

2020 TOOLKIT



SPARKCLEVELAND 2020 FIT CITY CHALLENGE

presented by

VIONIC®

Walk. Move. Live.®



SPARK360

oswald®



September 1st - October 15th

www.SparkCleveland.com



WHAT'S IN THE TOOLKIT

- **Welcome Letter**
- **Quick Registration Guide**
- **Connect Devices via the Spark360 App**
- **Connect Devices via Web Browser**
- **Information and FAQs on Device Syncing**
- **Frequently Asked Questions for Employers**
- **Frequently Asked Questions for Employees**
- **Recruitment Flyer**



WELCOME TO THE SPARKCLEVELAND FIT CITY CHALLENGE

SparkCleveland is an initiative of Spark360 and Oswald Companies. This program is designed to help individuals and companies become Fit & Healthy Leaders, while working together to build friendly competition and encourage positive change. The the **SparkCleveland 2020 Fit City Challenge**, is an interactive challenge designed to help move companies toward better health. The challenge utilizes the Spark360 technology platform to help participants get and stay healthy by tracking daily fitness activity minutes in a fun and free Fitness Game.

Participants join their colleagues to help their employers reach the top of the company leaderboard while competing against other organizations and individuals. You and your employer can win prizes and prove you work for one of the healthiest and most active companies in Ohio! Individual participant minutes also roll up into Cleveland's totals, which helps everyone take pride in a healthier Cleveland.

The Challenge runs September 1st through October 15th and will rank companies into three size categories - small (2-99 employees), medium (100-499 employees), and large (500+ employees) and each individual's minutes will count toward the company total. Leaderboards will display company rankings after the challenge goes live. Specific information is provided in this toolkit on how to register for the challenge, sync your wearable devices, or track your minutes for the **SparkCleveland 2020 Fit City Challenge**.

You can also help build this campaign by sharing the attached flyer with your coworkers, friends, and family and encouraging them to join the SparkCleveland movement. Thanks for joining this effort to help the Cleveland Metro area move companies toward better health!



NEW MEMBER REGISTRATION

New to Spark360? If your organization is not a current Spark360 client, follow the instructions below.

1. Go to www.SparkCleveland.com and click Join Now!
2. Enter your email address, first name, last name, DOB, sex and zip code
3. Create a password and username (username will be displayed in public areas such as leaderboards – real names will not be displayed)
4. You will receive confirmation email with a link. Click link to confirm email address and return back to www.SparkCleveland.com.
5. Next, choose your company from a dropdown list.
 - Note: If your company does not exist in the dropdown list yet, you can choose the “my organization is not listed” and fill out a simple form with company name and number of employees. A Spark360 administrator will verify your company. You will receive an email when your company is verified.
6. You will see a summary screen displaying your username and company which provides information about how to track your minutes and a link to the member home page.
7. Finally, you will go to your member home page that includes your To Do List and large callout of SparkCleveland.

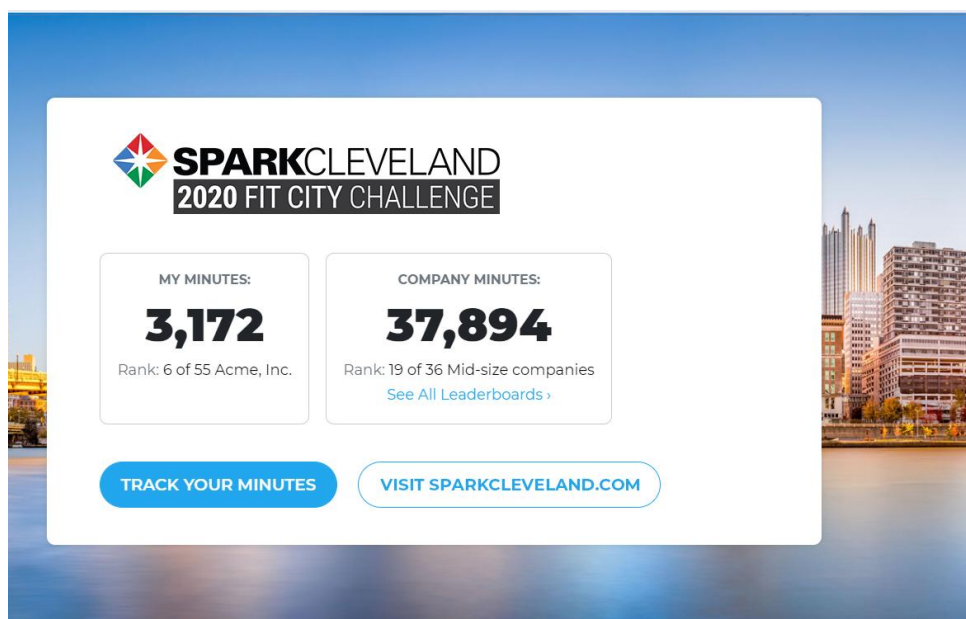
EXISTING CLIENT MEMBER REGISTRATION

This is the path for members who already have a Spark360 account.

1. From the signed in member portal home page (page with To Do List), there will be a SparkCleveland section below the To Do List with a button “Join SparkCleveland”, click that button to begin the process.



