SPARKAMERICA

2021 FIT CITY CHALLENGES

September 1st - October 15th

www.SparkAmerica.com

presented by

VIONIC®

Walk. Move. Live.®

SPARKAMERICA **2021** FIT CITY CHALLENGE

WHAT'S IN THE TOOLKIT

- Welcome Letter

- Quick Registration Guide

- Connect Devices via the App

- Connect Devices via Web Browser

- Manually Tracking your Minutes

- Device Syncing FAQs

- Employee FAQs

- Recruitment Flyers

VIONIC

WELCOME TO THE 2021 FIT CITY CHALLENGES

The SparkAmerica 2021 Fit City Challenges are designed to help individuals and companies become Fit & Healthy Leaders, while working together to build friendly competition and encourage positive change. The interactive challenges are built to help move companies toward better health. The challenges utilize a single 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 employer 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 America! Individual participant minutes also roll up into your city's totals, which helps everyone take pride in a healthier community.

The challenges each run for 6 weeks (September 1 - October 15) and will rank companies into three size categories - small (2-99 employees), medium (100-499 employees), and large (500+ employees). Each participant'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.

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

NEW MEMBER REGISTRATION

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

1. Go to https://sparkamerica.com/spark-cities, and click the JOIN SPARKAMERICA button.
2. Enter your email address, first name, last name, DOB, sex, and zip code.
3. Select your city from the dropdown menu
4. Create a password and username (username will be displayed in public areas such as leaderboards -- real names will not be displayed).
5. You will receive a confirmation email with a link. Click the link to verify your email address and return back to your selected city page.
    -   Not associated with a company? Join your city team!
    -   Check the box if you are the HR Leader for your company.
    -   *Note:* If your company does not exist in the dropdown list yet, you can choose "my organization is not listed" and fill out a simple form with your company name and number of employees. A SparkAmerica administrator will verify your company. You will receive an email when your company is verified.
    -   You will see a summary screen displaying your username and company which provides information about how to track your minutes and includes a link to the member home page.

You're registered! Explore your new account by discovering Tools & Trackers including SparkCoach, the Fitness Game, and the Healthy Living section which contains healthy recipes, SparkUNPLUG mindfulness practices, and monthly personal challenges. Additionally, you will be subscribed to our weekly newsletter containing weekly health and wellness advice!

Connect your fitness device by selecting 'Fitness Game'. See the 'Connecting Devices' section of the guide for the steps.

Important note: If you have an account, you do not need to register again.

CONNECTING DEVICES

The SparkAmerica 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 our website via a web browser.

You must be either a current member or be registered for the SparkAmerica Fit City Challenge, which you can do at https://SparkAmerica.com/spark-cities.
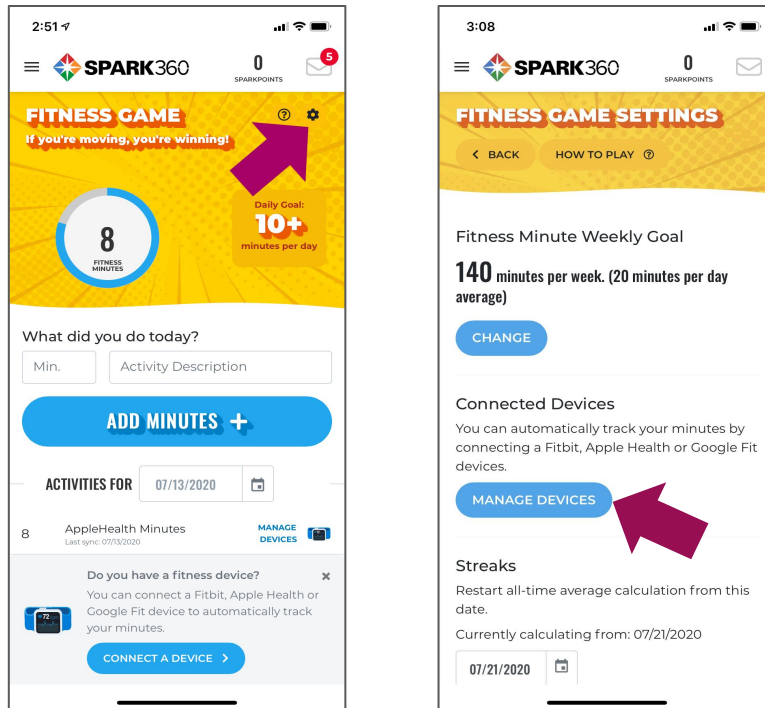
CONNECT YOUR DEVICE VIA THE APP

