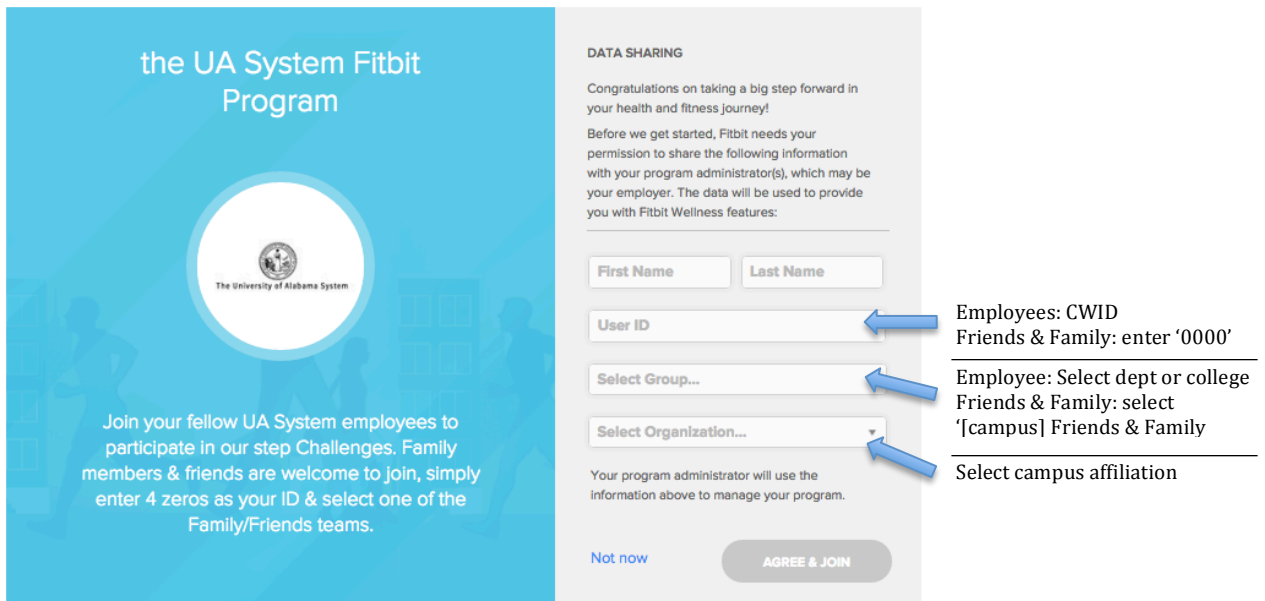





## Program FAQ Sheet

- ❖ How to purchase
  - Only active, benefit eligible employees may purchase devices.
  - Friends and family cannot purchase devices. Employee must purchase on their behalf.
  - USER ID: is CWID (campus wide ID)
- ❖ Friends and family access
  - Cannot log in storefront to purchase. Employee must purchase on their behalf.
  - Friends and family **can** participate in the UA System Fitbit Program. When connecting their fitbit device they will be prompted if they want to participate in the 'UA System Fitbit Program'.
    - Select yes
    - You will then be prompted to enter your name, user ID and university department.
      - Enter the **User ID for Friends & Family: 0000**
      - University Department: choose your campus (UA, UAB, UAH or UAS) and 'Friends & Family'
        - Ex: **'UA - Friends & Family'**



The screenshot shows the sign-up interface for the UA System Fitbit Program. On the left is a blue banner with the program title and a call to action. On the right is a white form titled 'DATA SHARING' with a congratulatory message and a list of fields: 'First Name', 'Last Name', 'User ID', 'Select Group...', and 'Select Organization...'. Below the form is a 'Not now' link and an 'AGREE & JOIN' button. Annotations with blue arrows point to the 'User ID' field (noting CWID for employees and '0000' for friends/family), the 'Select Group...' dropdown (noting department selection for employees and campus for friends/family), and the 'Select Organization...' dropdown (noting campus affiliation selection).

- ❖ Participating in Challenges
  - Select employee challenges will qualify as a WellBAMA Rewards Qualifying Program. This participation will be automatically updated on the WellBAMA portal at the end of each quarter.
- ❖ Opting out of Challenges
  - At any point in time you can opt out of participating in a UA System Fitbit Program challenge.
    - You will go into the challenge details and select 'Opt out'
  - Once you opt-out of a challenge you cannot add back into the challenge.
- ❖  **Customer Service:** Our dedicated customer support link: <http://help.fitbit.com/cwsupport>
  - From the link a participant can email, live chat, find the dedicated phone number, etc. Phone and live chat are open 7 days a week, from 4am-9pm PT.