

MoveSpring Challenge Platform Frequently Asked Questions

NEED HELP GETTING STARTED WITH MOVESPRING?

1. What is the MoveSpring challenge platform, and how is it different from Vitality's challenge platform?

MoveSpring is a state-of-the-art, easy-to-use mobile app and website (bw.care/movespring) compatible with most fitness devices/smartphone apps (see #7). Through MoveSpring, more activities count during challenges (see #19), so participants are no longer limited to earning just workouts and/or steps, as they were during Vitality challenges.

2. Is Vitality going away?

No! We are simply shifting our challenges to MoveSpring. All other aspects of Vitality are staying the same—including earning BONUS Vitality Points for participating in MoveSpring challenges (see #30).

3. Do I need to enroll in MoveSpring?

Yes! Please follow the detailed enrollment instructions at bwellbeing.com to create your account and link your fitness device/smartphone app (if you have one). After enrolling, you automatically will be added to any movement challenges that are offered, but to participate, you will need to create or join a challenge team (see #14 and #15), depending on the type of challenge.

4. I'm new to Barry-Wehmler. When can I enroll in MoveSpring?

Welcome to BW! You will be able to enroll in MoveSpring by the end of your second week.

5. Are spouses eligible to enroll in MoveSpring and participate in MoveSpring challenges?

Yes! We are very excited for spouses to join in the fun!

6. What if I need to update my MoveSpring username after I enroll?

We recommend that your username contains your first and last names (if possible), so team members will recognize you! To update your username:

- App: Tap *Dashboard* > tap 3-line menu icon in the top-left corner > tap *Settings* > tap *Username* > tap your username in the *Username* field and make desired updates > tap *Update username*
- Website: Click bw.care/movespring > click your avatar/photo in the top-right corner > click *Settings* > click on your username in the *USERNAME* field and make desired updates > click *Save*

7. What fitness devices/smartphone apps are compatible with MoveSpring, and how do I link my device/app?

You can track your steps, miles and active minutes through various fitness devices/smartphone apps. Apple Health, Apple Watch, Fitbit, Garmin, Google Fit, Misfit, Withings and more are compatible with MoveSpring (*please note: Apple Health does NOT send active minutes data to MoveSpring*). Please follow the detailed enrollment instructions at bwellbeing.com, and visit help.movespring.com and search *connect* for a full list of compatible fitness devices/smartphone apps and connection instructions if you need more help.

8. Do I still need to have my fitness device/smartphone app linked to Vitality to earn physical activity points?

Yes! You will still earn Vitality Points for physical activity in Vitality the same way you always have, and will need to meet the same Vitality guidelines for light, standard and advanced workouts to do so. *Please note: Vitality does not recognize activities converted or manually entered in MoveSpring (see #21 and #22).*

9. I want a fitness device—how can I get one?

To unlock a \$70 Vitality Mall coupon from BW to apply toward a fitness device (if you have not already done so):

- Complete your first biometric screening (visit bwellbeing.com > click *Engage in Vitality* > click *Vitality Path to Gold and Beyond* for instructions), and visit powerofvitality.com > click *HEALTH PROFILE* > click *Vitality Health Review* to complete your first VHR
- Then, in Vitality > click *REWARDS* > click *Fitness Devices*
- Choose a fitness device that suits you, and follow the prompts to get your device—if you meet the above criteria, there will be a \$70 coupon available for you to apply toward the purchase price of your device!

You also may redeem your Vitality Bucks for a fitness device in the Vitality Mall, or you may purchase a fitness device that is compatible with MoveSpring (see #7) at a retailer near you.

