



## **1. the profile page in the instingo app (when using a smartphone (Android/IOS Apple) with the Google Fit or Apple Health app.**

### **What steps do I see on the profile page in the monthly statistics ?**

On the profile page in the instingo app, the "monthly statistics" appears under health data. Here, your steps are displayed for the entire month since the start of the Challenge. If the Challenge starts e.g. on 6.9. then you will see here all steps of the month September from 6. (Please note that the profile page in the instingo app contains different views than the profile page when you log in to the challenge via your browser).

### **What steps do I see on the profile page in the weekly statistics?**

On the profile page in the instingo app, the "weekly statistics" appear alongside the "monthly statistics" under health data. In the "weekly statistics", all steps since the beginning of the current week are displayed. The week always starts on Monday.

### **I have a general question about the Challenge. Who can I contact?**

If you have a question about the Challenge, please send an e-mail to: [support@instingo.de](mailto:support@instingo.de).

## **2. Start of the challenge and registration for [www.domain-name.de]**

### **What do I need to participate in the Steps Challenge?**

For the Challenge you need a smartphone, a fitness tracker/watch or an analog pedometer.

### **Which fitness trackers can I use?**

All fitness trackers from Polar, Garmin and Fitbit can be used. Also, you can use a smartphone (Android) or (IOS/Apple).

### **Can I use my own tracker in the challenge?**



Own tracker except above mentioned trackers, can not be used unless it can be combined with Apple Health or Google Fit. This works with a Samsung tracker, for example.

**What if I have health limitations - can I still participate?**

You can do certain activities that can be converted into steps accordingly. E.g. wheelchair driving can be converted into steps.

**I don't own a smartphone - can I still participate?**

You can participate without a smartphone. You can participate with a fitness tracker from Garmin, Polar, Fitbit or an analog fitness tracker. With an analog fitness tracker you have to enter your steps manually.

**Do I have to start on the first day?**

It is recommended to start on the first day of the challenge.

**What is counted?**

All steps and steps from activities are counted and appear in the total steps and in the team ranking.

**Why is it necessary to register at [www.domain-name.de]?**

"You can only participate in the Challenge if you register with your email address, username and password and agree to the processing of your data according to the Privacy Policy.

**I did not receive a confirmation email after registering. What now?**

"Normally, you will receive an email directly after registration, through which you can confirm your registration and activate your user account/profile page. In some rare cases, this email may be accidentally marked as unsolicited advertising by your email program. To be on the safe side, check your spam folder (also called "junk mail" in some email programs). If you do not find it there, please send an e-mail to: support@instingo.de with your e-mail address.

**Can I delete my user account?**

" You can delete your user account, your steps and all your personal data at any time without giving any reason. The user account of your profile page on www.domain.de and all your personal data will be deleted immediately. Please note that you will then no longer have access to your profile and your previously recorded steps. To delete your user account, click on ""Delete user profile"".

**Is it possible for the organizer to delete my profile?**

Yes, the organizer reserves the right to delete individual profiles if there is an important reason, e.g. abuse or attempts to deceive, which do not comply with the terms of use.



### 3. registration (login) and password

#### **How do I log in to www.domain.de?**

"To log in, simply enter on the ""Login"" page under ""Here's to the event"" enter your username (or email address) and password chosen during registration and click on "Login". You will then be taken directly to your profile page.

#### **What do I do if I have forgotten my password?**

""Login" page, click on the "Forgot your password?" link. You will then be taken to a form where all you have to do is enter your email address. You will then receive an email containing a link. Click on this link to easily choose a new password. After that you will be logged in directly.

#### **What do I do if I forget my password and use the instingo app?**

If you use the instingo app, you will not find the "Forgotten password" function directly in the app. You need to go out of the instingo app and enter the URL/domain of the challenge website in the browser. You will then be taken to a form where all you have to do is enter your email address. You will then receive an email containing a link. Click on this link to easily choose a new password. After that you will be logged in directly. With this data, you can log in to the instingo app again

#### **How can I change my password?**

If you are already logged in, click on "Logout". Then click on the "Forgot your password?" link on the "Login" page. You will be taken to a form where you will need to enter your email address. You will then receive an email containing a link. Click on this link to easily choose a new password.