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 SparkAmerica member ID which can be found in your registration info. The example below uses Apple Health, but will be the same process for Google Fit on an Android Device.
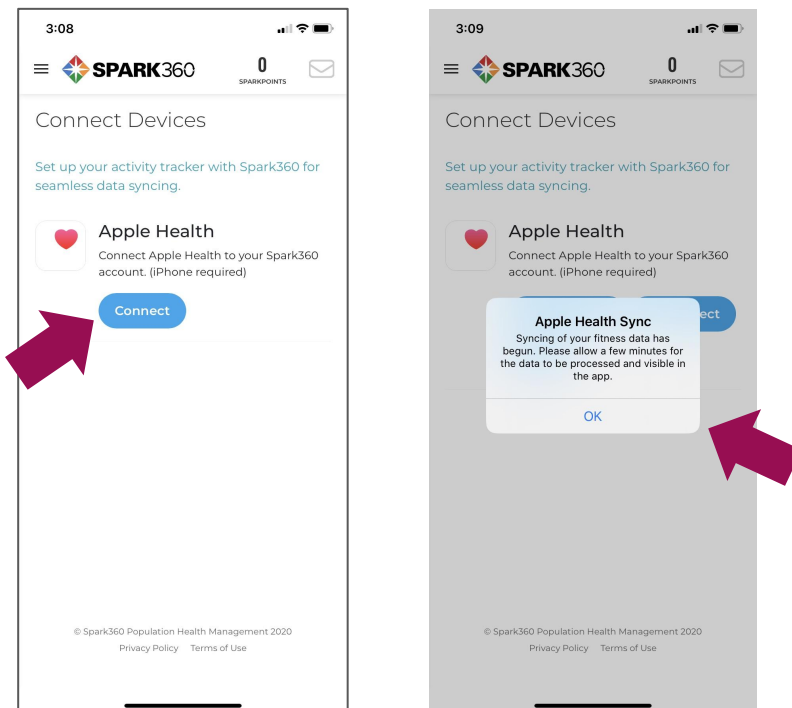