10. Can I have multiple fitness devices/smartphone apps linked to MoveSpring?

No. Only one fitness device/smartphone app can be linked to MoveSpring at a time. You may change the fitness device/smartphone app linked to your MoveSpring account anytime:

- App: Tap *Dashboard* > tap 3-line menu icon in the top-left corner > tap *My device* > select your new fitness device/smartphone app and follow the prompts
- Website: Click bw.care/movespring > click your avatar/photo in the top-right corner > click *Settings* > click *DEVICE* > select your new fitness device/smartphone app and follow the prompts

11. Can I participate in challenges if I don't track my activity on a fitness device/smartphone app or if I forget to wear my device?

Yes! You can use the MoveSpring app to choose an activity to convert to steps and miles (see #21), and/or manually enter your activity (including steps, miles and/or active minutes) through the app or the MoveSpring website at bw.care/movespring (see #22).

12. I use a wheelchair—can I participate in challenges?

Yes! You can use the MoveSpring app to choose an activity, including wheelchair use (manual), to convert to steps and miles (see #21), and/or manually enter your activity through the app or the MoveSpring website at bw.care/movespring (see #22).

13. What if I don't have a smartphone—can I participate in challenges?

Yes! You can manually enter your activity (including steps, miles and/or active minutes) through the MoveSpring website at bw.care/movespring (see #22).

NEED HELP GETTING READY FOR—OR DURING—A MOVESPRING MOVEMENT CHALLENGE?

14. How do I create a challenge team for challenges with that option (user-created team challenges)?

For MoveSpring's instructions on creating a challenge team, [click here](#).

15. How do I join a challenge team?

For MoveSpring's instructions on joining a challenge team, [click here](#).

16. Can I join more than one challenge team?

No. For challenges, you may only be a member of one challenge team.

17. Is there a minimum number of people who can be on one challenge team at a time?

Challenges will vary between divisional team challenges and user-created team challenges. For user-created team challenges, we will share the team member minimum and maximum prior to the start of the challenge, so you can ensure your challenge team has enough members to participate. If your challenge team does not meet the minimum number of members required by the time the challenge begins, team members will be placed on other challenge teams.

18. There is a challenge happening right now, and I did not join a challenge team before it began. Can I still participate?

Yes! You can join a challenge team at any time during a challenge (see #15). If you need help, e-mail bwellbeing@barry-wehmiller.com with your MoveSpring username and the name of the challenge team you would like to join, and you will be added to that challenge team, if there are spots available. *Please note: No matter when you join a challenge team, only your last seven days of activities during the challenge window can be counted toward your challenge activity totals.*

19. What activities count during challenges, and how do I track those?

A wide range of activities count during challenges—everything from aerobics to Zumba, and all kinds of activities in between, including climbing, cycling, gardening, manual wheelchair use, swimming and more. There are several ways to track your activities during challenges:

- Link and sync your compatible fitness device/smartphone app to track your steps, miles and active minutes (see #7 and #20)
- Use the MoveSpring app to choose an activity—lots of options are available!—to convert to steps and miles (see #21)
- Manually enter your activity—along with steps, miles and/or active minutes—through the MoveSpring app or the MoveSpring website at bw.care/movespring (see #22)
- ALL of the above!

20. How do I sync my linked fitness device/smartphone app with MoveSpring, and how often do I need to do so?

The way you sync your linked fitness device/smartphone app varies. Visit help.movespring.com and search *How do I sync* for step-by-step syncing instructions specific to each compatible device/app. You must sync your linked fitness device/smartphone app once every seven days during a challenge, but we recommend syncing more often to keep the challenge leaderboard up to date!

21. How do I convert an activity from the options available to steps and miles through the MoveSpring app?

It's easy: Open the app, and tap *+ Add activity* > tap *Convert activity* > complete the form. Data added through the activity converter will be combined with any fitness device/smartphone app data synced for the day (if applicable). Activities can be entered for up to seven days (the current day and the previous six days), and multiple activities can be converted for each day. *Please note: This activity converting feature ONLY is available through the MoveSpring app.*

22. How do I manually enter an activity through the MoveSpring app or the MoveSpring website?

To manually enter an activity:

- App: Tap + *Add activity* > tap *Manual activity* > complete the form
- Website: Click [bw.care/movespring](https://www.bw.care/movespring) > click + *Add an activity* > complete the form

When you complete the form, you have the option to select the metrics you want added to your daily activity: steps, miles and/or active minutes. You can choose to add any or all of these metrics, depending on the type of challenge (see #23). Data added through manual activity entries will be combined with any fitness device/smartphone app data synced for the day (if applicable). Activities can be entered for up to seven days (the current day and the previous six days), and multiple activities can be entered for each day.

