Walkadoo Frequently Asked Questions

What is Wellvolution?
Wellvolution is Blue Shield’s easy, social and fun approach to well-being. As a benefits-eligible San Mateo County or Court employee, you can participate in Walkadoo, our featured Wellvolution program. For more information about these programs, log in to mywellvolution.com.

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

Walkadoo features manageable daily step goals, a supportive online community, fun game features and derbies for competing with friends. Each day, Walkadoo sends you 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?
Once you register for Walkadoo, you can take advantage of all the program features through December 31, 2016.

To help you get started, Blue Shield is sponsoring a six-week Walkadoo Incentive Challenge from May 13, 2016, to June 24, 2016. Benefit-eligible San Mateo County employees have a chance to win either $25 or $250 each week during the six-week drawing period. Employees who earn up to 600 points per week have a 1 in 5 chance of winning $25, or a 1 in 100 chance of winning $250 each week.

The first drawing will be on Friday, May 20, and you must earn your 600 points during the seven days before each drawing. Drawings are held every Friday for six weeks, with the last drawing on June 24.

How and when will I receive my rewards for the county’s Walkadoo Incentive Challenge?
Rewards won during the six-week Walkadoo Incentive Challenge will be issued as a single Amazon.com gift card. We will email gift cards on the day of the final drawing. They can be redeemed here using the claim code in the award notification email.
**What is an Amazon.com gift card?**

Amazon.com gift cards never expire and can be redeemed toward millions of items at [amazon.com](http://amazon.com), [myhabit.com](http://myhabit.com), and some of Amazon.com’s affiliated websites. You can use your 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 the Amazon.com gift card claim code?**

To redeem an Amazon.com gift card, you will need the claim code in your award email. Then, simply follow these steps:

1. If you do not have an Amazon.com account, create one at [amazon.com](http://amazon.com).
2. If you already have an Amazon.com account, visit [amazon.com](http://amazon.com).
3. Click Redeem a Gift Card.
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 checkout.

**What do I do if I have questions about my rewards?**

For questions about Amazon.com gift cards, please visit [amazon.com/gc-redeem](http://amazon.com/gc-redeem). For questions about purchases made at [amazon.com](http://amazon.com), contact Amazon.com customer service.

For questions about rewards, contact VAL Health at support@valhealthrewards.com.

Remember, you must register and participate in Walkadoo between May 13, 2016, and June 24, 2016, to be eligible for the rewards. The first drawing will be on Friday, May 20, and you must earn 600 points during the seven days before each drawing. For example, the first drawing is on May 20, so you need to earn your 600 points between May 13 and May 19 to qualify for the drawing.

**How do I sign up for the program?**

To sign up for Walkadoo:

1. Go to [mywellvolution.com](http://mywellvolution.com).
2. Click Ready, Set, Go!
3. Complete the information requested and select Submit. You will now be registered with MyWellvolution.
4. Select Walkadoo and follow the steps to register for this program.
5. Walkadoo will guide you through ordering a Pebble+ that we can mail to you. (The Pebble+ is optional. You can also link your own compatible device or use the Moves app or Walkadoo app tracker for iPhone and AndroidTM instead of ordering a Pebble.)

**What if I’m already enrolled in Walkadoo?**

If you’re already enrolled in Walkadoo, you can sign in at [mywellvolution.com](http://mywellvolution.com). This will ensure that the program will count your participation toward the valuable cash awards during the six-week Incentive Challenge period.

**What do I need to participate in Walkadoo?**

All you need is a wireless device that is compatible with Walkadoo. Wear it wherever you go, and Walkadoo will keep track of your activity. Walkadoo is compatible with 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.
Blue Shield is offering a complimentary FitLinxx Pebble+ to all employees who participate in this program. To order your Pebble+, visit mywellvolution.com, and we will guide you through ordering a Pebble+ that we will mail to you.

**How do I connect a device I already own or an app to my Walkadoo account?**

To connect to a device or an app you already own or to change devices:

1. Go to mywellvolution.com.
2. Select Ready, Set, Go! to create an account. (If you are a member, select Sign in.)
3. Select Walkadoo.
4. Select Visit Site.
5. On the Walkadoo program page, go to your settings. (See the drop-down arrow next to your name.)
6. Select Step tracker on the left side of the page.
7. You can then order a Pebble+ or connect your account to a device you already own or to an app.

**How is my step goal determined?**

Your Walkadoo step goals are based on your walking history. Walkadoo looks at your recent activity levels and chooses a goal for you between your highest and lowest step count during that period.

If you have been more active, you may find your step goals are a bit higher. If you have been less active, your step count will adjust accordingly. Walkadoo adjusts points based on whether your goal is toward the higher end or lower end of your activity range. There is no setting in Walkadoo to adjust your step goals higher or lower. The site adjusts to reflect your activity level. Walkadoo challenges you to get more active without pushing you to do more than you’ve shown you can do. If the goal is set too high for you, simply exercise less for several days, and your goal will adjust.

**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 to earn a point reward. If you don’t meet your Normal step goal, you can still earn some points. Because it can be hard to find the time to get out and walk, Walkadoo rewards you with partial credit for Normal cards.

- **All or Nothing card** – An All or Nothing card appears rarely and is 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. It’s smart to find extra time during these days to earn extra points!

**What is a Walkie Talkie?**

A Walkie Talkie is a fun daily prompt meant to get you talking with your fellow Walkadoo participants. The Walkie Talkie consists of a short walking-related fact and then a question for you to answer. Every time you answer a 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, you must earn points in the seven days before 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 in a row, 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>
<tr>
<td>Smiling at someone else’s post</td>
<td>1 point per smile, with a daily limit of 5 points</td>
</tr>
<tr>
<td>Completing your everyday Walkadoo card</td>
<td>100-150 points, depending on the step challenge</td>
</tr>
<tr>
<td>Completing your All or Nothing card</td>
<td>200-300 points, depending on the step challenge</td>
</tr>
</tbody>
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