2. You will go to a page where you will create a username (username will be displayed in public areas such as leaderboards -- real names will not be displayed publicly).
3. You will see a summary screen displaying your username and company which provides information about how to track your minutes and a link back to the member home page.
4. Finally, you will go back to your member home page that includes your To Do List and large callout of SparkCleveland by clicking Track Your Minutes.



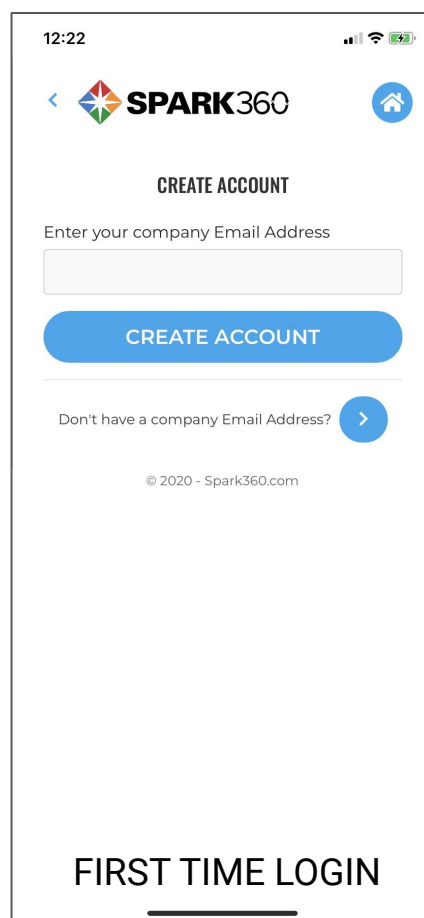
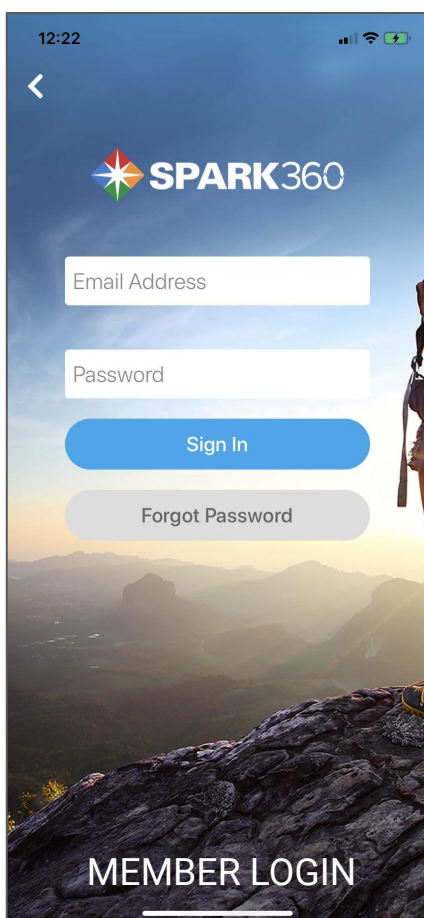
CONNECTING DEVICES

The SparkCleveland Fit City Challenge runs on the Spark360 app. You can download the free app to your mobile device from the iOS App Store or the Google App Store. To connect a FitBit device you will need to access <https://portal.spark360.com> via a web browser.

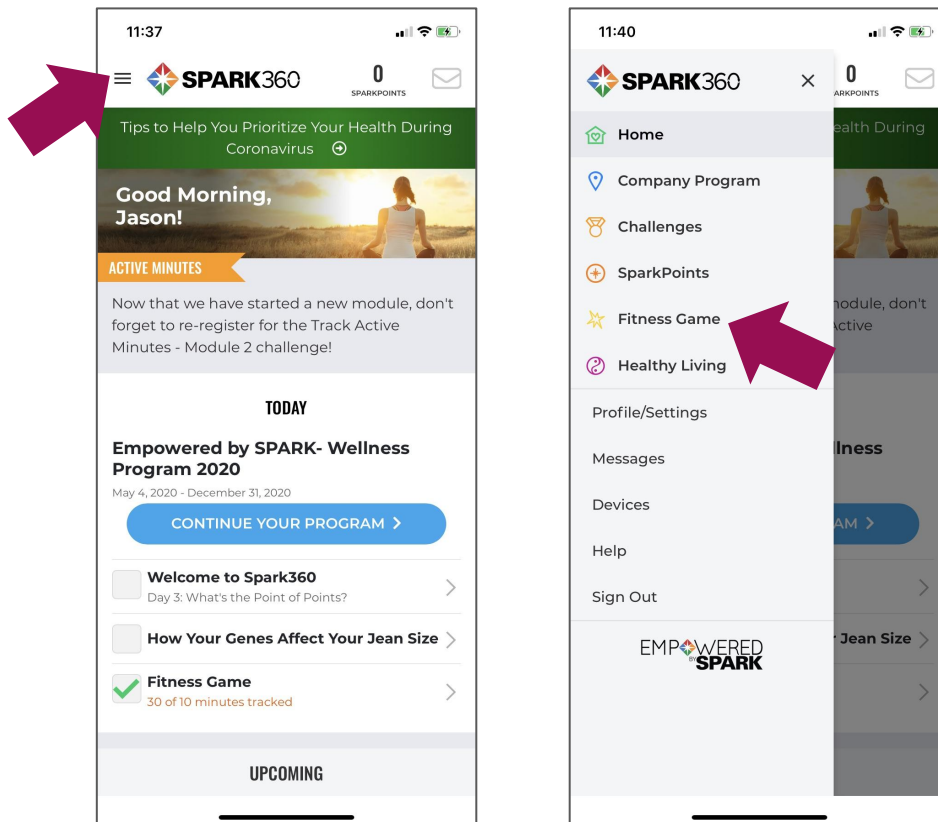
You must be either a current member or be registered for the SparkCleveland Fit City Challenge, which you can do at www.SparkCleveland.com.

