



# FAQ

BE ACTIVE  
STAY HEALTHY  
HAVE FUN!



## 1. What is Walkingspree?

Walkingspree is an app that automatically syncs your steps, tracks your goals and provides motivation and encouragement. Connect your wearable device and/or smartphone and easily participate in fun challenges throughout the year!

Join your colleagues in the fun and let Walkingspree help you get rewarded for healthy behaviors!

## 2. How do I register an account with Walkingspree

1. Download the Walkingspree Mobile App from your smart phone's app store.
2. Open the Walkingspree App, and Tap "Sign Up".
3. Enter your Company Name – **AlerisLife**
4. Register with your employee ID number, email address, and your password of choice.
5. Check the "I agree" box to agree to the Terms of Service.
6. Click "Next".
7. Follow the prompts to connect your smart phone and wearable device (if applicable).



\*If you have a wearable device, it is highly recommended that you also connect your smart phone. If you forget your wearable device or the battery dies, your smart phone will be your back up to track your steps for that day.

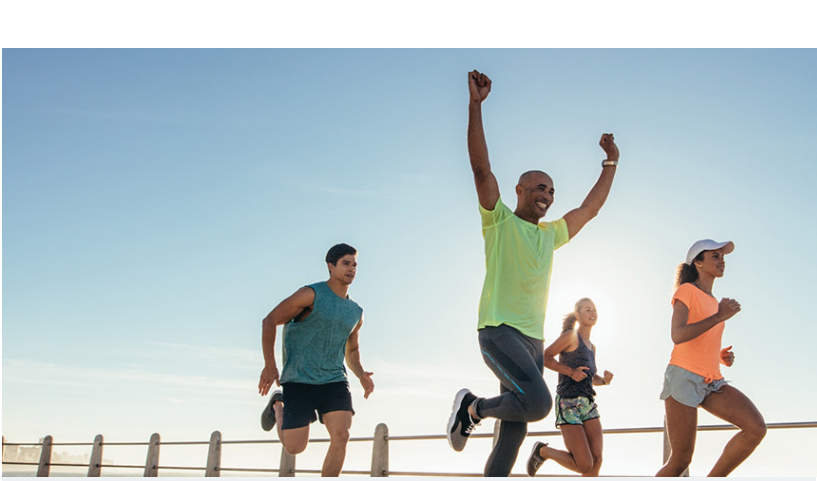
8. Once your device is connected, you are ready to go! Start stepping and watch your points add up.

\*\*Please note: you will need to open your Walkingspree app every few days to sync your steps  
You can view your activities using the desktop URL once you register. <https://members.walkingspree.com/dashboard>

## 3. How can I use my Smart Phone as a tracker with Walkingspree?

Don't have a wearable device? No Problem! You can connect your Android, Samsung or iPhone to the Walkingspree app through your smart phone's native step tracking application. Follow the link below for step by step instructions:

[Connecting Your Smart Phone to Walkingspree](#)



## 4. What wearable device(s) can I connect with Walkingspree?

Walkingspree connects directly with Fitbit, Garmin, Apple Watch and Samsung wearable devices. If you are using a device other than these four, it can still connect to Walkingspree if the device utilizes Apple Health, Google Fit or Samsung Health.

### No wearable device?

Carry your smartphone with you to log your steps!

## 5. How do I join Challenges?

Once you have registered for Walkingspree and connected your device or smart phone, you are automatically entered into any current and future challenges.

## 6. How can I manually log activity that isn't tracked by my device or smart phone?

Participating in an activity that isn't logged by your wearable device or smart phone? You can track this activity in the app and it will be converted to steps. To track physical activity, click on the Log Activity Tile. Click the "Add Activity" button. Select the activity you participated in from the drop-down list, enter the date, start time and end time. Click "Add Activity" button and you'll see your activity converted into steps.



## 8. Can I connect with colleagues?

Connecting with your colleagues is a great way to help them and yourself stay motivated! Click on the Friends tile. Click the + sign in the upper right-hand corner. Here you can search for your colleague by name. When you find who you want to invite to be your Friend, click the green plus sign next to their name. An invitation will be sent to the person. Once they accept the invitation, they will be added to your friends list. You can then send messages back and forth with the person and see their activity. If you would like to remove anyone from your Friend's list, click on their name and then click on Unfriend in the upper righthand corner.

## 9. How do I get extra support?

For any issues related to connecting your device, syncing your steps, questions about the app and more, please reach out to [support@walkingspree.com](mailto:support@walkingspree.com)

You can also chat directly with a member of support through the app. Click on the 4 lines in the upper left-hand corner of the main app screen. Then click Help to start a chat with Customer Support.

If you would like to purchase a wearable device, visit the Online Store tile in the app.



Choose from Apple Watch, Fitbit and Garmin devices.

*We are only able to ship within the USA and cannot offer international shipping at this time.*