1.) What is the ShapeUp program?

The ShapeUp program is a fun online wellness program brought to you by Being Well at Yale that enables you to set healthy goals, engage in challenges, and track results along the way.

2.) Why should I participate?

Enjoy the satisfaction of setting and achieving your personal health goals while teaming up with your co-workers to engage in fun challenges that reward you with good health.

3.) What are the team challenges, and how do they work?

After registering for the program, team challenges in which you can participate will be offered. To join a team, you must first connect with a team captain, or find a team using the online Team Building Forum. Then you simply select in which categories you would like to participate. If at least five people on your team choose to participate in a category then your team will be included in the company-wide team standings in that category. Employees also have the option to register as an individual.

4.) What challenge are we running and how does it work?

Being Well at Yale will be running the Level Up challenge. Registration for the next challenge opens on September 9th. The Level Up challenge begins on September 30th. Level Up is about setting and earning steps and/or exercise goals. Participants form teams and compete against other teams throughout this 8 week competition.

5.) Do I need to register for the Level Up challenge if I already created an account or participated in Ready, Set, Go?

If you are a returning Ready, Set, Go participant, you must still register for the Level Up challenge. If you are new and just registered for the first time, you still need to take action by registering for the challenge. You’ll know you’re registered for the Level Up Challenge, if you see green flags on your tracking page next to the categories you chose to track (steps, minutes exercised, weight loss).

6.) What are the categories in the Level Up challenge?

The (3) categories in the Level Up Challenge are:

- Exercise Minutes
- Steps
- Weight Loss (optional)

7.) I have added some other trackable activities in addition to the categories in question 6, will my data count towards the challenge?

No. Only categories that are marked with a green flag icon (steps, exercise minutes, weight loss) will count towards the Level Up challenge.
8.) What counts as “exercise”?

Exercise is defined by ShapeUp as moderate intensity activities that increase your heart rate. This includes brisk walking, jogging, spinning, running, swimming, weight lifting, etc.

9.) Can I count my activity towards steps and exercise minutes?

Yes, as long as you’re able to estimate your steps or use a tracking device (pedometer, RunKeeper, etc), you can track for both categories. For example, if you walk one mile (about 2,000 steps) in 30 minutes, you would track your 2,000 steps in the steps category and 30 minutes of exercise in the exercise category.

10.) How can I estimate my steps if I don’t have a pedometer?

If you do not wear a pedometer or use a tracking device or mobile app, the best way to estimate your steps is to use the following formula: 1 mile = 2,000 steps.

11.) How much time do I have to track my data for the Level Up challenge?

Because the Level Up challenge builds from week to week, which runs Monday – Sunday, you will have until Tuesday to track your data for the previous week.

12.) Can I participate on more than one team?

No. Participants can only be on one team.

13.) What is the difference between an open versus a closed team?

A team captain can decide if they would like to keep their team open or closed. By electing to keep your team open it means that any participant can join your team. If you select the closed option then only the team members you invite will be able to join your team.

14.) How many people can be on a team?

You can have 5-11 people on each team, including the team captain.

15.) What if I can’t find four other people who want to participate on my team?

Encourage them personally! Also, you can connect with colleagues who are interested in joining by using the online Open Team finder. You may also participate as an individual.

16.) Can I “register” as an individual and on a team?

No. Employees must register for the challenge as an individual or as part of a team.

17.) How are team standings calculated for the Level Up challenge?

Team results are calculated based on the average levels completed by all team members competing in a category. So it is important to motivate your team members!
18.) Why is my team not showing up on the standings?

If you have 4 or less members on your team or participating in a category your team will not show up on the team standings (see chart below). Also you will not show up on team standings if you are participating as an individual.

**Example**

Team Name: The Yale Erudites  
Team Size: 6  
Team Members: Michael Smith, John Doe, Jane Doe, Jimmy Thomas, Larry West, Jordan James  
Conclusion: The HUB Healthy Eaters team will show up on the division standings for exercise minutes and pedometer steps but not weight loss

<table>
<thead>
<tr>
<th>Exercise Minutes</th>
<th>Pedometer Steps</th>
<th>Weight Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michael Smith</td>
<td>Michael Smith</td>
<td>Larry West</td>
</tr>
<tr>
<td>John Doe</td>
<td>John Doe</td>
<td>John Doe</td>
</tr>
<tr>
<td>Jane Doe</td>
<td>Jane Doe</td>
<td>Michael Smith</td>
</tr>
<tr>
<td>Jimmy Thomas</td>
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<td>Jordan James</td>
</tr>
<tr>
<td>Larry West</td>
<td>Larry West</td>
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<tr>
<td>Jordan James</td>
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</tbody>
</table>

19.) What happens if I don’t have enough people (minimum of 5) on my team participating in a category?

Recruit more teammates to select that category. If you are unable to recruit more participants then your team will not appear on the team standings for that category.

20.) Can I change which challenge categories I participate in?

Yes. Participants have until the end of the 1st round (1 round = 1 week) of the challenge. You can use the online system or refer to the “Help” tab on the top right hand corner of your screen. You cannot change category selections after the first week of competition

21.) Can you win multiple categories?

No, you cannot win multiple categories. The prize will go to the next best team that has not won a category.

22.) How much time do I have to track my data in a Last One Standing challenge?

Participants involved with a personal “Last One Standing” challenge have 24 hours after the day you need to report for. For example, I would have 24 hours to get my data in for today. Participants will have to log in over the weekend in order to avoid being eliminated.

23.) Why aren’t I receiving Shape Up emails?

Check your junk mail and make sure to add "no-reply@shapeup.com" to your mail safe list / contacts.
If you have any questions please email Customer Support at support@shapeup.com or call toll-free at 1-877-238-1178.

Good luck with the challenge!