



MoveSpring: Frequently Asked Questions

Managing Your MoveSpring Account

1. What is MoveSpring?
2. How do I set up a MoveSpring account?
3. If I already have a MoveSpring account, do I need to create a new one?
4. What is the organization code for STEPTember?
5. How do I change my password?
6. What do I do if I forgot my password or need to reset my password?
7. How do I delete my account?

Syncing Steps

8. Which devices and smartwatches connect to MoveSpring?
9. How do I sync my tracking device with MoveSpring?
10. Why am I missing some or all of my steps for the day?
11. I have a pedometer, can I still participate?
12. My device doesn't integrate with MoveSpring. What can I do?
13. Will the length of my stride affect the challenge?
14. How do I participate if I have physical limitations?

App Settings and Features

15. What are push notifications and how do I enable them?
16. How do I change my profile picture?
17. How do I communicate with other participants in the Challenge?
18. How do I "friend" someone I know in MoveSpring?

Challenge Settings and Features

19. How do I see my results?
20. How do I leave the challenge?
21. How do I join a team?
22. How do I change teams?

Support

23. Who do I contact if I need help?

Managing Your MoveSpring Account

1. What is MoveSpring?

MoveSpring is a digital platform that tracks steps across users. MoveSpring can be accessed by an app on your mobile device or through an Internet browser on your computer or smart phone.

To participate in the STEPtember Challenge, you will need to create an account on MoveSpring and connect a step tracker to your MoveSpring account, such as a smart phone or wearable device (FitBit, Apple Watch, Garmin, etc).

2. How do I set up a MoveSpring account?

Registration instructions can be found at nyc.gov/stepember.

3. If I already have a MoveSpring account, do I need to create a new one?

No – if you already have an account, you do not have to create a new one. Please use the same log-in information you have used previously.

4. What is the organization code for STEPtember?

If you are asked for an organization code when you register for MoveSpring, please use **workwellnyc**

5. How do I change my password?

1. Sign in to MoveSpring and go to your Settings via the gear icon under your Profile tab
2. Click “Password” and enter a new password in both boxes
3. Click “Save”

6. What do I do if I forgot my password or need to reset my password?

1. Click on “Login” and then “Forgot Password”
2. Enter the email you used to sign up on MoveSpring
3. Follow the directions in the email to reset your password*

*If you don't receive an email from MoveSpring within 5 minutes, please check your spam folder. If you continue to have issues resetting your password, reach out directly to MoveSpring (see question #22 - “Who do I contact if I need help?”).

7. How do I delete my account?

1. Sign in and go to your Settings via the gear icon under your Profile tab
2. Click “Delete Account” at the bottom
3. Click “Yes”, then click confirm

Syncing Steps

8. Which devices and smartwatches connect to MoveSpring?

Android Phones (4.2 and above through Google Fit), Apple Watch, iPhone 5s and up through Apple Health App, Fitbit, Garmin, Google Fit (Android, Pebble, Xiaomi), Misfit, and Withings (now Nokia).

9. How do I sync my tracking device with MoveSpring?

- **Android:**

Make sure you have [Google Fit](#) downloaded on your phone

Open the MoveSpring app and navigate to your “Profile” on the bottom right of the screen, then the Settings gear icon on the top right in the app

Select “Device” and then scroll to find Google Fit from the list of devices

Give MoveSpring permission to access your steps, distance and active minutes by clicking “Allow”. You are now connected!

If you have multiple Google accounts on your phone, please be sure to select the same account you are using in Google Fit.

- **iPhone:**

Open the MoveSpring app and navigate to your “Profile” on the bottom right of the screen, then the Settings gear icon on the top right in the app

Select “Device” and then scroll to find Apple Health App from the list of devices

Give MoveSpring permission to access your steps, distance and active minutes by clicking “Allow”

You will then need to navigate to your “Apple Health App”

Select “Sources” and then “MoveSpring”

Turn “Active Energy”, “Steps” and “Walking and Running” to ON (They will turn green)**

You are now connected!

**If you don’t see your steps, go to your phone’s “Settings” > “Privacy” > “Motion and Fitness”, or “Settings” > “Privacy” > “Health” > “MoveSpring”. If any of these settings are turned OFF (not green) your data will not sync.

- **Wearable tracking device** (FitBit, Garmin, etc):

Open the MoveSpring app and navigate to your “Profile” on the bottom right of the screen, then the Settings gear icon on the top right in the app

Select “Device” and then scroll to find your device type (e.g., Garmin, Fitbit, et al.)