CONNECT YOUR DEVICE VIA THE APP

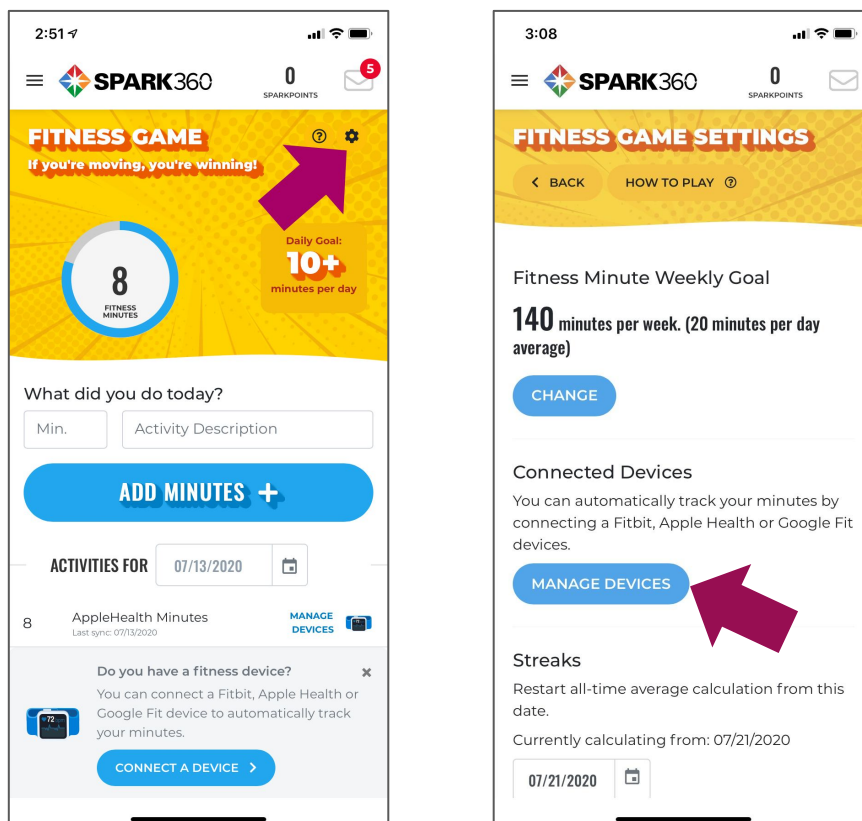
1. Open the Spark360 app. If it's the first time you've used it you'll need to log in using your member ID or your SparkCleveland registration info. The example below uses Apple Health, but will be the same process for Google Fit on an Android Device.



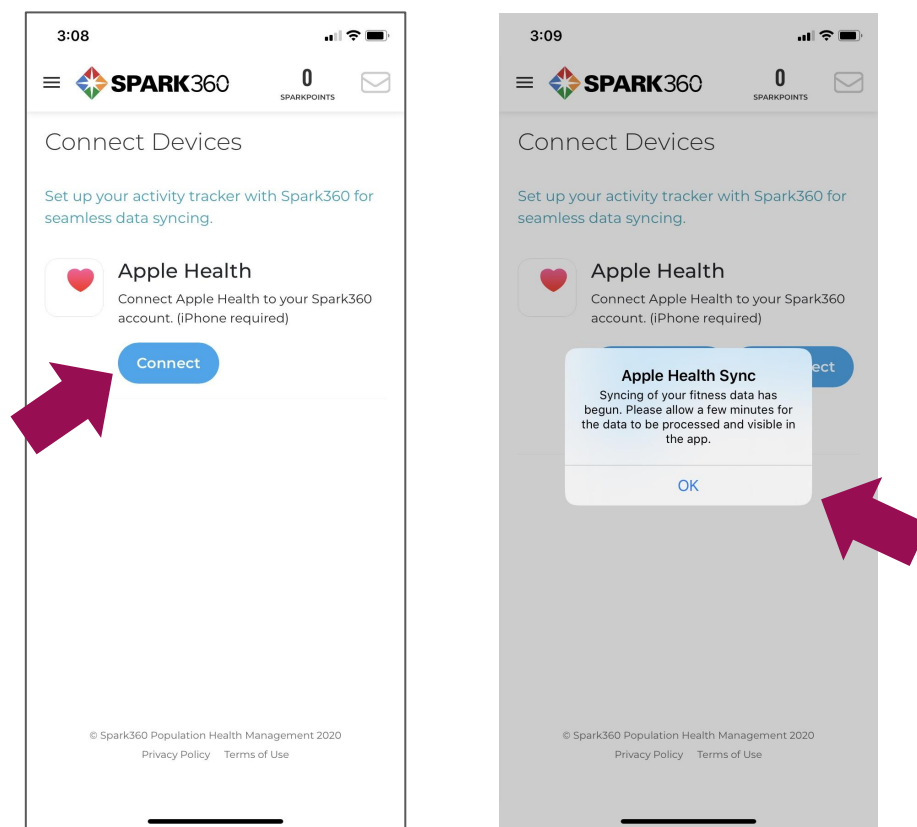
2. Once you've logged on click on the menu and choose Fitness Game



