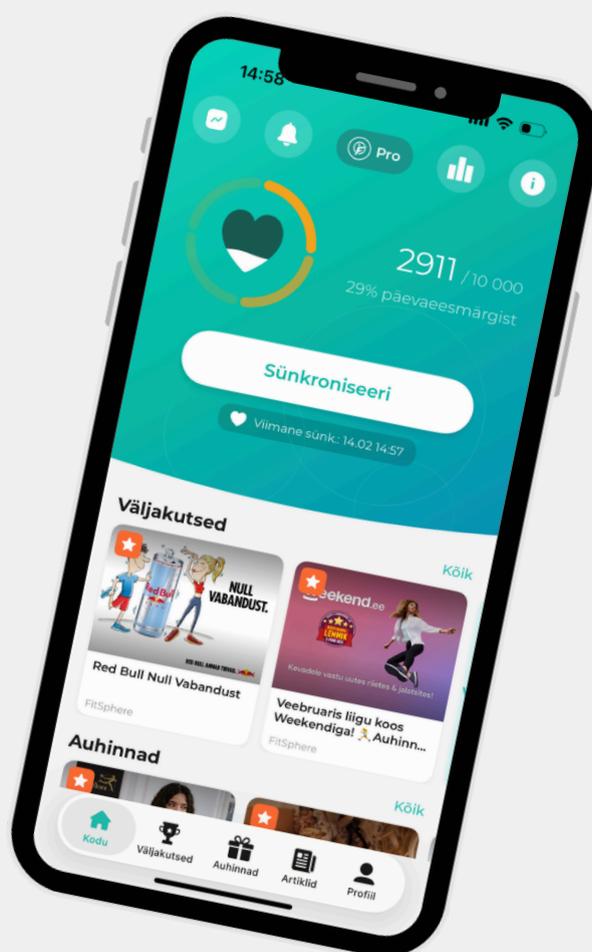




## USER MANUAL



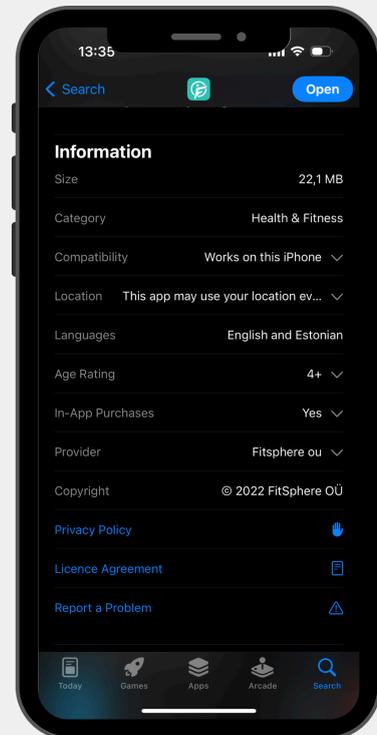
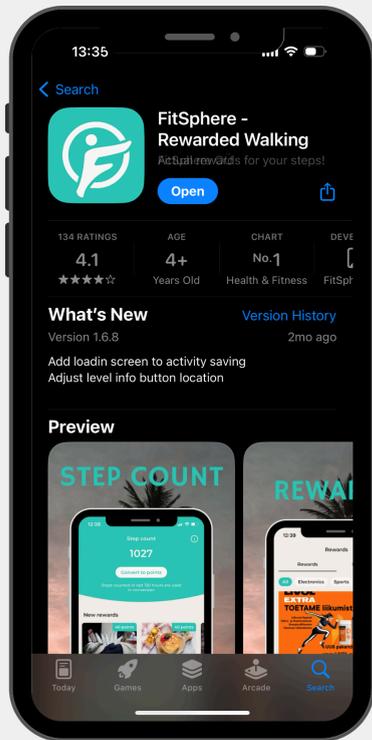
<https://thefitsphere.com/>

Last updated: 21/02/2026

## 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 email address (for login, sending important notifications; for sending newsletters if consent is given),
- password (for logging into the account),
- 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).

