

RENEW YEAR CHALLENGE

Finish strong, and start the new year feeling good.



ReNew Year Challenge: FAQs

Thank you for joining WorkWell NYC in the **ReNew Year Challenge**. This document has everything you need to know about participating in the challenge. Click below to learn more:

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General

1. What is the ReNew Year Challenge?

The ReNew Year Challenge is a 15-day mind-body challenge exclusively for City of New York employees. The challenge is designed to help employees reflect on 2020 and look ahead to the New Year while committing to their physical and mental health.

From December 7th to 21st, participants will strive to hit 6,000, 8,000, or 10,000+ steps and complete a daily call to action to support their mental well-being.

2. How do I participate in the ReNew Year Challenge?

Register for the challenge on MoveSpring [here](#). Registration is open until December 6th or all slots have been filled.

MoveSpring

1. What is MoveSpring?

MoveSpring is a digital platform that tracks steps across users. MoveSpring can be accessed by mobile device through an app or through an Internet browser on your computer or smart phone. [Learn how to track steps here.](#)

2. How do I set up a MoveSpring account?

[Registration instructions can be found here.](#)

3. If I already have a MoveSpring account, do I need to create a new one?

No – if you already have an account, you do not need to create a new one. Please use the same log-in information you have used for previous WorkWell NYC challenges.

4. What is the organization code for the ReNew Year Challenge?

If you are asked for an organization code when you register for MoveSpring, please use **nyc123**.

5. What are push notifications and how do I enable them?

Push notifications are alerts that notify you when WorkWell NYC posts updates in the app or when someone messages you. You can turn push notifications on or off at any time.

To turn on your push notifications:

- Go to your “Menu” on the top left-hand corner of your screen
- Select “Settings”
- Scroll down to the “push notifications” section
- Select “push notifications”
- Switch your notifications ON to receive alerts (when you see BLUE they are ON)

6. How do I change my profile picture?

- Go to your “Menu” on the top left-hand corner of your screen
- Select “Settings” and click the camera icon on your current image

- Select an image from your camera roll (you will have to allow MoveSpring access to your photo or camera roll) or take a new photo
- Click "Choose"

7. How do I communicate with other participants in the challenge?

You can communicate via chat in MoveSpring.

- Log in to your account or app
- Click on the "Chat" button on the bottom center of your home page
- Select the group that you would like to chat with. (You can send a message to everyone in the ReNew Year Challenge, or to anyone on your friends list.)

8. How do I change or reset my password?

- **Change Password:**

- Sign in to MoveSpring and go to your Settings via the gear icon under your Profile tab
- Click "Password" and enter a new password in both boxes
- Click "Save"

- **Reset Password:**

- Click on "Login" and then "Forgot Password"
- Enter the email you used to sign up on MoveSpring
- Follow the directions in the email to reset your password*

*If you don't receive an email from MoveSpring within 5 minutes, please check your spam folder. If you continue to have issues resetting your password, reach out directly to MoveSpring ([See Support section](#)).

Step Tracking

1. How do I track my steps during the challenge?

To participate in the ReNew Year Challenge, you will need to [create an account on MoveSpring](#) and connect a step tracker to your MoveSpring account, such as a smart phone or wearable device (FitBit, Garmin, Apple Health, etc.). Manual entry of steps is not permitted.

- **Compatible Devices:** [Find a full list of compatible devices here.](#)
 - **Android:**
 - Make sure you have Google Fit downloaded on your phone
 - Open the MoveSpring app and navigate to your "Menu" on the top left of the screen.
 - Select "My Device" and then scroll to find Google Fit from the list of devices
 - Give MoveSpring permission to access your steps, distance and active minutes by clicking "Allow". You are now connected!
 - **iPhone:**
 - Open the MoveSpring app and navigate to your "Profile" on the bottom right of the screen, click the Settings gear icon on the top right
 - Select "Device" and then scroll to find Apple Health App from the list of devices
 - Give MoveSpring permission to access your steps, distance and active minutes by clicking "Allow"
 - You will then need to navigate to your "Apple Health App"
 - Select "Sources" and then "MoveSpring"
 - Turn "Active Energy", "Steps" and "Walking and Running" to ON (They will turn green)**

**If you don't see your steps, go to your phone's "Settings" → "Privacy" → "Motion and Fitness", or "Settings" → "Privacy" → "Health" → "MoveSpring". If any of these settings are turned OFF (not green) your data will not sync.

- **Wearable Tracking Device:**

- Open the MoveSpring app and navigate to your “Profile” on the bottom right of the screen, then the Settings gear icon on the top right in the app
- Select “Device” and then scroll to find your device type (e.g., Garmin, Fitbit, et al.)
- Enter your username and password for the account your device is connected to
- Give MoveSpring Permission to access your steps, distance and active minutes by clicking “Allow”

While the app is able to pull up to 5 days' worth of steps at once, participants are encouraged to open the app at least once daily to ensure all steps are being accounted for and shown in real-time.

- **Syncing Issues:** If you have trouble syncing your steps, please use MoveSpring's [how-to-guides](#) to troubleshoot or contact [MoveSpring Support Team](#) directly ([See Support section](#)).

IMPORTANT: 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 is able to 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.

2. Do other types of physical activity count towards the ReNew Year challenge?

MoveSpring only tracks steps across users, so other forms of physical activity such as biking will not be counted towards the step challenge.

3. What should I do if I have physical limitations, but still want to participate in the challenge?

If you have any physical limitations and would like to participate in ReNew Year, please email workwell@olr.nyc.gov to learn how to sign up.

Support

1. Who do I contact if I need help?

WorkWell NYC and the MoveSpring Support Team are here to help you during the challenge.

- **Technical Support:** If you are having technical issues, the MoveSpring Support Team can help troubleshoot. There are 3 ways to contact MoveSpring Support:
 - **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.
 - **Online:** Sign in to your MoveSpring account via the web and click on the chat icon in the lower right-hand corner.
 - **By email:** Send an email to MoveSpring support [here](#) and/or email help@movespring.com
- **General Support:** For general questions about the challenge, reach out to WorkWell NYC at workwell@olr.nyc.gov. Please use the subject line, “ReNew Year Challenge Inquiry” when sending an email.