# Maroon Moves Frequently Asked Questions

*Syncing Fitness Trackers*

**How do I authorize my tracker in ChallengeRunner?**

The process is slightly different for every fitness tracker. However, authorizing a tracker generally*
starts by logging into the ChallengeRunner website and then clicking the Trackers button on the user
page. Then, select the tracker type from the drop down menu and then click the Authorize link. You
will be redirected to the tracker's website where you log in with your fitness tracker ID and password.
Then, follow the instructions to allow ChallengeRunner to collect data.

*Apple Health is authorized through the ChallengeRunner iOS app and Apple settings and Samsung
Health is authorized through the ChallengeRunner Android app.

**If I connect my tracker will it sync with Challenge Runner or do I update the steps?**

If you have authorized your tracker to sync with Challenge Runner it will sync automatically.

**Will Challenge Runner sync even when I am not at my computer such as when I am at home?**

Yes, if you have authorized your tracker to sync it will transmit step information to Challenge
Runner automatically, you do not need to stay at a computer to track steps.

**What happens if my tracker doesn't sync to my phone or to Challenge Runner?**

For the current day, data is collected from all* tracker manufacturer's databases every 15 minutes.
For the prior day, data is collected once an hour. The reason for this is to collect any data from
devices that have were not synced the night before. Once per day, data is collected for the last seven
days. This will collect data for participants who may have forgotten to sync their device for several
days.

*Apple Health and Samsung Health do not have a central database for us to collect data from.
Instead, users must use either the ChallengeRunner iOS or Android app to transmit data to
ChallengeRunner in real-time.

**Can I use more than one type of fitness tracker at a time?**

Challenge Runner strongly suggests only using one type of fitness tracker for the duration of the
challenge

*Leaderboards*

**How does the leaderboard work?**

The leaderboard is updated in real-time so participants always know the correct standings. A miniature daily leaderboard with the top-five participants provides "bragging rights" to the current leaders.

**What do the values on the leaderboards represent?**

The number value on the leaderboard represents the average number of steps for the team.

*Teams*

**Do we have the option of uploading a picture for a team photograph?**

Yes! You may choose a picture to represent your team. It will be visible to all participants on the leaderboard. Check out the How to Navigate the Challenge Runner Website Document in the resource library to learn how to do it.

*Step Data*

**How do participants submit data?**

With ChallengeRunner, participants can enter data through a standard browser, custom smartphone apps, fitness tracking devices including Apple Health, Samsung Health, Fitbit, Garmin, Misfit, Nokia, Omron, Polar, or via texting data from any mobile phone. We believe that data entry should be as easy as possible to enhance the user experience.

**How do I text in my steps to record them?**

The number to text steps to Challenge Runner is 1 (702) 359-6775.
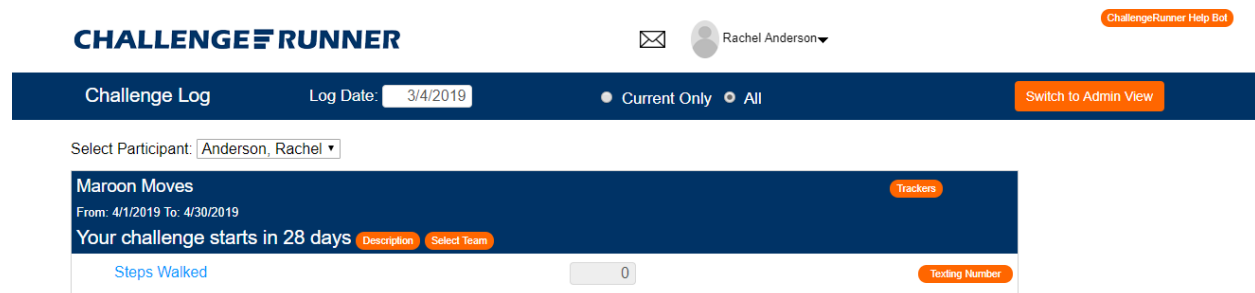
A Texting Number button will be displayed on the challenge panel. If you click this button, a dialog box will show the number to text for data entry. To use this option, select the Profile option under your name in the upper right hand corner of the screen. Once the Profile dialog box appears enter the mobile number of the phone you will be texting from and click Save. This will link your account with your mobile number. In order to text in your data, you must send a text message to the number mentioned above. You will only text data entry number without any commas. Example: If you want to enter 7,500 steps into the challenge, you would send text 7500 Note: You can only text in data for the current day. If you send more than one text on the same day, the last text will overwrite any prior texts. To enter or change data for prior days, use the ChallengeRunner.com website or mobile apps.

**Will we be tracking steps outside of the workplace?**
Yes! We will be tracking steps outside of the workplace and on the weekends.

**How do I manually enter my steps?**
If you are not using a fitness tracker that automatically reports your steps to Challenge Runner you can submit your steps manually on the website or on the app. Enter your *total* number of steps walked for the day in the box below. To view how to manually enter steps on the app visit the Challenge Runner App How to Guide in the Resource Library.



**Can I use other activities and convert them to steps and have them count for the challenge?**
Yes, we have included an activity to step conversion chart in the Resource Library. Find the activity that you did and convert it into steps and add it to your total steps for the day.

*Other Questions?*
**How do I use the Challenge Runner app?**

Check out our Challenge Runner App user guides for Android and Apple phones.

**If I have questions about the walking challenge who should I contact?**
Employee Wellness - Employeewellness@missouristate.edu
Challenge Runner: Challenge Runner Help Bot on website or challengerunner.com/support