

Walktoberfest: Soles Rise Again

CAPTAIN'S GUIDE

A TOOLKIT TO HELP YOU HELP YOUR TEAM

Fall 2021



TABLE OF CONTENTS

CREATING YOUR TEAM.....	3
TEAM CAPTAIN RESPONSIBILITIES.....	4
RULES TO REMEMBER.....	5
ENGAGING YOUR TEAM.....	6
TROUBLESHOOTING.....	7



BEFORE THE CHALLENGE

CREATING YOUR TEAM

- 1 Sign into your [Walker Tracker account](#).
- 2 Click “teams” and “create a team.” Enter a team name and select “create team.”
- 3 Invite 4-20 co-workers, family members, or friends by clicking “invite members” as seen below. You can invite them by Walker Tracker username, by email address, or by sending them a registration link.
Note: They do not need to be affiliated with UF/UF Health to participate. They can enter 00000000 as their employee ID.
- 4 Join your team to the Walktoberfest walking challenge by clicking “Walktoberfest: Soles Rise Again” as seen below.

YOUR STATS NEWS FEED FRIENDS **TEAMS** CHALLENGES YOUR CAMPUS ADMIN

GatorCare
Your Partner in Health

Gainesville > Test [Settings Panel]

Team Leader

Discussion Averages by Day Stats by User

Discuss!

Subscription:
Get email notifications for new posts
 Yes No

Comment

rubekm
Sep 9
at 1:13 pm

Hello! Welcome to: 'Test' discussion
Communicate with your team members here!
By default, all members will be subscribed to this post, and only members will be able to see the discussion. To remove yourself, click 'no' on 'Get email notifications for new discussion posts'.

Delete

CHANGE PHOTO

Add a description

Members: 1

Invite Members

Team Totals...

Since team start on: September 09, 2021

Steps: 0

Activities: 0

Points: 0

PENDING TEAM CHALLENGES

Walktoberfest: Soles Rise Again

BEFORE THE CHALLENGE

TEAM CAPTAIN RESPONSIBILITIES

- ✓ **Create your team (and a fun team name) and help your teammates get registered.**

See page 3 for instructions on creating your team and inviting others to join.

- ✓ **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 the wellness team at GatorCareWellness@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 throughout the challenge. Please read challenge related emails to ensure you are getting this information.

- ✓ **Recognize team and individual successes.**

See page 6 for ideas on ways to recognize success and set team and individual goals.

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 the wellness team at GatorCareWellness@shands.ufl.edu.

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.

✓ 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, 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 throughout the challenge.

✓ 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
- The wellness team at GatorCareWellness@shands.ufl.edu for all other issues
- Tell us how you engage your team!

TROUBLE SHOOTING

HOW TO SOLVE YOUR WALKING CHALLENGE WOES

- **I'm new to Walker Tracker. How do I get started?**
<https://support.walkertracker.com/category/52-getting-started>
- **I need help connecting or syncing my device.**
<https://support.walkertracker.com/category/154-connecting-syncing-devices>
- **What devices and apps can I use with Walker Tracker?**
<https://support.walkertracker.com/article/94-devices-and-apps-that-can-link-to-your-account>
- **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>
- **How do I change my email notifications and privacy settings?**
<https://support.walkertracker.com/article/144-change-email-notifications-and-privacy-settings>

KEY TAKEAWAYS

- ➊ Your device syncs with Walker Tracker when you open the app for your device, not the Walker Tracker app.
- ➋ 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-manual-step-entry-and-edit-step-entries-browser>. Note: this is different than making an manual activity entry. Step entries count towards your team's steps; "Convert an Activity" entries do not.