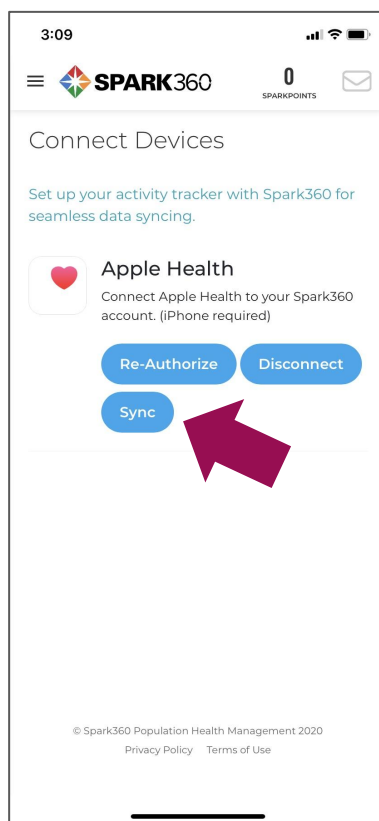
3. Inside the Fitness Game click the gear icon to go to settings, then click on Manage Devices



4. Click Connect, you'll receive a notice depending on whether you are on an Apple or Android Device

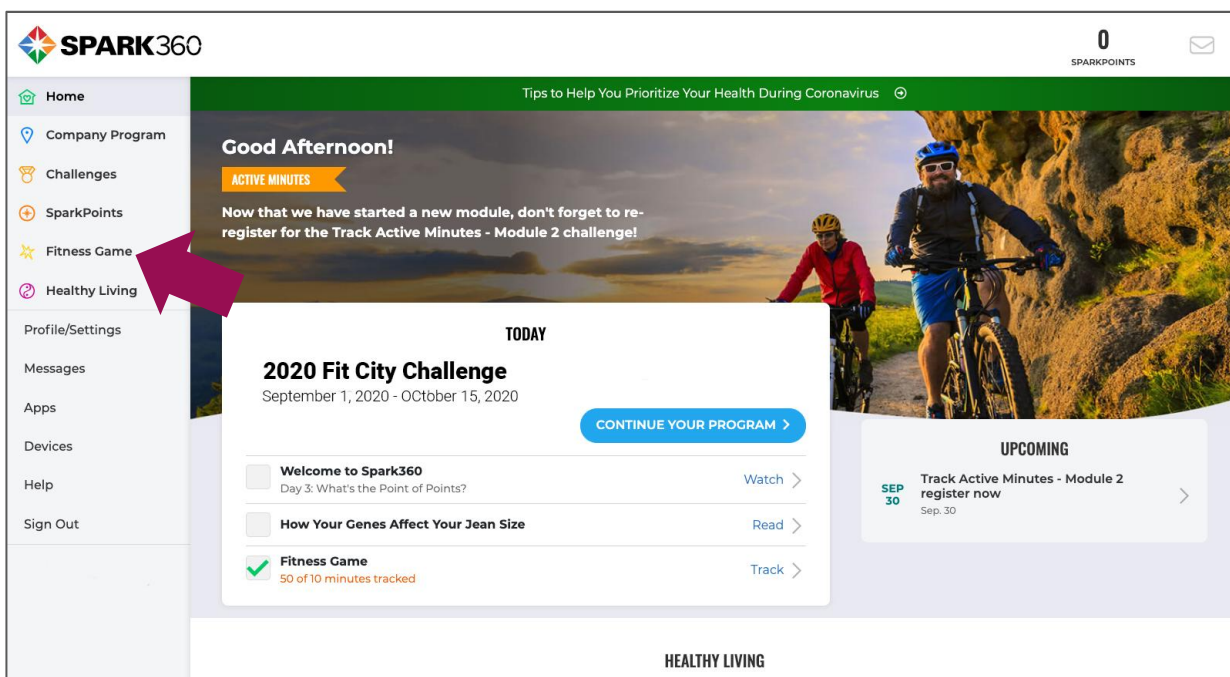


5. You will then be able to sync your device, you're all set to start logging minutes

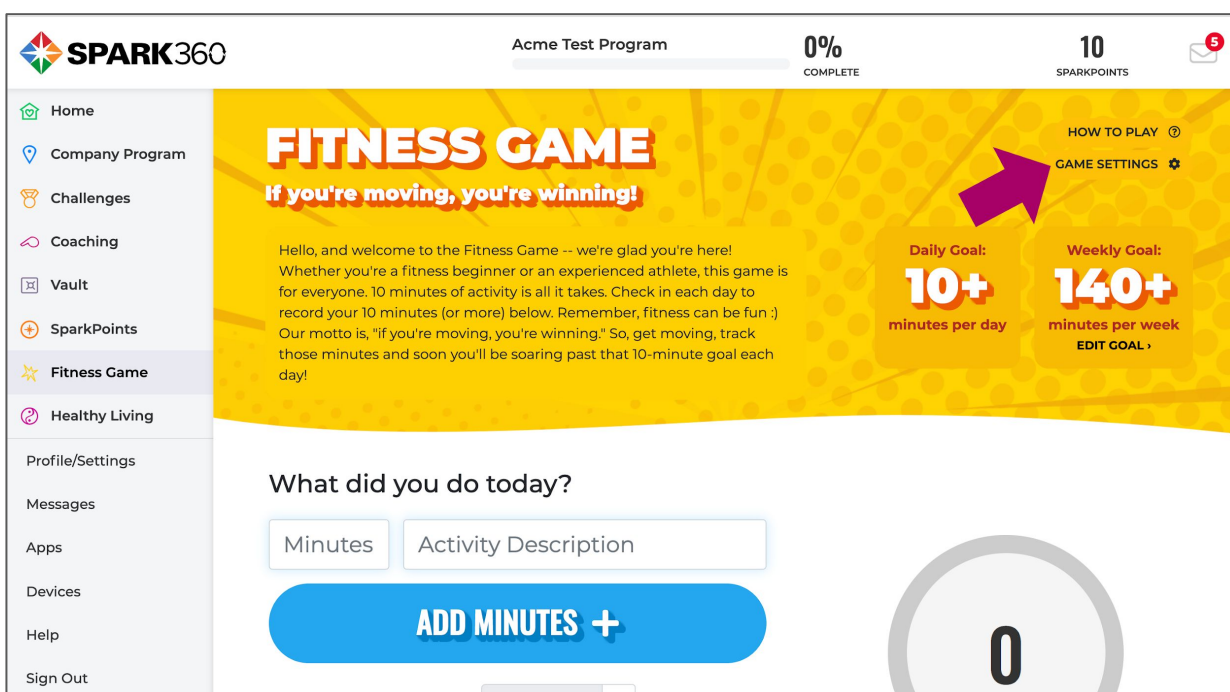


CONNECT YOUR DEVICE VIA WEB BROWSER

1. Login to the portal at <https://portal.spark360.com> and choose Fitness Game from the menu



2. Then click on Game Settings



3. Next click on Manage Devices

SPARK360 Acme Test Program 0% COMPLETE 10 SPARKPOINTS

FITNESS GAME SETTINGS

< BACK HOW TO PLAY ?

Fitness Minute Weekly Goal
140 minutes per week. (20 minutes per day average)
[CHANGE](#)

Connected Devices
