

# Manager FAQs for the Converge Move Challenge

## Converge Move

Can we launch the Converge Move challenge at a preferred date? i.e. in a couple of months to separate it from the app launch?

Yes, although it is a great way to encourage download and engagement at launch.

How do employees register specifically for the Move Challenge? E.g. do they just do the normal app setup process first, then click into Move? Or are there a few extra steps they need to take, like telling it what business unit they are from?

Once they're registered in the app, they simply need to navigate to the challenge screen, agree to the terms of the challenge and confirm their enrolment by hitting the 'register' button. The set-up of the challenge covers the inclusion of their name, email and profile photo as part of their team profile.

How do they then form teams?

The system creates teams in the background by smartly allocating members to a team randomly based on their physical activity levels to ensure a fair contest.

How many employees are there per team for the challenge?

6 employees per team.

What sort of reporting is available for the Move Challenge? I assume there is a leaderboard based on total team steps? Can this be filtered by business unit, for example, so teams can compete and compare not only across the whole organisation but within their specific business unit?

The report includes an individual and team leaderboard. More detailed reporting is available to Converge Life customers.

Does the employer have any sort of admin-type access for the Move Challenge?

No, the challenge is fully automated, including comms, so you don't need to do anything.

Is there a social component to the Move Challenge? E.g. ability to post updates or chat amongst participants?

Yes, it includes a community section where employees are encouraged to share their stories, tips and achievements, as well as support and motivate each other.

Is the Move Challenge automatically displayed in the app or is it something that you need to turn on and activate?

The challenge needs to be activated by an organisation. Once the start date has been agreed upon, the challenge will automatically appear in the app four weeks before the start date.

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## Do all activities count towards steps?

All step activities (cycling, running, walking) will be automatically converted into steps. Other activities (such as swimming and yoga) can also be converted to steps. Simply **manually enter the exercise recorded from your tracker app** for each activity into the Converge app. The Converge app will then use an advanced scoring methodology to convert that activity into equivalent steps. Do note, the step calculation varies dependent upon your unique data points such as height, weight, pace and gender. You need to have provided this information for the step conversion to work.



## How do other activities compare to walking step wise?

The Converge app utilises an advanced scoring methodology to convert other activities into steps. It calculates how many steps each activity is worth by analysing all your individual data points ie **the data you've manually added into the Converge app from your tracker app** (exercise type, time, intensity etc.) and your previously provided height, weight, pace and gender etc. The analysis involves taking all the datapoints and converting them into how many calories would be burnt during the activity to get to the steps equivalent calculation. So please make sure you use the manual workout log, even if your exercises involve zero or little step counts (e.g., yoga, swimming), or inaccurate step counts (cycling).

Please note, the step conversion can only work when you enter your other activities manually and have also provided your other data points such as gender, age, weight and height.

# Converge App Troubleshooting & FAQs

Quick steps to troubleshoot  
issues during signup



## WHAT DO I DO WITH MY ORGANISATION CODE?

Follow the steps in the app  
once you've downloaded it:

1. Open the app
2. Tap on 'get started'
3. Navigate to the sign-up screen
4. Enter your name, email address and choose a password
5. Enter your organisation code

## I HAVEN'T RECEIVED MY CONFIRMATION EMAIL

- Check that you have entered the correct email address
- Check your junk folders. Emails are sent from [Converge@headuplabs.com](mailto:Converge@headuplabs.com)
- Contact customer support [here](#)

## HOW DO I CONNECT MY WEARABLE, FITNESS TRACKER OR PHONE?

Go to your Profile in the bottom navigation bar of the app. Select 'Settings' and then tap on 'Connect your device'.

If you need help, you'll find detailed instructions [here](#) for all compatible devices.

## WHAT IF I DON'T HAVE A DEVICE TO CONNECT TO THE APP?

If you prefer not to connect a device, you can still complete lots of the quizzes in the app and get personalised content based on your responses.

You can also buy a brand new device in our online shop.

[Click here to visit our shop.](#)



## ANY OTHER ISSUES WITH THE APP?

Check our FAQs [here](#) or contact our [support](#). We're here to help!



# Converge App Troubleshooting & FAQs

## General FAQ questions



### CAN I BOOK A COUNSELLING APPOINTMENT IN THE APP?

You can request a booking directly in the app by clicking on the icon named 'Book a confidential chat now' on your app dashboard.

### HOW IS MY PERSONAL INFORMATION PROTECTED IN THE APP?

We handle your personal information with utmost care. The Converge App complies to all relevant privacy laws and regulatory requirements. You can review our privacy policy [here](#). You'll also be asked to agree to it when you sign up to the app.

#### [Privacy Policy – HeadUp Systems](#)

### CAN MY EMPLOYER ACCESS MY PERSONAL INFORMATION?

No. All data is aggregated and kept anonymous. We only report overall statistics that are general and non-identifiable.

### WHERE IS MY DATA HOUSED?

Your data is hosted on Australian servers.

### HOW MUCH DATA DOES THE APP NEED TO WORK?

#### **It's totally up to you!**

You can add as much or as little information as you like. The more the app gets to know you, the more personalised the content you will be provided but it is always up to you to decide what you want to share.

