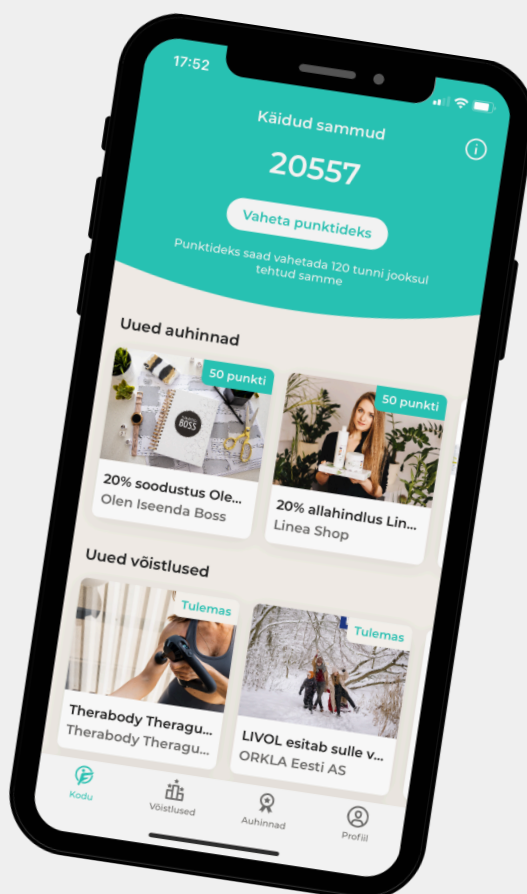




USER MANUAL



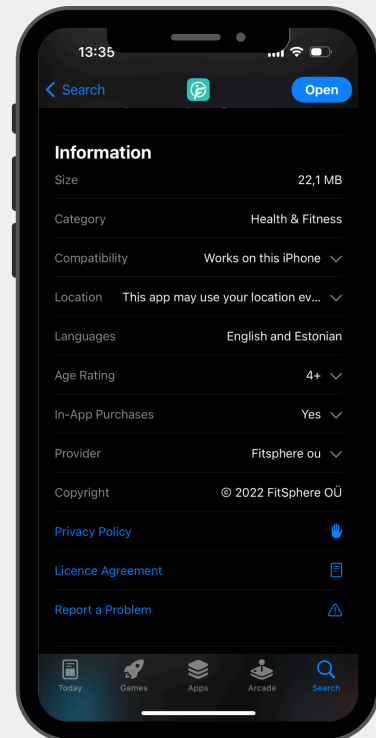
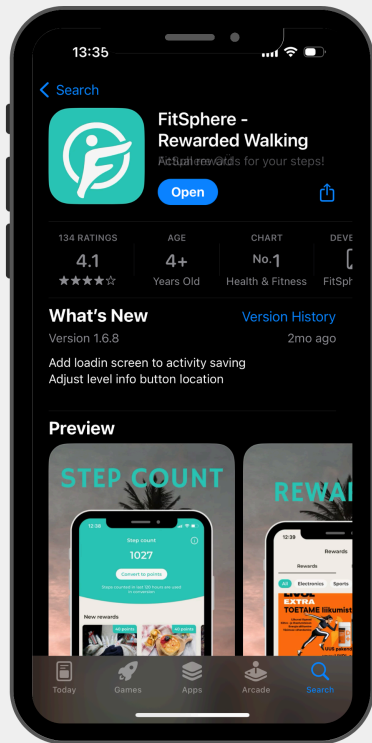
<https://thefitsphere.com/>

Last updated: 08/29/2024

1. How to install app?

App can be downloaded from *Google Play* (Android) or *App Store* (Apple). App is free to download for everybody.

If you already have the FitSphere app then make sure you have the latest update which can be done in *Google Play* or *App Store*.