MEMBER LOGIN

FIRST TIME LOGIN
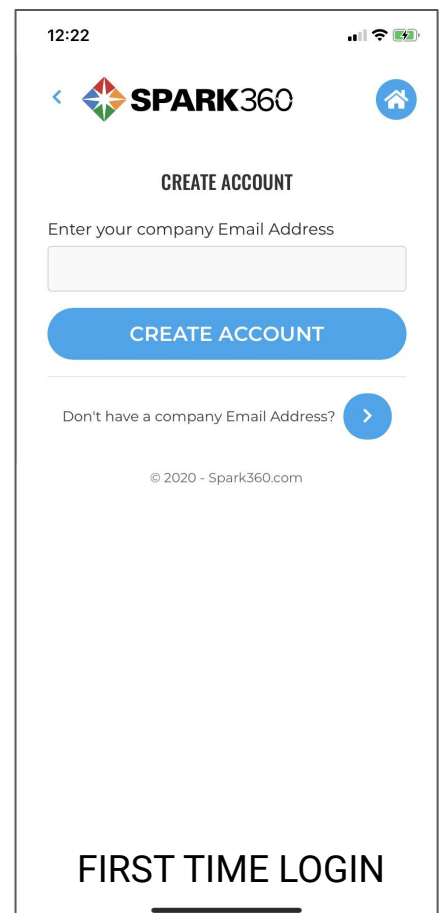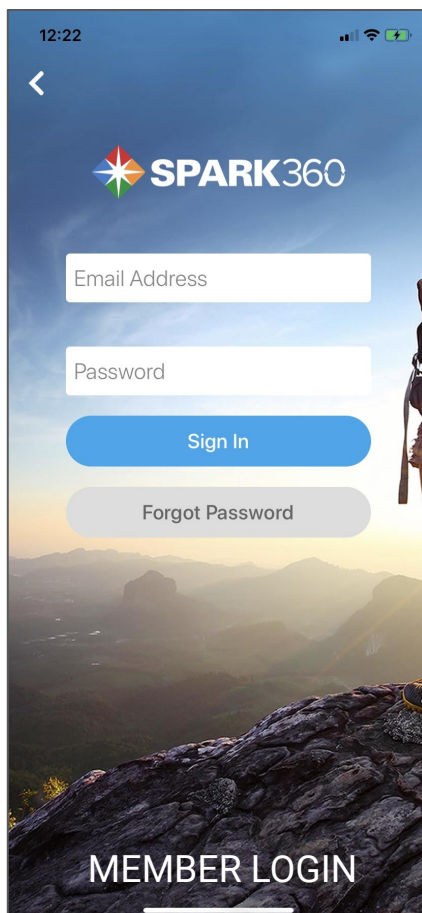
2. Once you've logged on, click on the menu symbol (☰) in the upper left corner and choose Fitness Game from the navigation menu.
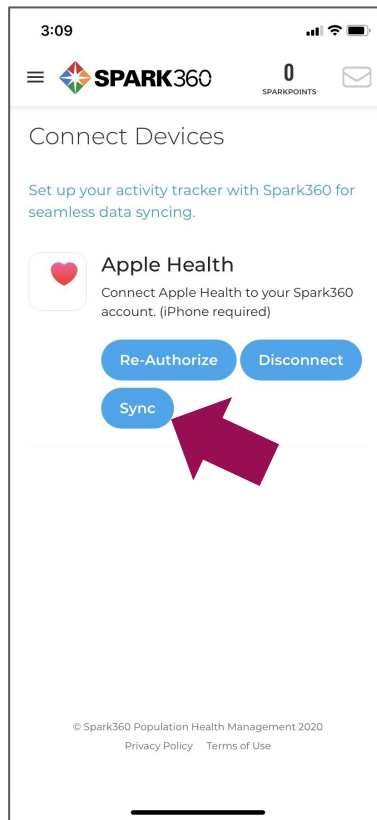
3. Inside the Fitness Game, click the gear icon in the upper right corner to go to settings, then click Manage Devices.

