Walkadoo™ Frequently Asked Questions

What is Wellvolution®?
Wellvolution is Blue Shield’s easy, social and fun approach to well-being. As a County of San Mateo employee and a plan member of either Blue Shield or Kaiser, you can participate in our Wellvolution programs, including the Well-Being Assessment, Walkadoo, Daily Challenge®, and QuitNet®. For more information about these programs, log in to mywellvolution.com.

What is Walkadoo?
Walkadoo is a get-moving program that fits in with a busy life. Do what you already do: walk, run, hike, bike, and any other activities that keep you moving. This wireless, pedometer-powered program will track your activity and motivate you to become more active.

Walkadoo features manageable daily step goals, a supportive online community, fun game features, and derby for competing with friends. Each day, you’ll receive an email or text with your personal step goal. Visit Walkadoo from your smart phone or computer to check your progress in meeting the goals.

How does the San Mateo County Walkadoo program work?
From November 11, 2016, through December 9, 2016, San Mateo County employees with either Blue Shield or Kaiser coverage have a chance to win either $10 or $300 each week for the four week drawing period. The first drawing will be on Friday November 18th, and you must earn your 500 points during the 7 days prior to each drawing. As an example, the first drawing is on November 18 so your 500 points must be earned between November 11 and November 17.

Drawings are held every Friday for 4 weeks. Drawings are from Friday November 11 through December 9th.

Employees who earn up to 500 points per week have a 1 in 5 chance of winning $10 or 1 in 100 chance of winning $300 each week. Note: Dependents are not eligible to participate in the Walkadoo program.

If you think you are unable to meet the physical activity/walking requirement for a reward under the Walkadoo program, you might qualify for an opportunity to earn the same reward by a different standard. Please contact Rob Davenport at Rdavenport@SMCGOV.ORG or (650) 363-4344 by no later than November 10th and he will work with you to find a reasonable alternate standard that is right for you in light of your health status.

How can I receive my Walkadoo program rewards, and when will I receive them?
Any rewards won during a program will be delivered on an Amazon.com Gift Card on the day of the final drawing. The gift card will be delivered via email as a claim code that can be redeemed here.

**What is an Amazon.com Gift Card?**

Amazon.com Gift Cards never expire and can be redeemed towards millions of items at [www.amazon.com](http://www.amazon.com), [www.myhabit.com](http://www.myhabit.com), and certain of its affiliated websites. Participants can use their Amazon.com Gift Cards to shop from a huge selection of health and fitness items, books, electronics, movies, apparel and more.

**How do I use their gift card claim code?**

To redeem an Amazon.com Gift Card claim code, participants will be instructed to follow these steps:

1. Visit [this page](http://www.amazon.com) at Amazon.com
2. Click **Redeem a Gift Card**
3. If you have not logged on to Amazon.com yet, do that now
4. Enter the gift card claim code and click **Apply to your balance**
5. Gift card funds will be applied automatically to eligible orders during the checkout process

**Who do I contact if I have questions about my rewards?**

For questions about Amazon.com Gift Cards, participants are instructed to visit [www.amazon.com/gc-redeem](http://www.amazon.com/gc-redeem). For questions about purchases made at [www.amazon.com](http://www.amazon.com), participants are instructed to contact Amazon.com customer service. Participants are instructed to contact VAL Health at [support@valhealthrewards.com](mailto:support@valhealthrewards.com) with questions about the rewards.

Remember, you must register and participate for Walkadoo between November 11, 2016, and December 9, 2016, to be eligible for the rewards. The first drawing will be on Friday November 18th, and you must earn your 500 points during the 7 days prior to each drawing.

**If I’m not already enrolled in Walkadoo, how do I sign up for the program?**

First time Users: To sign up for Walkadoo:

- Go to [mywellvolution.com](http://mywellvolution.com).
- Click “Create an Account”
- Complete the information requested and select Submit. You will now be registered with MyWellvolution.
- Select Walkadoo and follow the steps to register for this program.
- You will be walked through the process of ordering a Fitbit Zip that will be mailed to your home.
- You can also link your own compatible device or use the Moves app or Walkadoo app for iPhone® and Android™.
What if I’m already enrolled in Walkadoo?
If you’re already enrolled in Walkadoo, you can sign in at mywellvolution.com and you can continue to use your pebble + device, or other compatible tracker.

What do I need to participate in Walkadoo?
All you need is a wireless device compatible with Walkadoo. Wear it wherever you go and Walkadoo will keep track of your activity.

Walkadoo is also compatible with all models of Fitbit, Jawbone, and Misfit, as well as the Moves app and the Walkadoo app tracker for iPhone and Android. If you have one of these devices or one of the mobile apps, you can use it to connect to Walkadoo.

How do I connect a device I already own or an app to my Walkadoo account?
To connect to a device you already own or to an app, or to change devices:

• Go to mywellvolution.com.
• Select Create an Account to create an account. (Or if you’re already a member, select Sign in.)
• Select Walkadoo.
• Select Visit Site.
• On the Walkadoo program page, go to your settings. (See the drop-down arrow next to your name.)
• Select Step tracker on the left side of the page.
• You can then order a Fitbit Zip or connect your account to a device you already own or to an app. Only new registrants are eligible for a fitbit zip in 2016. Next year, all participants can move to the fitbit zip who are actively using Walkadoo and are using a Pebble +.

How do you pick my step goal?
Your Walkadoo step goals are based on your own individual walking history. Walkadoo looks at your last nine days of steps and chooses a goal for you between your highest and lowest step count during that period.

If you have a few higher step count days in your 9-day history, you may find your step goals are a bit higher. However, if you have a few lower days, your step count will also come back down.