Enter your username and password for the account your device is connected to

Give MoveSpring Permission to access your steps, distance and active minutes by clicking “Allow”

IMPORTANT: 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, we encourage you to open the app at least once daily to ensure all your steps are shown in real-time.

10. Why am I missing some or all of my steps for a day?

MoveSpring pulls step data from your device’s cloud, not the device directly. Please check make sure your steps are updated in the app you are using to sync your steps (i.e. Apple Health, Fitbit, Google Fit). Your device’s app must be synced before your steps will update in MoveSpring.*

With an Apple Watch or iPhone, you may need to tap the circular arrow button in the upper left-hand corner (“Refresh”) to force the sync to happen.

*The app currently does not run in the background on your phone, to prevent it from running down your battery. But if you miss a day and the app is not pulling data from your device, please reach out directly to MoveSpring (see “Who do I contact if I need help?”).

11. I have a pedometer, can I still participate?

Unfortunately, manual entry is not allowed in the STEPtember Challenge, so participants will need a smart phone or wearable tracking device to participate.

12. My device doesn't integrate with MoveSpring. What can I do?

If your device isn't listed on the [pairable device list](#), we encourage you to use your smart phone as a step tracker. iPhone users can track their steps through the Apple Health app. Android users must download [Google Fit](#) to track their steps.

13. Will the length of my stride affect the challenge?

No! This challenge is based on the number of steps you take, so your stride length does not matter. Someone with a longer stride may record the same number of steps as someone with a shorter stride, even though they have traveled a greater distance.

14. How do I participate if I have physical limitations?

If you have any physical limitations and would like to participate in the challenge, please email workwell@olr.nyc.gov to learn how to sign up.

App Settings and Features

15. What are push notifications and how do I enable them?

Push notifications are alerts that notify you when WorkWell NYC posts updates in the app or when someone messages you! You can turn push notifications on or off at any time.

To turn on your push notifications:

1. Go to your "Profile" on the bottom right-hand corner of your screen
2. Select the Settings gear icon and scroll down to the "push notifications" section
3. Select "push notifications"
4. Switch your notifications ON to receive alerts (when you see BLUE they are ON)

16. How do I change my profile picture?

1. Go to the Settings gear icon under your Profile tab
2. Click "Edit Photo" under current image
3. Select an image from your camera roll (you will have to allow MoveSpring access to your photo or camera roll) or take a new photo
4. Click "Choose"

17. How do I communicate with other participants in the Challenge?

You can communicate via the message feed in MoveSpring!

1. Log in to your account or app
2. Click on the "Chat" button in the bottom center of your home page
3. Select the group you'd like to chat with. (You can send a message to everyone in the STEPtember Challenge, your teammates or anyone on your friends list.)

18. How do I "Friend" someone I know in MoveSpring?

Click on a username anywhere in the app to view a person's profile. Click on the "Add Friend" button to send them a friend request!

Challenge Settings and Features

19. How do I see my results?

All results will be updated in real-time via the MoveSpring app/webpage. Check back often to see how you're doing in both the individual and team challenges! Be sure to visit the challenge rules section on the [STEPtember webpage](#) to learn how to win.

20. How do I leave the challenge?

Life happens – we understand if you need to leave the challenge for any reason. Please contact us at workwell@olr.nyc.gov for assistance.

21. How do I join a team?

You should have been prompted to select one of your agency's teams after you created your MoveSpring account. If you do not see "STEPtember 2021" on your dashboard, please reach out to WorkWell NYC at workwell@olr.nyc.gov and someone will assist you.

22. How do I change teams?

1. Open the MoveSpring app and scroll down to the STEPtember Challenge
2. Click on "change team", below your team's logo
3. Select "leave team" when you are asked if you are sure you want to leave your current team
4. Return to the dashboard and select the new team you'd like to join. Be sure to join a team belongs to your agency!

NOTE: You can change teams as many times as you like prior to the start of the challenge. However, once the challenge begins on September 20th, participants will no longer be able to switch teams.

Support

23. Who do I contact if I need help?

If you are having technical issues, please contact MoveSpring. There are 3 ways to contact MoveSpring:

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 send a message to the support team.

Online: Click on the message icon in the bottom right-hand corner of the screen.

By email: Send an email to MoveSpring Support at help@movespring.com.

If you have any questions regarding the challenge, please reach out to workwell@olr.nyc.gov. Be sure to include "STEPtember Inquiry" in the subject line.