



What devices can connect to MoveSpring?

MoveSpring offers cross device compatibility making it the perfect place for everyone to play. We support most major fitness trackers, including:

- **Android Phones** (OS 4.2 or above) - Google Fit app (**Android, Pebble, Xiaomi, and more**)
- **Apple Watch**
- **Fitbit** - Zip, One, Flex, Flex 2, Charge, Charge HR, Charge 2, Surge, Alta, Alta HR, Blaze, Versa, MobileTracker app
- **Garmin** - vívofit, vívofit 2, vívofit 3, vivosmart, vivosmart 4, vivosmart HR, vívoactive, vivokí, **
- **iPhone 5s and above** - Apple Health App (**Polar, Pebble, Xiaomi, and more**)
- **Misfit** - Flash Cyclist, Flash, Link, Ray, Shine, Shine2, Speedo Shine, Swarovski Activity Crystal
- **Withings (now Nokia)** - Pulse, Pulse O2, Activité Pop, Activité, Activité Steel

**MoveSpring can usually connect with the Garmin Forerunner and Fenix devices, however we can only pull from devices that report steps. If your device doesn't report steps, it will not sync with MoveSpring.

How do I connect my device?

Visit help.movespring.com and select "Getting Started in MoveSpring". Scroll down to Connecting a fitness tracking device for specific instructions on a variety of wearable devices.

How does syncing work?

To sync steps data into your MoveSpring account you will need to:

1. Open the MoveSpring app on your phone, or go to the [MoveSpring website](http://movespring.com) and click the green **Sync** button at the top right. MoveSpring cannot sync your steps data if you do not open the MoveSpring app or website. *Please note: Apple and Google Fit users must sync steps from the app. This is because we connect to the Health app and Google Fit app directly.*

For more detailed syncing instructions, including a video walk through, visit help.movespring.com and search syncing my steps.

Using chat

For every challenge group you join you will automatically be placed into a group chat. This is where you can chat with all participants, all in one place! Post photos of where you got your steps, link to your favorite new healthy recipe online, or simply comment words of encouragement. **Push notifications**

Push notifications allow you to keep up with the latest content posted, and stay up to date with the talk in a challenge chat. To adjust notification settings in your MoveSpring account:

1. Go to your **Profile**
2. Click the Settings gear icon in the top right-hand corner
3. Scroll down the page to "Push Notifications"
4. Select your preferences

How do the MoveSpring Challenges work?

MoveSpring Challenges are completely customized to be the best experience for you, the user! Challenges are made up of modules- like pieces in a puzzle. For example, you may see a quote module, an educational content module, and a streak module. You can glimpse each module in the dashboard but be sure to click to see more stats! Activity based modules will dive deeper into your challenge data, and content modules allow you to fully engage with different pieces of content within the app. Create your own challenges with up to 10 co-workers at a time for up to 31 days.

Before the Challenge Begins

Click into [Upcoming](#) tab under Challenges. You'll see a glimpse view of what to expect in the upcoming challenges.

For more information about the challenge, select [Challenge Details](#), or to see who else has joined select [View Participants](#).

To edit your profile picture, time zone, username, or email, head to Settings (in app: select Profile, click the gear icon at the top right)

Check into the chat before your challenges starts to see what your group is talking about. Encourage your friends, and post ideas and tips! We're all in this together.

During the Challenge

Once the challenge starts it's time to get moving! Your challenge group will move to the [Active](#) tab under Challenges. Check in each day to track your progress and engage with your group. When you're looking at your challenge on the dashboard, you'll get a glimpse into each module and your progress.

But that's just a glimpse, click into each module to get more details. By clicking in you can learn more about your own progress, and how you're stacking up against other users. Click to expand when you see the <> icon in the upper right corner.

Make sure to check the content module and like/comment on your favorites or check in with your mates in the chat!

After the Challenge Ends

Each challenge has a [three-day](#) grace period following the final day. This allows you extra time to get your final steps in. After the grace period the challenge group will close, and you can no longer be rescored. The challenge will move to the Completed tab under Challenges. It will stay there for several days in case you want to view your final scores once more.

Contacting MoveSpring customer support

If you need help connecting a device, syncing, or have questions about the platform, talk with MoveSpring's customer support team! Reach out to support by clicking into your Profile and selecting Contact Support (app), or by clicking the [blue dot icon](#) at the bottom right of your screen (web).