Walking Challenge

# CAPTAIN'S
# GUIDE

A TOOLKIT TO HELP YOU HELP YOUR TEAM

## FALL 2020

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# BEFORE THE CHALLENGE

## CREATING YOUR TEAM

Create your account or login to an existing account at
gatorcare.walkertracker.com. If you are creating an account for the first
time, you will have the option to create your team during registration. Your
team **must be at least four, but no more than twenty people.**

## INSTRUCTIONS TO CREATE YOUR TEAM

Click the link above or visit
support.walkertracker.com/article/119-create-a-team.
This link also provides instructions on how to invite people to join your team.

## NAMING YOUR TEAM

For the Spring Walking Challenge, teams will be assigned a division
after a certain number of weeks, based on their team averages, and
how they compare to other teams. So you can give your team any name
you'd like, you don't need to name starting with a number.

**Your team name cannot be the same as another team's.** Get creative!

## SAYING "NO" TO WALKER TRACKER?

We're giving teams the option to opt-out of using Walker Tracker to
track. If choosing this option, team captains will be responsible for
submitting their teammates' steps each week via a Qualtrics form.

**Email Brittany at beva0001@shands.ufl.edu to register as a non-
Walker Tracker team.**

# BEFORE THE CHALLENGE

## TEAM CAPTAIN RESPONSIBILITIES

☑ **Create your team and help your teammates get registered.**
See page 3 for instructions on creating and naming your team and inviting others to join your team.

☑ **Engage your team throughout the challenge.**
See page 6 for engagement ideas. Get creative, and let us know what you're doing with your team!

☑ **Be the expert or know where to go to get help.**
Answer your team's questions and help them troubleshoot if needed. Use the troubleshooting guide at the end of this document for reference. We recommend you print and post this in your area or send to teammates in advance.

Additional help can be found at support.walkertracker.com or by emailing support@walkertracker.com. Or, when in doubt, contact Brittany Evans at beva0001@shands.ufl.edu

☑ **Encourage your team in the mini challenges.**
Mini challenges are designed to bring more fun to the walking challenge, engage with your team in a different way, and provide new opportunities for teams and individuals to succeed. Information on the challenges will be sent out to the teams in advance. Please read challenge related emails to ensure you are getting this information.

☑ **Recognize team and individual successes, including sending out '40k' and '80k stepper' email signatures.**
See page 6 for ideas on ways to recognize success and set team and individual goals.

**More on the 40k stepper and 80k stepper designations:**

40k and 80k stepper designations are designed to acknowledge those that hit significant milestones (a total of 40,000 steps or 80,000 steps) each week. The designation is an image that is sent to team captains. **It is your responsibility** to send these images to the folks on your team who are eligible. To determine eligibility, go to the 'Teams' tab in Walker Tracker. From here, you can view your teammates' steps for specific date ranges (i.e. for each week). Click 'Stats by User' to do a deeper dive into each of your teammates' numbers. The images will change each week as people achieve the 40k or 80k designation numerous times; i.e. week one will show a one-time 80k stepper, week two will have an image that denotes someone who got 80k two weeks, etc. Examples are shown below.



FALL ☀ 2020
2-TIME 40K STEPPER

FALL ☀ 2020
3-TIME 80K STEPPER

# DURING THE CHALLENGE

## RULES TO REMEMBER

**1** **Individuals can only be on one team.**
An individual cannot compete on multiple teams. If we see that someone is on multiple teams, we'll reach out to that person as well as the team captains and ask them to choose a team. **Having a team member who is on multiple teams disqualifies your team from winning** and that's no fun.

**2** **Teams must contain at least 4 members and no more than twenty.**
We'll reach out if we notice your team doesn't have enough people. Teams under four people are disqualified from winning. **Friends and family members are welcome to join the challenge to compete with you.** Drag your spouse into this; they will thank you later.

**3** **Converted activities do not count towards your step totals.**
This is a **steps-only challenge**, meaning that if you enter converted activities on Walker Tracker, they will not count towards your steps. Most wearable devices will automatically pick up the steps taken during your activity so this rule prevents people from mistakenly double-entering steps. We've also received complaints before from unfair conversions. Please note that we are real people trying our best to make this a fun and fair challenge for all involved.

**4** **If you or your teammates have trouble syncing, don't give up; go manual!**
You can change how you track your steps at any point in the challenge. If you or your teammates experience issues with a synced device, we recommend you switch to manual entry. This means still tracking your steps with your device but manually entering them into Walker Tracker each day, similar to how we've recorded steps in past walking challenges. Refer to the troubleshooting section of this guide for more information.

**5** **Have fun!**

## WHEN IN DOUBT...

If you have a question that you cannot answer or an extenuating circumstance, please contact Brittany Evans at **beva0001@shands.ufl.edu**. She's nice, and she will do her best to help.

# DURING THE CHALLENGE

## ENGAGING YOUR TEAM

✅ **Set goals with your team.**
Before the challenge starts, sit down with your team to set both individual and team goals. Consider setting up a board in a common area to track goals. Goals could be step related (like I want to hit 10k steps every day of the challenge) or activity related (like I want to walk around three different parks during the walking challenge). Team goals could include making one of your standard meetings a walking meeting or walking as a group at x time every day. Send out 40k and 80k stepper recognitions, which are images designed to be featured in your signature block, each week. These will be sent to you directly and it is your responsibility to see who on your team is eligible for each.

