

HDIET

Walkadoo Frequently Asked Questions

WHAT IS WALKADOO?

Walkadoo® is a get-moving program that fits a busy life. Do what you already do: walk, run, hike, bike and any other activities that keep you moving. This program, which is powered by a wireless activity tracker—the Fitbit Device®, will track your activity and motivate you to become more active.

Walkadoo features manageable daily step goals customized to the individual participant, a supportive online community, fun game features, and derbies for competing with friends. Each day, you'll receive an email or text with your personal step goal. Visit Walkadoo from your smartphone or computer to check your progress in meeting the goals.

Walkadoo is part of Wellvolution®, an easy, social and fun approach to well-being. For more information about Walkadoo and other Wellvolution programs, log in or create an account at mywellvolution.com.

HDIET WALKADOO PROGRAM

How does the HDIET Walkadoo program work?

For 2018-2019, there will be three rewards programs instead of the two rewards programs held in prior years. The Fitbit device has been enhanced and beginning in September 2018 HDIET participants can request the Fitbit Flex 2 device. The Fitbit Zip device has been phased out and will not be available.

The Incentive Challenges will run from:

Fall Contest:	October 12 through November 9, 2018
Winter contest:	January 11 through February 8, 2019
Spring contest:	April 5 through May 3, 2019

HDIET eligible employees have a chance to win either a \$10 or \$300 gift card each week through four weekly drawings. Dependents are not eligible to participate. If you win a cash prize, you'll receive an Amazon.com Gift Card on the last day of the program.

IMPORTANT: Drawings are held every Friday for four weeks. You must earn your 500 points during the seven days prior to each drawing. For example, the first drawing is on Friday, October 19, so you must earn your 500 points between October 12 and October 18. Employees who earn up to 500 points per week have a 1-in-5 chance of winning \$10, or a 1-in-100 chance of winning \$300 each week in Amazon Gift Cards.

GETTING STARTED

How do I sign up for Walkadoo?

To sign up for Walkadoo:

1. Go to **mywellvolution.com**.
2. Click *Create an account*.
3. Complete the information requested and select *Submit*. You will now be registered with mywellvolution.
4. Select *Walkadoo* and follow the steps to register for this program.
5. You will be walked through the process of ordering a **complimentary Fitbit Flex 2 device** that will be mailed to you.

You can also link your own compatible device, such as Fitbit, Jawbone and Misfit, or use the Moves app or Walkadoo app tracker for iPhone® and Android™.

What if I'm already enrolled in Walkadoo?

If you're already enrolled in Walkadoo, you can **sign in** at **mywellvolution.com** and request a Fitbit Flex 2 device or use another compatible tracker.

What do I need to participate in Walkadoo?

All you need is a wireless device compatible with Walkadoo. Wear it wherever you go and Walkadoo will keep track of your activity.

Walkadoo is also compatible with all models of Fitbit, Jawbone and Misfit, most models of Garmin, the Apple Watch (via Walkadoo iPhone App), as well as the Moves app and the Walkadoo app tracker for iPhone and Android. If you have one of these devices or one of the mobile apps, you can use it to connect to Walkadoo.

How do I connect a device I already own or an app to my Walkadoo account?

To connect to a device you already own or to an app, or to change devices:

1. Go to **mywellvolution.com**.
2. Select *Create an Account* to create an account. Or, if you're already a member, select *Sign in*.
3. Select *Walkadoo*.
4. Select *Visit Site*.
5. On the Walkadoo program page, go to your settings. See the dropdown arrow next to your name.
6. Select *Step tracker* on the left side of the page.
7. You can then order a Fitbit Device or connect your account to a device you already own or to an app.

REWARDS

How do I receive my Walkadoo program rewards, and when will I receive them?

Any rewards won during the program will be delivered via e-mail from wellvolution@valhealthrewards.com and will include the code for the Amazon.com Gift Card on the day of the final drawing. The gift card claim code can be redeemed [here](#).

What is an Amazon.com Gift Card?

Amazon.com Gift Cards never expire and can be redeemed toward millions of items at [amazon.com](https://www.amazon.com), [myhabit.com](https://www.myhabit.com), and some of their affiliated websites. Participants can use their Amazon.com Gift Cards to shop from a huge selection of health and fitness items, electronics, movies, apparel and more.

How do I use their gift card claim code?

To redeem an Amazon.com Gift Card claim code, program participants can follow these steps:

1. Visit [this page](#) at Amazon.com.
2. Click *Redeem a Gift Card*.
3. If you have not logged in to Amazon.com yet, do that now.
4. Enter the gift card claim code and click *Apply to your balance*.
5. Gift card funds will be applied automatically to eligible orders during the checkout process.

Who do I contact if I have questions about my rewards or gift cards?

For questions about rewards, program participants can contact VAL Health at support@valhealthrewards.com. For questions about Amazon.com Gift Cards, participants can visit [amazon.com/gc-redeem](https://www.amazon.com/gc-redeem). For questions about purchases made at [amazon.com](https://www.amazon.com), participants can contact Amazon.com customer service.

OTHER INFORMATION ABOUT WALKADOO

How do you pick my step goal?

Your Walkadoo step goals are based on your individual walking history. Walkadoo looks at your last nine days of steps and chooses a goal for you between your highest and lowest step count during that period.

