**Walker Tracker Frequently Asked Questions**

1. **Q: How do I register for the UC Moves Challenge?**

**A:** To register for the UC Systemwide challenge, please visit: <https://UCMoves.walkertracker.com/.> Registration opens on May 2. **Please note, if you are a current user of Walker Tacker, you will need to register for UC Moves with a different email address and sync your accounts separately.**

**A:** You may also download the Walker Tracker App in the app store and register there. Instructions [can be found here](https://support.walkertracker.com/article/194-create-an-account-mobile).

1. **Q: Help me understand the leaderboard**

**A:** The leaderboard will show how each team is doing against the goal. There will be a secondary leaderboard showing how each UC location’s average is stacking up against each other.

**A:** Team challenges are **based on the team’s average during the active dates of a challenge**. This average is calculated by adding together all steps that are reported by team members (during the active dates of a challenge) and dividing it by the number of members on that team.

1. **Q:** **My step average is higher than the 5,000 steps/day goal in the UC-wide challenge. Should I still participate?**

**A:** Yes, you may still participate. Steps are calculated as an average since it is a team challenge.

1. **Q: What devices pair with Walker Tracker?**

**A:** Walker Tracker pairs with several [compatible devices and apps](https://support.walkertracker.com/article/94-devices-and-apps-that-can-link-to-your-account), including Fitbit, Apple Watch, Garmin and several more.

**Q: My steps aren’t syncing from my device**

**A:** Please [review this troubleshooting document](https://support.walkertracker.com/article/592-my-steps-are-not-syncing-correctly) for syncing errors. If this does not help, please contact Walker Tracker Support for additional troubleshooting questions: [support@walkertracker.com](mailto:support@walkertracker.com).

1. **Q: I don’t have a fitness tracker; can I still participate?**

**A:** Yes. The Walker Tracker platform allows participants to manually enter steps and activities. Steps and activities

1. **Q: How do I create a team?**

**A:** Once registered, members will be able to create a team (we recommend 5-10 participants per team). Instructions on how to form a team can be [found through this link](https://support.walkertracker.com/article/119-create-a-team).

1. **Q: How are steps calculated for team challenges?**

**A:** Team challenges are **based on the team’s average during the active dates of a challenge**. This average is calculated by adding together all steps that are reported by team members (during the active dates of a challenge) and dividing it by the number of members on that team.

**A:** For This challenge, the average is first calculated by team and then by organization.

1. **Q: I registered after the challenge started. Can I go back and add steps for the days before I was registered?**

**A:** Unfortunately, the Walker Tracker platform doesn’t allow entry of steps prior to your registration date or the challenge start date.