23. During a challenge, should I focus on steps, miles or active minutes?

It depends! Challenges will vary, and we will provide detailed information before each challenge, so you can be ready to use your linked fitness device/smartphone app (if you have one) to track your activities (see #7), use the MoveSpring app to choose activities to convert to steps and miles (see #21), and/or manually enter your activities (including steps, miles and/or active minutes) through the MoveSpring app or the MoveSpring website at [bw.care/movespring](https://www.bw.care/movespring) (see #22).

24. Is there a limit to the number of activities I can track per day?

No! With MoveSpring, you have the flexibility to count many activities toward your daily total. For example, if you take a morning walk and then do yoga in the evening, both can count toward your daily activity total.

25. If I have a linked fitness device/smartphone app, and convert and/or manually enter activities, will my activity totals be added together?

Yes! Any converted and/or manually entered activities (see #21 and #22) are added to any activity data that flows through a linked fitness device/smartphone app.

26. Will MoveSpring count my gym workouts during a challenge if I check in at my gym on the Vitality Today app?

Not exactly. MoveSpring can't see when you've checked in at your gym on the Vitality Today app, but if your gym activities are not already being tracked by a linked fitness device/smartphone app, you may convert or manually enter your gym activities into MoveSpring, so they count during a challenge (see #21 and #22).

27. How often does MoveSpring update the challenge leaderboard?

MoveSpring makes updates in real-time—just sync your linked fitness device/smartphone app (see #20), and/or convert or manually enter your activities (see #21 and #22). You can sync, convert and/or manually enter your activities anytime, but you must do so at least once every seven days.

28. My activities on the challenge leaderboard do not match what I see on my linked fitness device/smartphone app. Now what?

Please reach out to MoveSpring for help (see #32).

29. How long do I have after a challenge has ended to sync my linked fitness device/smartphone app, convert my activities and/or manually enter my activities?

You will have until midnight Central time three days after a challenge has ended to ensure all activities from the last seven days of the challenge are counted on the challenge leaderboard.

30. If I have earned the maximum of 7,000 Vitality Points in Vitality's physical activity category, will I still be able to earn BONUS Vitality Points for participating in MoveSpring challenges?

Yes! You will be able to earn BONUS Vitality Points for MoveSpring challenge activities, even though you already have maximized your Vitality Points for physical activity.

31. I'm getting too many push notifications from the MoveSpring app on my smartphone. How can I adjust my preferences?

To adjust your push notification preferences in the MoveSpring app: Tap *Dashboard* > tap 3-line menu icon in the top-left corner > tap *Settings* > tap *Push notifications* > toggle notifications off/on as desired. *Please note: We strongly recommend leaving push notifications for sync activity enabled, so you will receive reminders to sync your linked fitness device/smartphone app (if you have one) if you have not done so in three or seven days.*

32. What if I have more questions?

MoveSpring can help with technical issues and questions:

- App: Tap *Dashboard* > tap 3-line menu icon in the top-left corner > tap *Message support*
- Website: Click bw.care/movespring > click chat icon (blue dot with white speech bubble) in the lower-right corner
- E-Mail: help@movespring.com

MoveSpring support is available from 9 a.m. to 5 p.m. Central time, Monday to Friday. You may reach out after-hours, and the support team will respond as soon as possible during business hours. You also may e-mail bwellbeing@barry-wehmiller.com with other questions.

LET'S GET MOVING TOGETHER WITH MOVESPRING!