



GF-SA, APRIL 2019

The ABB Global Health Challenge

Build a stronger, healthier you

Frequently Asked Questions

Starting a team.....	3
Can anyone be on my team?.....	3
Do I need to have seven team members?.....	3
What if I can't find a team or do not have enough members?	3
Can I sign up individually?.....	3
What do I need to sign up my team?	3
What if I don't have an ABB email or ABB account?	4
Do team members need to pay anything?	4
Starter kits and delivery	5
When will teams receive their Pulse device?	5
What should I do if my starter kits don't arrive prior to the start of the challenge?.....	5
What happens if I get charged the import tax? Will Virgin Pulse reimburse the charges?	5
Logging in	6
Having trouble logging in?.....	6
Didn't receive a password reset email?	6
Why has my membership expired?.....	6
What should I do if I haven't received my welcome e-mail?	6
Your Pulse device / activity tracker	8
How do I sync my Pulse device to my smartphone?.....	8
How do I sync my steps from my pulse?	9
Are there other ways to enter a step count?.....	9
Do other activities like swimming and cycling count too?	9
Why won't my steps sync from my pulse?	11
Lost or damaged your pulse?	11
I think my pulse is faulty. What should I do?.....	12
How do I switch from the sync mode to the standard mode?	12
Can I use my own fitness tracker?	12
How do I connect my fitness tracker to the global challenge site?.....	13
I'm having trouble connecting my device. What should I do?	14

How do I see my fitness tracker device steps on the step entry page?	15
I use more than one device. How can I connect them both at the same time?	15
Can I still enter my steps manually?.....	15
Why do I have to confirm my steps for them to be uploaded to the Global Challenge Platform?	15
What do I do if I get a speed check?.....	16
What's the battery life?	16
My profile	17
How do I update my profile picture?	17
How do I add or change my team profile picture?	17
How can I change my team name?.....	17
Why am I asked for my age?	17
How do I change the privacy settings in my profile?.....	17
How do I change my language settings?.....	18
How do I unsubscribe from the Global Challenge e-mails, or delete my Global Challenge account?	18

Starting a team

Can anyone be on my team?

Yes, as long as they are an employee of ABB, they can join the challenge!

Do I need to have seven team members?

Yes, no more and no less. The rule of the game is 7. If you have too many colleagues for your team, try breaking up your team and expanding both groups! This will make the in-house challenge even a bit more interesting.

If you have too little, ask around! This is a great chance to participate in a friendly challenge and collaborate with colleagues you may not normally connect with on a daily working basis. You can also go global and ask your colleagues across the world to join you! Join our Global Health Challenge Yammer Group - it`s a great tool for connecting with others!

What if I can't find a team or do not have enough members?

ABB is an international company with employees all over the globe. If you can't find a local colleague to join you, why not go global and ask a colleague from another ABB location or country to join your team? This is a great and fun way to connect and collaborate with your colleagues, so ask around! Why not reach out on Yammer and see if someone wants to join you?!

If you still don't have luck, contact Sylwia Socha or Ruth Helfenstein, and we will be happy to connect you with colleagues to get started!

Can I sign up individually?

No, we are sorry. For this challenge, you need to select a Team Captain who will register the full team of seven and manage your team profile. But don't worry its simple and does not require much work! For this reason, no individual sign ups can be made.

What do I need to sign up my team?

To sign up your team, you will need each of your member's: Full names (first and last)

- Email address
- ABB department/business
- Country
- ABB address/location (if different from yours)

Personal email addresses can be used if you do not have an ABB email address. If your team members are not located in the same ABB location, you will need their ABB location addresses so that the Pulse starter kits can be shipped directly to their ABB address.



What if I don't have an ABB email or ABB account?

Don't worry! This challenge does not require you to have an ABB account or email. You can use your personal email to sign up and you can download the Global Challenge app on your mobile device. You will need to provide your team captain with your email and ABB location so your Pulse device can be shipped there. Personal addresses should be avoided.

Do team members need to pay anything?