### 3. How to get activity to the FitSphere app?

FitSphere can retrieve your activity data from six different sources:

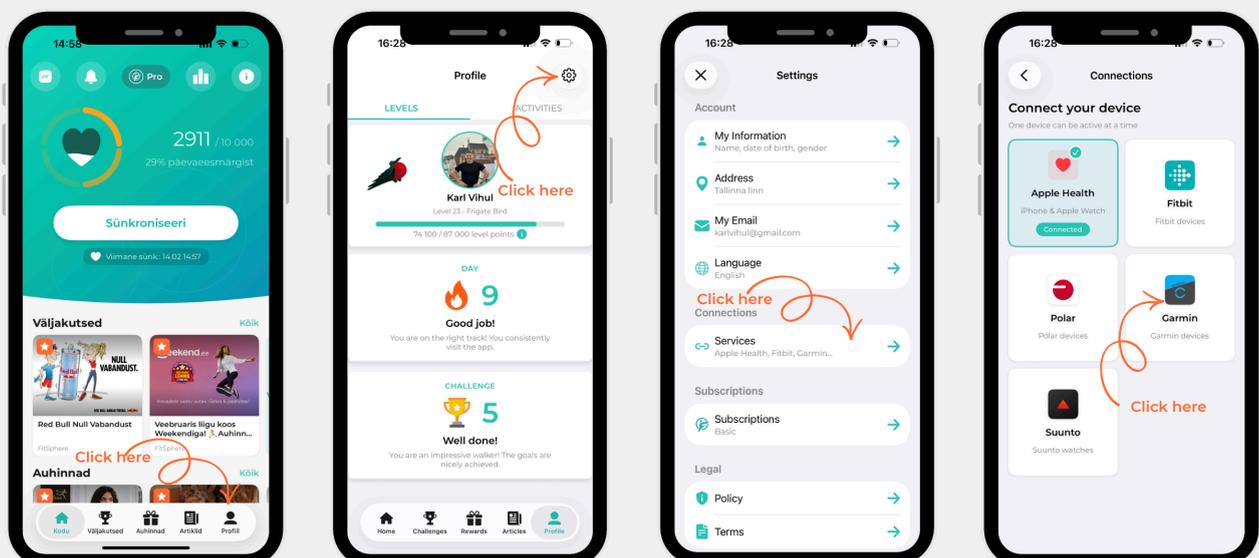
- Apple Health (Apple users only)
- Google Fit (Android device users only)
- Fitbit
- Garmin
- Polar
- Suunto
- FitSphere tracker (Android device users only)
- Google Health Connect (Android device users only)

To sync your activity data with FitSphere, you'll need to grant the necessary permissions. Also, make sure your phone's operating system and FitSphere app are up to date. Update them if necessary.

If your smartwatch is not listed above, you need to connect it to the Google Fit, Google Health Connect, or Apple Health app (depending on whether you use an Android or iOS phone). This way the activity data will also reach FitSphere. Note that in some cases the activity data from the watch app may not transfer to Google Fit or Apple Health with perfect accuracy.

If your smartwatch doesn't officially integrate with Google Fit, you can try using the Health Sync app as an intermediary.

Here is a guide on how to set up the connection.





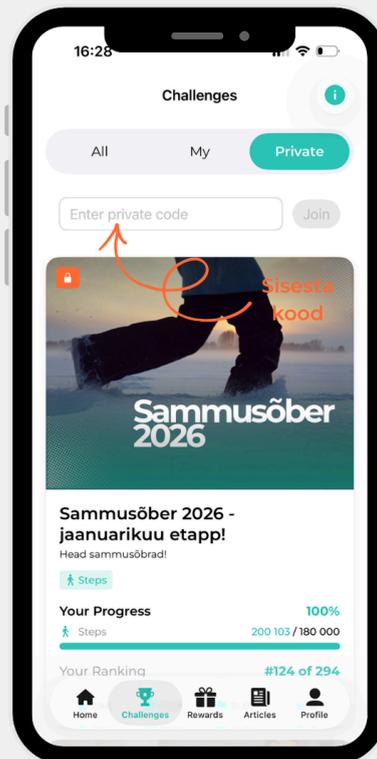
If you run into issues, find detailed instructions at <https://thefitsphere.com/en/faq/> or feel free to contact our customer support at [info@thefitsphere.com](mailto:info@thefitsphere.com).