4. Click Connect. You'll receive a notice depending on whether you are on an Apple or Android Device.
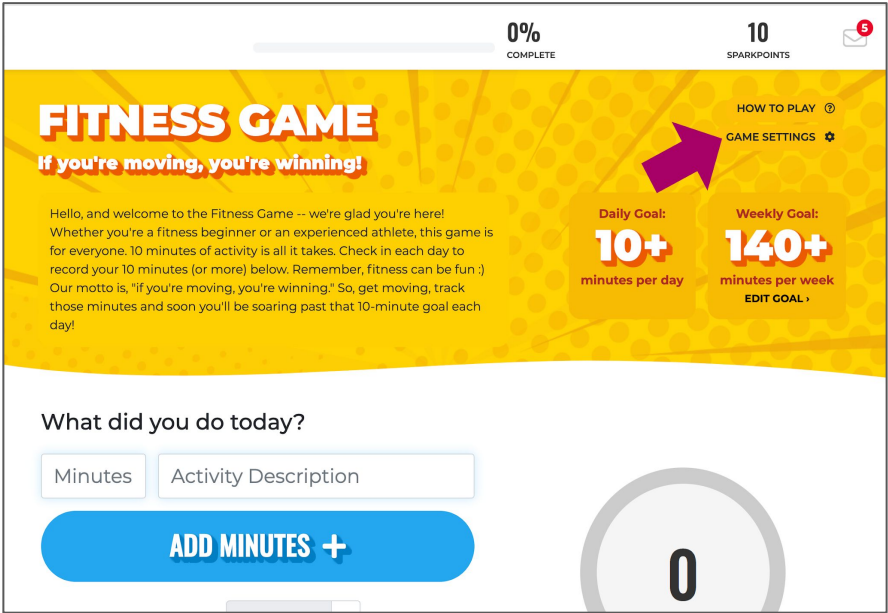
5. You will then be able to sync your device, you're all set to start logging minutes.
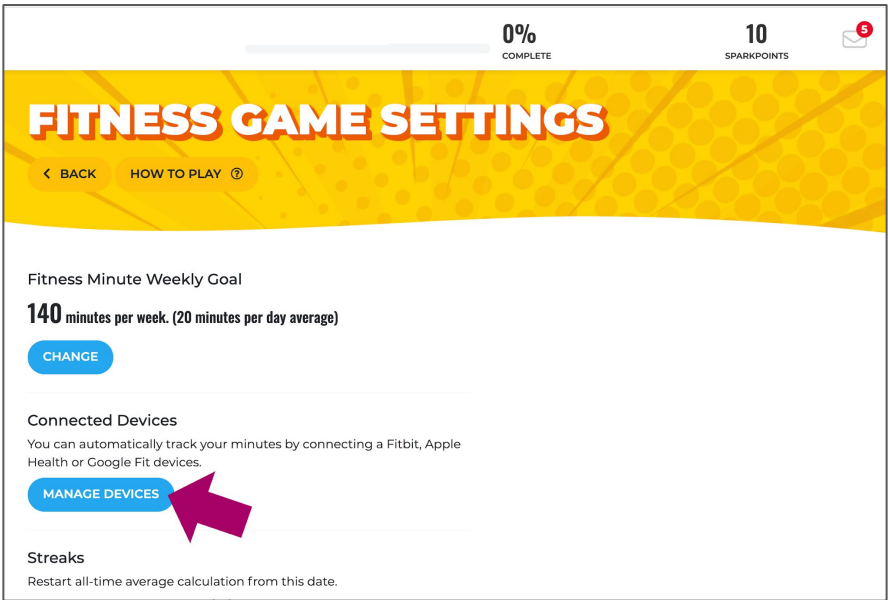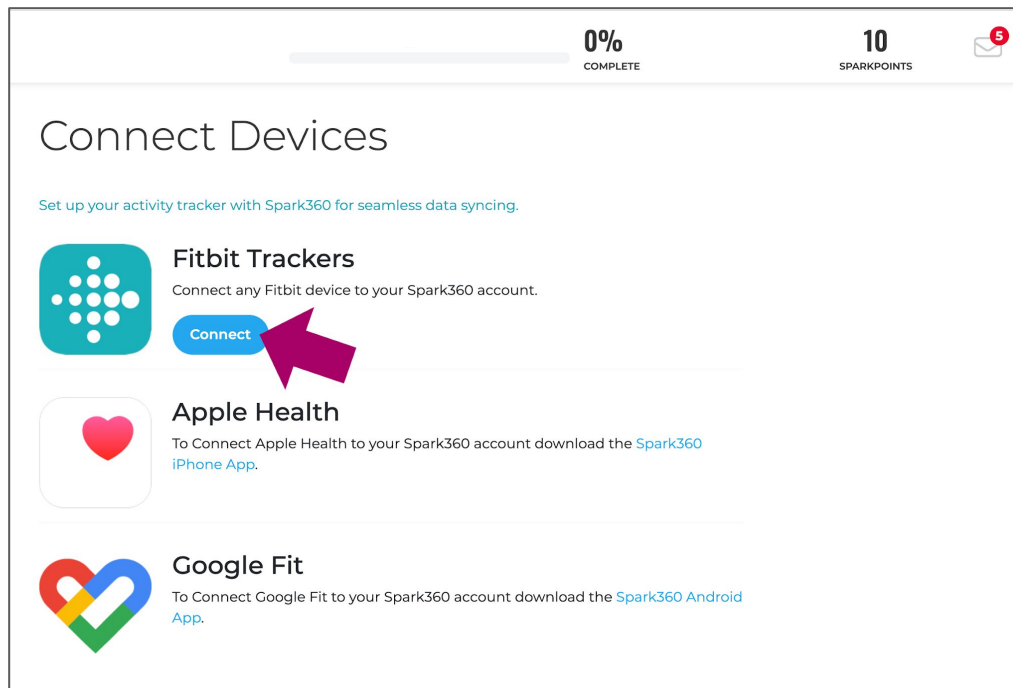
CONNECT YOUR DEVICE VIA WEB BROWSER