No, not for team members. ABB will be covering the costs and encourages you to join in a bit of friendly competition to help boost the health and well-being of our colleagues across the globe! All you need is your teammates information (e.g. email, ABB location and department) and you can get signed up and started. If you receive charges for shipping – please go to the following section: *What happens if I get charged the import tax? Will Virgin Pulse reimburse the charges?*

Starter kits and delivery

When will teams receive their Pulse device?

Once teams have been confirmed, distribution takes place during the 3 weeks prior to the start of the 100-day challenge to ensure all teams have their Pulse device on time. Upon dispatch, the team's registered addressee (team captain) will receive a notification email from one of our distribution partners with a tracking number and an estimated time of delivery. The team captain will be responsible for distribution of the trackers amongst his team. **Teams should register as early as possible** to guarantee they will receive their items before the start of the event.

- United Kingdom – allow 5 business days for delivery
- USA and Europe – allow up to 5 business days for delivery
- Canada – allow up to 7 business days for delivery
- Australia – allow up to 6 business days for delivery
- Asia – allow 7 – 10 business days for delivery
- South Pacific – allow 7 – 10 business days for delivery
- South America, Africa and other – allow a minimum of 10 business days for delivery

What should I do if my starter kits don't arrive prior to the start of the challenge?

In case you do not have your Pulses for the beginning of the Challenge, your teams will not be disadvantaged. Until your Pulse device arrives you are allowed to allocate yourselves (i.e. each individual team member) 13,027 steps for each day you are without a Pulse device. You can do this by going to the 'Step entry' section and simply typing in 13,027. This number was the average amount of steps entered by last year's members. You can also use your own compatible tracking device. For the latest list please go here: <https://globalchallenge.zendesk.com/hc/en-us/articles/115001581706-Can-I-use-my-own-fitness-tracker->

What happens if I get charged the import tax? Will Virgin Pulse reimburse the charges?

Yes. Virgin Pulse is committed to delivering the goods without any further cost imposition to ABB and will reimburse legitimate duty and tax charges as imposed by the official customs government department. Please forward certified copies of Customs Cleared Duty and Tax receipts to gccar@virginpulse.com

Logging in

Having trouble logging in?

Please click on the [‘Can’t log in?’](#) link to try and refresh your login details. You will be prompted to enter your email address. If you have a username you will need to reset your password via your Team Captain. When creating your new password, please ensure that your password is at least 10 characters long and contains any 3 of the follow 4 types of characters:

- lower case alphabetic (a-z)
- upper case alphabetic (A-Z)
- numeric (0-9)
- special (!@#,etc)

Didn't receive a password reset email?

- Please check your Spam folder. E-mails from the VGlobal Challenge will be sent by Virgin Pulse: noreply.email@virginpulse.com and no_reply@virginpulse.com – please ensure these email addresses are trusted and listed as a safe recipient to ensure they're not regarded as Spam.
- Ask your Team Captain to check their 'Manage Teams' page for which email address you were signed up with. This email address is where your password reset email is sent and the email address you need to use to sign in. They should also double check for typos!

Registered with a username, not an email address?

- Click the option to reset your password via your Team Captain and follow the instructions.
- Enter your username and Team Captain's email address. Your Team Captain will be sent your password reset email. If you don't know these details, ask your Team Captain to check their 'Manage Teams' page.

Why has my membership expired?

If you're trying to log in and receive an error message ‘membership expired’, please check that you've entered the correct email address. The email address you're entering needs to match the address that has been registered for you by your Team Captain. If you're still having trouble please contact [Customer Support](#).

What should I do if I haven't received my welcome e-mail?

As long as your email address has been correctly registered, you can use the [‘can't log in’](#) link on the log-in page to send a password reset email to your address. This email contains a link to set up a new password which will allow you to access the Global Challenge site.

Your welcome email can also be re-sent by either an Organisation Manager or by your Team Captain when they select the ‘Re-send welcome email’ option on the ‘Manage Teams’ page. It is important to check that the correct email address has been provided before re-sending the welcome email.