#### 4. How can I collect activity minutes?

- Polar – Users of Polar smartwatches earn activity minutes based on the intensity and duration of their activities.
- Garmin – Garmin tracks intensity minutes from moderate or vigorous activities. You can earn these minutes either by starting an activity on your Garmin smartwatch or through daily activity if the intensity is sufficient.
- Fitbit – Fitbit calculates active zone minutes, meaning your heart rate is taken into account when determining activity minutes.
- Suunto – Suunto also calculates active zone minutes, using heart rate data to determine activity minutes.
- Apple Watch – When paired with Apple Health, your activity minutes sync seamlessly with FitSphere. Apple Watch records workout minutes for movement faster than brisk walking or activities raising your heart rate above the normal walking pace.
- Google Fit – Google Fit itself does not calculate activity minutes. However, if Google Fit is connected with a smartwatch or a workout app, it will successfully track and display your activity minutes. If you use only your smartphone, make sure to start tracking your activity when engaging in sports or exercise.
- Apple Health – Apple Health itself does not calculate activity minutes. But if Apple Health is connected with a smartwatch or a workout app, it will successfully track and display your activity minutes. If you use only your smartphone, ensure you activate activity tracking during exercise.

## 5. How to join your organization's challenge?

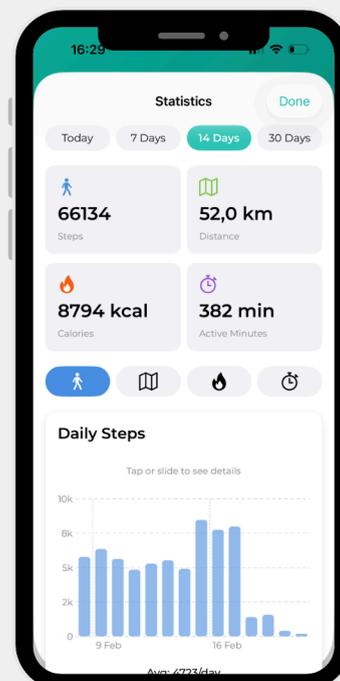
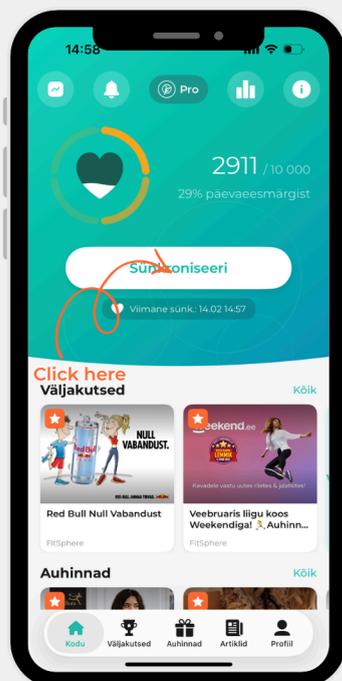
To join your organization's challenge, find the **“Private Competitions”** button on the app's home screen and enter the code provided by your organization's contact person. After entering the code, press **“Join”** and you will be registered for the challenge. The challenge will appear in the **“Private Competitions”** view.



## 6. How to register activity to a challenge?

Only activity completed after joining the challenge and registered on the app's home screen will count toward the competition. To do this, go to the app's home screen and press **"Synchronize"** — your steps, active minutes, distance and/or calories will then be recorded in the competition.

You must be registered for the challenge before recording activity. Activity must be synchronized to the app at least once within the current 120 hours. This means activity completed more than 120 hours ago will not be included. Depending on the technical capability of your smart devices, you may need to synchronize activity more frequently.



