

Let's Move NYC 2024- Step Challenge!

Step by Step Instructions

Step 1: Download MoveSpring App on mobile phone and create an account

[Note: if you already have an existing MoveSpring account and it's connected to a step tracker, please skip to Step 3 'Join Let's Move NYC- Step Challenge']

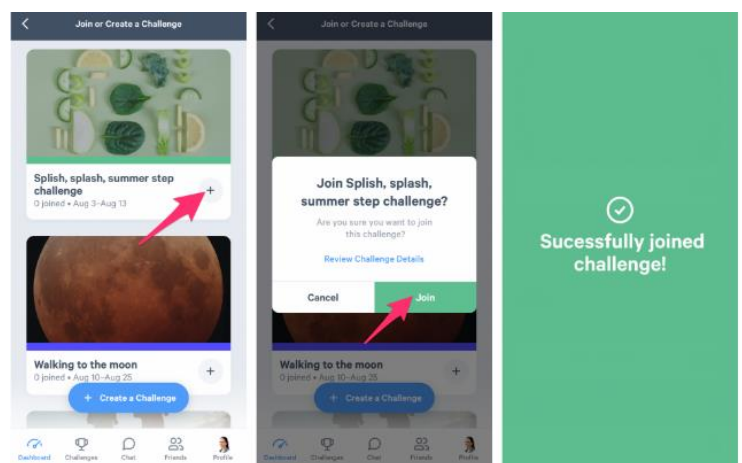
- Click the [invite link](#) on your mobile phone to download the MoveSpring App from the [Apple App Store](#) (for iPhone users) or [Google Play Store](#) (for Android users). If you already have the app, this link will direct you right to the app to sign up for the challenge.
- Enter the organization's code **"workwellnyc2024"**. Confirm **"WorkWell NYC"** as your organization.
- Fill out any additional information requested, and then check the box to agree to MoveSpring's Terms of Service & Privacy Policy.
- Then Click on "Take me to my dashboard", it is optional to personalize your profile by selecting a photo and adding a nickname.

Step 2: Connect a Step Tracker to your MoveSpring Account

- [Click here](#) to ensure your device is compatible.
- [Click here](#) for device-specific support on connecting your tracker to your Movespring account.
- Select **"Connect your device now"** and follow the prompts to connect your device and allow Movespring to access your activity data by selecting 'Allow' when prompted. You will then be redirected to your MovesSpring dashboard.

Step 3: Join 'Let's Move NYC' Step Challenge

- From your account dashboard, scroll down to the Challenges section and tap on the blue **Join/Create** button. You can also access the "Join/Create" button from the Challenges tab at the bottom.
- You'll see the 'Let's Move NYC 2024' challenge on this page. **Click the + button** to join and confirm. Your challenge should now appear in your dashboard and in the Challenges tab. *You are automatically enrolled in the individual 'Top Steppers' challenge.*



Step 4: Optional to join the Teams category and 'Stick-To-It' category

- **For team category:** Scroll to locate the **"Join a team"** button, follow the prompts to "Join a team" and select one of your agency's teams. For more info, [click here](#)

- **For individual ‘Stick-to-it’ category:** Scroll to locate ‘**Stick-to-it’ button** and follow the prompts to set your personal daily step goal between 6,000 to 35,000 steps.

Notes:

For detailed step-by-step instructions of above registration process, please [click here](#).

For guidance on how to navigate your account, visit the [2023 MoveSpring Account Navigation FAQs](#).

If you have physical challenges and would like to participate, email workwell@olr.nyc.gov.

FAQs

- **For more information on how to set up your MoveSpring account, connect your fitness tracking device, and sync your steps (Note: scroll down for each topic), [please click here](#).**
IMPORTANT NOTE: 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 can 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.
- **Troubleshooting for MoveSpring not connecting with Step Tracker? Click here for [typical device troubleshooting tips](#).**
- **What Fitness Trackers and Smartwatches Can Play? Does my device connect and sync to MoveSpring? [Learn more here](#).**
- **For detailed instructions on how to join or change teams before challenge starts, [click here](#).**

Support

- **Technical/MoveSpring App related Support:** If you have reviewed the MoveSpring FAQs and are still having technical issues, you can contact MoveSpring Support:
 1. **In the app:** Click on menu in the top left-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.
 2. **Online:** Sign in to your MoveSpring account via the web and click on the chat icon in the lower right-hand corner.
 3. **By email:** Send an email to MoveSpring Support at help@movespring.com.
- **General Support – workwell@olr.nyc.gov** for any general challenge related questions.