activefit+

Common Program FAQ's

What is ActiveFit®+?
The ActiveFit+ app is a wellness solution designed to track and reward your healthy choices. The ActiveFit+ app:
- Tracks gym activities, home workouts, and step counts
- Shows your daily progress towards your monthly goals
- Delivers health content and motivational messaging to help you keep your wellness goals on track

How do I access my member portal and what is it used for?
ActiveFit+ gives you access to an online member portal in addition to the ActiveFit+ mobile app. We encourage you to take full advantage of your member portal to:
- Manage your profile information
- Review notices from Advanta Health
- Change your primary fitness facility or add a new facility to your account
- Contact Member Services

How do I contact Advanta Member Services?
- You can contact Advanta Member Services at MemberServices@AdvantaHealth.com or by calling (201) 351-7850, extension 1, Monday through Friday, 9am to 5pm Eastern Standard Time.

How many activities per day count towards my incentive goal?
- Only one (1) approved activity per day will count towards your incentive goal. Additional activities occurring within the same day are encouraged, but do not count towards monthly incentive goals.

When should I expect my incentive?
- Your incentive will be credited to your account within 60 days following each month you reach your incentive goal. Typically, payments are processed near the end of the month, and you will receive an email when incentives are issued. In some cases, depending on your paper bank statement cutoff date, the credit may not appear until the following month.

My spouse and or dependents are on my insurance plan, can they also use ActiveFit+?
Eligible family members 18 years or older may participate in the program. To enroll your eligible family members online, follow these steps:

- Visit the online enrollment portal
- Enter the information from your Employee ID, **your work email address**, and your family member's birthday
- In Step 3 of the registration process, you will need to enter a different email address than the one you provided for your own registration
- Continue to follow the prompts to complete enrollment

Once their enrollment is complete, your family members will be able to download ActiveFit+ from the App Store or Google Play store and log in with the user name and password that was set up in Step 3 of their enrollment.

Can I obtain verified activities from multiple facilities?
- You may have multiple verified facilities associated with your account, however only one activity per day is counted towards your monthly incentive goal.

How can I add another gym/facility?
- If you already have a gym designated, you may add/remove additional facilities through the My Facilities tools in the Member Portal and mobile app. If you do not have a gym designated, you will need to add your first facility through the Member Portal.

How do I ensure all my steps are captured in ActiveFit+?
- **ActiveFit+** obtains your step information from the health app you are using (Apple® Health, Google Fit™ or Fitbit®) whenever you open the home screen of **ActiveFit+**. You may see differences in steps between your health app and **ActiveFit+** depending upon how frequently your data is being synchronized and if our system has completed its verification process.
- **With A Wearable**
  If you have a wearable fitness device tied to a compatible health app (Google Fit, Apple® Health, Fitbit®), make sure you synchronize the device with your health app on your phone first. Please check your wearable's website for specific instructions on how to synchronize your device. Once synchronization is complete, open the **ActiveFit+** home screen and then navigate to the SmartWalking screen to view the steps from your health app in **ActiveFit+**.
- **Without A Wearable**
  If you do not use a wearable and steps are not matching, open your health app and then open the **ActiveFit+** app home screen. This will enable the health app to update before **ActiveFit+** attempts to retrieve the information.

I forgot to synchronize my steps, what can I do?
ActiveFit+ provides an on-demand synchronization tool which allows you to synchronize steps which were captured by your health kit within the last seven days.

- Tap My Activities
- Tap the date you need to synchronize
- Tap "Sync Steps" in the SmartWalking card below the calendar
- Confirm steps reported from health app in the modal window that appear
- Steps will show as updated in My Activities

What is ActiveFit@Home®?
ActiveFit@Home is a feature within ActiveFit+ that allows you to earn an activity towards your monthly wellness goal while working out in the comfort of your own home.

Do I have to have a Smartphone to use ActiveFit@Home?
Yes, ActiveFit@Home relies on a real-time geo-location time stamp. In order to effectively track these activities, you will need to have GPS location services enabled on your smartphone.

How do I record my ActiveFit@Home workout in ActiveFit+?
To earn an accepted activity for your at-home workout:

- Locate the new "ActiveFit@Home" option in the main menu in ActiveFit+.
- Tap the "Get Started" button to open your camera and take a post-workout selfie.
- Once you have previewed your photo and are happy with it, please click "Upload."
- The photo, along with a geo-location time stamp, will allow us to accept your activity!
- Please allow 24-48 hours for your ActiveFit@Home activity to be accepted.
- Please note: If you take a photo today but submit it for a previous date, that activity will remain in a pending status and may not be accepted.

Your approved ActiveFit@Home image, along with our geo-location time stamp, will allow us to accept your activity!

Why don't I see ActiveFit@Home in my ActiveFit+ app?
Please ensure that your ActiveFit+ app is up to date with the latest version. Please try logging out of ActiveFit+ and logging back in with your username and password.

Do I have to allow access to my Smartphone's camera to use ActiveFit@Home?
Yes, ActiveFit+ will request permission to access your camera to use ActiveFit@Home. To enable camera permissions, follow these steps in your Smartphone settings:

Instructions for iPhone Users

- Phone Settings -> Scroll down and locate ActiveFit+ -> Enable Camera

Instructions for Android Users

- Settings Screen click Permissions -> Camera -> Allow

Why wasn't my image accepted?
Common reasons why your image may not be accepted:

- We were unable to determine your location.
- Your ActiveFit@Home workout was submitted for a previous day.
- Your image does not comply with our standards for appropriate content.

Why did ActiveFit@Home disappear from my ActiveFit+ app?
ActiveFit@Home was implemented to provide our members with an alternative option of reporting physical activity while fitness facilities are closed. This feature may not be available once your fitness facility reopens.