### 4. Garmin Fitness Tracker

#### **How do I set up my fitness Tracker to count my steps for the challenge?**

"Follow all the steps mentioned in ""Your Profile / Fitness Bracelet Setup"". Once your profile has been successfully linked to Garmin, these explanations will no longer be visible and a confirmation message will appear. From this moment on, your steps read in with the Garmin app can also be displayed in your profile.

#### **How do I send my steps from the fitness bracelet to my user profile?**

"In order to synchronize your data, Bluetooth must be enabled on your smartphone. Your smartphone should be no more than 3 meters away from your fitness tracker. Press and hold the button on your fitness tracker until SYNC is displayed. Now wait a while until the data is completely synchronized. You can check this in your Garmin Connect app (you do not need to open the Garmin Connect app for syncing. This process also runs in the background. It is advisable for a check).

It may take a few minutes before you can also see the data on your Challenge profile page. You can find more help here:

<https://www8.garmin.com/manuals/webhelp/vivofit2/DE-DE/GUID-5C8A8D1F-3439-4F60-B7D5-7AA36F48E61B.html>



### **How long does it take to see my steps on the website?**

"After syncing your fitness tracker with the Garmin Connect mobile app, it can sometimes take a few minutes for your steps to also show up on your profile. Usually, however, it should be faster."

### **What activities does the vivofit count steps for?**

"The vivofit not only counts steps but also activities via a 3D motion sensor. Any steps taken by walking, climbing stairs, hiking or jogging are counted. Cycling: Wearing the vivofit on the wrist does not generate steps, but wearing it on the leg or in the sock does. Swimming and yoga unfortunately don't generate steps, but of course dancing or Zumba, for example, do."

### **Which steps count for the challenge?**

"All steps that are synced via your fitness tracker/watch count. You can also record other activities on your fitness tracker/watch, such as cycling. These will not show up on the Challenge and will not be converted to steps. If you record other activities, you can enter them manually on the challenge page. You can enter them in your profile under ""Enter activities and steps"". Steps can only be recorded if you sync your fitness tracker."

### **How long is the data stored on the fitness wristband (e.g. if I am on vacation for two weeks)?**

"The data is stored on the fitness wristband for approximately 30 days. However, we recommend that you synchronize 1 x per week."

### **Are the Garmin fitness trackers/watches suitable for swimming (waterproof) or only water resistant?**

"With Garmin fitness trackers/watches you can shower, bathe and swim - all no problem. With some devices, diving is not möglich. Please follow the operating instructions."

### **Can I use a pedometer other than those from Garmin?**

"Currently, all fitness trackers/watches from Polar, Garmin and Fitbit can be used. Also, you can record steps directly with your smartphone (Android or Apple). To do this, if you have an Android smartphone, you need to download the free Google Fit app, and if you have Apple/iOS, you need to download the free Health app from the Apple Store."

### **My Garmin fitness tracker/watch is broken, what can I do?**

"You can reach Garmin Support regarding hardware faults as follows:  
<https://support.garmin.com/de-DE/?faq=tCaD277YAn08GTNzP4OraA>. If you have synced your steps in advance, they are in your Garmin Connect account and will not be lost. Until you have a new device or the old one is replaced, you can also measure your steps with an analog pedometer and manually enter ""Activity or Steps"" on their profile page."

## **5. Garmin Connect Mobile App**



**"Is the Garmin Connect Mobile app free of charge?"**

"Yes."

**Is my smartphone compatible with the Garmin Connect Mobile app and the Garmin fitness wristband?**

"Basically, the "Garmin Connect Mobile" app is available for all major smartphones and operating systems. In addition, your smartphone requires Bluetooth. Please see the following link for operating system and Bluetooth requirements:  
<https://www.garmin.com/de-DE/ble>".

**I have a Garmin fitness tracker/watch but no smartphone. Can I still participate in the challenge?**

"Instead of syncing via Garmin Connect Mobile App, you can also read the steps from your fitness tracker via PC. You can find the software for the PC here:

<https://software.garmin.com/de-DE/express.html>

Help for setting up the fitness wristband via PC can be found here:

<https://www.garmin.com/de-DE/software/express/mac/>"

## **6. Data protection and deletion of data**

**Which of my data is collected?**

"When you register on the challenge page, your email address, username and password will be stored. Your steps recorded and synchronized by the pedometer/watch or smartphone will be stored for the duration of the Challenge. For more details, please see the privacy policy."

