

## Trailblazers Team Challenge - Frequently Asked Questions

Below are frequently asked questions about the Trailblazers Team Challenge, a team-based steps activity hosted on *Engage*, your personalized digital well-being assistant. The Trailblazers Team Challenge is available to all employees and eligible dependents.

### How do I join the Trailblazer Team Challenge?

**Step 1. Join [Engage](#) by registering** on the website, download it from your device's app store, or Text "APP" to 27978 for a link to the Engage mobile app and register for your account. NOTE: Message and data rates may apply.

**Step 2.** You can find the challenge on the home screen of Engage

**Step 3.** Create, join, or be matched with others who are looking for a team

### Can I join after the challenge starts?

Yes, you can join at any point during the challenge period.

### How do I join a team?

You can create a team (up to 6 member) to join, you can join an existing team, or you can choose to be randomly matched with others who are looking for a team.

### What happens if I choose to be randomly placed on a team?

Teams (up to 6 members) made up of randomly matched players will have a team name, banner, and logo automatically created for them. Anyone can join these teams at any time during the challenge.

### Why do some teams not have captains?

If you choose to be randomly placed on a team, there will not be a team captain. Anyone can join at any time during the challenge.

### How are teams ranked?

Gems are used to calculate a team's leaderboard ranking: teams are ranked based on the gem total of all team members.

### How do I earn gems?

Gems can be earned by reaching a daily step goal. Each goal can be completed once per day.

### Daily Step GoalGems Earned

5K	10
10K	10
15K	4
20K	3
25K	2

## What are the prizes?

Prizes (Visa Gifts Cards) will be awarded to the teams ranked in the Top 10 at the final tally at the end of the challenge (each team member receives a \$100 gift card). There will be two sweepstakes drawing categories: (1) for individuals with at least 100,000 steps (up to 100 participants will receive a \$50 gift card), and (2) individuals with 300,000 steps or more (up to 50 participants will receive a \$75 gift card) in the final tally at the end of the challenge.

## How do I link my activity tracker to the app?

The first time you log into the mobile app, you'll be prompted to link a tracker; simply follow the instructions. You can also link a tracker in the following way:

**Step 1:** Open the *Engage* app. From your home screen, **select a tracking program**—Get Active, Sleep Well, or Eat Smart. You can also find these programs on your Benefits page.

**Step 2:** From the program page, select **Link Tracker**

**Step 3:** Next, select **I have a tracker** and follow the prompts to link your activity tracking service. Toggle a tracking service on/off or add a new one by tapping + on the top right.

## Do I need to use a wearable activity tracker to earn points?

No. Even if you don't use a wearable activity tracker, you can still earn points the following ways:

- Sync *Engage* with your mobile phone's health tracker
- Manually log activity in your *Engage* steps
- Download a free tracking app. For a list of compatible tracking app services, click here: <https://my.engage-wellbeing.com/faq/tracking-device-compatibility?brand=eng>

## How do I add activities that aren't steps or manually add steps?

You can convert other activities to steps by selecting "More activities" from the "Log manually" link located in the *Your Activities* section. Choose from a list of popular activities or log a custom entry.

## How far back can I manually input steps?

You can manually add activity up to 2 days prior to the current date.

## I'm not receiving points for tracking my steps. How do I fix this?

If you're not receiving points for steps tracking, try these troubleshooting steps:

1. Make sure your tracking service is properly linked to the app.
2. Manually sync your activity tracker with its third-party tracking service every day. For example, sync your Fitbit wearable with your Fitbit account.

Send questions about the Trailblazer Team Challenge to [MyWell-being@ngc.com](mailto:MyWell-being@ngc.com)