

## Walker Tracker - FAQ for Challenge Participants

- **Steps**

- **How do I add steps from previous days?**

If your program allows manual entry and you do not have a device connected:

Go to "Your Stats" tab, click on the "Add An Entry" button. Select the date field, which brings up a calendar widget. Pick the day you want to enter steps and click "Add Entry." It's that easy!

If you have a device already connected to your profile you will not be able to manually enter steps from previous days. The device will automatically send over steps from dates prior to today until your registration date.

- **Can I add steps from before my registration date?**

No. We do not bring in steps prior to your registration date. This is why it is important to register before a competition begins.

- **How do I convert other activities (swimming, running, pilates, etc.) to step data?**

Go to "Your Stats" tab, click "Add an Entry," and then click the "Activity Converter" line below the comment field.

- **When are competitions finished?**

Competitions end at 11:59pm PST of the end date of the competition.

When a competition ends we wait 48 hours to tally the winners to allow everyone to enter in their steps and pedometers to catch up and bring in steps. This means that if your competition ends on a Friday, the automated tally of winners will not happen until Monday morning.

Some program administrators choose to override the post competition 48 hours grace period. Try to keep your steps synced and get your manual entries in as soon as possible when nearing the end of the competition.

- **Pacer icon and pacer bar**

The Pacer icon abides by the daily step goal that you have set forth for a challenge and shows walkers where they should be in order to finish the challenge in time.

There is also a pacer bar that shows at the top of the leaderboard.

- **Preferences / Privacy Etc...**

- **How do I change my username?**

We discourage the changing of usernames -- it can confuse your fellow walkers on the site (who is this?) and usernames allow you a unique location for your profile.

If you would really like to change your username you can do so once. Go to your preferences by clicking your username in the upper right corner of the screen.

Click the link labeled 'change your username' just above your username on the first page.

Make sure to click "Save Settings" when you are done.

Need more answers? Go to [support.walkertracker.com](http://support.walkertracker.com)

- **How do I change or upload a profile picture?**

Access your settings by clicking on your username in the upper right-hand corner of the screen. On the left side of the menu, your current profile image is displayed. If you haven't

uploaded a profile picture, the default avatar will display. Click the “Change Picture” bar at the bottom of the photo to go to the picture uploader. Browse for the picture you want, press upload, and click / drag the frame to define the image area. That’s it! You’re done!

- **How do I alter my privacy settings?**

There are a number of privacy options to choose from in your preferences. To get to your preferences page, click on your username at the top right of the screen.
- **Friends, etc.**
  - **How do I find friends?**

If you know your friends' username, name or email address, you can find them by using the "search" feature next to your username in the top right hand corner of the page.  
To browse for friends on the site, you can use the "news feed" tab to see who is logging steps, click on their user icon and add them as a friend. You can also do this in competitions by clicking on their icon on the map or chart.
  - **How do I add friends?**

Click on the image or the name of the person you want to add as a friend. You will go to that person's profile page. Now click 'Add as Friend' button under their profile picture. The person will be notified that you have requested their friendship.  
When you add someone as a friend, you are essentially asking to 'follow' that person, by being able to view what data they are making available to the others, and to be able to compare stats to that person. They can choose to add you back as a friend or not, which grants you more permissions.
  - **How do I remove friends?**

You can 'unfriend' another walker by clicking on the "friends" tab and hovering over that friend's picture. This will bring up an arrow on the top right corner of their image, click this and choose "Remove as Friend".
  - **What kind of information can my friends see?**

You can choose what kind of information your friends see. They will always be able to see how many steps you’ve taken. This is a walking competition, after all!  
When you write a blog post, you can choose who sees it by clicking the “Who Sees This” link at the bottom of the posting form. You can choose to have everybody see the post, to have only you see the post, or to have only your friends see it.  
You can set your privacy level by going to the top right of the web page, clicking on your user name, then clicking through to the Privacy tab and choosing your settings.
  - **What kind of information can non-friends see?**

Everybody on the site can see the number of steps you've entered, and can see your position in the competition, as well as your comparative step data. This is a step competition, after all!  
When you write a blog post, you can choose who sees it by clicking the 'Who Sees This' link at the bottom of the posting form. You can choose to have everybody see the post, to have only you see the post, or to have only people you've designated as friends see it.  
You can set your privacy level by going to the top right of the web page, clicking on your user name, then clicking through to the Privacy tab and choosing your settings.



Browsers we support are:

Firefox 2.0 +

IE 8.0 + \*

Opera 9.0+

Safari 5+

Google Chrome

\* We do not support IE 6 or IE 7 and we are phasing out support for IE 9 (our maps, for example, do not work with IE 7). If you use one of these, we strongly encourage you to try another web browser. See Microsoft's own effort to migrate people off of IE 6.