



Frequently Asked Questions

Q: What is Step Up for Stepping Strong, and what does it support?

A: Step Up for Stepping Strong is a month-long virtual wellness challenge benefitting [The Gillian Reny Stepping Strong Center for Trauma Innovation at Brigham and Women's Hospital](#). Established by survivors of the 2013 Boston Marathon tragedy, the Stepping Strong Center fuels trauma research and care to benefit civilians and military personnel worldwide who have suffered the devastation of traumatic injuries.

Q: When does the program take place?

A: Registration is open April 1-30, and the steps challenge is May 1-31.

Q: Is there a cost to participate or equipment needed?

A: There is no individual fundraising required nor special fitness tracker needed (just a smartphone), and the app used to administer the program is free to download.

Q: What are some of the benefits of participation?

A: The program offers many benefits, including:

- Weekly prize drawings
- Weekly access to health and wellness content from Brigham and Women's Hospital
- The opportunity to be part of an effort to raise a \$150,000+ gift to advance trauma research
- The chance to honor and support those who have been affected by trauma

Q: How do I register?

A: Follow these steps:

1. **DOWNLOAD** the MoveSpring app
Organization code: STEPUP25
2. **CREATE** account (name, email, username)
*Check the "Upcoming" tab to make sure you see 'Step Up for Stepping Strong'
If you don't, click the "Join challenge" button*
3. **CONNECT** your phone health app or fitness tracker
4. **JOIN A TEAM**
Corporate participants: join your company team
Individual participants: join the Stepping Strong team

Q: What is an organization code?

A: When you create your MoveSpring profile, this special code ensures you enter the Step Up for Stepping Strong challenge. This should auto-populate during registration, but if you are asked to input this code, please use **STEPUP25**.

Q: What is MoveSpring?

A: MoveSpring is a social fitness platform connecting diverse communities through challenges, activity data, and healthy lifestyle content. When you join Step Up for Stepping Strong and connect your device, MoveSpring will automatically track your steps, making participation simple and easy.

Q: Which devices connect to MoveSpring?

A: MoveSpring offers cross-device compatibility and supports most major fitness trackers, including:

1. Android phones (Android 4.2 or above) – Google Fit app (Android, Pebble, Xiaomi, and more)
2. Apple Watch
3. iPhone 5s and above
4. Fitbit – Zip, One, Flex, Charge, Charge HR, Charge 2, Surge, Alta, Alta HR, Blaze, Versa, Mobile Tracker app
5. Garmin – Vívofit, Vívofit 2, Vívosmart, Vivosmart HR, Vívofit, Vivokí
6. Misfit – Flash Cyclist, Flash, Link, Ray, Shine, Shine2, Speedo Shine, Swarovski Activity Crystal
7. Pebble – Classic, Steel, Time Round, Time Steel, Time
8. Xiaomi – Mi Band
9. Withings (Now Nokia) – Pulse, Pulse O2, Activité Pop, Activité, Activité Steel

Q: How do I connect my device?

A: When creating your profile, you will be prompted to connect your device (fitness tracker or health app on your phone). Simply follow the steps and you're all set! You can also find your device from the selection of options [on this page](#) and follow the directions to get everything set up.

Q: How does syncing work?

A: Check out [this website](#) to learn more about syncing and see the following how-to videos:

1. [Mobile syncing](#)
2. [Syncing on the web](#)

MoveSpring syncs your steps data from your device's cloud server online (not directly from your device or the corresponding app). To sync your steps to MoveSpring, you need to first make sure they're available in the cloud.

To do this, open your device app on your phone. For example, open the Fitbit app. Pull down the screen to refresh (touch the top of the screen and drag your finger down) and this will push your data into the Fitbit cloud. Next, open the MoveSpring app and your steps will sync.

General Syncing Information:

To sync steps data into your MoveSpring account, you will need to open the MoveSpring app on your phone or go to the [MoveSpring website](#) and click the green **Sync** button at the top right. MoveSpring cannot sync your steps data if you do not open the MoveSpring app or website.

We recommend syncing several times a day to keep your data up to date in your challenge. All MoveSpring challenge groups have a **72-hour grace period** after the challenge ends to give you extra time to sync your final steps.

Q: How will my name be displayed in the Step Up for Stepping Strong challenge?

A: The username and avatar you create when setting up your MoveSpring profile will be visible to other challenge participants only.

Q: How do I edit my profile?

A: See the following how-to videos:

1. Editing your profile in the mobile app: <https://youtu.be/w4nHMg51V-I>
2. Editing your profile on the web: https://www.youtube.com/watch?v=S_vOVIswR0o

MoveSpring allows you to easily change your name, profile picture, username, email, password, and time zone, as well as your preferences for showing your distance in kilometers or miles.

Q: How do I edit my notification settings?

A: MoveSpring will default to sending you push notifications. To manage these settings, go to your **Profile** tab, select the gear icon in the top right-hand corner to edit settings, scroll down, click on notification preferences, and adjust as you'd like!

If you enable push notifications, you will receive push notifications on your mobile device that will result in a pop-up message on your lock screen. Simply click this alert to be brought back into the MoveSpring app.

From here, you can see the chat conversation you've missed or engage with a piece of content just posted within your challenge group.

Q: How do I covert other types of activity to steps (i.e., cycling)?

A: See the how-to-video: <http://help.movespring.com/en/articles/2056408-how-to-convert-non-stepping-activities-to-steps-and-manually-add-them-into-movespring>

Q: Need help or have questions?

A: Check out the [MoveSpring Help Center](#), [how-to videos](#), or contact their support team. To contact MoveSpring Support in the mobile app, tap the menu bars at the top left corner of the dashboard and then tap the green Message support button at the bottom of the utility panel. On web, click the blue chat icon at the bottom right of the screen.

You can also reach the MoveSpring Support team at: help@movespring.com.

Other Policies:**Minimum Team Size**

Should a team have fewer than the minimum of three participants enrolled by May 10, the team will be deleted and the members will be automatically moved to the Stepping Strong team.

Syncing

Users who have not synced their steps by May 10, will be removed from the challenge.

Activity Cap

A daily cap of 40,000 steps per day has been set.