

# FAQ

How does the challenge work?

**What is Health Business of the Year?**

**How are activities and workouts valued?**

**Who wins?**

**When is the winner announced?**

**When does my team start the challenge?**

**What is needed to get started?**

**What do I gain as a participant?**

**Does my activity points disappear in the competition if I use them to pay for a deal?**

**How is my activity data registered?**

How to get started

**How do I get started with the app?**

**I have launched the app but I can not move forward. It says “The challenge starts in 1 day”.**

**I have two phones, can I use Actimate on both of them?**

## Account issues

**I can not sign in to the Actimate-app.**

**I have ordered a new password but I have not received an email.**

**I have received an email with a new password but I can still not sign in.**

**I can not sign in to the Actimate homepage.**

**I have two phones, can I use Actimate on both of them?**

**I do not want anybody in my company to see my activities.**

**What happens if my company has started and I have not signed in yet?**

## Score issues

**How is activity and workouts valued?**

**I have been active but no points show up in the Actimate-app.**

**My score is not correct.**

**My points do not show despite both waiting and verifying the syncing according to the steps above.**

**Is it possible to manually register a workout?**

**I went for a ride on my bike but I have not received a score.**

## Smart accessories and exercising apps

**Important information.**

**Does data from my GPS/Activity watch register?**

**I can not connect my watch/my activity bracelet directly to Apple Health/Google Fitness, what should I do?**

**Which apps can be connected to Actimate?**

## Tech support

**My Actimate-app seems to get stuck in the state "One moment, we are collecting your activity data".**

**I have launched the app but I can not move forward. It says "The challenge starts in 1 day".**

## For administrators

**Can you split the company into smaller teams?**

**Is it possible to be a different amount of contestants in the team?**

**How do I communicate with my participants?**

**A contestant does not want to participate, what should I do?**

**We would like to add a participant, what should we do?**

**One or more participants have not yet signed in, does this affect the team score?**

**I can not sign in to Actimate's homepage.**

# How does the challenge work?

## **What is *Health Business of the Year*?**

*Health Business of the Year* is the health promotion of the future in a smart, fun and easy format. Your company participates as a team and all of the activity performed by the personnel is counted for. You compete against other participating companies for the title “*Health Business of the Year*” at the same time as you notice a progression towards a more active and healthy workforce. The company that has registered the most points, divided by the number of employees, is the winner!

## **How are activities and workouts valued?**

All kinds of workouts are valued equally, regardless of the type of activity. That is, a person who walks for 30 minutes and a person who runs for 30 minutes both gathers 30 points. The thought is that all contestants compete on the same terms.

Additionally, we want to promote the everyday activities, such as choosing the stairs in favor of the elevator. Therefore, Actimate registers all kinds of small activities during the day.

## **Who wins?**

The company with the highest point average after the 8 weeks of the challenge is the winner, however all contestants wins something. Healthier colleagues, improved team spirit, better mood and positive branding are just some of the advantages that the challenge entails.

## **When is the winner announced?**

On Dec. 31st the challenge is finished and the winner is announced a few weeks later. Until then you can follow your company's place

in the standings via the app or check out the Top 10 at <http://www.actimate.se/>.

### **When does my team start the challenge?**

A new round of the challenge takes off every Monday. If your company have not started, the app shows a countdown to the launch date.

### **What is needed to get started?**

You need a smartphone to participate. Download Actimate on App Store or Google Play. You also need to check that Apple Health or Google Fitness is installed on your phone.

### **What do I gain as a participant?**

It pays off having an active lifestyle. In excess of an improved health there are deals that you can pay for with your activity points.

### **Does my activity points disappear in the competition if I use them to pay for a deal?**

No. The activity points used to pay for a deal will remain in the competition but they will be marked as used by our system.

### **How is my activity data registered?**

All data is gathered automatically by your smartphone via Apple Health or Google Fitness. When you launch Actimate for the first time you must therefore allow Actimate to read your activity data from one of these apps respectively.

### **I can not find the information I am looking for?**

It is possible to get in touch with us with questions or feedback through our email [support@actimate.se](mailto:support@actimate.se). We will reply as fast as we can, within 24 hours on weekdays.



# How to get started

## **How do I get started with the app?**

Check out the startup guide included in your participant email.