**What data is required from me?**

When you register, your email address, username and password will be stored. Your steps recorded and synchronized by the pedometer/watch or smartphone will be stored for the duration of the Challenge.

**Is my data anonymous?**

Your personal data cannot be viewed by other participants/participants.

**Can anyone see how many steps I enter?**

No, the competition is primarily intended to be fun and to encourage exercise. Your steps can only be seen by you. Honesty and fairness should be a matter of course for everyone.

**When will my data be deleted?**

Your data will be deleted no later than 4 weeks after the end of the challenge.



### **What does instingo do with my data?**

Your data will only be used for the Challenge. All data is hosted on a German server. The personal data will not be passed on to third parties, sold or otherwise used for advertising purposes.

## **7. steps are not transferred.**

### **I have successfully logged in but my steps do not appear in my profile?**

If your steps are not transferred and do not appear in your profile, this may be due to the following reasons:

1. you are logged in but have not yet completed linking your fitness tracker/fitness app. In this case, after logging in, you will still see the fitness tracker app/fitness app selection on your profile page. If you see the view (set up fitness tracker or fitness app) when you log in to your profile, please select the appropriate app. Otherwise, no steps will be transferred to start the challenge. If you have clicked on one of the apps and enabled the permission to transfer steps, there may be an error. In this case, please delete your user profile and log in again.
2. please check if you have given permission to transfer data to instingo. (this is currently the most common cause when data is not transferred). To check this, please look in your fitness tracker account (either Garmin, Polar, fitbit) or on your smartphone at Google Fit (Android) or Apple Health (IOS/Apple).

### **I signed in with Google Fit and my steps do not appear in my Challenge profile.**

"Please check if you are using multiple email addresses. It may be that the "wrong" one is linked to your Google Fit account. In that case, you will see your steps on your smartphone but our database is linked to another Google Fit account of yours from which no steps are transferred.

In this case, we ask you to disconnect the current connection to instingo that is visible in your Google Fit account. For this you can find screenshots with the procedure in the attachment. It is also best to remove the instingo app once and download it again. When logging in, you will be asked for the "link email address" to the Google account. (this must be chosen correctly).

After that, the steps should be synchronized automatically.

If it does not work, please delete your user profile and register again.

But please try the procedure as described above first.

We can add your steps in any case and none will be lost.

Now please proceed as follows:

1. first remove instingo's permission to transfer steps (see screenshots) in the attachment.
2. remove/delete the instingo app from your smartphone.
3. re-download the instingo app from the Google Playstore.
4. log back into the instingo app (the same credentials you used before, i.e. identical to the ones you used when you originally registered for the SG Challenge.
5. Please send us an info after re-registering. "



**I use an Apple smartphone and the instingo app. Unfortunately, my steps are not transferring to my Challenge profile.**

"This problem may be due to the lack of data transfer clearance.

Can you please check if you have given the transfer for data release?

You can check this on your iPhone, for example. Please go to: Settings/Health App/Privacy/Apps/instingo.

If you click on "instingo", you will see the approvals that have been granted.

There should be at least the approval for "steps" (see screenshot). Otherwise steps will not be transferred to the challenge page."

**I use an old browser (e.g. Edge).**

"If you don't see your steps on the Challenge profile page, first check if you see steps on your fitness tracker and in your associated account (e.g. Garmin Connect, Google Fit, etc.)?"

If so, check your browser choice. What browser (Safari, Firefox, Chrome, etc.) are you using ? (For example, we had someone with an old browser version of Edge where some features did not work). Please try logging in/registering once with a different browser.

Please check that you have given data sharing and that you have not set up multiple accounts?"

## **8. wrong manual entry**

**When entering the activities, I entered an incorrect number of minutes. Can I correct it?**

Currently, you cannot correct this incorrect entry yourself. Please send an e-mail to support@instingo.de with your user name. We will correct your entry manually.