Ask your Team Captain to check their 'Manage Teams' page for which email address you were signed up with. This is where your password reset email is sent and the email address you need to use to sign in. They can also check for typos and re-send your welcome email from this page!

Emails from Global Challenge will be sent from no_reply@virginpulse.com and noreply.email@virginpulse.com – please ensure these email addresses are trusted and listed as a safe recipient to ensure they're not regarded as SPAM.

Your Pulse device / activity tracker

How do I sync my Pulse device to my smartphone?

1. Download the latest Global Challenge app from: <https://globalchallenge.virginpulse.com/apps>
2. Make sure Bluetooth is turned on in your smartphone settings
3. Open the Global Challenge app
4. Open the menu in the top left corner of the app
5. Click 'My Pulse'
6. Select 'Sync mode'
7. Press the Pulse button for 6 seconds, until the Pair and Bluetooth icons display

The app will connect with your Pulse and a successful connection message will be displayed. You will also see a link icon on your Pulse.

Repeat steps if pairing has been unsuccessful.

Still unsuccessful?

Please press the factory reset button on the back of your Pulse with a paper clip. Please note, this will erase any step counts stored in your Pulse. If you don't know these stored step counts, you may use your step average for the relevant days.

Repeated these steps and your Pulse still won't sync? Please contact us and include the details below:

- Model of phone
- Phone's operating system
- Version of Bluetooth
- Version of app
- What icons do you see on your Pulse?
- A screenshot or photo of any errors that occur (if applicable)

How do I sync my steps from my pulse?

If you have paired your Pulse device (indicated by a link icon on your Pulse) and one or more step counts have saved to your Pulse already, follow the steps below to sync your steps to your account:

1. Open the Global Challenge app
2. Open the menu in the top left corner of the app
3. Click 'Step Entry'
4. Press the Pulse button for approximately 3 seconds until the Bluetooth icon appears
5. Manually add any swimming or cycling distances
6. Click 'submit'

Remember that your step count will only appear in your app the following day.

Are there other ways to enter a step count?

Virgin Pulse recommends that you enter your step counts daily so that individual data and team statistics are a true representation of your achievements. You can enter your steps on the Global Challenge web platform or using the dedicated Mobile app. Please note, your tracking device will keep your steps from the last 14 days only - any older steps will be deleted so make sure you synchronize as often as possible.

Whether you're using your Pulse, or using an approved fitness tracker to count your steps, all you need to do is head to your Step Entry page.

- Pulse in standard mode: Enter your step count manually on your Step Entry page on the website or app
- Pulse in sync mode: Sync your step count to your Step Entry page on the app
- Fitness trackers: Sync your steps to your Step Entry page on the website

Don't forget to enter bike and swim distances in the relevant fields on your Step Entry page, then press 'Submit' (and 'Confirm' if you're using the website).

Do other activities like swimming and cycling count too?

Yes! Virgin pulse will be offering step conversions for numerous activities so you can convert time spent on many different activities into steps that count towards your daily step activity. This means you will never miss a beat! Encourage yourself and your team members to try new activities, without missing a step. The conversion tracking tool will be available on desktop and mobile version of the program – Make it count!

For swimming – please note that your activity tracker doesn't go well with water. So be sure to count the number of laps/lengths you do (and know the length of the pool), then all of this effort will count via the swim to step converter on the Step Entry Page.

Although the Pulse detects movements when you're cycling, it isn't able to detect all your pedaling. So there is a cycling conversion to ensure that you're properly rewarded for your time in the saddle. Just enter your cycling distance (kms or miles) into the cycling to step converter on the Global Challenge Step Entry page.

If you are rowing, it's recommended that you wear the Pulse on your wrist to record your activity. For other activities, such as rollerblading, skiing, yoga, Pilates, the gym, it's recommended to wear your activity tracker normally and it should record your natural movement.

Why won't my steps sync from my pulse?

If you do not have a link icon on your Pulse You will need to pair your Pulse. You can find pairing instructions [here](#).