You can automatically track your minutes by connecting a Fitbit, Apple Health or Google Fit devices.
[MANAGE DEVICES](#)

Streaks
Restart all-time average calculation from this date.

4. Finally click on Connect below Fitbit Devices. This will connect your Fitbit. Apple Health and Google Fit must be connected via the Spark360 app on a mobile device

SPARK360 Acme Test Program 0% COMPLETE 10 SPARKPOINTS

Connect Devices

Set up your activity tracker with Spark360 for seamless data syncing.

Fitbit Trackers
Connect any Fitbit device to your Spark360 account.
[Connect](#)

Apple Health
To Connect Apple Health to your Spark360 account download the [Spark360 iPhone App](#).

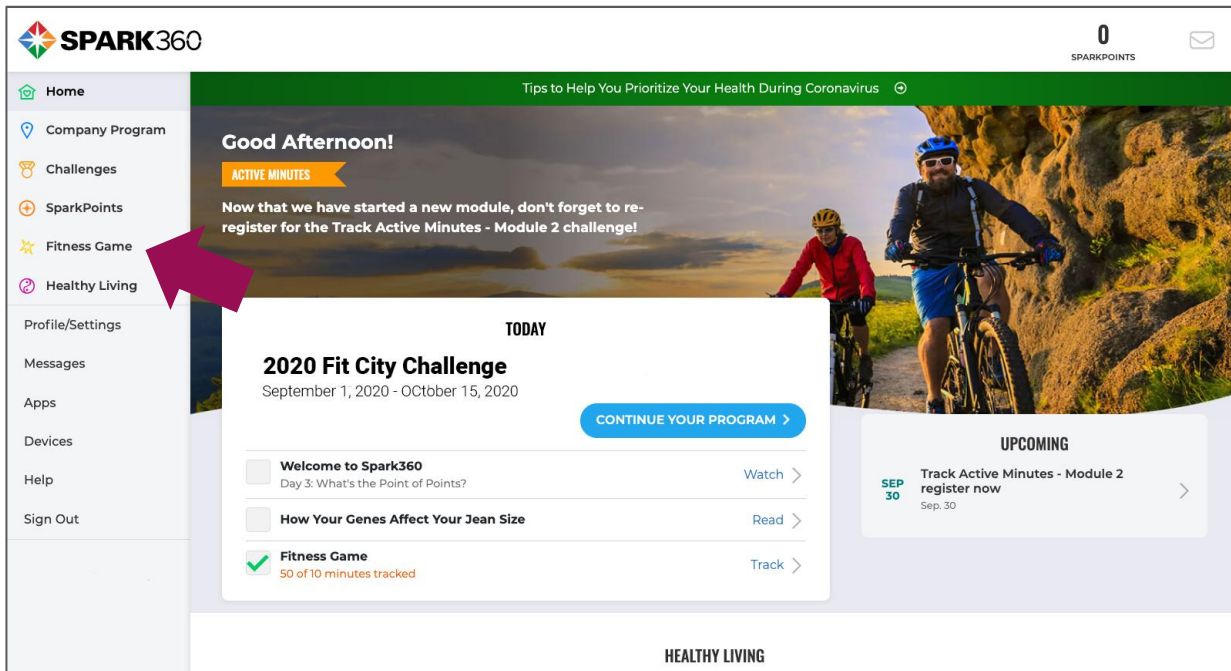
Google Fit
To Connect Google Fit to your Spark360 account download the [Spark360 Android App](#).