## **9. Participation after the start of the challenge**

**I registered after the official start of the Challenge. Will my steps still be counted?**

You can participate even after the official start of the Challenge. For example, if you use a Garmin fitness tracker and you have been using it since the start of the Challenge, we can automatically "resynchronize" your steps since the start of the Challenge. If you are using a different fitness tracker or smartphone to track your steps, please send us a screenshot of your steps since the start and we will manually add them. Please send an email to support@instingo.de

**I am on vacation, can I participate at all?**

Yes, even on vacation it is possible to participate, as far as your situation allows it. Simply link your fitness tracker and run your steps.



### **Can I also add steps? If so, how long retroactively?**

Steps can be entered retroactively during the Challenge. This can be done at any time.

### **Can I also collect steps during my free time? Or do only the steps during working hours count?**

Steps can be collected anywhere and at any time.

### **How can I collect additional steps? Tips for collecting steps.**

"Here are 9 tips to easily incorporate more exercise into your daily routine:

1. use your lunch break for a short walk, preferably with colleagues who are also taking part in the step challenge.
2. always take the stairs instead of the elevator or escalator. This will also strengthen your leg muscles and improve your cardiovascular system.
3. get off the train one stop earlier and walk to your destination.
4. leave your car at home and go shopping on foot.
5. visit your colleagues in the office instead of calling or sending an email, this will also help you to avoid long periods of sitting without moving.
6. incorporate several 10-minute walks into your day.
7. Ride your bike to work when possible. 30 minutes is rewarded with 3,000 steps.
8. End your day with a short evening walk.
9. daily chores also add exercise to your routine."

## **10. Activities**

### **How can I enter activities?**

Log in to the Challenge website. Go to the "Profile" subpage. 3. Tap on "Enter activity or steps" and select a date on which you completed the activity. 4. tap on "Enter activity" and choose your activity from the different activities. And enter the minutes. 5. the steps will be displayed automatically and you just need to tap on "Enter now". 6. if you look at the date after entering, you will see the steps from activities for that day.

### **How can I enter activities if I use the instingo app?**

If you use the instingo app, you can enter activities and view the steps resulting from converted minutes. Please look down after opening the app. There is a small "bar graph" in the middle (to the left of your profile). Please click on the icon with the "bar chart". After that, click on "Enter activities". After that, the number of steps for the particular day (by activities) will appear in the calendar function per day.

### **Where can I see the steps from the activities I entered for a particular day?**

To be able to see the steps from the activities, go to your profile page and click on "Enter activities and steps". A window will open there with the calendar. If you look at a date, at the bottom you will see the number of steps you got from activities for that day.





### **How are activities converted to steps?**

Each activity has a conversion factor that is used to convert it into steps. E.g.: 1 minute of playing handball = 229 steps.

## **11. instingo App**

### **Where can I find the instingo app in the Google Play Store?**

"Please enter ""instingo"" in the Google Play Store or select this link directly:

<https://play.google.com/store/apps/details?id=de.instingo.steps>

For the email address and password, choose the same ones they used when signing up/registering on the Challenge website."

### **After logging in with the instingo app on my Apple smartphone, I get an error message that my "device" is not recognized. What can I do?**

"First, please check if you were asked for your email address and password after accessing the instingo app? There you need to log in with the credentials you used when registering for the Challenge.

If it doesn't work, the first thing you can do is remove the instingo app and upload it again. If it still doesn't work, delete your user profile and register again.

We can resynchronize your steps after you have deleted your user profile. To do so, please send an email to [support@instingo.de](mailto:support@instingo.de) and tell us your username. "

### **When logging in to the instingo app, I get the message "Login failed / Please try again!". What can I do?**

"Perhaps you made a mistake when entering the login in the app or used a different email address? (Please use the login details as you did when registering/logging in to the Challenge). And try to log in to the app again.

If it doesn't work, please remove the instingo app and download it again. And log in again."

### **The synchronization is not working.**

In some cases, it helps if you log out of the instingo app ("gear in the upper right corner" and log in again. Or delete the instingo app and upload it again in the Google Play Store or Apple Store (don't worry, your data will not be lo



## 12. Teams

### **How can I change a team?**

If you would like to switch from the current team, you can do so by first "resigning" from the current team. Please select click on "leave team" on the "Team" page.

### **How large can teams be?**

The minimum size of a team is three people and the maximum size is variable. (please talk to the organizer).