If you see a link icon on your Pulse, try these troubleshooting steps:

Download the latest Global Challenge app from: <https://globalchallenge.virginpulse.com/apps>

1. Head into the menu in the top left of the app and select 'My Pulse'.
2. Choose 'Standard mode' and then tick the option which reads "I have synced my activity and pressed the factory reset" (ignore the message - you don't need to do this) and then click 'Done'. Side note: As long as your Pulse is already in Sync mode (indicated by a link icon) and you don't physically reset the device using the factory reset button on the back, it will retain memory of your steps.
3. Choose 'Sync Mode'
4. Follow the instructions until you are advised that your device is successfully paired
5. Head back into the app menu, click 'Step Entry' and try to sync your steps one more time

****Please note, you must have a step count saved in your Pulse for the day you wish to sync for.** Step entry must also be open for this day on your Step Entry page. You cannot sync steps for the current day.

If your steps still don't sync after trying this, contact [Customer Support](#) and include the details below:

- Model of phone
- Phone's operating system
- Version of Bluetooth
- Version of app
- What icons do you see on your Pulse?
- A screenshot or photo of any errors that occur (if applicable)

Lost or damaged your pulse?

If your Pulse is accidentally lost or damaged then you're able to purchase a brand new Pulse and arrange for it to be delivered anywhere in the world from one of the links below:

- For members in the US or Canada, please use our [\\$USD shop](#)
- For members in Australia, please use our [\\$AUD shop](#)
- For members who wish to pay in Euros, please visit our [€EU shop](#)
- For all other members, please use our [£GBP shop](#)

Please note that the actual amount charged to your credit card may vary depending on your bank's own defined exchange rate. Your bank may also charge you a fee for international transactions.

I think my pulse is faulty. What should I do?

Before we go any further have you tried a bit of Pulse first aid? Please try removing and re-inserting the battery. To do this, remove the clip from the back of the Pulse device. There is a small screw that will need to be removed with a 1mm Phillips head screwdriver (or similar). The screw is in a small hole at the top of the gap in the middle of the belt-clip on the back of the Pulse.

Once the battery is back in place and the clip is re-secured, you may see an error message on the screen. This will show as ERR. If you see this message, press the Reset button on the front of the Pulse. If your Pulse device has a mechanical fault, such as a black screen, or it is not recording any steps we will happily replace it for you. Please [submit a request](#) to let us know.

If you have broken the clip on your Pulse device, as a quick fix, if any of your colleagues have a broken Pulse, you may wish to switch clips with them. To do this, simply unscrew the clip from the back of each Pulse, slide the clips off, slide the intact clip onto your Pulse and re-screw.

If your Pulse is accidentally lost or damaged then we do not issue replacements. You can however purchase a brand new Pulse from one of the links below (please select depending on your preferred currency). [\\$US](#); [\\$AU](#); [€EU](#); [£GB](#)

How do I switch from the sync mode to the standard mode?

To switch from Sync mode, back to Standard mode all you have to do is go to your app, select 'My Pulse' and then select 'Standard' mode.

Can I use my own fitness tracker?

Although the [Pulse](#) will remain the preferred choice for many of you, we understand that there are those who prefer to use their own fitness tracker. The Virgin Pulse Global Challenge site accepts [step and sleep](#) data from a variety of third-party fitness trackers. For the most up to date list of supported devices, please go here: <https://globalchallenge.zendesk.com/hc/en-us/articles/115001581706-Can-I-use-my-own-fitness-tracker->

How do I connect my fitness tracker to the global challenge site?

1. Go to the 'My devices' page on the website
2. Click 'Connect' and follow the instructions for your fitness tracker device
3. You will be redirected to your fitness tracker online account (e.g. Fitbit, Jawbone, Garmin or Misfit)
4. Log in to your fitness tracker online account and give permission to share data with the Global Challenge

Be sure to use your fitness tracker device login credentials, not your Global Challenge login.

Note: Global Challenge will only be able to read your step data (and sleep data if available). The Global Challenge will not be able to alter any of your fitness tracker device data.