1. Login to the website and choose Fitness Game from the navigation menu.

2. Click Game Settings.

3. Next, click Manage Devices.

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

ADDING YOUR MINUTES MANUALLY

1. Login to the website 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. Select the date you would like to record these minutes for and click Add Minutes+.
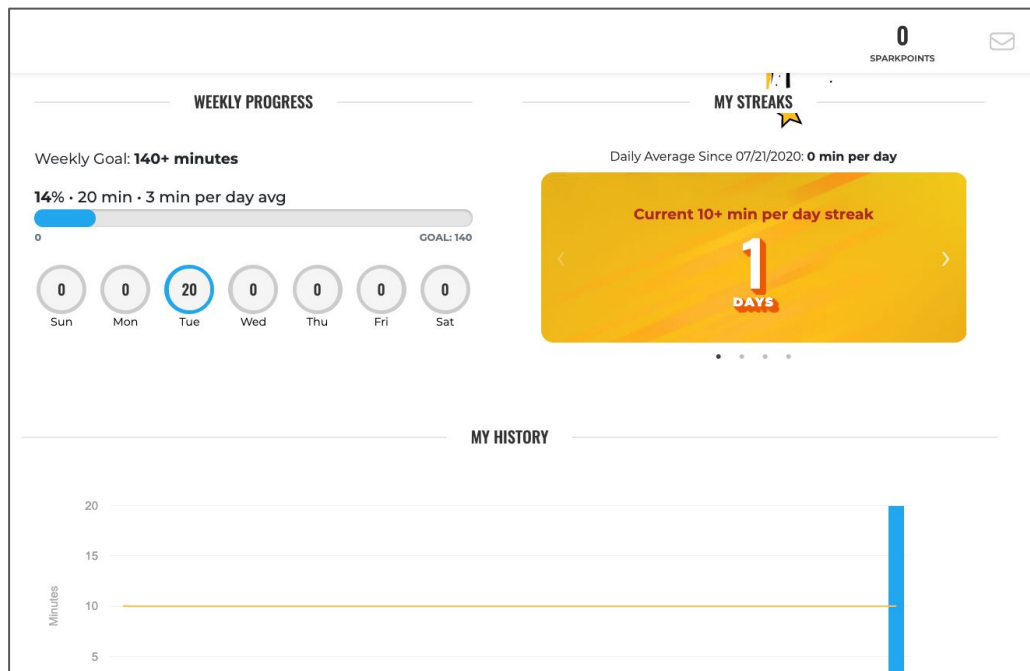
3. Your minutes are recorded and your progress is updated.
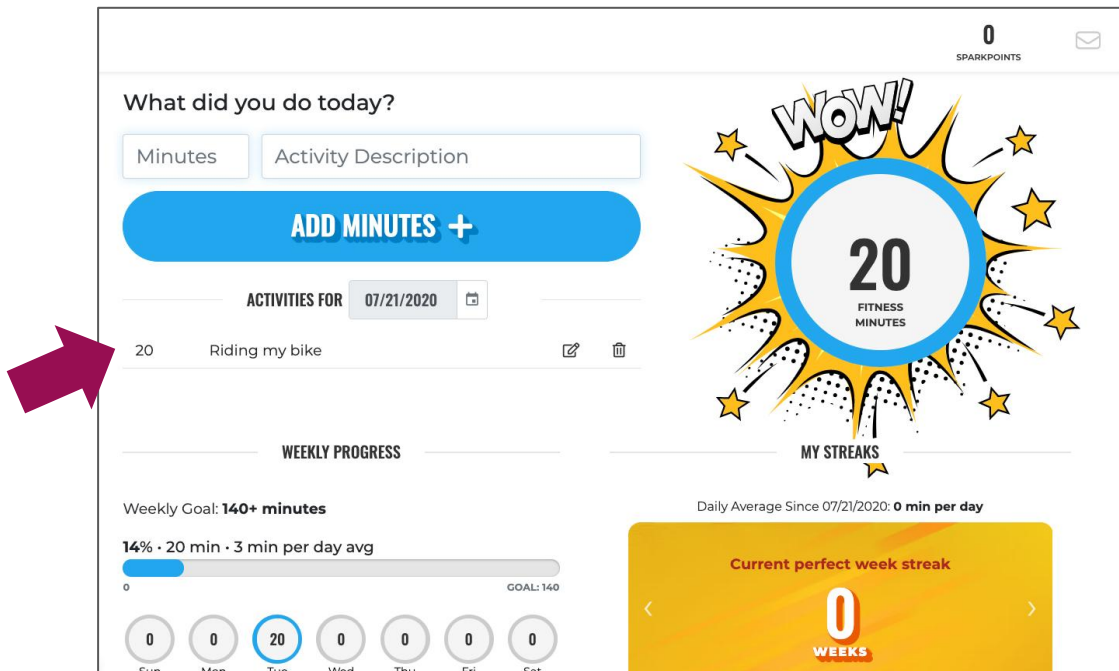
4. Be sure to log your minutes every day to track your daily and weekly progress along the way. You're going to do great!