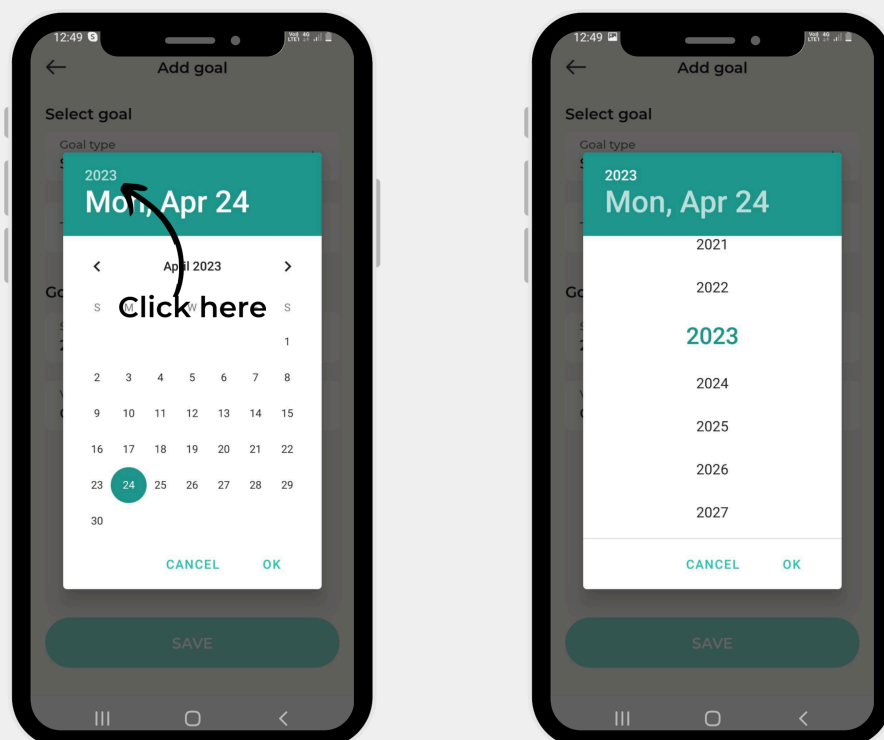


2. Why and which kind of information is needed to register an account?

Upon registration please provide:

- first and last name,
- personal e-mail (for important notices; for newsletter on approval),
- birth date (to make sure user has access to most relevant challenges and rewards),
- gender (to calculate calorie burn rate and make sure user has access to most relevant challenges and rewards),
- address (country, county, city; to make sure user has access to most relevant challenges and rewards),
- picture (*optional; for account personalization),
- weight (*optional, if not provided only approximate results can be calculated for calorie burn rate with activity monitoring),
- height (*optional; if not provided only approximate results can be calculated for calorie burn rate with activity monitoring).

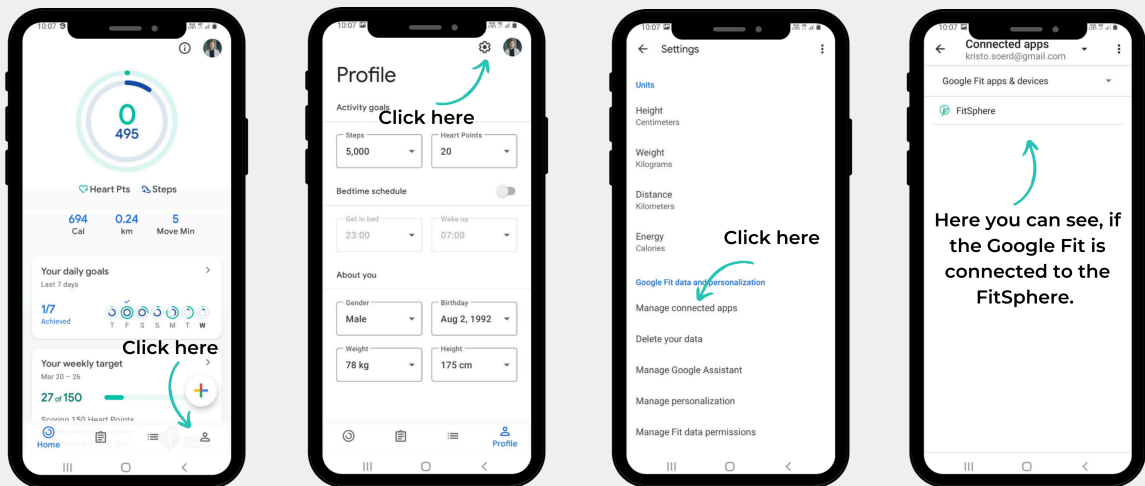
NB! Birth year can be selected by clicking on the year number (picture).