Once your fitness tracker device has been successfully connected, you will see the status of your fitness tracker device shown as 'active'.

I'm having trouble connecting my device. What should I do?

1. Is your device connected to the Global Challenge website?

Data will synchronise with the Global Challenge platform after you've connected your device via the 'My Devices' page of the site. Once connected, you will see 'Status: Active' and a '...currently connected...' message on your 'My Devices' page.

2. Is your device compatible?

Please check that your device is currently supported by Global Challenge. If your device isn't listed in the 'Can I use my own fitness tracker' section, it can't be used to input data into the Global Challenge website.

3. Did you connect your device less than 60 minutes ago?

Please note, it can take up to 60 minutes for your data to sync with the Global Challenge site.

4. Do you have steps saved in your fitness tracker account?

Log in to your fitness tracker account and check that you have a step count saved to the day you wish to sync for. Also ensure that step entry is open for the day you wish to sync for on your 'Step Entry' page.

5. Did you disconnect your device?

If you disconnect your fitness tracker from the Global Challenge platform at any stage, please note that it can take 5-10 minutes before you will be able to reconnect your fitness tracker to the website.

6. Check your fitness tracker's product information:

For specific product information, please visit the relevant site below for further help:

- FITBIT®
- Jawbone®
- Garmin
- Misfit

Successfully connected?

Once successfully connected, go to your [Step Entry page](#) to sync your steps. For any days you haven't already saved a step count to your Global Challenge account for, your device will pull your step count from your fitness tracker account.

Still not working?

Send us an email [here](#) and include the information below:

- What steps have you already tried?
- Fitness tracker Brand
- Fitness tracker Model
- A screenshot (if possible) of your third party device account showing dates and step counts

How do I see my fitness tracker device steps on the step entry page?

Once you've connected your fitness tracker device to the Global Challenge site, the steps you track with your fitness tracker will flow through to the step entry page.

When you view the Step Entry page, you will see:

- 'Fetching steps from your fitness tracker device' – this may take a few seconds to complete. If these steps don't match the steps you can see on your fitness tracker platform, please wait 60 minutes and fetch your steps again.
- Once your steps have been fetched successfully, steps for each tracked day will be populated (if no steps are fetched for a day(s), these will be highlighted in red)
- To save your steps, just click the 'Submit' and 'Confirm' buttons

Note: It can take up to 24 hours the first time you connect your fitness tracker device before your steps will be available on the Global Challenge site.

If you disconnect your fitness tracker from the Global Challenge platform at any stage, please note that it can take 5-10 minutes before you will be able to reconnect your fitness tracker.

I use more than one device. How can I connect them both at the same time?

If you have more than one activity or sleep-tracking device, you can only link one device to the Global Challenge site at a time. If you wish to switch to another device, you'll need to disconnect your current device, then connect your new device. Any steps you've previously uploaded and submitted will remain in your profile. However, you are able to delete these and upload historic data from your new device.

Can I still enter my steps manually?

If your smartphone is not compatible with the app, you're still able to enter your steps manually! The Pulse comes out of the box in Standard mode.

1. The screen displays the steps icon and step count, which increases with your daily activity
2. Simply wear your Pulse and enter your activity each day via the app or website
3. Reset your Pulse to zero daily by pressing the button for three seconds to start counting.

Why do I have to confirm my steps for them to be uploaded to the Global Challenge Platform?

Once you've uploaded your steps to the Global Challenge Platform, you'll need to confirm them so they can be added to your team's total. There are a few reasons for this;

- You can ensure the steps have been uploaded correctly before they're submitted.
- If you receive a really impressive step count, you may receive a 'speed check' which means Virgin Pulse needs to hear a little bit more about how you achieved your steps before they're submitted (give them as much detail as you can, they love reading about your achievements!).
- By logging into the site, you can see the contribution you're making to your team's progress around the virtual journey and visit the many other features to help you create and instill your healthy habits.

What do I do if I get a speed check?