SYNCING INFO, RULES AND FAQs

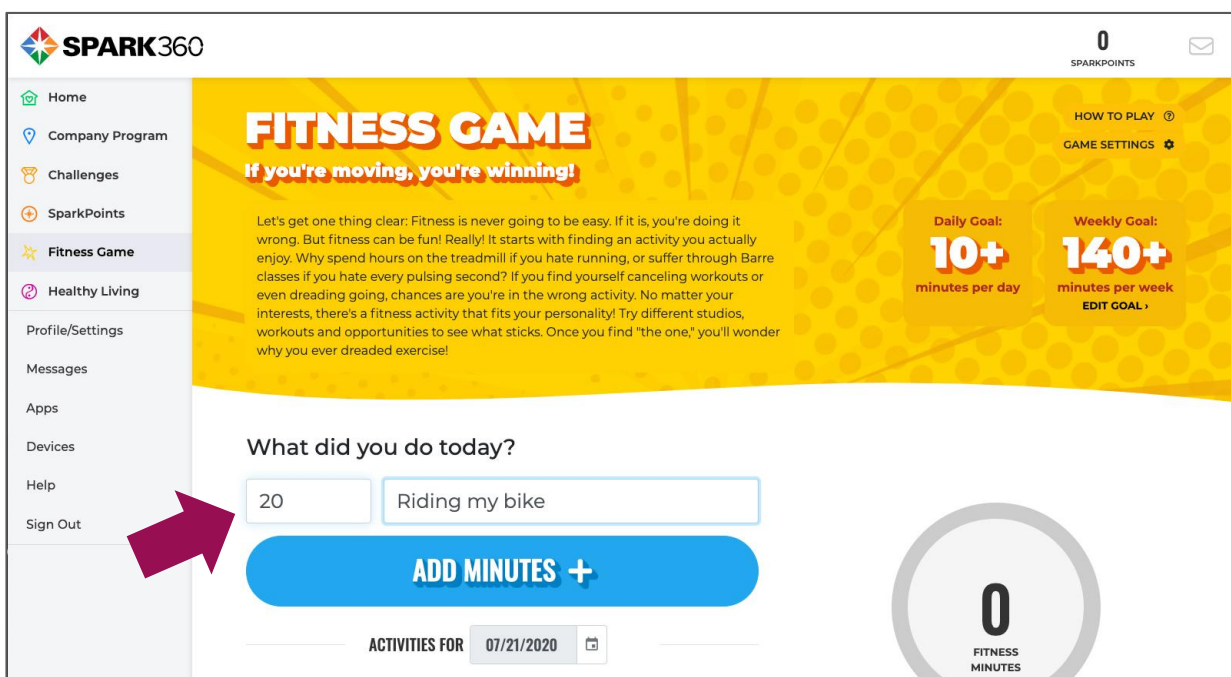
- Apple Health and Google Fit only sync data when the app is opened. So, in order to pass your minutes data to Spark360, you must open the app. Syncing takes place automatically once the app is opened – no additional action is required. We recommend opening the app several times per day to keep your minutes up-to-date in the Fitness Game.
- For Apple Health and Google Fit, once the app is opened and a data sync automatically starts in the background, the data may take up to 2 minutes until it is visible in the Fitness Game.
- Fitbit devices must first sync to Fitbit's servers via a connection between the Fitbit device and your phone app or computer (completely outside of Spark360). Once that happens, there is a Spark360 process that runs every 10 minutes to pull in data. So, you may have to wait up to 10 minutes for your Fitbit data to show after syncing with Fitbit servers.
- If you have multiple devices connected (ex: Fitbit and Apple Health), or enter minutes manually in addition to pulling in device data, the highest number of minutes will be used as the main challenge tracking number.
- If you connect a Fitbit after the challenge has started, Fitbit does not allow Spark360 to pull your steps or minutes prior to the connection time. Ex: If a challenge started yesterday and you connect your Fitbit today at noon, Spark360 will only show Fitbit steps and minutes from noon today and in the future.
- If you connect an Apple Health or Google Fit device after the challenge has started, Spark360 will attempt to pull the previous 30-days minutes values. This means, if you start a challenge 30 days late, then connect an Apple Health or Google Fit device, you will see your minutes from the past 30 days eventually load into the challenge.
- If your Fitbit stops syncing minutes with Spark360, you can Re-Authorize the connection. In order to do this, click the "Manage Devices" link on the challenge tracking page (located below the Fitbit logo). Once on the "Connect Devices" page, click the "Re-Authorize" button. You may be prompted to sign into your Fitbit account again.
- If your Apple Health or Google Fit stops syncing automatically, you can perform a manual sync that will attempt to pull in the last 30 days of steps and minutes values. In order to do this, click the "Manage Devices" link in the Fitness Game (located below the Apple Health/Google Fit logo). Once on the "Connect Devices" page, click the "Sync" button.