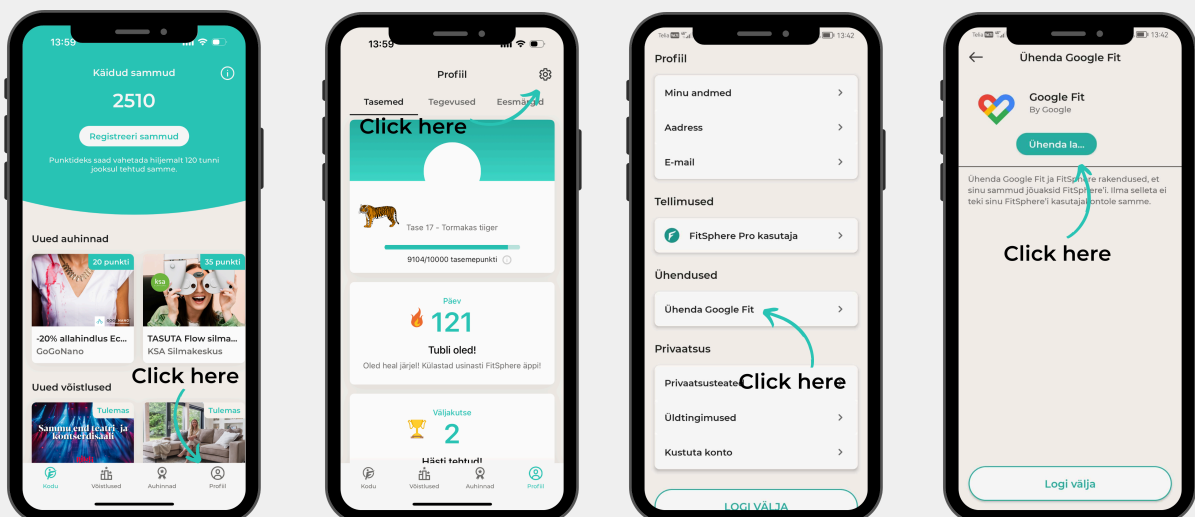
3. How to get steps to FitSphere app?

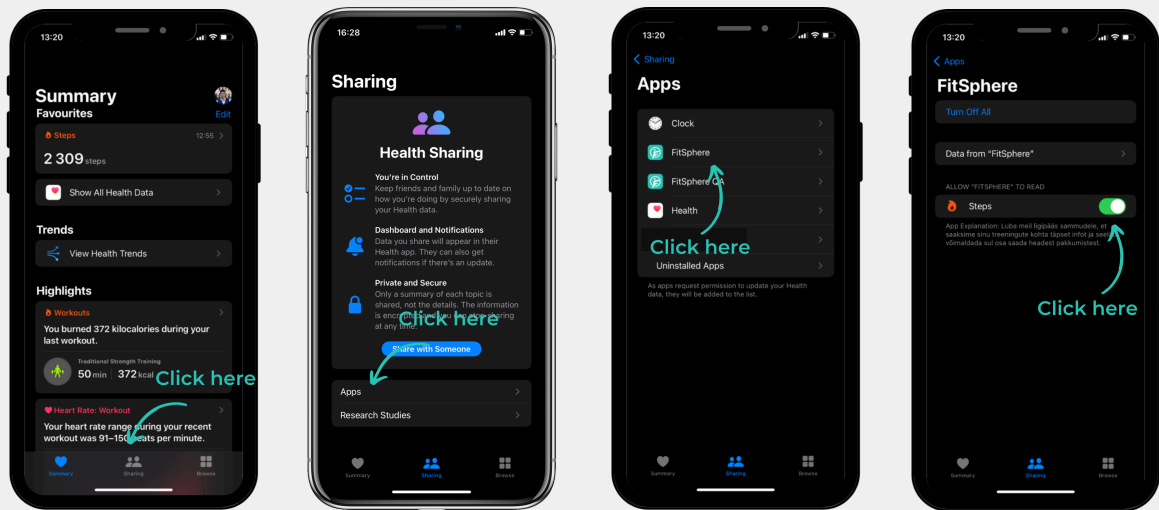
FitSphere app to work properly, **Apple Health**, for Apple, and **Google Fit**, for Android is needed. For step information to reach FitSphere app, asked access rights have to be approved. Also, make sure your phone operating system and FitSphere app are up to date and if needed update.

Here you can find directions on how to check if Google Fit or Apple Health is synced with FitSphere.



