StepSense FAQ

Getting Started
_____

What is the StepSense App?

StepSense is a health and wellness app used globally by companies, organizations, and institutions to help individuals live healthier and happier lives by encouraging exercise through fun and engaging tools.

How do I get the StepSense app on my phone?

Go to your favorite app store on your phone, search for StepSense, and download it to your device.

What do I need to register on the app?

To register, you need:
- A valid challenge code (provided by your challenge organizer).
- A mobile phone (iPhone, Android device, etc.).
- A valid email address, which will serve as your username during registration.

Device Compatibility & Syncing
_____

What fitness devices are supported?

StepSense supports most fitness devices. You can use your phone to count steps or link fitness devices such as Apple Watch, Garmin, Fitbit, Samsung Gear, etc. During sign-up, you will be prompted to link your device.

How do I sync my steps?

Simply open the StepSense app, and your steps will automatically sync.

I connected my Fitbit or Garmin and received an error message stating that auto sync could not be enabled.

Try the following steps:

1. Open your Fitbit or Garmin app.
2. Look under your profile for "Connected Apps."
3. Identify the StepSense app (sometimes called "Step and Go by Ragnar").
4. Remove StepSense (or Step and Go by Ragnar).
5. Return to StepSense and re-link your Fitbit or Garmin by selecting 'Link a different fitness device' in the StepSense menu.

This should resolve the issue.

How do I ensure my Garmin/Fitbit is up to date with its sync?

StepSense relies on the Garmin and Fitbit auto sync feature.

Ensure:

- Your Garmin or Fitbit app is periodically synced.
- Your Garmin or Fitbit device has sufficient battery life.
- You open your Garmin or Fitbit app to trigger an immediate sync.

Even if your step count appears different between your device and StepSense, Garmin and Fitbit will ensure that all your step and activity data syncs over time.

Why are my steps in StepSense not the same as those in Fitbit or Garmin?

Try relinking StepSense in your respective app:

For Fitbit:

1. Open the Fitbit app.
2. Go to Settings (gear icon).
3. Select 'Connected Apps' > 'Manage Connected Apps.'
4. Remove access for Step and Go by Ragnar.
5. Return to StepSense and re-link Fitbit by selecting 'Link a different fitness device.'

For Garmin:

1. Open the Garmin Connect app.
2. Go to the menu (usually in the top left corner).
3. Select 'Connected Apps' and remove Step and Go by Ragnar.
4. Return to StepSense and re-link Garmin.

Why are my steps showing as '0' after linking Apple Health?

Ensure your sharing permissions are enabled:
1. Open Apple Health.
2. Select your profile image (top right corner).
3. Go to 'Apps & Services' > 'StepSense.'
4. Ensure all switches are turned on.

How do I link my Samsung device?

1. Download Health Connect on your Samsung mobile device.
2. Link your StepSense profile via Health Connect.
3. Step data will flow:

Samsung Health > Health Connect > StepSense

If Samsung Health does not sync properly, try using Google Fit instead:

1. Download Google Fit.
2. Link Google Fit to StepSense via Health Connect.
3. Step data will flow: **Google Fit > Health Connect > StepSense

Reminder: Open StepSense at least once a day to sync your steps.

Challenges & Scoring
_____

What is my target?

Your target is your daily step goal. During registration, you will set an initial target for yourself.

Can my friends also sign up?

No, the challenge is only open to those who have received an invitation and a valid challenge code.

What is Activity Score?

Activity Score is calculated by converting flights climbed into steps and adding this to your actual steps walked.

- 1 flight of stairs = 50 steps
- Example: If you walked 100 steps and climbed 1 flight, your Activity Score = 100 + (1 x 50) = 150

Why are my steps not reflecting accurately in my team?

If you join a team before the challenge begins, all your step data will count toward your team's score.

If you join a team after the challenge has started, only steps recorded from the day you accepted the invitation will contribute.

Ensure you are in your correct team before the challenge begins.

What should I do if I suspect someone is cheating?

Inform your HR department or challenge organizer. They will contact StepSense for further action.

Technical Support & Data Privacy
_____

Who do I contact for app issues or syncing problems?

Email: support@mystepandgo.com

Why are my flights showing as '0' even though I have been climbing stairs?

Your device may not support counting flights climbed. Check online to see if your device supports this feature. If it does but still shows '0,' contact support.

If my device can't sync for a few days, will I lose my steps?

No, StepSense will back-sync your steps once you have an internet connection again.

Is it possible to connect more than one activity tracker?

No, only one device can be linked per account. However, you can sync your fitness watch through Apple Health, Health Connect, or Huawei Fit, which aggregates data.

How do I turn off push notifications?

Go to your phone's settings, find 'Notifications,' and toggle off notifications for StepSense.

How do I remove my account and personal information?

StepSense automatically deletes all data 45 days after the challenge ends. You can request early deletion by emailing support@mystepandgo.com.

How long does it take to receive technical support?

Upon emailing support, you will receive an auto-response with a ticket number. Expect a response within 1 – 24 hours, excluding weekends and national holidays.