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## Challenge Rules & Guidelines

Thank you for joining WorkWell NYC in **STEPtember** – the City of New York’s billion step challenge! The following rules and guidelines will help to ensure the challenge is fun and fair.

If you have any questions about the **STEPtember Billion STEP Challenge** rules and guidelines please email the WorkWell NYC Team at [workwell@olr.nyc.gov](mailto:workwell@olr.nyc.gov).

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## General:

- a. **Eligibility:** The STEPtember Challenge is exclusively for City of New York Employees.
  - [View a list of participating agencies here](#)
  - If you do not see your agency listed or you do not know which team to join, email [workwell@olr.nyc.gov](mailto:workwell@olr.nyc.gov).
- b. **Registration:** City employees can enroll in the STEPtember Challenge until September 9<sup>th</sup> or when all slots have been filled.
- c. **How to Participate:** There are 2 ways to participate in the challenge:
  - **On a team:** Represent your agency on a team with up to 20 of your co-workers
  - **Individually:** Challenge yourself to hit 10,000 steps every day of the challenge

*\*\*All participants will be automatically enrolled in the individual challenge and can opt into the team challenge if desired. See [registration instructions](#) for information on how to join your agency's team\*\**

## Teams:

- a. **Agency Teams:** Teams have been allocated based on agency size and participation in previous WorkWell NYC walking challenges. View a list of participating agencies and teams [here](#).
- b. **Team Size:** All teams are required to have **15-20** members to be eligible to participate in STEPtember.  
**Note:** Participants on teams with less than 15 members will be moved to another team within their agency **before** the challenge begins.
- c. **Team Members:** Participants should only join a team associated with the agency they work for. If all of your agency's teams have been filled and you are unable to join a team, email [workwell@olr.nyc.gov](mailto:workwell@olr.nyc.gov).
- d. **Joining a Team:** Employees are able to join any team listed under their agency. Teams are open to agency employees on a first-come, first-serve basis and are not specific to any location and/or division.

- e. **Participating on a Team with Co-Workers:** To join the same team as your co-workers, let them know the name of the team you plan to join and try to join at the same time. If you would like to change your team's name, you can email [workwell@olr.nyc.gov](mailto:workwell@olr.nyc.gov) with the new team name once everyone on the team has approved the new name.
- f. **Switching Teams:** Participants are allowed to switch teams (within their agency) as often as desired before the challenge begins. Once STEPtember begins on September 10th, participants will no longer be able to change teams.
- g. **Inactive Team Members:** An "inactive member" is defined as *a participant who has not synced their steps in 5 days or more*. To keep the competition fair for all team members, inactive members will be removed **twice** during the challenge:
  - **At the end of week 1:** Those who have not synced in at least **5 days** will be removed from the challenge and will be unable to rejoin.
  - **At the end of the challenge:** Those who have not have steps synced for at least **75%** of the challenge will be removed and will not be counted towards their teams' final step average.
- h. **Team Step Count:** The team with the highest average step count will win the challenge. Team average step counts are calculated using the following formula:

$$\frac{\text{total \# of steps taken by all team members}}{\text{total number of team members}}$$

## Step Tracking:

- a. **Syncing:** The MoveSpring app does not sync your steps unless the app is open on your phone! This is to prevent your battery from being drained. While the app is able to pull up to 5 days' worth of steps at once, participants are encouraged to open the app at least once daily to ensure all your steps are shown in real-time.
  - **Team Challenge:** Syncing is important to ensuring a team's steps are shown in real-time. Please sync your steps daily as a courtesy to your team members.
  - **Syncing Issues:** If you are having trouble syncing your steps, please use MoveSpring's [how-to guides](#) to troubleshoot or contact the MoveSpring Support Team directly (See "**Support**" section

below). Please refrain from posting about technical issues in the STEPtember group chat on MoveSpring.

- b. Other Forms of Physical Activity:** STEPtember is a step challenge. Unfortunately, other forms of physical activity such as biking will not be counted towards the challenge.
- c. Physical Limitations:** If you have any physical limitations and would like to participate in STEPtember, please email [workwell@olr.nyc.gov](mailto:workwell@olr.nyc.gov) to learn how to sign up.
- d. Step Cap:** To ensure healthy participation in the STEPtember Challenge, the number of steps that count towards the standings will be capped at **35,000 steps/day**. If your daily step total exceeds this amount on any day, it will be adjusted to 35,000 at the end of the challenge before the final standings are announced. This will be done on the back-end and will not be visible on the leaderboard within MoveSpring.

## How to Win:

- a. Winning Categories:** There are 2 ways to win in the STEPtember Challenge:
  - **Team Challenge:** The top 3 teams with the highest step average (not total steps) will receive trophies and prizes. The 4<sup>th</sup> and 5<sup>th</sup> place teams will also receive prizes. All team challenge winners will be invited to participate in a celebration event later in the fall.
  - **Individual Challenge:** All participants who hit 10,000 steps at least **80%** of the challenge (23 or more days) will also be rewarded.

## Chat Rooms:

- a. Chat Rooms:** All STEPtember participants will have access to 3 chat rooms within the MoveSpring app:
  - **Group Chat:** Messages in the chat labeled “STEPtember Billion Step Challenge” will be sent to all participants in the challenge.
  - **Team Chat:** Messages in the chat labeled with your team’s name will be sent to your team members only.
  - **Individual Chat:** One-on-one messages can be sent to anyone you have “friended” on MoveSpring.

- b. Etiquette:** The MoveSpring chat rooms are a place to communicate with other participants and offer inspiration and encouragement. Please be mindful of the content you are posting. The group chatroom will be monitored by WorkWell NYC. Inappropriate content will be removed and participants who misuse the chat room run the risk of being removed from the challenge. Please email [workwell@olr.nyc.gov](mailto:workwell@olr.nyc.gov) if you have any concerns relating to a chat room.
- c. Push Notifications:** Participants are encouraged to turn on their push notifications to receive alerts when challenge updates are posted and/or when a message is received. View these [instructions](#) on how to adjust your notifications at any time.
- d. Photo Release:** WorkWell NYC reserves the right to use any messages and/or images shared in the group chat during the STEPtember Challenge.
- e. Hours of Operations:** A WorkWell NYC representative will be available to answer questions in the *group* chat room Monday through Friday, 9am-5pm.

## Support:

WorkWell NYC and the MoveSpring Support Team are here to help you during the challenge.

- a. Technical Support:** If you have reviewed the FAQs on the [STEPtember webpage](#) and you are still having technical issues, the MoveSpring Support Team can help troubleshoot.

There are 3 ways to contact MoveSpring Support:

- **In the app:** Click on "profile" in the bottom right-hand corner of the screen, then scroll down to the bottom and select the green "Message Support" button. An in-app chat box will then appear for you to message support.
- **Online:** Sign in to your MoveSpring account via the web and click on the chat icon in the lower right-hand corner.
- **By email:** Send an email to MoveSpring Support [here](#).

- b. General Support:** For general questions about the challenge, reach out to WorkWell NYC at [workwell@olr.nyc.gov](mailto:workwell@olr.nyc.gov).