## **I have launched the app but I can not move forward. It says “The challenge starts in 1 day”.**

Verify your company’s launch date.

If the launch date has passed, the concern might be a problem with the syncing between Apple Health/Google Fitness and Actimate. You will find instructions on how to verify that everything is set up properly under the headline “Score issues” and the question “I have been active but no points show up in the Actimate-app”.

## **I have two phones, can I use Actimate on both of them?**

No, it will only be possible to use one account and one phone per person. Install the app on the phone that you use the most.

## **I can not find the information I am looking for?**

It is possible to get in touch with us with questions or feedback through our email [support@actimate.se](mailto:support@actimate.se). We will reply as fast as we can, within 24 hours on weekdays.

# Account issues

## **I can not sign in to the Actimate-app.**

Ask yourself the following questions:

*Have you entered the correct user name and password?*

Your personal user name and password is found in your participant email.

*Have you tried ordering a new password in the app?*

If the password in the participant email is not working, you can try to order a new password via the app.

## **I have ordered a new password but I have not received an email.**

Check that the email has not landed up in your junk mail. If you still can not find an email with your new password, contact us at [support@actimate.se](mailto:support@actimate.se) and we will assist you!

## **I have received an email with a new password but I can still not sign in.**

Contact us at [support@actimate.se](mailto:support@actimate.se) and we will assist you!

## **I can not sign in to the Actimate homepage.**

Only administrators can sign in to the homepage. Are you an administrator that can not sign in to the homepage, please contact us at [support@actimate.se](mailto:support@actimate.se) and we will assist you!

## **I have two phones, can I use Actimate on both of them?**

No, it will only be possible to use one account and one phone per person. Install the app on the phone that you use the most.

## **I do not want anybody in my company to see my activities.**

You can participate in the challenge without having your activities shown for other contestants. In the Actimate-app's settings you can choose to hide your activities.

**What happens if my company has started and I have not signed in yet?**

Do not stress! If you sign in a couple days later than your companies launch date Actimate will gather your activity data retroactively from Apple Health or Google Fitness.

**I can not find the information I am looking for?**

It is possible to get in touch with us with questions or feedback through our email [support@actimate.se](mailto:support@actimate.se). We will reply as fast as we can, within 24 hours on weekdays.

# Score issues

## How is activity and workouts valued?

All kinds of workouts are valued equally, regardless of the type of activity. That is, a person who walks for 30 minutes and a person who runs for 30 minutes both gathers 30 points. The thought is that all contestants compete on the same terms.

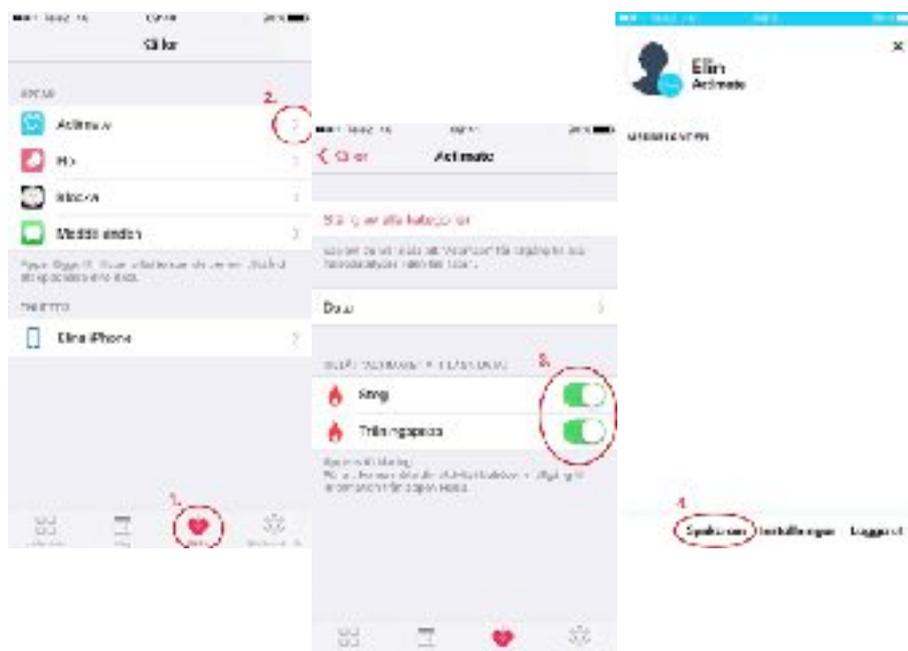
Additionally, we want to promote the everyday activities, such as choosing the stairs in favor of the elevator. Therefore, Actimate registers all kinds of small activities during the day.