If there is no connection with Google Fit, you can create it in the FitSphere app settings.

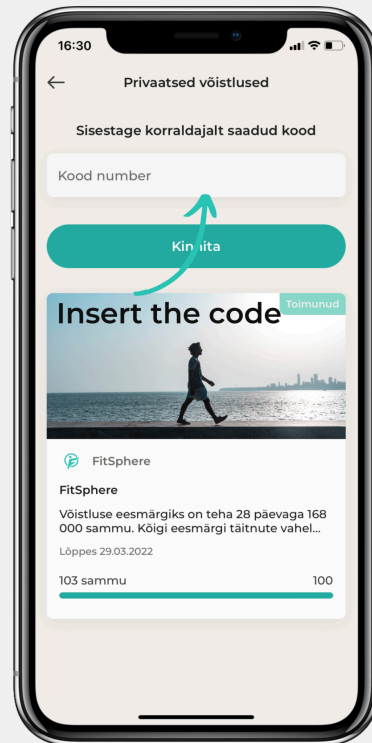
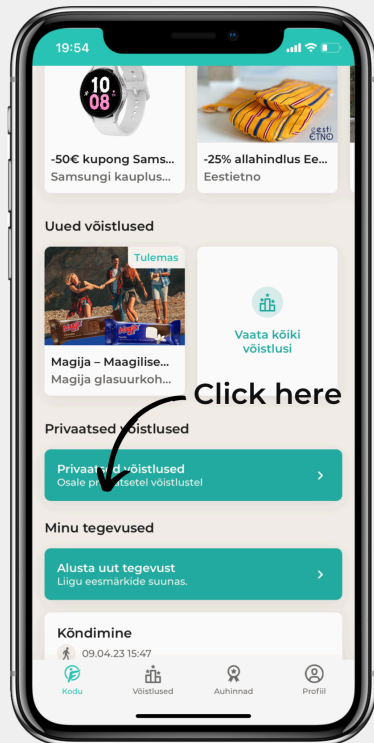




If having trouble then do not hesitate to contact our customer support info@thefitsphere.com.

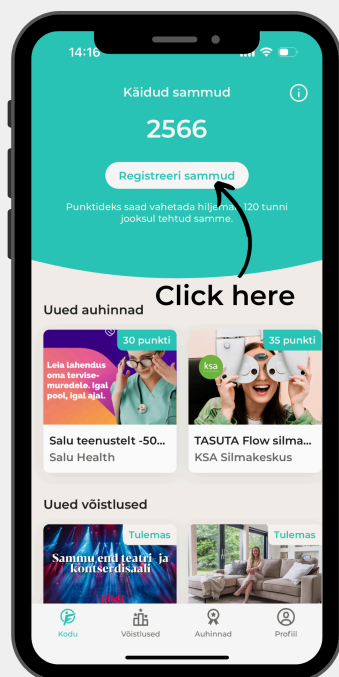
4. How to join your organization's challenge?

To join a challenge held by your organization navigate to the home tab. "Private challenges" button can be then found, where code from your contact person has to be inserted. After that your organization's challenge appears and can be joined by clicking on it.



5. How to register steps to a challenge?

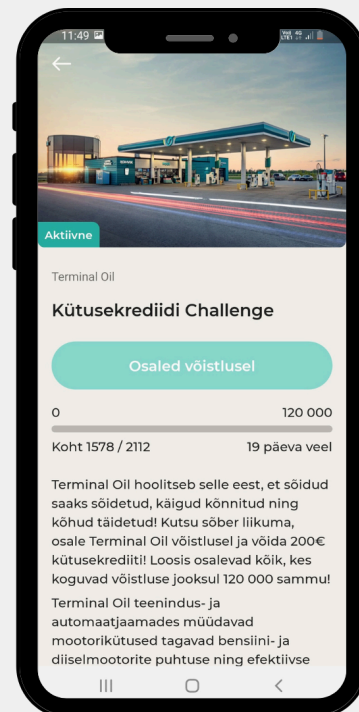
Only registered steps on the app home page are added to challenge progress. Navigate to the home page, click on “Register steps” and steps are added to your challenge progress. Only steps made after joining a challenge are added to your challenge progress. Maximum of 50 000 steps can be changed to points in 24 hours. Basic (free) user has to convert steps into points at least once in 24 hours. This means steps made more than 24 hours ago from last conversion will not be taken into account. Pro (paid) user has to convert steps in every 120 hours. Pro subscription can be ordered through the app.