DEVICE SYNCING FAQs

Q: I have participated in the Fit City Challenge before. Do I need to connect my device again?
A: If you have previously participated in the Fit City Challenge, you can easily manage devices you have connected in the past. It's always a good idea to double check that your device is still connected and ready to go before the challenge begins! Click the Fitness Game tab from the navigation menu, click Game Settings and click Manage Devices.

Q: I am using Apple Health or Google Fit to track my minutes. How will my data sync?
A: If you use Apple Health and Google Fit, you must open the Spark360 app to sync your data. Syncing takes place automatically once the app is opened and 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. 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.

Q: I am using Fitbit to track my minutes. How will my data sync?
A: 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. You *may have to wait up to 10 minutes for your Fitbit data to show* after syncing with Fitbit servers.

Q: Can I sync data from multiple devices?
A: While you may have multiple devices connected, only the highest number of recorded minutes out of your devices will be used as the main challenge tracking number. Ex: If you recorded 30 minutes using your Fitbit device and 45 minutes using Apple Health, only 45 minutes will be recorded since it is the higher value.

Q: My device didn't record my entire work out. Can I manually enter the missing minutes?
A: Yes! Any minutes that are entered manually will be recorded in addition to any minutes that have been synced by your device. Ex: If your device recorded and synced 10 minutes of activity but you actually completed 20 minutes total, you can manually enter the remaining 10 minutes so that your total recorded minutes equals 20.

DEVICE SYNCING FAQs (cont.)

