

South American Adventure FAQs

1.) I am used to being a team of one, can I participate alone or do I need to be part of a team?

You are welcome to register as a team of one, but for most walkers the challenge goal becomes more achievable, and more fun, as you add coworkers. For example, if you are a team of one, you will need to average 35,000 steps a day to reach the final destination. On a team of four, you would only need 8,750 steps per day. And, if your team has the maximum of 5 participants, your daily average needed becomes 7,000 steps. See chart below:

Team Size:	1	2	3	4	5
Daily Steps	35,000	17,500	11,667	8,750	7,000

However, individuals who achieve a final total of 203,000 steps (an average of at least 7,000 steps per day) will be rewarded the \$50 toward 2024 Wellness Rewards regardless of whether or not their team reached the final destination

2.) I'd like to use this opportunity to meet other walkers/runners at Brown. Can I peruse open teams on the portal?

Yes, as team captains create teams, they have the option of making their team public, which makes the team visible to all and anyone can join!

3.) I already know which coworkers I would like on my team, what steps should I take to ensure that we all end up on a team together?

If a team is trying to fill itself with specific members, it should be kept private until the team is filled. Once a team is public, anyone may join, and it may not be the colleagues the team captain intended.

4.) I joined a team, but now would like to leave that team to join a different one. Can I do that?

If you leave the challenge, you have until September 5, 11:59 pm local time to rejoin. If you don't rejoin by this date you won't be able to participate in this challenge. Members can join the challenge at any time, but they cannot join, leave, and then try to rejoin after September 5.

5.) I forgot to join the challenge and it's already started! Is it too late for me to join?

NO! You may join the challenge at any time. However, the Challenge end date is September 30, regardless of when you begin participating.

6.) What happens when my team reaches the final destination?

The challenge keeps going! The portal continues to present you and your teammates with online trophies and kudos, to help you stay motivated. The leaderboard tracks over the challenge goal, so all teams are encouraged to keep going. At the end, the team who officially had the highest number of steps gets highlighted on the leaderboard.

7.) I completed the challenge and I don't see my credit on the Rewards page. How do I get my credit?

Credit for reaching the final destination or averaging at least 7,000 steps per day as an individual will load on your portal page by October 16.

8.) My device does not seem to be syncing correctly. What do I do?

Contact Virgin Pulse Customer Support:

Phone: 888-671-9395

Web: support.virginpulse.com

Live Chat: member.virginpulse.com

9.) Can I manually enter my steps or activities in a challenge?

You can manually enter activities such as walking, running, biking, etc. You will see a Track Activity button in the topright part of the Challenge page. You can also navigate to the Home > Stats page > click on the Track steps button and manually enter a desired number of steps.

10.) The challenge ended and I forgot to upload steps. What should I do?

The last chance to upload your steps is **October 1, 11:59 pm local time**. Steps uploaded after this date won't be counted in the final results. Try uploading daily—it's more fun!