ADDING YOUR MINUTES MANUALLY

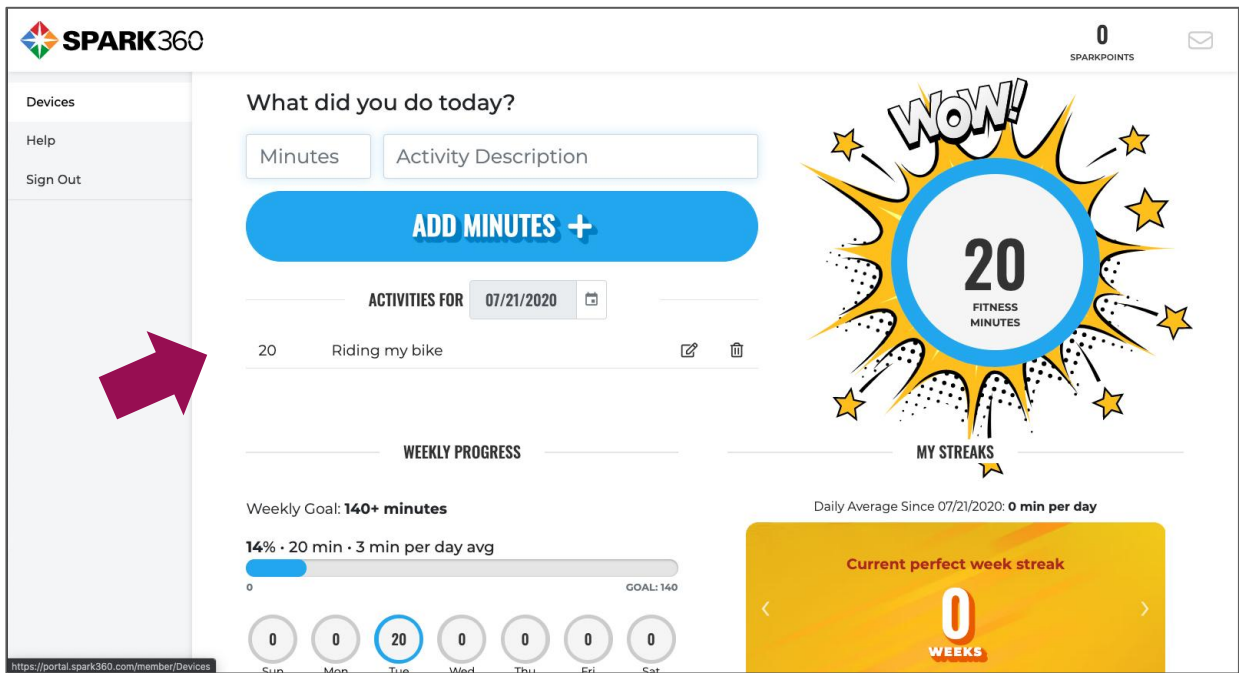
1. Login to the portal at <https://portal.spark360.com/> or use the Spark360 app on your mobile device, then choose Fitness Game from the menu



