

# Challenges & rewards

- [In-App challenges](#)
  - [My points after completing a challenge are not credited.](#)
- [Rewards](#)
  - [How can I earn points?](#)
  - [How can I change my country in healthmov rewards?](#)
- [Company step challenge](#)
  - [How can I join the challenge?](#)
  - [What should I do if my steps aren't syncing with the app?](#)
  - [Is there a maximum limit on the number of steps for a day?](#)
  - [Is manual step entry allowed?](#)
  - [What happens when I join the step challenge late?](#)
  - [How often is the leaderboard updated?](#)
  - [Can I participate in multiple challenges simultaneously?](#)
  - [Is there a prize or reward for winning the step challenge?](#)
- [General challenges](#)
  - [How is my recommended daily kCal within nutrition calculated?](#)
  - [How is my average step goal calculated?](#)
  - [How to setup a Challenge?](#)
  - [How to setup a Group Challenge](#)
  - [Champions Challenge - Rules & Info](#)

# In-App challenges

# My points after completing a challenge are not credited.

Health points after successfully completing your challenge are automatically added to your total points. You can view these under Points history. If you don't see your points credited, please reach out to [support@healthmov.com](mailto:support@healthmov.com).

# Rewards

# How can I earn points?

Healthmov rewards you to be healthy. You are rewarded with health points for completing numerous activities on the healthmov application. This includes using the app, completing daily tasks and challenges.

Check out the challenges section for available personal challenges or start a group challenge for earning points. Once you have earned enough points, check over 100 available rewards to redeem online or in store at your favourite brands.

# How can I change my country in healthmov rewards?

To change your country in healthmov rewards, follow these steps:

1. Go to the Rewards page
2. Click on the country flag icon
3. Select your country from the drop-down menu
4. Now you can view the rewards available in your country

# Company step challenge

# How can I join the challenge?

You are already a part of challenge, to check your progress you can :

1. Click on step challenge card on your homepage or
2. You can go to challenges & click on step challenge card
3. Check your position on leaderboard



# What should I do if my steps aren't syncing with the app?

If your steps are not syncing, please ensure that your fitness tracker is connected. You can do this by:

1. On healthmov homepage, tap Settings on the top righthand corner
2. Go to Connections
3. Check your device connection
4. Refresh the app to sync the data

# Is there a maximum limit on the number of steps for a day?

During a step challenge, there is a daily step cap of 20,000 steps. If you exceed this daily step cap, all your steps will still be visible in your fitness data, but please note that steps beyond the cap limit will not count towards your step challenge progress.

Company step challenge

# Is manual step entry allowed?

To ensure fairness, we do not count manually entered steps. Only steps tracked through a wearable device will be counted towards your challenge progress.

# What happens when I join the step challenge late?

As the Company step challenge is an auto-submission challenge, you were already a part of the challenge, but your steps were not synced. We allow you to sync your fitness data for the past 7 days, which means your steps for the previous 7 days will be reflected on the leaderboard.

However, if you join after 7 days from the challenge start date, please note that the steps for the first few days of the challenge will not be counted in your total step count.

# How often is the leaderboard updated?

The leaderboard is typically updated in real-time or at regular intervals throughout the day to reflect your current step count and ranking.

# Can I participate in multiple challenges simultaneously?

Yes, you can participate in multiple challenges at the same time. Your steps will be counted for all the challenges you join.

Company step challenge

# Is there a prize or reward for winning the step challenge?

Yes, each challenge is coming with prizes. Check the challenge details for information on any prizes or rewards associated with the challenge.

# General challenges



# 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. All 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.

# Champions Challenge - Rules & Info

The Champion Challenge is a 30-day opportunity for selected users to help grow their company's Healthmov community and earn exclusive rewards in return.

## Eligibility criteria :

- Only users who receive a Champion invitation from the Healthmov team are eligible.
- Selection is based on your past activity, motivation and consistency on the Healthmov app.
- The more engaged you are, the higher your chances of being selected.

## Your target & challenge points :

- If you're nominated, your Champion Challenge will appear under Personal Challenges in the app.
- Your target number of users and Health Points reward will be clearly displayed there.

## Rules :

- Colleagues must use your invitation link to download the Healthmov app.
- They must complete their first scan to count toward your challenge.
- Only referrals converted within your 30-day window will count.
- Reach the target to claim the full reward of Health Points