

Walkadoo Frequently Asked Questions

What is Wellvolution?

Wellvolution® is Blue Shield's easy, social, and fun approach to well-being. As a CCPOA Medical Plan member, you can participate in our Wellvolution programs, including the Well-Being Assessment, Walkadoo®, Daily Challenge®, QuitNet®, and the Diabetes Prevention Program. 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 program, which is powered by a wireless activity monitor, 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 derbies 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 CCPOA Walkadoo program work?

From March 1, 2018, through December 15, 2018, CCPOA Medical Plan members only need to earn 25,000 points in Walkadoo to earn a **\$175 Visa gift card**.

CCPOA is offering a complimentary wireless activity tracker, the Fitbit Zip®, to all eligible CCPOA Medical Plan members who participate in the Walkadoo program. If you already have a Fitbit Zip, and would like a new one for 2018, you can order one at **mywellvolution.com**.

Note: Only CCPOA Medical Plan members enrolled in the Basic plan are eligible for rewards and the complimentary Fitbit Zip wireless activity tracker. Dependents can participate in the Walkadoo program but are not eligible for rewards or the Fitbit Zip.

Eligible CCPOA Medical Plan members must earn 25,000 points in Walkadoo – and redeem their reward – by **December 15, 2018**.

How can I redeem my Walkadoo program rewards, and when will I receive them?

Once you've earned 25,000 points in Walkadoo, you will be notified by email that you can redeem your \$175 Visa gift card.

To redeem your reward:

- Log in to **mywellvolution.com**.
- Click on *Rewards* (top right corner).
- Select *Redeem* to have your reward mailed to you.

You'll receive your prepaid Visa gift card within three to five weeks.

What is the deadline for redeeming my reward?

The deadline for redeeming your reward is **December 15, 2018**.

Remember, you must earn the required points in Walkadoo between March 1, 2018, and December 15, 2018, to be eligible for the reward.

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

To sign up for Walkadoo:

- Go to **mywellvolution.com**.
- Select *Create 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.
- Follow the process to order a Fitbit Zip that we will mail to you.
- You can also link your own compatible device or use the Moves app or Walkadoo app tracker for iPhone® and Android.™

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.

CCPOA is offering a complimentary Fitbit Zip to all eligible CCPOA Medical Plan members who participate in this program. This device is small and easy to wear, and makes tracking your steps a snap. It also allows you to track distance traveled and calories burned. To order your Fitbit Zip, visit **mywellvolution.com**. We will walk you through the process of ordering a Fitbit Zip that we will mail to your home.

Walkadoo also supports all models of Fitbit, Jawbone, and Misfit fitness trackers; most models of the Garmin fitness tracker; and 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 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*.
- You can then order a Fitbit Zip or connect your account to a device you already own or to an app.

What if I'm already enrolled in Walkadoo?

If you're already enrolled in Walkadoo, you can sign in at **mywellvolution.com**. If you already have a Fitbit Zip, and would like a new one for 2018, you can order one at **mywellvolution.com**.

To order your Fitbit Zip:

- Go to **mywellvolution.com**.
- Visit the *Walkadoo* page.
- Click on the drop-down arrow next to your name at the top right side of the page.
- Click on *Settings* and then *Step tracker*. You will then see instructions for ordering the Fitbit Zip.

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.

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

If your goal is toward the higher end of your own personal nine-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. Here is a breakdown:

Action	Related points
Wearing your device	50 points per day
Wearing your device streak bonus	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.
Following another user	5 points per user, with a maximum of 30 points
Another user following you	5 points per user, with a maximum of 30 points
Responding to a Walkie Talkie	50 points each day
Replying to someone else's post	3 points per response, with a daily limit of 9 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 others, 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 **mywellvolution.com**, and select Walkadoo.
- 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 join 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.

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

For technical assistance, please send an email to support@meyouhealth.com.

Daily Challenge, Quitnet, Walkadoo and Well-Being Tracker are registered trademarks of MYH, Inc.

The Diabetes Prevention Program is provided by Solera Health, an independent company.

iPhone is a trademark of Apple Inc.
Android is a trademark of Google Inc.

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