## I have been active but no points show up in the Actimate-app.

Actimate gathers its information from Apple Health or Google Fitness. Check that the Actimate app is allowed to gather data from Apple Health or Google Fitness. Follow the steps applicable to your unit below.

### Apple:

1. Open Apple Health and press the tab "Sources".
2. Choose "Actimate".
3. Allow Actimate to read all types of data.
4. "Sync" manually in the Actimate-app's settings.

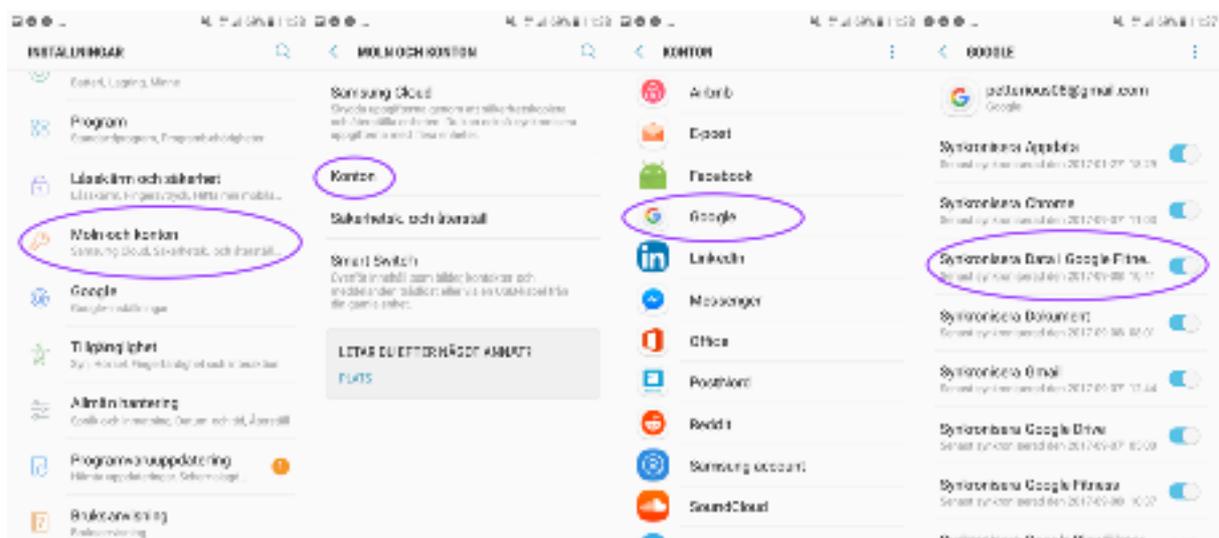


## Samsung Android:

1. Enter your phone's settings and choose "Cloud and accounts".
2. Choose "Accounts".
3. Pick "Google".
4. Turn "Synchronize Data in Google Fitness" off and then on and make sure to keep the option switched on.
5. "Sync" manually in the Actimate-app's settings.

*Still not working?*

6. Enter the Actimate-app's settings and make sure you have chosen the same Google-account in Google Fitness as well as in Actimate.