## 7. Can I join public challenges?

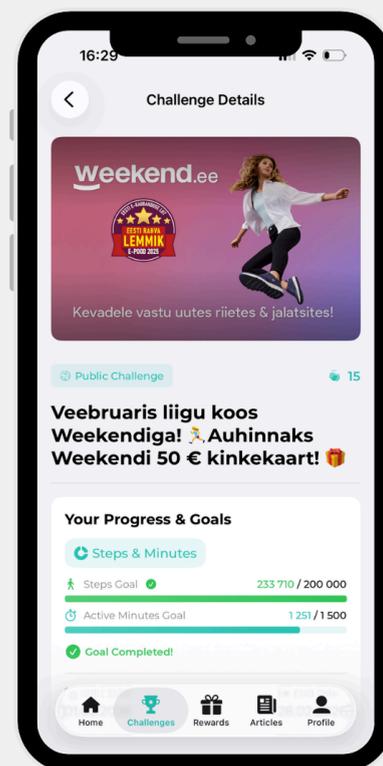
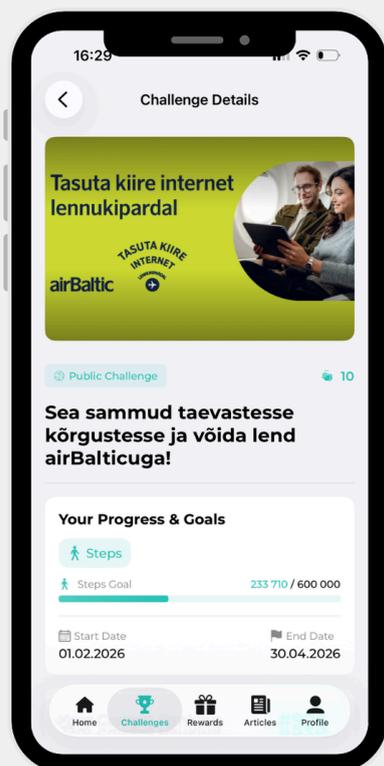
Sure you can! :)

Public competitions are open to all app users, and we warmly invite you to take part in any challenge.

To join a competition, open the competition page and tap the “Join Competition” button. After that, you’ll be participating.

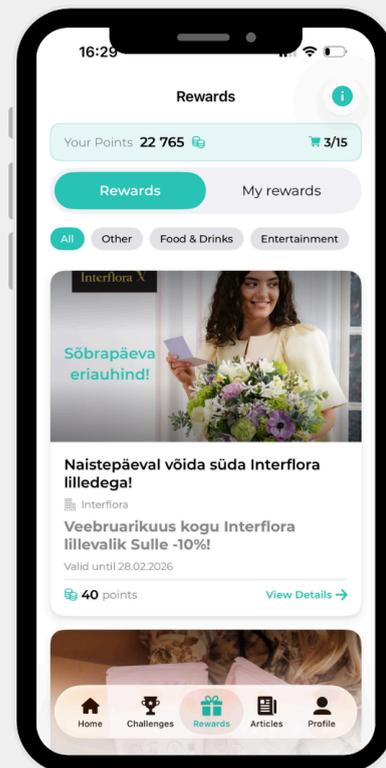
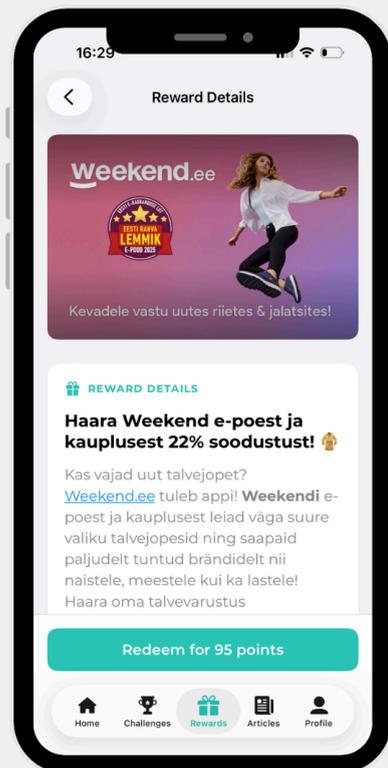
The app will draw prizes among all participants who meet the goal, right after the competition ends. Information about whether you’ve won or not will appear next to the relevant competition.

Throughout the competition, you can also see a live leaderboard. So make sure to check the FitSphere app daily! :)



## 8. 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.



## 9. How does activity monitoring work?

In addition to competitions and rewards, the FitSphere app includes an activity monitoring feature. To start monitoring, press the **“Start Activity”** button on the app’s home screen. There you can select the type of activity. Enjoy tracking! 😊

# Have a pleasant walk and fun participating in challenges!

