Frequently Asked Questions

What is MOVES?

MOVES is a free to use app for your company/institution. MOVES is an activity reward platform, allowing you to earn points by syncing your account to a range of tracking apps and wearables.
You can redeem rewards, join challenges and create groups with your friends.

Is this linked to my Himotiv account?

The app is a completely new platform and is not linked to the HiMotiv platform. We are not able to migrate your points to the new platform. Please note Himotiv will be closing in 2-3 months after which point you will no longer be able to use HiMotiv if you have not used your points by the closing date they will be lost. Due to Coronavirus we are unsure of the date at present but will update you when it is confirmed. We will do our best to ensure all users have an opportunity to redeem their points and collect their rewards.

Trackers and Wearables

Which tracking apps and wearables are supported by MOVES?

The app supports the following trackers:
- Apple Health (iOS devices only) *
- Withings / Health Mate
- Fitbit
- Google Fit*

*You can connect a range of other apps to both Apple Health and Google fit which are then synced through this integration. These included:

- Garmin Connect
- Strava
- Nike Run Club
- Run Keeper

If you want to track all types of activity, you can do easily through connecting Strava to Apple Health or Google Fit and then Apple Health / Google Fit to MOVES.

Step 1. Connect Apple Health (iOS device) or Google Fit (Android) to your MOVES account

Step 3. Connect Strava to Apple Health or Google Fit

Step 4. Log running / cycling through Strava

Step 5. Activity tracked on Strava is sent to Apple Health or Google Fit

Step 6. Activity from Apple Health or Google Fit is sent to MOVES.

How do I connect, reconnect and change trackers?

On sign-up you will be invited to connect a tracker of your choice. If you skip this step you are then able to connect a tracker within the 'edit profile' in the app.To change trackers you must first remove the tracker you have connected. This is done via 'edit profile' in the app. Click 'remove tracker' then 'connect tracker' and follow the steps.

Can I connect more than one tracker?

No. You can only connect with one tracker at a time.

Do I need a fitness tracker app or wearable to collect points?

Yes. You will need to connect at least to a simple step tracker, such as Apple Health, Google Fit or Fitbit.

What Activity does MOVES track?

MOVES currently tracks the following activity:

- Steps Walked
- Miles Ran
- Miles Cycled

Please note that any static running or cycling done in a gym will not be recorded. You must track these based on distance, through a GPS tracker.

How long do my points last for?

Please refer to your institution/company terms of service where this will be detailed.

Rewards

You can spend any points earned through the MOVES app on rewards. The rewards on the app are exclusive to you and yourcompany/institution.

How do I know which rewards are available?

Usually all rewards visible on the marketplace are available to you. In some cases, the rewards will be out of stock. If so, this will be displayed on the reward itself.

You must have enough points to redeem a reward – those available to redeem will have 'available' displayed. Those you cannot redeemed will display 'you need more points'

How do I redeem a reward?

Please read the terms and conditions of the reward itself, however the platform supports two ways to claim a reward:

> 1. Merchant Claim
> Follow the instructions, you will be prompted on pressing claim to hand your
> device to the sales person you are redeeming the reward.
> They will confirm receipt of the claim on your device.
>
> 2. Code Claim
> On claiming the reward, a unique code will be revealed. Instructions will be given on how to use the code to claim your reward.

What happens if I claim a reward by mistake?

Once a reward is claimed it cannot be undone. The app will always give you a final warning, if you claim by mistake you cannot reclaim your points.

My Profile

How do I view my points?

Points earned and points redeemed are displayed in a graph displayed on your profile. You can see total lifetime points and total points available to use on rewards. The graph will display the last seven days of your activity.

When does activity sync with my MOVES account?

Your tracking app or wearable will sync with MOVES every 24 hours. Any points earned will display from the previous day of activity.

Your activity is converted into points by the MOVES app. The trackers sync at regular intervals with your MOVES account:

Apple Health

When you open the MOVES app, activity will be synced. If you don't open the app, any points earned will be rolled over, when you open it. This is supported for up to a week (7days). So, make sure to open your app every day.

The following trackers sync every 24 hours:
- Fitbit
- Google Fit
- Fitbit

How do I edit my profile?

Select 'Edit Profile' where you can change and edit the following:
- Your bio
- Connect/Remove tracker
- First Name
- Last Name
- Marketing opt-in preferences
- Hide activity on newsfeed

Badges Earned

What badges can I earn on MOVES?

You can unlock the following badges:

- Mover : When you first log your first activity
- Spender : When you first redeem a reward
- Streak: When you log activity for three consecutive days
- Perfect Week : When you log activity for seven consecutive days
- Veteran: When you exceed earning 50,000 points
- Millionaire : When you log 1,000,000 Steps

Challenges

How do I join a challenge?

You can browse all live and upcoming challenges, but you can only join those that are live. You can click the 'Join' button to compete in the challenge.

How do I leave a challenge?

You can leave a challenge by navigating to the challenge page and clicking 'leave.'

Can I join more than one challenge?

Yes, you can, however you can't join the same type of challenge. E.g you can't compete in two 'step' challenges concurrently.

If I leave a challenge, will I lose my progress?

Yes, if you leave a challenge you will lose your progress.

Public and Private Groups

How do I join a public group?

You can find all active public groups in the social tab. You can be part of the group by clicking 'Join.' Public groups are usually themed and have their own specific challenges.

How do I create a private group?

Navigate to the social tab and select 'private groups.' Click the '+' button and follow the steps to create a private group.

Can you edit a private group?

Yes, if you are the creator that particular private group. You can invite more friends to join, change the group image and description.

Can I leave a public/private group?

Yes, simply click 'leave' within the group. Please note if the group is private the owner will have to invite you again if you wish to join. If you leave a private group, you created it will be deleted.

Logging in/out

You can log out of the app by navigating to 'edit profile' – 'Logout.' If you delete the app or want to log back into MOVES, make sure you select your correct institution / company before attempting to login again.

Troubleshooting

Points not coming through for the activity you do? Please check the following:

   1. Check your app permissions. Make sure you are sharing all information with your tracking app (e.g. Apple Health) With MOVES.

   2. Check any app permissions you have connected to Apple Health / Google Fit.

   3. Location services, running and cycling will require GPS tracking, make sure you have your location services activated on the apps you use – e.g. Strava.

   4. Make sure your connected app is up to date.

If this is still not working, you can always try:
   1. Disconnecting and reconnecting your tracker – under 'Edit Profile'

   2. Force closing your MOVES app and re-opening it

   3. Make sure you have a good internet connection when opening your MOVES app.

Withings does not always send up consistent data to the MOVES platform. If users continue to have problems, and want to stay using Withings they can do the following:

iOS Devices

      1. Connect Apple Health to MOVES

      2. Connect Withings to Apple Health under 'apps'

      3. Apple Health will send up verified data from Withings to MOVES

Android Devices

      1. Connect Google Fit MOVES

      2. Connect Withings to Google Fit under 'apps'

      3. Google Fit will send up verified data from Withings to MOVES