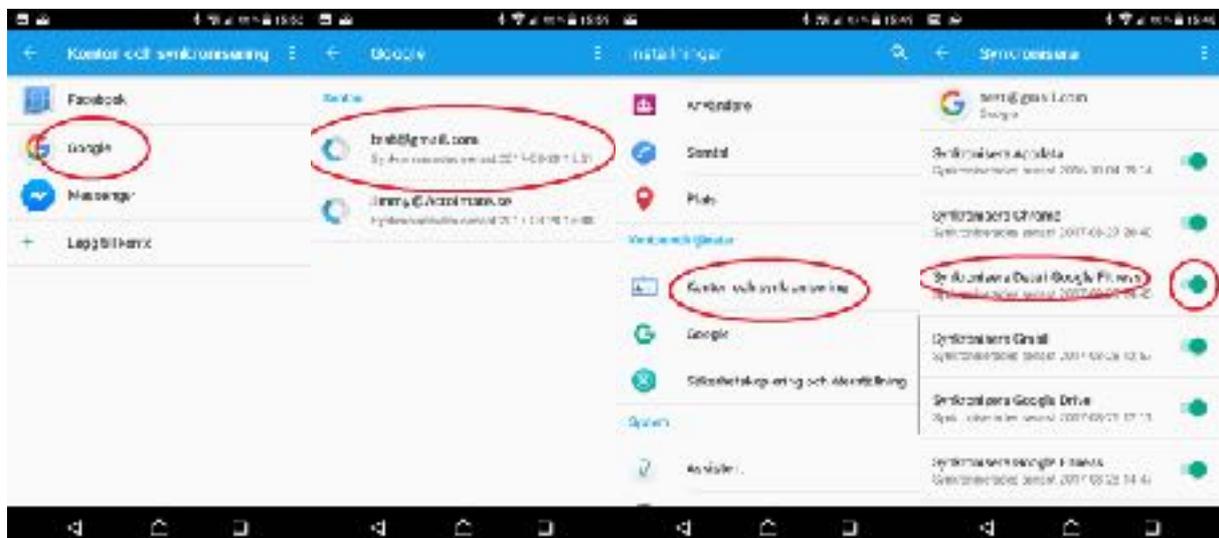


## Android (other):

1. You have signed in with a specific account into Google Fitness. Remember the account's email-address.
2. Enter your phone's settings and choose "Accounts and synchronization".
3. Pick "Google".
4. Choose the account from step 1 (the account you are using in Google Fitness).
5. Make sure the alternative "Synchronize Data in Google Fitness" is switched on.
6. "Sync" manually in the Actimate-app's settings.

### *Still not working?*

7. Enter the Actimate-app's settings and make sure you have chosen the same Google-account in Google Fitness as well as in Actimate.



### **My score is not correct.**

It can take a few hours for your score to appear in the Actimate-app. Sit tight for a while and they will soon show up. You can also try to sync manually in the Actimate-app's settings on the top left corner.

### **My points do not show despite both waiting and verifying the syncing according to the steps above.**

If you are using a smart watch, activity bracelet or a type of exercise app it can take some extra time before Actimate registers the score. For additional questions regarding such equipment, check out the section "Smart accessories and exercising apps" down below.

*If the score does not seem correct despite following the steps above, contact us at [support@actimate.se](mailto:support@actimate.se) and we will assist you!*

### **Is it possible to manually register a workout?**

Of course! Find the instructions applicable to your phone and follow the steps below.

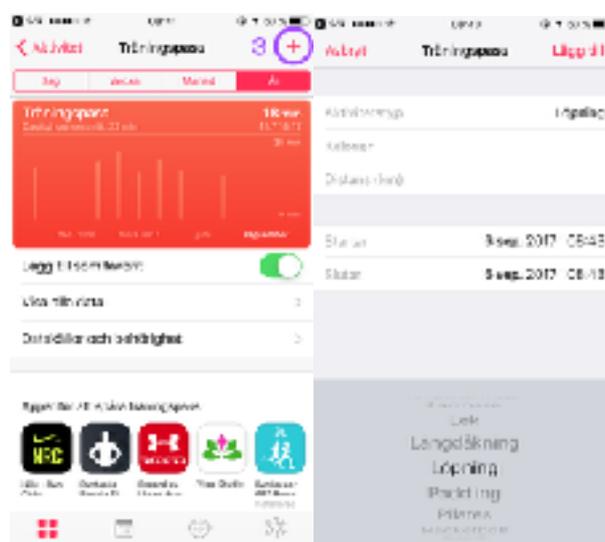
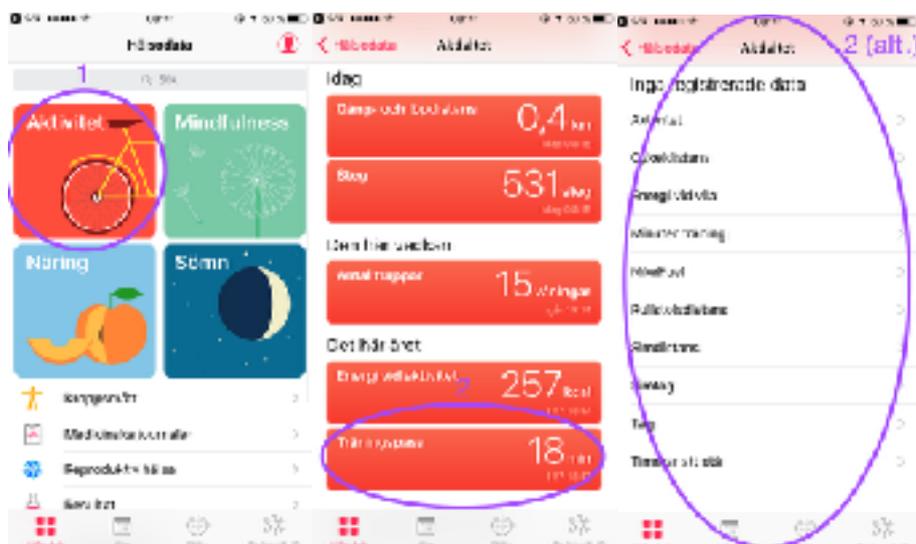
## Apple:

1. Open Apple Health.
2. Press the tab “Health Data” and pick ”Activity”.
3. Select the the title “Exercises”.

(Appears either as a red box or further down the page under the headline “No registered data”)

4. Press + in the top right corner.
5. Register your exercise.\*
6. “Sync” manually in the Actimate-app.

*\*The important data to register is the activity’s duration and the time you performed it. The time is important to keep your score*

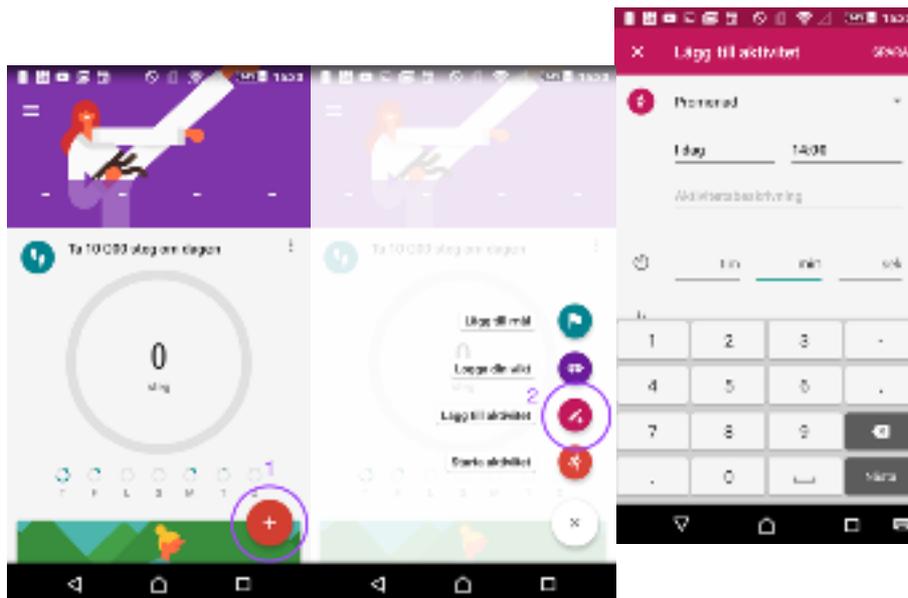


*from colliding with other activities during the day. Data such as calories and distance will not be used by the Actimate-app.*

### **Android:**

1. Open Google Fitness.
2. Press + in the lower right corner.
3. Select "Add activity".
4. Register your exercise.\*
5. "Sync" manually in the Actimate-app.

*\*The important data to register is the activity's duration and the time you performed it. The time is important to keep your score from colliding with other activities during the day. Data such as calories and distance will not be used by the Actimate-app.*



## **I went for a ride on my bike but I have not received a score.**

Google Fitness is supposed to register riding a bike automatically. If this is not the case, contact us at [support@actimate.se](mailto:support@actimate.se) and we will assist you.