If you have a few higher step count days in your nine-day history, you may find your step goals are a bit higher. If you have a few lower step count days, your step count will come back down.

If your goal is toward the higher end of your personal nine-day schedule, you'll receive more points for reaching your goal. If the goal is lower, your points are lower as well.

There is no setting in Walkadoo to adjust your step goals higher or lower. The site adjusts to reflect your own activity level. Walkadoo challenges you to get more active without pushing you to do more than you've shown you can do before.

How do I know what my daily step goal is?

You'll receive an email or text with your daily step card. We use this card to assign your daily Walkadoo step goal. There are three types of cards:

Normal card: This is the most common card in Walkadoo. Walk your Normal card's step goal by midnight to earn a point reward. If you don't meet your normal step goal, you can still earn some points. We know sometimes it's tough to find the time to get out and walk; Walkadoo rewards you partial credit for Normal cards.

All or Nothing card: An All or Nothing card appears rarely. It's worth twice what you would normally get for completing your card! But there's a catch: there's no partial credit. If you don't complete the card, you don't get any points. So there's high risk and high reward.

Unlimited card: This is the rarest of cards. Unlike Normal and All or Nothing cards, there's no limit to how many points you can earn when you get this card.

What is a Walkie Talkie?

A Walkie Talkie is a fun daily prompt meant to get you talking with your fellow Walkadoo members. The Walkie Talkie consists of a short walking-related fact and then a related question for you to answer. Every time you answer your Walkie Talkie you earn 50 points!

How do I find my friends?

On Walkadoo, you can find and follow fellow Walkadoo members. To locate someone you know, visit your Walkadoo home page by clicking on the Walkadoo logo. Then scroll down to the Friend Suggestion box on the left side of the page. Here you'll see some suggested friends. You can also type in the name of other Walkadoo members to locate their profiles and start following them.

When you're following someone, you'll see their Walkie Talkie answers in your news stream. You'll be able to invite them to derbies and more!

How do I create a derby?

To create a derby, just follow these steps:

1. Log in to your Walkadoo account at Walkadoo.com.
2. Locate the racing flag icon at the top right of the page and hover over it.
3. Choose the *Start a derby* option.
4. Give your derby a name.
5. Choose a derby type (point contest or step contest).
6. Choose private or public.
7. Invite people you follow to be in your derby.*
8. Click *Create derby*.

Please note that a derby must be created by 3 p.m. on Sunday in order to start the following Monday.

*You may invite only people you follow who are not currently participating in a derby. You can issue up to 25 invitations, but there are only five open slots in your derby because you occupy the sixth. Invitees join on a first-come, first-serve basis.

What are all the ways I can earn points in Walkadoo?

During the drawing period, you must earn your 500 points during the seven days prior to each drawing. You can earn points for activities like wearing your device, completing your step card, and responding to Walkie Talkie prompts.

Here is a breakdown:

Action	Related Points
Wearing your device	50 points per day
Wearing your device streak bonus	After the first day of wearing your device, you get an extra 10 points per day, with a maximum of 50 points. For example, if you wore your device for five days straight, you would get a 40-point bonus.
Following another user	5 points per user, with a maximum of 30 points
Another user following you	5 points per user, with a maximum of 30 points
Responding to a Walkie Talkie	50 points each day
Replying to someone else's post	3 points per response, with a daily limit of 9 points
Smiling at someone else's post	1 point per smile, with a daily limit of 5 points
Completing your Normal Walkadoo card	100 - 150 points, depending on the step challenge
Completing your All or Nothing card	200 - 300 points, depending on the step challenge
Completing your Unlimited card	There's no limit to how many points you can earn on an Unlimited card.

SETTINGS AND SUPPORT

How do I stop emails or change the frequency and type of emails and notifications I get from Walkadoo?

Log in to **mywellvolution.com** and access the Walkadoo program from your Programs tab. Once you are in the program, take the following steps:

1. Hover over your name at the top of the page. A black box will drop down. Click *Settings*.
2. Click on the Notifications tab on the left side of the page for Walkadoo.
3. Use the check boxes to customize your email enrollment and/or your Notifications.
4. Click *Save changes*.

How do I change my privacy settings?

To change your privacy settings:

1. Follow the steps above for logging in to Walkadoo.
2. Hover over your name at the top of the program page. A black box will drop down. Click *Settings* to go to your account settings.
3. Within account settings choose *Privacy* from the list. Review and click on your desired privacy option and click *Save*.

What are the browser requirements for accessing mywellvolution.com?

If you would like to access **mywellvolution.com** on your computer, the browser requirements are as follows:

- **Internet Explorer (IE):** Mywellvolution.com wellness programs are supported by the last four versions of Internet Explorer at any given time. For example, the newest version of IE is IE11, which means versions IE8, IE9, IE10 and IE11 will optimally support products. When a new browser version is released, support for the oldest one is retired because Microsoft will no longer support it.
- **Firefox, Safari and Chrome:** These browsers are self-updating, so the latest version will optimally support the Wellvolution programs. We recommend that you access **mywellvolution.com** and participate in the wellness programs using one of these browsers.

What if I need technical support for mywellvolution.com?

For technical assistance, please send an email to support@meyouhealth.com.

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