6. Can I join public challenges?

Of course you can! :)

Public challenges are for all the users and we're more than happy to invite you to partake in all the challenges! To join, open challenges detailed view and click "Join". Challenge winners are chosen right after the end of the challenge by a draw which includes all the participants who achieved the set goal. Information about it can be found under that same challenge. Additionally, under challenge detailed view ranking can be found to see the progress of all participants throughout the challenge period. Why not to have a look every day to see how one performs against others.



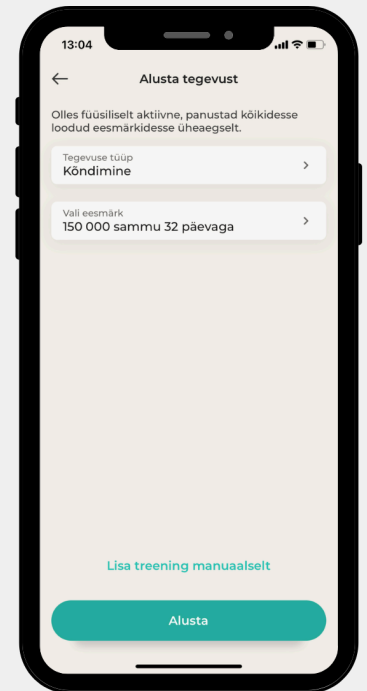
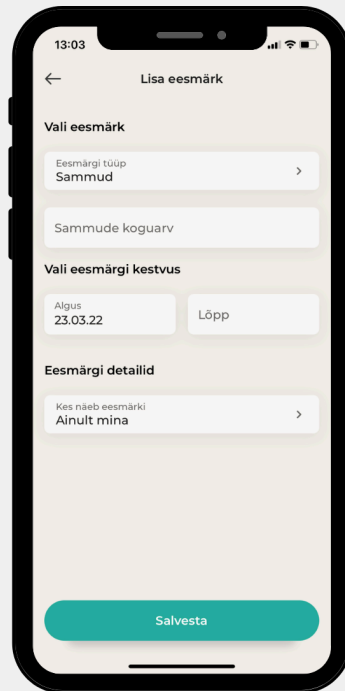
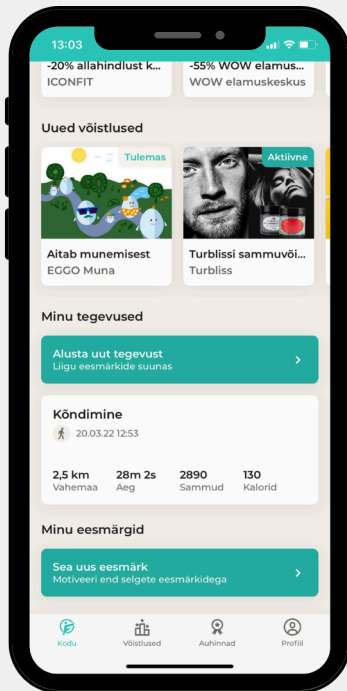
7. Which kind of rewards can be redeemed for points?

Besides challenges where rewards are drawn you can redeem rewards for points too. Navigate to “Rewards” tab where all available rewards can be seen and redeemed for points. On rewards detailed view click on “Buy” to redeem it and get directions on how to get it.



8. How to set goals and monitor activities?

Besides challenges and rewards there are goal setting and activity tracking features. When setting a goal, between three goal types can be selected: steps, distance and time. These goals can only be achieved by using activity tracking feature. On app home page click on “Start activity”. From there activity type and goal can be selected.



9. How to connect smart watch with FitSphere app?

In order to get steps from smart device to FitSphere app smart watch has to be synced with *Google Fit* or *Apple Health*. FitSphere app then gets step information automatically from one of these applications if permission has been given.

Instructions on how to connect to smart watch can be found under FAQ “Kuidas FitSphere äpp nutikellaga ühendada?”

- Link to FAQ: <https://thefitsphere.com/korduma-kiipuvad-kusimused/>
- If having trouble then do not hesitate to contact our customer support info@thefitsphere.com.

Have a pleasant walk and fun participating in challenges!