Apple Health does not register riding a bike automatically, however it does sometimes register riding a bike as walking.

If you want to register riding a bike we would recommend the use of a third party app, for example Strava or Runkeeper. Check out the section “Smart accessories and exercising apps”. Another option is to register the activity manually according to the instructions above.

## **I can not find the information I am looking for?**

It is possible to get in touch with us with questions or feedback through our email [support@actimate.se](mailto:support@actimate.se). We will reply as fast as we can, within 24 hours on weekdays.

# Smart accessories and exercising apps

## **Important information.**

It is important that your exercising app/accessory registers your activity's duration and the time you were performing it (a start- and a finish time is needed). Data such as calories and distance will not be used by the Actimate-app.

## **Does data from my GPS/Activity watch register?**

Yes. You have connect your watch to Apple Health on iPhone or Google Fitness on Android. Which accessories that are compatible with Apple Health or Google Fitness can usually be found on the product's homepage.

## **I can not connect my watch/my activity bracelet directly to Apple Health/Google Fitness, what should I do?**

You need an additional app. This app is to work as a link between your smartwatch and Apple Health/Google Fitness. Which apps that are compatible with the respective watch or activity bracelet can usually be found on the product's homepage.

## **Which apps can be connected to Actimate?**

Exercising apps compatible with Apple Health or Google Fitness can be connected to Actimate.

## **I can not find the information I am looking for?**

It is possible to get in touch with us with questions or feedback through our email [support@actimate.se](mailto:support@actimate.se). We will reply as fast as we can, within 24 hours on weekdays.

# Tech support

**My Actimate-app seems to get stuck in the state "One moment, we are collecting your activity data".**

Make sure the Actimate-app is allowed to collect data from Apple Health/Google Fitness. You will find instructions to verify this under the title "Score issues" and the question "I have been active but no points show up in the Actimate-app".

**I have launched the app but I can not move forward. It says "The challenge starts in 1 day".  
challenge starts in 1 day".**

Verify your company's launch date.

If the launch date has passed, the concern might be a problem with the syncing between Apple Health/Google Fitness and Actimate. You will find instructions on how to verify that everything is set up properly under the headline "Score issues" and the question "I have been active but no points show up in the Actimate-app".

**I can not find the information I am looking for?**

It is possible to get in touch with us with questions or feedback through our email [support@actimate.se](mailto:support@actimate.se). We will reply as fast as we can, within 24 hours on weekdays.

# For administrators

## **Can you split the company into smaller teams?**

Yes, and it is a blast!

You can follow both the company's and the team's progress in the app. The team's score is an average calculated by dividing all team members score by the number of contestants in the team.

N.B. It is the company's total average score that matters in the challenge to become *Health Business of the Year*. A single team inside the company can therefore not win the title. You win the title together as one company.

## **Is it possible to be a different amount of contestants in the teams?**

Yes, since it is the average that matters in the challenge.

## **How do I communicate with my participants?**

As an administrator you receive information required to sign in to our administrator page on our homepage <http://www.actimate.se/>. From there, it is possible to send messages and communicate with your company's participants. You can, via this feature, also create your own challenges and rewards.

## **A contestant does not want to participate, what should I do?**

Contact us at [support@actimate.se](mailto:support@actimate.se) and we will assist you.

## **We would like to add a participant, what should we do?**

Contact us at [support@actimate.se](mailto:support@actimate.se) and we will assist you.

## **One or more participants have not yet signed in, does this affect the team score?**

Each participant is included in the team's average score, even if they have not yet signed in. No stress though, as long as data is registered by Apple Health or Google Fitness the score will be added retroactively by Actimate for the participant. To be clear, you have not lost any points but the participant needs to sign in for his or her's score to be included in the average.

Remember that this is a team competition and that you perform together. Try to motivate everyone to join!

### **I can not sign in to Actimate's homepage.**

As an administrator you should be able to sign in on Actimate's homepage. Contact us at [support@actimate.se](mailto:support@actimate.se) if you can not sign in and we will assist you.

### **I can not find the information I am looking for?**

It is possible to get in touch with us with questions or feedback through our email [support@actimate.se](mailto:support@actimate.se). We will reply as fast as we can, within 24 hours on weekdays.