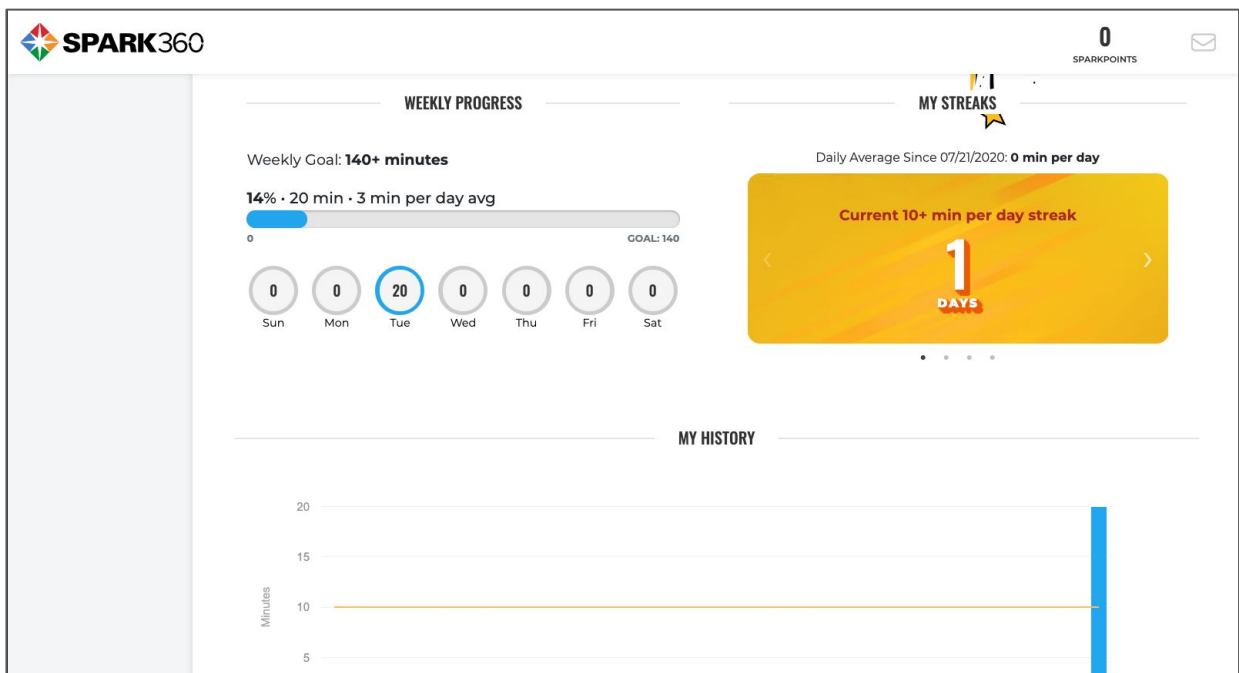
2. Enter the number of minutes you were active and the type of activity, click Add Minutes+



3. Your minutes are recorded and your progress is updated



4. Make sure to log your minutes every day and track your progress, you're going to do great!





FREQUENTLY ASKED QUESTIONS FOR EMPLOYERS

Q: Can participants register individually?

A: No, participants must be registered with an organization. If they do not have a company/employer to participate with, they can join the All-City team.

Q: What are the different size categories of companies that can participate?

A: Small = 2 - 99 employees Medium = 100 - 499 employees Large = 500+ employees

Q: I do not see my company on the list available. What do I do?

A: If your company does not exist in the dropdown list yet, fill out a simple form with company name and number of employees. A Spark360 administrator will verify your company. You will receive an email when verified.

Q: We are headquartered in Cleveland but have locations all over the nation, can all of our locations participate?

A: Yes! All locations are encouraged to participate. We suggest designating a "SparkCleveland Fit City Challenge" Champion at each location as a go-to person for questions or concerns. Satellite locations should join the city where the headquarters is located.

Q: Will SparkCleveland sell or distribute my information?

A: No, Spark360 will not sell or share your information. Additional information on their strong privacy policy is available [HERE](#).

Q: Can we make this an internal challenge to increase participation?

A: Yes! We encourage employers to create a friendly internal competition to increase participation in the challenge. Each company will have their own team page that will show the participants with the most minutes accrued in their company.

Q: How can participants track their minutes?

A: If employees use a Fitbit, Misfit, the Google Fit app, or the Apple Health app, these devices will automatically integrate their minutes. If they do not, they can track their minutes and manually log their minutes on the website.



FREQUENTLY ASKED QUESTIONS FOR EMPLOYEES

Q: What do I need to do to register for the SparkCleveland Fit City Challenge?

A: Log on to www.SparkCleveland.com and complete the necessary information.

Q: I registered my employer using the “other” option but my employer still isn’t showing up and my co-worker wants to sign up for the challenge. What should I do?

A: When adding an employer using the “Other” option, your company team will be created and appear on the drop down within 48 hours so that others in your company may register.

Q: What wearable devices can be integrated to the website to log my minutes automatically for the SparkCleveland Step Challenge?

A: Fitbit, Google Fit, or the Apple Health app.

Q: If I do not own a wearable device, can I track my minutes manually?

A: Yes, you can use the Spark360 app on your mobile device or log you minutes in the Spark360 portal through a web browser at <https://portal.spark360.com>.

Q: I have a fitness device and/or app that I would like to connect to my account. How can I do that?

A: See our resources on tracking your minutes.

Q: If I forget to log my minutes manually, can I go back and log previous days minute totals?

A: Yes. Simply use the Calendar dropdown menu under the Add Minutes+ button to choose the date you need to add.

Didn’t Find An Answer For Your Question?

Email us at support@spark360.com



SPARKCLEVELAND 2020 FIT CITY CHALLENGE

September 1st - October 15th

www.SparkCleveland.com

HEY CLEVELAND, GET READY TO GET ACTIVE!

The SparkCleveland 2020 Fit City Challenge is coming! This year it's bigger and better than ever, because anyone can participate. All you need to do is pick your favorite physical activity - walking, biking, swimming, gardening, basketball, soccer, roller skating, and many others - and track the minutes you spend doing it every day in the Spark360 portal. It's really that easy.

Sign up through your employer or register at SparkCleveland.com between August 1st and September 1st. Then start tracking your minutes on September 1st to help your organization and your city be the healthiest in America. You can also win prizes, and your organization can win a free TV commercial in your city!

Need a little extra motivation? This year we're taking on Pittsburgh in a head-to-head city challenge. So get active, and help Cleveland bring home the win!

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