### **How are teams formed?**

A team is formed by creating a new team. Or you join an already existing team. Joining / leaving is possible at any time via in the "Teams" section.

### **Do I have to join a team? Can I join individually?**

You can participate individually and do not have to join a team. Your steps will be counted towards the company goal (total steps). But not in a team ranking.

### **My team does not appear in the team ranking.**

#### **How can I see it?**

If your team does not appear in the team ranking, it may be because the minimum number of 3 people per team has not yet been reached. Only when there are at least 3 people in the team, the team will automatically appear in the ranking.

## 13. manual input

### **How can I enter my steps manually?**

To enter your steps manually, please go to your profile page. There you will find the input button "Enter activities or steps" at the bottom. Please click on this button. After that the calendar function will open. Choose a date for which you want to enter steps. Afterwards 2 further input possibilities open. Among others you will see the input button "Enter steps". Select this button and enter the steps manually.

## 14. health data release

### **How can I share my health data in Garmin account afterwards?**

"If you have not shared your health data in your Garmin account, no steps can be recorded for the Challenge. You can still share your health data afterwards. To do so, please go to your Garmin Account. You can find the release of health data under: Profile & Account/Account Settings/Share Account Information. Make sure they have tapped on the "daily health stats" and the switch is set to "green. "

## 15. username



### **How can I change my username?**

If the Challenge has not started yet and you want to change your username, simply delete your user profile and log in again. If the Challenge has already started, send an email to [support@instingo.de](mailto:support@instingo.de) with your current and new password. We will change it for you.

## **16. Change fitness tracker/watch**

### **Can I change my fitness tracker/watch during the Challenge? Will my steps be lost?**

If you use a fitness tracker/watch from Garmin, Polar or Fitbit, your steps will be saved in your respective account after synchronization. As long as you sync your steps regularly, they will be in your account and will not be lost. You can e.g. change a fitness tracker/watch (e.g. if you lost it and want to use a new device). We will pull your steps from your respective account (Garmin, Polar, etc.) during the Challenge and not from your fitness tracker/watch.

### **I signed up with Google Fit but would prefer to use a fitness tracker (Garmin, Polar or Fitbit). Is that possible?**

You are welcome to make a switch. The easiest way is to delete your current user profile and sign up again. If the Challenge has already started, contact us beforehand at [support@instingo.de](mailto:support@instingo.de).

## **17. Synchronization of steps**

### **Are my steps automatically synchronized or do I have to do something?**

In many cases your steps will be synchronized automatically. This happens, for example, whenever you open the instingo app when using the instingo app (using your smartphone to record steps with Google Fit or Apple Health). When using a fitness tracker/watch, it is different. Here it depends on the model. Most watches sync automatically. Where there is a sync button, you need to press it each time to see your steps in your respective account of the fitness tracker/watch. At the same time, the steps will also be transferred to your Challenge profile. At the same time, the steps for your team and the total distance will be transferred.

### **How long does it take for my steps to be transferred to my Challenge profile?**

In most cases it works in a few seconds or minutes. For Polar, it can also take several hours. Please be patient and wait. If the steps are still not transferred the next day, please contact us at [support@instingo.de](mailto:support@instingo.de)

## **18. Apple watch users**

### **When using Apple Watch or other fitness tracker, too many steps are transferred in connection with iPhone and Apple Health.**

"Apple Watch or other fitness tracker users in conjunction with Apple Health. During the Challenge, we noticed that by using Apple Watch or other fitness tracker in conjunction with iPhone and Apple Health at the same time, some participants had



too many steps transferred to our database. This understandably causes confusion and a competitive bias.

To fix the problem, there is a simple solution. In this case, your steps will only be used by your Apple Watch/other fitness tracker and transferred to the Challenge database. You can of course continue to use your Iphone and keep it with you.

If you agree, please follow the procedure below:

1. please pick up your Iphone: tap on Settings.
2. scroll down to "Privacy" and tap on it
3. scroll down to "Exercise & Fitness" and tap it
4. You will see the icon of "Health". Please turn off "Health" by moving the "slider" (the slider will be gray instead of green after that).
5. correct setting ("slider" next to "Health" in grey color = off)
6. no more health data will be transferred to our database. Only the steps that come from your Apple Watch."