



# Pacific Crest Trail

## Frequently Asked Questions

**Q: What is the Pacific Crest Trail challenge?**

Team, are you ready to backpack America's treasured Pacific Crest Trail? From the Mexican border to the edge of Canada — your route is brutal and breathtaking through the wild west's deserts, mountains, and forests.

Remember, the more you trek, the more destinations you unlock, each filled with stories and survival tips to keep you moving. Here's to quick strides in nature's grandeur. Your adventure is calling.

**Q: How do I register for the challenge?**

You may register for the **Active Challenge** through Active Health.

1. Go to [www.pebtf.org](http://www.pebtf.org) and click on the Pacific Crest Trail Challenge.
2. You will be directed to the My Active Health website. Complete the registration information if you do not already have a username and password.
3. Scroll down to **"Active Challenge"** and complete the information to register on the Virgin Pulse challenge site.
4. Join a team (they'll be happy to have you).
5. Or make your own team (lead the way, Captain).
6. Make sure your activity tracker is connected to get credit for all your hard earned steps or manually enter your steps.

**Q: What are the dates for the challenge?**

Registration for the challenge will open on Monday September 9<sup>th</sup>. The challenge will start on Monday September 23<sup>rd</sup> and end at midnight on Sunday November 3<sup>rd</sup>. You will have until Tuesday November 5<sup>th</sup> to upload steps for the challenge. Note that you can upload steps from up to 2 weeks prior but uploading daily is more fun!

**Q: How do I join a team?**

You have two ways of joining the adventure. The first is to create a team of your own with the ability to invite your friends! The second way is to join a suggested team! You can find and select either option under the *Join a Team* section.

**Q: How many people can be on a team?**

You have the option of having up to 8 participants on your team. Keep in mind that the more people on your team, the more steps and destinations you will complete, and your leader board spot will increase! Be sure not to leave your team once you join – you will not be able to join another during this challenge.

**Q: What are the responsibilities of a team captain?**

As a team captain you have the ability to invite, email, and motivate your team! Demonstrate your leadership both in the team chat, and on the outside track!

**Q: How do I track my steps?**

You can track your steps automatically by utilizing your activity device. You also have the ability to manually enter your steps via the website or the Virgin Pulse mobile app. Don't forget to check your progress by clicking on Stats under the Tracking tab!

**Q: How do I know how well my team did?**

You can see how you stack up against the competition by checking out the current results on the leaderboard page. Here you can see not only how your team is faring against the competition, but you can also see where you rank as an individual in the challenge! At the end of the challenge, you'll get a notification with the final step count for your team and congratulating you on your hard work.

**Q: If I log an activity will it convert to steps for the challenge?**

Yes, we have a step converter tool built into the site so if you enter "basketball" for 30 minutes, the platform will take an average of steps for that particular activity and add to your account.

**Q: Can I connect my Fitbit (or other fitness tracker) to the platform?**

Yes, navigate to add device from the "my profile" tab (under your picture in the upper right-hand corner). It will walk you through steps to sync your device. Note: You will need to log into your Fitbit account so have that account information available and select "allow all" in order to sync. If you run into an issue with syncing your device please contact member services - 833-525-5787 or [mychallenges@virginpulse.com](mailto:mychallenges@virginpulse.com).

**Q: Can you enter multiple daily activities and steps in one day?**

Yes, you can enter as many in a day as you would like. Note: there is a 30,000 steps/day limit for the challenge though your personal account will show all steps taken in a day.

**Q: What are "trophies" and where do they show up?**

Trophies are virtual badges that you earn through the platform. To view your trophies you can log in, mouse over your profile picture in the upper right-hand corner then select "trophy case" in the dropdown menu to view.

**Q: Can my profile be viewed by others?**

Yes, it can be viewed by other members that you have accepted as a "friend". If you do not want to share, you would simply not fill out the profile fields. Other data such as weight, would not show to others.

**Q: Is there a mobile app?**

Yes, there is a desktop application as well as a mobile app available for both iPhones and Android devices that you can download. Simply visit the app store or google play and search for "Virgin Pulse". This can also allow you to track your steps via your mobile phone.

**Q: Do I need to have the Virgin Pulse app or can I simply use the website on desktop and still have devices sync?**

You do not need to have the Virgin Pulse app to sync with your device, most can be done through the desktop application. If you have an Apple Watch you will need to sync through the app using Apple Health.

**Q: Is there a time delay between entering step data and when it's displayed?**

No, when you enter your steps manually they will automatically appear on the site. If you are using a tracking device those should automatically update on the site as well. If you find your device has a different number than the platform, try updating your device app first then log into the platform to refresh.