

General challenges

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How is my recommended daily kCal within nutrition calculated?

Kilocalories (kCal) measure the energy content of foods and beverages. Calculating your recommended daily kilocalorie (kcal) intake involves considering several factors, including age, gender, weight, height, and physical activity level. This calculation is important because consuming the right amount of energy helps maintain a healthy weight, supports bodily functions, and provides energy for daily activities.

How is my average step goal calculated?

Your average step goal is calculated based on the average number of steps recorded by your device over the last 7 days. If you see No Data, check your Connections, if applicable, refresh your fitness tracker app and check App Permissions or refer to our connection FAQs for assistance.

How to setup a Challenge?

1. Ensure you have a connected wearable/device
2. Under Settings of the Challenge information, choose your goal for the challenge. The higher the goal, the more points that are up for grabs.
3. You are now set to start your challenge, view the summary details of the Challenge created.
4. View your progress under Challenges on the Navigation Bar
5. When the challenge ends, if you meet your goal you will receive the applicable Health Points to your Balance. This can be checked under Balance History in Rewards
6. To ensure fairness, we do not count manually entered steps. Only steps synced through a fitness tracker will be counted towards your challenge progress.

How to setup a Group Challenge

1. Ensure you have a connected wearable/device
2. Under Challenge Details, select a Start Date for your Group Challenge to commence on, then set the goal and duration. The higher the goal, the more points that are up for grabs.
3. Invite participants before the Group Challenge Start Date.
4. Participants must be connected to a wearable/device, to be ranked fairly.
5. To ensure fairness, we do not count manually entered steps. Only steps synced through a fitness tracker will be counted towards your challenge progress.
6. Participants must meet the minimum activity threshold which is 5,000 steps per day to earn reward points.
7. Health Points will be awarded automatically to the Top 3 Winners. This can be checked under Balance History in Rewards.

Note: There must be a minimum of 3 participants including yourself for the Group Challenge to commence. You can send invites again to Participants before the Group Challenge starts. If there are not enough Participants, the Group Challenge will be cancelled.