✅ **Reward successes.**
Establish a check in point with your teammates each week OR set a designated time on your calendar each week to review your team's progress. Use this time to check in on goals and recognize those who have been doing a great job (consistent with their steps, had a stellar day, made improvements, 40k or 80k stepper, met one of their goals, etc.). Some team captains have printed shoes or stars to place on teammates doors or cubicles to celebrate success. Get creative!

**Pro tip:** To view your team's progress, go to the 'Teams' tab in Walker Tracker. From here, you can view all of your teammates. Click 'Stats by User' to do a deeper dive into each of your teammates' numbers. The information in this tab would be a great addition to your team's goal board.

✅ **Participate in mini challenges.**
Mini challenges are designed to bring more fun to the walking challenge, engage with your team in a different way, and provide new opportunities for teams and individuals to succeed. Information on the challenges will be sent out to teams in advance.

✅ **Schedule team walks.**
Although teams aren't required to walk together, doing so can help build comradery. Encourage teammates to keep a pair of sneakers at their desk. Consider making smaller meetings walking meetings and/or designate a set time each day that you will walk as a group.

✅ **Help teammates troubleshoot problems**
New technology can be overwhelming for some. In addition, some users have experienced problems syncing their devices. Become familiar with the resources available to help your teammates including:
- Troubleshooting tips located in this guide for answers to common problems and helpful instruction guides
- Walker Tracker support at support@walkertracker.com for technical issues
- Brittany Evans at beva0001@shands.ufl.edu for all other issues
- Tell us how you engage your team! Email beva0001@shands.ufl.edu

# TROUBLE-SHOOTING

## HOW TO SOLVE YOUR WALKING CHALLENGE WOES

⬦ **What to do when you get an error message when connecting a device to Walker Tracker**
https://support.walkertracker.com/article/100-what-to-do-when-you-get-an-error-message-when-connecting-a-device-to-walker-tracker

⬦ **How to troubleshoot the syncing error message "sorry we are not able to pull in any data from your device"**
https://support.walkertracker.com/article/99-how-to-troubleshoot-the-syncing-error-message-sorry-we-were-not-able-to-pull-in-any-data-from-your-device

⬦ **My steps are missing, how to get your steps synced**
https://support.walkertracker.com/article/93-my-steps-are-missing-how-to-get-your-steps-synced

⬦ **My steps are missing! How to get your steps synced**
https://support.walkertracker.com/article/93-my-steps-are-missing-how-to-get-your-steps-synced

⬦ **Why Can't I Manually Enter My Steps with a Device/App Connected to Walker Tracker?**
https://support.walkertracker.com/article/104-why-cant-i-manually-enter-my-steps-with-a-device-app-connected-to-walker-tracker

⬦ **Change Email Notifications and Privacy Settings**
https://support.walkertracker.com/article/144-change-email-notifications-and-privacy-settings

## KEY TAKEAWAYS

① Your device syncs with Walker Tracker when you open the app for your device, not the Walker Tracker app.

② For anyone consistently experiencing syncing issues, we recommend you switch to manual entry. This means you continue to track your steps with your device, but you manually enter your steps into Walker Tracker each day. In order to switch, you must first disconnect your device. Learn more about making a manual step entry here: https://support.walkertracker.com/article/127-make-a-manual-step-entry-and-edit-step-entries-web-browservideo Note: this is different than making an manual activity entry. Step entries count towards your team's steps; "Convert an Activity" entries do not.

# MYTH BUSTING

## WALKING CHALLENGE: MYTH OR FACT?
Below are some things we've heard about the Walking Challenge...

◗ **I need to have a Fitbit or other tracking device to join the Walking Challenge.**
**Myth!** Walker Tracker allows manual entry. You can use a simple pedometer or estimates.

◗ **My partner/roommate/friend who doesn't work at UF or UF Health can't join.**
**Myth!** We allow friends and family to join the Walking Challenge. Have them enter 0s for the Employee ID when registering.

◗ **Data has to be imported by 10AM the following day. This isn't enough time to sync.**
**Myth!** We ask that you sync by Tuesdays at 10:00 a.m. When you sync, you're syncing from Monday through Sunday. So you have all day on Monday, and until 10:00 a.m. on Tuesdays to sync your steps for the previous week.

◗ **My team was only 2 people and we never appeared on the team rankings.**
**Fact!** We require team minimums because this is a team challenge. We don't include any teams that don't adhere to the rules in the rankings.

◗ **Team averages are used instead of totals.**
**Fact!** We're not really sure why there have been complaints about this; if we used team totals instead of averages, teams with more people would have an incredible advantage over smaller teams! We use averages to level the playing field.

◗ **Converted activities skewed the leaderboard in Spring 2020.**
**Fact!** To adapt to COVID-19, we allowed converted activities (weightlifting, yoga, swimming, etc.) to count towards steps during the Spring 2020 Walking Challenge. We don't typically allow this as it can lead to accidental double-counting of steps. Therefore, for this challenge and future challenges, we will go back to activity conversions NOT counting towards your team's steps. You are still welcome to record for your own purposes, but they will not count towards rankings.