

Step Challenge Invitational FAQ's

Here are the FAQs that will be added to supplement the Rules section of The Invitational:

Q. Can other participants see my results?

A: Yes. During The Invitational experience, other people will be able to view your progress such as your number of daily steps, average number of steps overall, etc. Participants can change their usernames during the registration process (e.g., Mary Jones could change her name to Super Walker).

Q: Who can participate in the challenge?

A: All eligible employees and spouses can participate in the challenge.

Q: Why isn't the email address working when I invite someone to my team?

A: The Invitational is looking for the email address that a person used when they registered for the site. This could be a company email or a personal email address. If the Invitational can't locate the person you want to invite, please reach out to them and ask what email address they used to register for the LIiveWell site.

Q: Why are the number of steps on my fitness device or app not the same as on The Invitational?

A: There may be a delay between your own fitness device or app syncing with The Invitational. You do need to make sure your device is syncing with its corresponding app. It may take up to 24 hours for syncing to take place.

Q: Who should I contact if I have questions during the challenge?

A: Contact customer service at 1-844-800-2454 for any questions during the challenge. Customer service is available from 7:30 AM to 7 PM Central Standard Time, Monday-Friday.

Q: How do I connect the Wellness at Your Side app with my LIiveWell profile?

A: Prior to using your Wellness at Your Side mobile app, you will need to sync it with your LIiveWell profile. To do this visit liivewell.com. Your access code is LIiveWell. Enter your access key and last name into your Wellness at Your Side mobile app when prompted.

Q: How do I pair my Apple Watch / Apple Health app or Samsung Watch / Google health app?

A: Apple Devices

1. Open the Wellness At Your Side mobile app

2. You will be prompted with a notification to “Allow ‘WebMD Health Services’ to access your health data” – Select “OK”
3. Locate the “Steps” option, and toggle to “on”
4. Select “allow” from the top right corner.

Samsung Devices

1. Open the Wellness At Your Side mobile app
2. You will be prompted with a notification to “Allow ‘WebMD Health Services’ to access your health data” – Select “OK”
3. Choose the appropriate account
4. You will be prompted with a note to allow Wellness At Your Side to “See info about your body measurements or heart rate in Google Fit.” Select “Deny” or “Allow.”
5. You will be prompted with a note to allow Wellness At Your Side to “Use Google Fit to see and store your physical activity data.” Select “Allow
6. Confirm your choices by selecting or deselecting then choose “allow.”

Q: I clicked “cancel” or “deny” when syncing my device. How do I access that prompt again?

A: You can access your phone’s health settings to allow health data sharing for Wellness At Your Side.

Push Notifications

There are various Push Notifications that appear to a user during The Invitational, if they are using the Wellness At Your Side mobile app. **The text on these notifications are for reference only and cannot be changed.**

Here is a breakdown of the logic:

1. A user will receive a maximum of one Reminder/Encouragement Push Notification per day.
2. There are Push Notifications related to Chat.
 - a. Chat Push Notifications: A separate push will occur for Chat Push Notifications. The Push will be inclusive of both Team Chat and Matchup Chat. If a user has gotten a new push that they have not "looked at" (meaning gotten to a chat room) in the last 24 hours a Push Notification will be generated. The Push Notification states: "New messages are available in The Invitational."

In conjunction with the Push Notifications, users also will be receiving end user communications via email.