Q: I forgot to connect my Fitbit before the challenge started. Will my minutes from previous days still sync?
A: If you connect a Fitbit after the challenge has started, Fitbit does not allow Spark360 to sync your steps or minutes prior to the connection time. Ex: If the challenge started yesterday and you connected your Fitbit today at noon, Spark360 will only show Fitbit minutes from noon today and in the future. You can always go back and manually enter your minutes for days in the challenge that have already passed by selecting the specific date you would like to track for on the Fitness Game page and typing in your minutes.

Q: I forgot to connect my Apple Health or Google Fit before the challenge started. Will my minutes from previous days still sync?
A: If you connected an Apple Health or Google Fit device after the challenge has started, Spark360 will attempt to sync the previous 30-days' minutes. 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 you notice that any days of the challenge are missing minutes, you can always go back and manually enter your minutes for days in the challenge that have already passed by selecting the specific date you would like to track for on the Fitness Game page and typing in your minutes.

Q: What do I do if my Fitbit stops syncing with Spark360?
A: If your Fitbit stops syncing minutes with Spark360, you can Re-Authorize the connection. In order to do this, go to the Fitness Game tab, click Game Settings and click Manage Devices. Once on the Connect Devices page, click Re-Authorize. You may be prompted to sign into your Fitbit account again.

Q: What do I do if my Apple Health or Google Fit stops syncing with Spark360?
A: 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 recorded minutes. In order to do this, open your Spark360 app, tap the menu button, tap the Fitness Game tab, tap the gear icon (Game Settings) and tap Manage Devices. Once on the Connect Devices page, tap Sync.

<div align="center">
Didn't find an answer for your question?
Email us at support@spark360.com or call 888-330-6891.
</div>

EMPLOYER FAQs

Q: Can participants register individually?
A: If you do not have a company/employer to participate with, they can join #TEAMCITY.

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, select "my organization is not listed" and fill out a simple form with your company name and number of employees. A Spark360 administrator will verify your company and you will receive an email when verified.

Q: We are headquartered in Akron (for example) 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 "SparkAkron Fit City Challenge" (for example) 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: 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, 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.

Didn't find an answer for your question?
Email us at support@spark360.com or call 888-330-6891.

EMPLOYEE FAQs

Q: What do I need to do to register for the SparkAmerica Fit City Challenge?
A: Be on the lookout in your Happy Healthy Weekly newsletter to learn how to join the Fit City Challenge after July 23.

Q: I don't see my company in the drop-down list when registering. What should I do?
A: If you do not see your employer listed, check with your HR representative to register your company. If you don't have an HR representative, select "my organization is not listed" and fill out a simple form with your company name and number of employees. A Spark administrator will verify your company and you will receive an email when verified. It may take 48 hours for your company to appear in the dropdown list. If your company is not participating, you can always participate individually as a part of #TeamCity

Q: Can I register individually?
A: No, you must be registered with an organization. If you do not have a company/employer to participate with, you can join #TeamCity

Q: What wearable devices can be integrated to the website to log my minutes automatically for the SparkAmerica Fit City 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 portal through a web browser.

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 connecting devices and tracking your minutes.

Q: If I forget to log my minutes manually, can I go back and log previous days minute totals?
A: Yes. Click the Fitness Game tab from the navigation menu and use the calendar drop down menu under the Add Minutes+ button to choose the date you would like to log for.

Didn't find an answer for your question?
Email us at support@spark360.com or call 888-330-6891.

VIONIC

SPARKAMERICA

September 1st - October 15th

www.SparkAmerica.com

HEY AMERICA, GET READY TO GET ACTIVE!

The **SparkAmerica 2021 Fall Fit City Challenge** is coming! This fall it's bigger and better than ever with 70+ cities.. 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 portal. It's really that easy!

If you have an account, you can sign-up through your member portal after July 23. New members can register at www.SparkAmerica.com. Start tracking your minutes on September 1 to help your organization and your city be the healthiest in America. You'll have the chance to win prizes for you and your organization.

Need a little extra motivation? This year we're taking on other cities in a friendly inter-city challenge. So get active and help your hometown bring home the win!

presented by

VIONIC
Walk. Move. Live.