit.

Q: I want to register for the SparkPittsburgh Company Step Challenge, but I don't want to provide my weight and other personal information that is requested on the registration page. Can I still register?

A: You do not have to fill in your correct height/weight/birthdate, it is only used for SparkPeople's database.

Q: I registered my employer using the "other" option but my employer still isn't showing up and my co-worker wants to sign up for the challenge. What should I do?

A: When adding an employer using the "Other" option, your company team will be created and appear on the drop down within 24 hours so that others in your company may register.

Logging Steps:

Q: What wearable devices can be integrated to the website to log my steps automatically for the SparkPittsburgh Company Step Challenge?

A: Fitbit, Gamin, Misfit, Google Fit, or the Apple Health app.

Q: If I do not own a wearable device, what can I use to log my steps?

A: If you have a smartphone, you can connect the Apple Health app to your account. If you do not have a smartphone, you can use a pedometer and enter your steps manually.

Q: I have a fitness device and/or app that I would like to connect to my SparkPeople account. How can I do that?

A: See our resources on tracking your steps

Q: How can I track my steps if I am not using a wearable device?

A: You can track your steps by using a pedometer or your smartphone.

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Q: If I forget to log my steps, can I go back and log previous days step totals?
A: Yes.

   l. Roll your mouse over "My Trackers" in the top left corner of the screen.
   2. Click on "My Fitness."
   3. You'll now see your Fitness Tracker page.
   4. Click on the calendar next to today's date.
   5. Choose the date you wish to go back to.
   6. Enter steps in the box.

Q: How can I see if my steps are syncing with my account?
A: First sync you wearable device, with the account (mobile or web) associated with your wearable device. Meaning, your Fitbit app, Misfit app, etc.

   l. Roll your mouse over "My Trackers" in the top left corner of the screen.
   2. Click on "My Fitness."
   3. You'll now see your Fitness Tracker page.
   4. The "steps" listed on this page should match the steps on your device. If it does not click "Sync Fitbit for Today" in order to force the sync.

General Issues:

Q: How can I opt out of the e-mails from SparkPeople?
A: To unsubscribe from emails:

   l. Hover over your username in the top right corner
   2. Click on the "Account/E-Mail Preferences" link in the upper right corner of the page.
   3. You'll now see three tabs (Account, Email and Community).
   4. Click on the "Email" tab, which is the second tab to the right.
   5. Uncheck the box(es) to the left of the email(s) that you do not want to receive. (To cancel all emails, check the box near the bottom of the page for "Never email me again.")
   6. Click "Save My Email Preferences" at the bottom of the page.
   7. You will now be unsubscribed from the emails that you do not want to receive.

Didn't Find An Answer For Your Question?

Go to: http://bit.ly/sparkpghfaq for additional questions.