If your goal is toward the higher end of your own personal 9-day spectrum, you’ll receive more points for reaching your goal. If the goal is lower, your points are lower as well.

There is no setting in Walkadoo to adjust your step goals higher or lower. The site adjusts to reflect your own activity level. Walkadoo challenges you to get more active without pushing you to do more than you’ve shown you can do before.
How do I know what my daily step goal is?

You'll receive an email or text with your daily step card. We use this card to assign your daily Walkadoo step goal. There are three types of cards:

**Normal Card:** This is the most common card in Walkadoo. Walk your Normal card's step goal by midnight tonight to earn a point reward. If you don't meet your Normal step goal, you can still earn some points. We know it's tough sometimes to find the time to get out and walk; Walkadoo rewards you for partial credit for Normal cards.

**All or Nothing Card:** An All or Nothing card appears rarely. It's worth twice what you would normally get for completing your card! But there's a catch: there's no partial credit. If you don't complete the card, you don't get any points. So there's high risk and a high reward.

**Unlimited Card:** This is the rarest of cards. Unlike Normal and All or Nothing cards, there's no limit to how many points you can earn when you get this card.

What is a Walkie Talkie?

A Walkie Talkie is a fun daily prompt meant to get you talking with your fellow Walkadoo'ers! The Walkie Talkie consists of a short walking-related fact and then a related question for you to answer. Every time you answer your Walkie Talkie you earn 50 points!

How do I earn points in Walkadoo?

You can earn points for activities like wearing your device, completing your step card, and responding to Walkie Talkie prompts. **During the drawing period, points must be earned in the 7 days prior to each drawing.** Here is a breakdown:

<table>
<thead>
<tr>
<th>Action</th>
<th>Related Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wearing your device</td>
<td>50 points per day</td>
</tr>
<tr>
<td>Wearing your device streak bonus</td>
<td>After the first day of wearing your device, you get an extra 10 points per day, with a maximum of 50 points. For example, if you wore your device for five days straight, you would get a 40-point bonus.</td>
</tr>
<tr>
<td>Following another user</td>
<td>5 points per user, with a maximum of 30 points</td>
</tr>
<tr>
<td>Another user following you</td>
<td>5 points per user, with a maximum of 30 points</td>
</tr>
<tr>
<td>Responding to a Walkie Talkie</td>
<td>50 points each day</td>
</tr>
<tr>
<td>Replying to someone else's post</td>
<td>3 points per response, with a daily limit of 9 points</td>
</tr>
</tbody>
</table>
### Action | Related Points
--- | ---
Smiling at someone else's post | 1 point per smile, with a daily limit of 5 points
Completing your everyday Walkadoo card | 100 - 150 points, depending on the step challenge
Completing your All or Nothing card | 200 - 300 points, depending on the step challenge
Completing your Unlimited card | There’s no limit to how many points you can earn on an Unlimited card.

**How do I find my friends?**

On Walkadoo, you can find and follow other fellow Walkadoo members. To locate someone you know is participating, visit your Walkadoo homepage by clicking on the Walkadoo logo. Then scroll down to the Friend Suggestion box on the left side of the page. Here you’ll see some suggested friends. You can also type in the name of other fellow Walkadoo members to locate their profiles and start following them.

When you're following someone, you'll see their Walkie Talkie answers in your news stream. You’ll be able to invite them to derbies and more!

**How do I create a derby?**

To create a derby, just follow these steps:

- Log in to your Walkadoo account at Walkadoo.com.
- Locate the racing flag icon at the top right of the page and hover over it.
- Choose the **Start a derby** option.
- Give your derby a name.
- Choose a derby type (point contest or step contest).
- Choose private or public.
- Invite people you follow to be in your derby.*
- Click **Create derby**.

**Please note that a derby must be created by 3 p.m. on Sunday in order to start the following Monday.**

*You may invite only people you follow who are not currently participating in a derby. You can issue up to 25 invitations, but there are only five open slots in your derby, since you occupy the sixth. Invitees join on a first-come, first-served basis.

**How do I stop emails or change the frequency and type of emails I get from Walkadoo?**
Log in to mywellvolution.com and access the Walkadoo program from your Programs Tab. Once you are in the program, take the following steps:

- Hover over your name at the top of the page. A black box will drop down. Click on Settings.
- Click on the Email & SMS tab on the left side of the page for Walkadoo.
- Use the check boxes to customize your email enrollment and/or your SMS.
- Click on Save changes.

**How do I change my privacy settings?**

To change your privacy settings:

- Follow the steps above for logging in to Walkadoo.
- Hover over your name at the top of the program page. A black box will drop down. Click on Settings to go to your account settings.
- Within account settings choose Privacy from the list. Review and click on your desired privacy option and click on Save.

**What are the browser requirements for accessing www.mywellvolution.com?**

If you would like to access mywellvolution.com on your computer, the browser requirements are as follows:

- **Internet Explorer (IE):** Mywellvolution.com wellness programs are supported by the “last four” versions of Internet Explorer at any given time. For example, the newest version of IE is IE11, which means versions IE8, IE9, IE10, and IE11 will optimally support products. When a new browser version is released, support for the oldest one is retired because Microsoft will no longer support it.

- **Firefox, Safari, and Chrome:** These browsers are self-updating, so the latest version will optimally support the Wellvolution programs. We recommend that you access www.mywellvolution.com and participate in the wellness programs using one of these browsers.

**What if I need technical support in using mywellvolution.com?**

For technical assistance, please send an email to support@meyouhealth.com. Although you can also contact us by telephone, we recommend using email for the fastest response. Call (866) 304-1980, between 5 a.m. and 7 p.m. on weekdays.

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