During the 100-day challenge Virgin Pulse encourages you to achieve as many steps as possible. If you manage to clock up an amazing step count, you may receive a 'speed check'. This isn't a punishment, in fact, you should be proud! The speed checks are just a way for the Global Challenge to check that a step entry was not added in error or multiple days are being entered under one day.

What's the battery life?

Your Pulse battery should last for the duration of the Challenge.

When the battery icon first appears on your Pulse, don't worry! Your Pulse's battery still has 25% battery life left (about 1.5 months). When the battery icon becomes an outline only, there is 10% battery life left (about 3 weeks).

To change the battery, simply remove the screw located at the top of the clip and open the casing. Once the battery is changed and the casing re-secured you may see an error message reading ERR. If you see this message, press the Reset button on the front of the Pulse to reset the unit.

The Pulse uses a lithium metal cell (CR2032) battery. To ensure you dispose of this battery in an environmentally friendly way, please recycle it in the nearest battery recycling point in your ABB location. Most importantly, keep this battery (and any battery for that matter) away from children.

If you're syncing your steps with your Pulse, you will need to pair your Pulse again after replacing the battery

My profile

How do I update my profile picture?

You can add or edit your individual profile picture by logging in, going to the 'My Trophies' section and clicking the photo place holder on the left. The file needs to be a .jpg file no bigger than 4MB please.

How do I add or change my team profile picture?

You can add or edit your team profile picture by logging in, going to the 'Team Profile' section and clicking the photo place holder on the left. The file needs to be a .jpg file no bigger than 4MB please.

How can I change my team name?

If you've come up with an even better team name and want to change it in the lead up to the event, the Team Captain can change this at any time by logging into the Team Management site. On the dashboard select the 'team' link in the 'Members and teams' section. Click on the current team name as it appears in the left hand column of the following page. This will take you through to an editing page where you can enter a new a team name. Once the pre-event site launches (2 weeks prior to the start of the 100 Day Journey), any member of the team will be able to amend the team name on the 'Team Profile' page.

Why am I asked for my age?

The Global Challenge asks you to indicate your age as this helps us provide company level reporting at the end of the Challenge. This information is aggregated and fed back anonymously to your company to help them understand the demographics of the employees who took part in the Challenge. Your age is also used to provide you with more tailored information as part of the Nutrition food calculator and also and within GCC ME to calculate your Heart Age and Lifestyle score. Please also be assured that this information does not appear on your profile and is not visible to anyone taking part in the Global Challenge.

How do I change the privacy settings in my profile?

To protect each participant's information and to allow you to choose how much information you want to share, there are three levels of privacy that can be selected under your profile settings.

These are:

- 'Private' – Your information is kept hidden. This is the starting default for all participants.
- 'Public (Basic)' – This shares basic information about your participation including profile photo, first name, trophies achieved, team name, organisation and country of origin.
- 'Public (Basic + Stats)' – this shares the same information as above in basic but also includes current step average and Personal Best total.

To update your privacy level visit your 'My Trophies' page, and select your preferred option in the 'share this page' drop down list. Then click the green 'update' button to save.

How do I change my language settings?

To change your language settings for the Global Challenge, log in to your account and go to 'Profile Settings'. Here you can use the drop down list to select your language. Be sure to complete all of the fields on this page and click the green button at the bottom of the page to save your updates.

How do I unsubscribe from the Global Challenge e-mails, or delete my Global Challenge account?

To unsubscribe from Global Challenge emails, all you have to do is first select 'My profile'. Underneath, 'STAY UP TO DATE', you can select whether you would like to receive Global Challenge emails or not. Be sure to save the changes you've made before navigating away from the page!

If you would like your account to be expired and have **all personal data deleted**, please contact our customer service team [here](#).

If your question hasn't been answered here – check out the full range of [FAQ's offered by Virgin Pulse](#).

Do you still have unanswered questions? Don't worry – we are here to help! Feel free to contact Sylwia Socha (sylwia.socha@ch.abb.com) or Ruth Helfenstein (ruth.helfenstein@ch.abb.com) and we will be sure to do our best to support you.