



September 2020 Take Charge | Live Well Challenge World at Play FAQs

OVERVIEW

World at Play is a 30-day step challenge for Take Charge | Live Well eligible employees and spouses and takes place through a smartphone app or a web browser. Participants will form virtual teams (minimum one and maximum five) and accumulate steps to reach different destinations. The app and website will tell you when you've reached each destination and display how far your team will need to go to reach the next.

PROGRAM DESCRIPTION

The world is your playground! On this trek around the globe, discover the many creative ways people enjoy spending their leisure time. Like glima wrestling in Iceland, rugby in New Zealand, or fly fishing in Argentina. As you add steps, you'll experience something fascinating and new at each stop! To earn rewards, you must track your steps at least one a week, for all four weeks of the challenge. Connect a fitness tracker to make tracking your steps even easier.

IMPORTANT DATES

- 8/20 – 8/31: Registration is open and team formation begins; registration runs through the end of September.
- 9/1: Challenge starts
- 9/30: Last day the challenge is open (participants may finish earlier depending on step count)
- 10/2: Last day to upload any steps missed during the challenge period

ENROLLMENT

Q. Who is eligible to participate in the challenge?

A. All State of Ohio employees and spouses that are on the medical plan are eligible to participate for the incentive. Dependents over 18 can participate but are not eligible for the incentive.

Q. How do I enroll in the World at Play Challenge?

A. 1. Download the Virgin Pulse app on your smartphone (available for Phone and Android) or access Virgin Pulse application via desktop browser at <http://join.virginpulse.com/StateofOhio>. 2. Log in as you traditionally would into your Virgin Pulse app, or if you are new to the program click "Sign Me Up" and follow the prompts 3. Sign up through the challenge invite email that will be sent from Virgin Pulse on August 20, 2020 or go directly to the challenge page on the Virgin Pulse app or website to join.

Q. When is the enrollment period?

A. The enrollment period runs Aug.20 – September 30, during which you will need to make a team selection and link a step-tracking device to the challenge to participate. If you join a team, you will not be able to change teams after Aug. 31. Please note that you may not receive credit for the challenge if you join late in the challenge month due to the challenge requirements.

Q. Can I un-enroll from the challenge?

A. Yes. On the Virgin Pulse website, associates would need to navigate to the Challenge page and click on the Leave your Team button located in the upper-right part of the page to leave the team. On the mobile app, they would need to tap on Challenges > tap on Challenge in question > tap on Team > Leave This Challenge.

TEAM INFORMATION

Q. How do I join a team?

A. On the Virgin Pulse website, associates need to navigate to the Challenges page > click on the Challenge to join > browse through Suggested Teams and choose a virtual team or go to Team Invites, if there is a pending team invitation and click on the "Join Us" button.

Q. Can I join a team after the challenge has started?

A. Yes however, it is strongly encouraged associates join by the start of the challenge, Sept. 1, 2020. Note: Those currently enrolled in the challenge would need to track at least once a week for the entire program to earn the incentive.

Q: Do I need to be on a virtual team to participate?

A: Technically no, you can be on a virtual team of 1, but you will see more destinations with more team members. If an associate wants to compete as a "team of one", they can do so by creating a team, making it private and inviting no other users to their team. However, they will be at a disadvantage in terms of scoring; since total combined team steps are used for team scoring, more people on the team gives an advantage.

Q: Can I switch teams?

A: Associates may switch teams during the registration period only; August 20-31, 2020. After registration closes you cannot switch teams.

Q: What is the maximum number of people that can be on a virtual team?

A: Five, including the team captain.

Q: What happens if our team has fewer than five members?

A: Once the challenge starts, if your team does not have five participants, it will consist of those current members who have joined so far. Team captains are encouraged to

invite others to be members of their team, but it is not required. The team will still be able to progress through the challenge with a team that is not full. Note: The team will still be required to meet the same step goals as a full 5-person team to unlock each destination.

Q: Who can see my steps?

A: All participants in the challenge who have actively enrolled can see other participants' steps. This includes all members of your team and any other active teams.

Q: Who can see my posts if I am on a private team?

A: If you post to the chat section every participant in the challenge can see your post. If you post to "My Team Chat" only your team will be able to view your posts.

INCENTIVES

Q: How can I earn the incentive?

A: You will earn the \$25 incentive for this challenge by uploading steps from a fitness tracker or app at least **once a week**. The team with the **most steps** at the end of the challenge wins bragging rights.

ACTIVITY TRACKERS & TRACKING APPS

Q: What options do I have for tracking my steps?

A. 1. Link a step-tracking device you already own (Fitbit, Garmin, Apple Health, etc.). 2. Manually enter your steps, as described below.

Q: What tracking devices are compatible with Virgin Pulse?

A: A full list of compatible activity trackers can be found on the Virgin Pulse website under Device & Apps > Find by Activity.

TRACKING STEPS

Q: Can I manually input my steps/activities?

A: Yes, verifiable step data is highly preferred, but you can report manual steps or convert steps for other activities (like swimming, weight training, cycling) to receive credit toward the daily step count. In the Virgin Pulse app go to Tracking > Stats > Workouts, click on the plus sign by Log A Workout > Select the correct date > Input your activity and time and your step count will calculate. Or go to stats, steps, click Add Steps, select the correct date, input your steps. You will receive credit in your steps stats.

Q: My step count doesn't seem accurate. How do I update my steps?

A: First, make sure you have synced your activity tracker to its tracking app (e.g., if you are using a Fitbit, make sure the Fitbit app reflects your most recent step count). Then, when you open the Virgin Pulse app, your steps will automatically sync. To manually process a step update, you can access your linked device under My Profile, Devices & Apps, My Devices & Apps, check to see that your device is linked. If it is not linked, set up the tracker under Browse Options.

Q: How often do I need to sync to ensure my steps are tracked in the challenge?

A: It is recommended you sync your steps at least once daily, and check your steps with your activity tracking service as well as with the Virgin Pulse app. To ensure that your steps are up-to-date, your activity tracker must first be synced with your activity tracking service. Then, open the Virgin Pulse app to read the steps from your tracking service.

Q: My steps are not syncing; how long does it take?

A: You will need to update your activity tracker app first; Virgin Pulse will sync automatically after that. Based on the traffic on the site at the time, it could take a few minutes to get the apps to sync.

ADDITIONAL DETAILS & SUPPORT

Q. Where can I download the Virgin Pulse app?

A. 1. Download the Virgin Pulse app on your smartphone (available for Phone and Android) or access Virgin Pulse application via desktop browser at <http://join.virginpulse.com/StateofOhio>. 2. Log in as you traditionally would into your Virgin Pulse app, or if you are new to the program click "Sign Me Up" and follow the prompts.

Q: Who should I reach out to if my question was not addressed in the FAQs?

A: For additional assistance you can call or email Virgin Pulse at 833-977-2074 or email tclw.support@virginpulse.com.