## Walker Tracker Frequently Asked Questions

**Q: What devices pair with Walker Tracker?**

**A:** Walker Tracker pairs with several compatible devices and apps, including Fitbit, Apple Watch, Garmin and several more.

**Q: I don’t have a fitness tracker; can I still participate?**

**A:** Yes. The Walker Tracker platform allows participants to manually enter steps and activities.

**Q: I have a Fitness tracking device – can I still manually enter activities?**

**A**: If you have an activity tracking device, please be mindful of not re-adding activities that are likely tracked with your device. For example, if you play soccer or tennis while wearing your device, please do not also manually add this as an activity. This is double dipping and not fair to the competition. Please only enter in activities if you forget to wear your device.

**Q: My steps aren’t syncing from my device**

**A:** Please [review this troubleshooting document](https://support.walkertracker.com/category/154-connecting-syncing-devices) for syncing errors. If this does not help, please contact Walker Tracker Support for additional troubleshooting questions: [support@walkertracker.com](mailto:support@walkertracker.com).

**Q: I registered after the challenge started. Can I go back and add steps for the days before I was registered?**

**A:** Unfortunately, the Walker Tracker platform doesn’t allow entry of steps prior to your registration date or the challenge start date.

**For team challenges only:**

**Q: Can I participate on more than one team?**

**A:** We ask that you only participate on one team, however, **you are free to participate in both a team challenge and an individual challenge.**

**Q: How are steps calculated for team challenges?**

**A:** Team challenges are **based on the team’s average during the active dates of a challenge**. This average is calculated by adding together all steps that are reported by team members (during the active dates of a challenge) and dividing it by the number of members on that team.

**NOTE:** Teams do not lose steps except in the case of a member leaving. They will take that day’s steps with them. However, the rest of their steps (if any) will remain with the team. If you have a member join your team after it’s been established, only the steps from the day they join the team and forward will count towards the team.

**Q: There are less than 4/more than 10 people in my department that want to participate, but the team limit says 4-10 participants – what should we do?**

**A:** Since team step totals are calculated as an average (not a sum), there are guidelines around team size to make it more equitable. If you have more than 10 people who wish to participate, please form more than one team in your department. If you there are fewer than 4 people on your team, you may still participate, but may not be eligible for team prizes.

**Q: I don’t want to participate on a team, but I still want to use Walker Tracker**

**A:** We have created a concurrent challenge for solo walkers, **Epic Walks Around the Globe Individual Challenge** that runs the same dates as the team challenge**.**