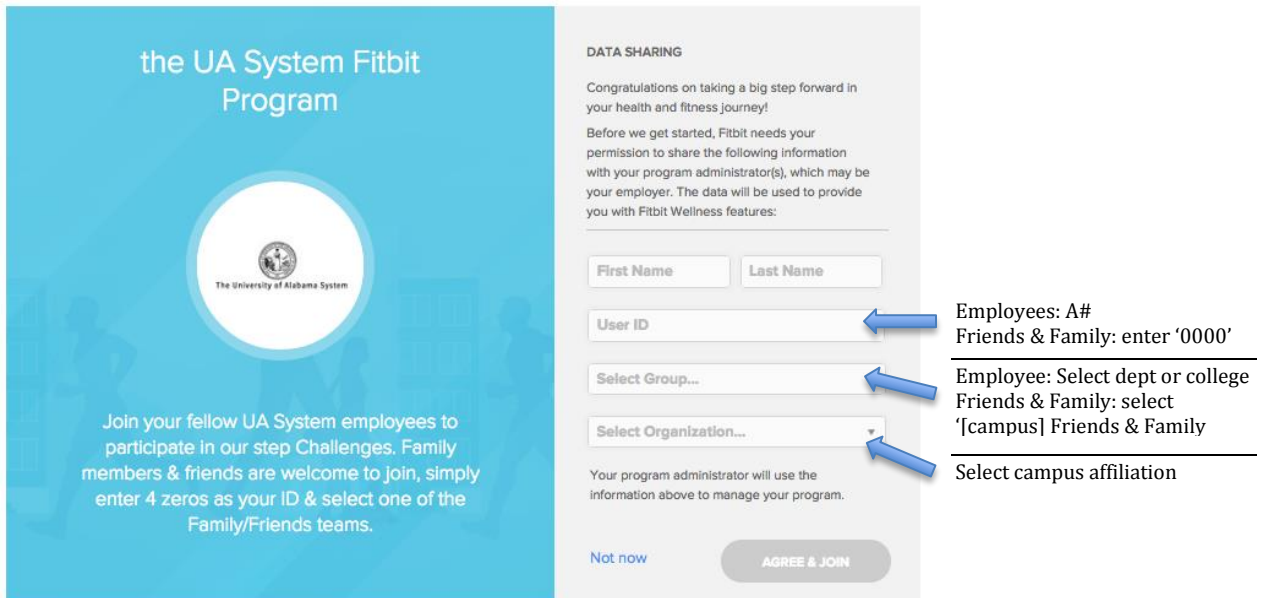





## Program FAQ Sheet

- ❖ How to purchase
  - Only active, benefit eligible employees may purchase devices.
  - Friends and family cannot purchase devices. Employee must purchase on their behalf.
  - USER ID: is the employee ID (A#)
- ❖ Friends and family access
  - Cannot log in storefront to purchase. Employee must purchase on their behalf.
  - Friends and family **can** participate in the UA System Fitbit Program. When connecting their fitbit device they will be prompted if they want to participate in the 'UA System Fitbit Program'.
    - Select yes
    - You will then be prompted to enter your name, user ID and university department.
      - Enter the **User ID for Friends & Family: 0000**
      - University Department: choose your campus (UA, UAB, UAH or UAS) and 'Friends & Family'
        - Ex: **'UAH - Friends & Family'**



The screenshot shows the sign-up interface for the UA System Fitbit Program. On the left is a blue banner with the program title and instructions. On the right is a white form titled 'DATA SHARING' with fields for 'First Name', 'Last Name', 'User ID', 'Select Group...', and 'Select Organization...'. Annotations with blue arrows point to the 'User ID' field (labeled 'Employees: A# Friends & Family: enter '0000''), the 'Select Group...' dropdown (labeled 'Employee: Select dept or college Friends & Family: select '[campus] Friends & Family)'), and the 'Select Organization...' dropdown (labeled 'Select campus affiliation').

- ❖ Participating in Challenges
  - Select employee challenges may qualify as a Charger Fit Rewards Program.
- ❖ Opting out of Challenges
  - At any point in time you can opt out of participating in a UA System Fitbit Program challenge.
    - You will go into the challenge details and select 'Opt out'
  - Once you opt-out of a challenge you cannot add back into the challenge.
- ❖  **fitbit Customer Service:** Our dedicated customer support link: <http://help.fitbit.com/cwsupport>
  - From the link a participant can email, live chat, find the dedicated phone number, etc. Phone and live chat are open 7 days a week, from 4am-9pm PT.